

SPU Customer Review Panel (CRP)
SBP Foundational Briefing

February 7, 2023

Members attending: Robin Schwartz, Miki Sodos, Gretchen Glaub, Amanda Richer, Suzie Burke, Noel Miller, Maria McDaniel, Bobby Coleman, Ebony Rose Frazier.

Andres Mantilla, BDS Consulting Facilitator opened the meeting.

Andrew Lee, SPU General Manager, welcomed CPR members and provided remarks

Happy New Year and welcome. Thank you for serving on the CRP.

South Park Flooding Update:

The end of the year and the beginning of the new year were a whirlwind of activity. Freezing temperatures, water main breaks, and the Duwamish River over topped. We had a King tide on December 27, 2022, that was two feet higher than predicted and normal. A swath of homes along Chicago Street between 7th and 8th were severely impacted. As this was unprecedented, the first few days were confusing; this was not a typical situation for an SPU response. Staff onsite decided they would step in and figure out how to assist even though it wasn't clear which agency's responsibility it was. Forty to 50 properties were impacted.

Staff did their best to respond to resident's concerns as all levels. SPU worked closely with residents on recovery: showers, laundry, and translation services. Several community organizations also stepped up to advocate and assist with recovery efforts; SPU contracted with Just Health as well.

In addition to recovery efforts, we focused on restoration: working with a contractor to remove damaged materials in homes; disposal of debris; drying out of homes to make sure units are safe to live in.

And finally, relocation: working with folks to move them back in and file claims when appropriate. January 22-24, 2023, another King tide hit was predicted. SPU Logistics built up another barrier. Fortunately, it did not recur at the previous level. Future efforts will be needed to anticipate future tides and flooding. This is long term work. Additional sea level rise work will need to be implemented along with more detailed planning work. There is a lot to do. Happy to provide more details if you have questions.

At the March quarterly meeting we will discuss South Park flooding and response in more depth. I'm grateful to everyone who helped out and to our staff and their efforts.

Targeting by summer to have the storm water pump station in South Park online.

Public Comment

No public comment was made.

Andres Mantilla, BDS Project Director walked through the SBP update look ahead calendar.

CRP Three Month Lookahead Calendar

We have three types of meetings right now leading up the SBP update:

- Regular quarterly meetings
- Foundational briefings – high level briefings about SPU lines of business in preparation for updating the SBP
- Virtual study sessions for a deeper dive into specific issues of interest to CRP members (optional)
- 15 minute check ins with each member – questions, what else can we provide you, what else would you like to hear about, any other issues you'd like to raise

Foundational Briefing: Drinking Water Line of Business

Overview of services, budget, investments, asset management, and challenges.

Presenter: Julie Crittenden, Water Planning and Program Management Interim Division Director

Please see PPT for complete information

- Drinking waters provides water to people and fish – most people in King County get their water from Seattle's system.
 - Watersheds
 - Wholesale and retail customers
 - Process
 - Hydro power generation
 - Treatment plants
 - Transmission system
 - Water for firefighting as well
 - Infrastructure
 - Two water sheds
 - Employees
 - 300 + employees
 - Service levels

- Meets all requirements
 - Respond promptly to customer issues
 - System is resilient
 - Water supply
 - Increasing population; decreasing water use
 - Sufficient for the next 40 years
 - Financial picture
 - Residential and wholesale customers are revenue
 - Operations are expenses
 - Rates
 - Under approved rates
 - Going forward new rates will be set 2024-2027
 - Capital spending
 - Treatment plants
 - Reservoir covering
 - New: stable and consistent level of investment
 - Seismic, rehabilitation, upkeep
- SBP metrics progress – *Please see PPT for specifics*
- SBP initiatives – *Please see PPT for complete list*
 - Seismic resilience
 - Asset management: aren't replacing water mains as quickly as we'd like; lingering Covid impacts (lower staffing; supply chain issues)
 - 2025-2030
 - One water, zero waste, cares principles, community centered
 - Voices of the community
 - Culture and people
 - Tribes
 - Environmental Justice Communities and RSJ
 - Water Conservation and Youth Education Dashboard
 - Challenges and Opportunities
 - Affordability (concerns: increasing costs)
 - Staffing and workloads
 - Aging infrastructure
 - Climate change
 - Advanced Metering
 - On-site non-potable water
 - Construction opportunities replace and rehab coordination (e.g., projects in cooperation SDOT and other city departments)
 - Succession planning
 - Aging infrastructure and seismic risk
 - Climate Change adaptation
 - Adjust to longer and dryer summers
 - Wetter winters

- Working to understand and adapt to impacts
- Conducting a water supply alternatives analysis
- Wildfire risk assessment
- Water conservation futures assessment
- South Fork Tolt Dam FERC License
 - Need to relicense
 - Six to seven year process; large body of work
 - Noel Miller: who gets the revenue from the electricity generated from the dams (1-2% of total electric generation)
- Treatment plant operations and maintenance
 - Operations being brought in house for treatment plant
 - Noel: are there large capital needs for the treatment plants? Three or four capital projects for each (\$3-4M per year)
- Advanced Metering infrastructure
 - Automate meter reading; information more accessible
 - Business case should be completed middle of next year; may not be ready for this SBP update
- Questions?
 - Geographic focus – neighborhood by neighborhood for water quality. This is tested throughout. It's done more system wide. Distribution is also checked for quality.
 - Status of the RV wastewater pump out program – response to be provided in mid-March.

Foundational Briefing: Solid Waste Line of Business

Overview of services, budget, investments, asset management, and challenges

Presenters: Jeff Fowler, Deputy Director of Solid Waste, **and Susan Fife-Ferris**, Director, Solid Waste Planning & Program Management

Please see PPT for complete information

Overview

- Different types of residential, multi-family, and commercial pick-up options. South and North Transfer Stations. Garbage goes by rail to north central Oregon. Organics to Oregon. Recyclables go to South Seattle to be sorted and sold.
- Customer service system improvements – lock your dumpster, clear alley program, reserve parking stall for collection day.

- Managing closed landfills at South Park, Midway and Kent. Required to actively manage the landfills. Due to consent decrees with department of Ecology.
- Hazardous Waste facilities – regional program run by SPU staff, Haller Lake, South Transfer Station, home collection
- Finances
 - Gap between revenue and expenses was because we thought we'd be in construction on redevelopment of the South Transfer station
 - Doing well on financial goals
 - Rates just recently set 2023-2025
 - Restructuring debt to save on interest payments
- Challenges
 - Increase service resiliency and reduce carbon footprint
 - Mutual aid agreements
 - 63% of garbage is still recoverable
 - Focusing more on prevention in the waste stream
- Voice of the community
 - Solid Waste Advisory Committee – similar to CRP role
 - Solid Waste plan update
 - Suzie Burke: What do we do when Waste Management won't help with an event like the Fremont Fair?
 - On-going feedback at transfer station – standard questions and also open-ended question
- Capital program
 - Old South Transfer station property
 - New compactors
 - Tipping floors
 - Drainage improvements
- Diverting Waste – keeping it out of the landfill
 - Outreach and education
 - Technical assistance
 - City Food Action Plan
 - Extended Producer Responsibility
 - Deconstruction over demolition
 - Waste prevention – big push to customers to change mind set about what it means and what to do
- Policy and Legislation
 - Statewide producer responsibility
 - Right to repair

- Impact of Seattle's initiatives and policies
- Metrics
- Propose to Measure Success

Questions?

Suzie: people who clean houses do not understand that you can't recycle plastic bags. SPU: people moving here from other places. Can we do an educational piece?

CRP Discussion Period – Andres Mantilla facilitating

Next step: what does all of this mean to you as CRP members? What topics in these presentations are resonating? What do you need more information about?

Amanda: outreach plans – is there a central place for these programs? Any where she can go to see them listed and with more detailed information. Andrew Lee: more comprehensive presentation of outreach programs can be done. One page on the site to see what the educational programs was requested by Amanda.

Suzie: how do these programs affect rates? Noel: in past updates we've reviewed how capital programs and interest rates are impacting rates. Dani: we will be talking about the business plan rate path. Conversation will start in the June-ish time frame.

Ebony: How to measure success? Understanding metrics and asking the right questions.

Suzie: are the Mayor and Council staffers attending and they were.

Noel: BDS interested in hearing directly from panel members, you should feel free to let Cheryl or Noel and we'll be happy to set something up.

Suzie: we can be good spokespeople for SPU as we represent everyone.

Amanda: how much of recyclables are getting recycled? SPU: 90% Once garbage is removed. How often are contractors getting checked? Monthly. We get the benefit of what they sell which is part of our contract. Customers are educated and good about what they put in.

Bobby: 10% is garbage? Still too many recyclables going into garbage.

Noel: some items there is no market for. Like Christmas tree lights. There are some organizations that will take them. SPU: difficult for us to advocate for private companies that will collect other materials that we don't collect.

Andres: encourage you to bring your perspective to this process. Your positions as business owners, community members, etc. That will be key to a successful process.

Suzie: Fremont Sunday Market good place for a table for SPU to have some educational materials.

Upcoming events:

February 28th next Foundational Briefing

March 13th next Quarterly Meeting