

# Seattle Public Utilities Customer Review Panel

Monday, October 21, 1 - 4 pm  
Seattle Municipal Tower, 4901 (49<sup>th</sup> Floor)

## Meeting 6

### Agenda

1. **Welcome/Moving Forward** (5 min.) Mami Hara
  
2. **Standing Items** (15 min.) Karen Reed
  - a. **Review of Today's Agenda & Objectives**
  - b. **Approval of October 2, 2019 Meeting Summary**
  - c. **Communications to Panel**
  - d. **Panel Questions Tracking List/Follow-up**
    - i. Battery Street Tunnel/WSDOT reimbursement
  - e. **SPU in the News/GM Comments**
  
3. **Panel Chair Comments** (3 min.) Noel Miller
  
4. **Building the Next Strategic Business Plan: Planned Components, Comparison to last SBP** (10 min.) Jonathan Swift
  
5. **One-Water/Zero Waste - a future thinking lens on the SBP** (30 min.) Mami Hara
  
6. **Customer Perspectives - Retrospective and Plan** (30 min) Danielle Purnell
  - a. Workplan & Discussion
  
- BREAK (15 min)
  
7. **SWOC and Situation Assessment: What's going on, what trends do we anticipate to impact SPU?** (70 min)
  - a. Ground Rules for Exercise Karen Reed
  - b. Small Group Discussions Panel
  - c. Report Out and Summarize Panel/Karen Reed

8. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (2 min.) Karen Reed

- Week of November 4 (Financial Forecast, Financial Policies, Asset Management Plans)
- Tuesday, December 17, 9 am - noon (Enterprise Risk, Risk and Resilience, Water Seismic, Affordability)
- January - 4 hour meeting, TBD

9. **Adjourn**