

Seattle Public Utilities Customer Review Panel

Friday, March 20, 2020, 1pm – 4 pm

Meeting Held Virtually

Meeting 13

Agenda

1. **Welcome/Today's Topics & Wayfinding** (15 min.) Mami Hara

Introduction & Remarks - Councilmember Pedersen

2. **Standing Items** (30 min.) Karen Reed
 - a. Review of Today's Agenda & Objectives
 - b. Approval of prior Meeting Summary
 - c. Communications to Panel
 - d. Panel Questions Tracking List/Follow-up
 - e. SPU in the News/GM Comments

- Facilities Financial Summary Table (Andrew)

- COVID_19 Update - City and SPU response Mami Hara, Andrew Lee

3. **RV Wastewater Pilot** (15 min) Chris Wilkerson

4. **Customer Assistance Programs** (75 min)
 - a. Utility Discount Program Self Certification, COVID-19 Response Kahreen Tebeau
 - b. Utility Discount Shut-Off Prevention Kathy Thielen
 - c. Leak Adjustments Aurora Mendoza
 - d. Side Sewer Assistance Kevin Burrell

- BREAK** (10 min)

5. **Rate Path Update** (30 min)

Paula Laschober, Maria Coe

6. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (5 min.)

Karen Reed

- Recap Follow-up questions
- Meeting 14, Tuesday, March 31, 1 - 4 pm - virtual meeting
- Meeting 15, Monday, April 13, 1 - 4 pm
- Meeting 16, Friday, May 1, 9 am - noon
- Meeting 17, Monday, May 18, 1 - 4 pm
- Meeting 18, Friday, May 29, 1 - 4 pm

7. **Adjourn**