

Title Meeting Customer Expectations—Water	Number WTR-140	Rev. no. 0
Responsibility Drinking Water Division	Supersedes N/A	Pages 1
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1. PURPOSE

This policy articulates how Seattle Public Utilities aligns its drinking water services with customer needs and expectations.

2. POLICY

Provide retail and wholesale drinking water service that responds to changing customer expectations centered on providing reliable, high-quality water, and guided by asset management principles.

- A. Use retail and wholesale customer-driven service levels to guide SPU's decisions regarding the drinking water services the department provides.
 - 1) Set service levels that are within SPU control based on high priorities to customers or regulatory requirements.
 - 2) Collect and analyze retail and wholesale customer input through a variety of means, and modify SPU's service level targets as needed.
- B. Provide services with efficiency and fairness across customer classes (e.g., retail/wholesale, residential/commercial), and across all affected communities.
- C. Maintain appropriate tools and technology for enhancing customer relationships and responsiveness to customers.
- D. Explore potential approaches to enhance retail water service beyond the customer's meter, recognizing that SPU's responsibility for water infrastructure ends at the meter.
- E. Consider expanding fee-based services to wholesale customers and neighboring utilities.