

Seattle Public Utilities Customer Review Panel

Monday, April 29, 2013, 1:30 – 4:30 p.m.
SPU Conference Room #4901
Seattle Municipal Tower

Meeting 1

Proposed Agenda

1. **Welcome, Introductions** (45 min.)
Karen Reed, Facilitator
Councilmember Jean Godden
Ethan Raup, Director of Operations, Mayor's Office
Ray Hoffman, Director, SPU
Panel Members
SPU Leadership Team

Binder Tab: Who's Who
2. **Goal of the Strategic Business Plan and Role of the Customer Review Panel** (15 min.)
Ray Hoffman *Binder Tab: Panel Roles & Rules*
3. **Panel Organization: Proposed Ground Rules, Facilitator's Report, Next Steps** (20 min.)
Karen Reed *Binder Tab: Panel Roles & Rules*
4. **Presentation and Discussion: Introduction to Seattle Public Utilities** (1 hour)
Ray Hoffman, Nancy Ahern *Binder Tab: Tab 1*
5. **Review Draft Workplan for Meetings 1-8 and Calendar for Upcoming Meetings** (20 min.)
Diane Clausen, Karen Reed *Binder Tab: Workplans*
Please bring your calendar to the meeting so we can confirm Panel member availability for proposed meetings in July-September.
6. **Next Meeting: Monday, May 6, 1:30-4:30. Proposed Agenda:**
 - Presentation: Detailed Introduction to SPU
 - Presentation on Line of Business: Water
 - Presentation on Line of Business: Drainage & Wastewater
 - Draft Panel Charter
7. **Adjourn**