

Seattle Public Utilities Customer Review Panel

February 22, 2017, 1:30pm – 4:30pm

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #9

Proposed Agenda

Purpose: The Customer Review Panel provides the voice of the customer in each step of the 2018-2023 Strategic Business Plan Update.

	Agenda Item	Facilitator	Time
1.	Welcome	Mami Hara, SPU CEO/ General Manager	1:30-1:35 5 minutes
2.	Review and Approval of Meeting Summaries (#6, #7, #8)	Brian Medford Karen Reed, Facilitator	1:35-1:45 10 minutes
3.	Review Unanswered Questions from 1/25 and 1/31	Brian Cameron Findlay	1:45-2:00 15 minutes
4.	Operations and Maintenance (O&M) Baseline	Cameron Findlay	2:00-2:30 30 minutes
5.	Presentation of Action Plans, Part I	Alex Chen Ben Marre Sherri Crawford	2:30-3:15 45 minutes
	Break		3:15-3:30 15 minutes
6.	Presentation of Action Plans, Part 2	Alex Chen Ben Marre Sherri Crawford	3:30-4:15 45 minutes
7.	Next Steps and Adjourn	Karen Brian	4:15-4:30 15 minutes

Next meeting: Wednesday, March 8, 1:30-4:30pm