

Seattle Public Utilities Customer Review Panel

Monday, July 1, 2013, 1:30 – 4:30 p.m.

SPU Conference Room #4901

Seattle Municipal Tower

Meeting 6

Proposed Agenda

1. **Welcome, Introductions** (5 min.)
2. **Review and Approval of Agenda** (3 min.)
3. **Review and Approval of Meeting 5 Summary** (3 min.)
4. **The Roadmap to Delivering the Strategic Business Plan: Where are we now? Where are we going?** (20 min.) Karen Reed, Diane Clausen
5. **Community Advisory Committee's Joint Meeting** (10 min.)
 - a. Summary of input from "CAC's" meeting, feedback from attendees
6. **Review of Updated "Parking Lot" list and status of information items** (5 min.)
7. **Response to questions at Meeting 4 and 5** (10 min.)
 - a. Response to question of magnesium in the drinking water (Dave Hilmoe)
 - b. Response to request for additional survey detail (Karen Reed)
8. **Continued Presentation and Discussion: SPU's strategic framework, including continuing discussion of SWOC.** (1 hour 40 min.) Terry Martin, LOB leads, E-Team
 - a. The 4th Focus Area: Achieve Operational Excellence (45 min.) (Terry Martin with input from LOB leads)
 - b. Re-cap from last meeting (25 min.) (with input from LOBs)
 - c. Perspective from the Mayor and City Council (30 min.) Mayor Mike McGinn (arriving at 3:45), Meg Moorehead, Council Central Staff
 - d. Next Steps
9. **Baseline Preview: How do we define "baseline" and what are some of the key assumptions?** (25 min.) Melina Thung
10. **Proposed Agenda for Meeting 7** (Monday July 15) (4 min.)
 - a. Follow-up from SWOC
 - b. Presentation of Baseline Report
11. **Adjourn**