

**SPU Strategic Business Plan Customer Review Panel  
Draft Meeting Summary  
Tuesday, June 3, 2014**

**Attendance:**

<b>Panel Members</b>			
Suzie Burke	x	Tara Luckie	X
David Gault	x	Noel Miller	X
Dave Layton	x	Carl Pierce	x
Laura Lippman		Walter Reese	
Bruce Lorig	x		
<b>Staff and Others<sup>1</sup></b>			
Ray Hoffman, SPU	x	Brian Surratt, Mayor's Office	
Nancy Ahern, SPU	x	Meg Moorehead, City Council Central Staff	X
Martin Baker, SPU	x	Saroja Reddy, City Budget Office	X
Melina Thung, SPU		Karen Reed (facilitator)	X
Karen Reed, SPU	x	Diane Clausen, SPU	X

**Review and Approval of Agenda.**

June 3 agenda approved without discussion or changes.

The facilitator noted that all Panel members are invited to the meeting with the Mayor during the June 10 meeting at 4:30.

**Review and Approval of Meeting 26 Summary.**

Summary of meeting 26 approved without discussion or changes.

**Panel Information Requests.** SPU staff noted the response to the information request regarding “normalized” CSO comparative expenditures.

**Plan Delivery & Deliberation Schedule.** Ray described the meeting he had directly before the Panel meeting, with the Deputy Mayor to prepare for the meeting with the Mayor on June 10<sup>th</sup>.

SPU will be working with the Mayor's Office on whether to issue a press release, and the specifics around that; this had not been decided yet.

SPU has asked if the Panel Chair and Vice-Chair would be interested in writing an OpEd piece for the Seattle Times; Panel will pursue this.

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<sup>1</sup> Only those individuals sitting at the head table are included on this list. A number of other staff and consultants attended the meeting.

**Review of “Near Final” Draft Plan.** Ray and Karen Reed (SPU communications director) described the current version of the Plan. Received lots of input from Panel, SPU staff, CBO staff. The document is still a work in progress. SPU incorporated lots of comments received, but not all. The document needs to serve multiple uses and reach multiple audiences. It must be a policy document, a guide for SPU employees, and transparent to customers. The staff/consultant team charged with drafting spent a great deal of time trying to stay away from utility jargon. When the final Plan is emailed, the Panel letter will be first appendix. When transmitted to Council, the Panel letter will be on top of Plan. SPU decided that efficiencies and action plans are attached to focus areas, so in the new draft, they have been combined them into a single section, sorted by focus areas. There have been major changes to the flow of the Plan, based on multiple reviewer comments. SPU will also emphasize the Panel letter in other ways; e.g., will send out Panel letter, FAQ, and Plan in an email to potential outreach participants. SPU very much appreciates the Panel’s comments. Will send Plan to out to Panel electronically later today; comments are due back by mid-day Monday, June 9 to Karen Reed (facilitator).

Did not take suggestion to change the tone of the plan. Did not take suggestion to remove the word “promise.”

SPU will email all participants in the first round of outreach, sending them the Panel letter, send the Mayor’s approved version of the Plan.

**Panel Request:** Send out info to Community Councils to let them know.

**Comments on the Plan:**

- On page 4, make link between SPU being created in 1997 and the history going back to the 1800s.
- Note that the residential bills in the Plan are for single family residents; cost for typical customer living in an apartment building is lower.

**Q:** In the last Plan, had annual LOB rate table. Is that still in? **A:** Yes, page 21.

**Q:** When can we share the Plan with others? **A:** End of June.

**Q:** Is this a privileged document? **A:** No; not privileged, but it is provisional.

**Review and Comment on Revised Draft Panel Comment Letter.** Facilitator commented that the order of the focus areas in the letter will change to match the order of the focus areas in the Plan.

**General Question:** Who is the audience for the Panel Letter? **A:** It is an advisory letter to the Mayor and Council.

**Comments on Page 1:** Bring 3<sup>rd</sup> paragraph up; make it the 2<sup>nd</sup> paragraph – makes Panel endorsement more credible.

**Comments on Page 2:** Nothing

**Comments on Page 3:**

- Call HDR and independent consulting firm, do not say “HDR” (also on page 5)

- Maybe say that the report card is “aligned” with the Plan (**Q:** Is this something new? **A:** No; It’s something we already do.)
- Ray’s commitment is stronger than “proposed” – change to “commitment?” Not sure that this is a good idea – writing to the Mayor; can’t commit without Mayoral and Council approval.
- Remove extra period at bottom of page.

**Comments on Page 4:** Dollars or %’s in focus areas? Keep %’s; be clear these are “new” operating expenses and “new” CIP investments; use these words in each of the focus area intros.

**Comments on Page 5:** New operating “expenses”

**Comments on Page 6:** New operating “expenses”

**Comments on Page 7:** No changes

**Comments on Page 8:** Under acknowledgements, also call out Diane as the project manager.

**Comments on Page 9:**

- Change “Dave” to “David”, both places.
- Cc: list to include Ben Noble, CBO and Meg Moorehead, Council Central Staff

**Next Step:** Karen will poll the Panel regarding whether they want to get a signed letter to the Mayor next week, at the meeting on June 10th

**Next Meeting – Tuesday, June 17**

- Report out on June 10 meetings with the Mayor
- Review Final Plan
- Discuss second round of outreach and other next steps

**The meeting was adjourned at 2:45.**

**Follow up Items for Staff:**

None