

AGENDA

March 14, 2022

3:00 – 5:45pm



Customer Review Panel

1st Quarter 2022 – Meeting #1

Webex (ONLINE)

3:00	1. Welcome and SPU Updates <i>Presenter: Andrew Lee</i>
3:10	2. Public Comment <i>Moderator: Facilitator</i> <ul style="list-style-type: none">• Sign up to participate in Public Comment on SBP's website up to two-hours prior to the CRP meeting.
3:15	3. Committee Business <i>Presenters: Karen Reed, Facilitator</i> <ul style="list-style-type: none">• December Meeting Minutes – Review & Approval• Cohort 2 Recruitment• Facilitation Update• Ship Canal Water Quality Project Tour Discussion• Fall Field Trip Suggestions – South Park Construction Projects or Cedar River Watershed
3:45	4. Council/Mayor Updates <i>Presenters: Akshay Iyengar, Brian Goodnight</i> <i>Special Guest: Marco Lowe, Chief Operating Officer, City of Seattle</i>
3:55	5. SBP Rate Path Update <i>Presenters: Paula Laschober, Ben Marré, Marie Coe</i>
4:05	6. SBP Performance Reporting – 2021 Reporting <i>Presenters: Natasha Papsoueva, Maryam Mason, Frank Coulter, Karl Stickel, Ben Marré</i> <ul style="list-style-type: none">• Essential Service Metrics and Focus Area Progress -Performance Highlights: NPDES Permitting• Capital Accomplishment Rates & Capital Improvement Projects• Financials• Winter Storm Service Impacts – South Park• Annual Update to Appendix B
4:30	7. Break

4:40	<p>8. Strengthening Our Utility's Business Practices <i>Enhancing rate payer affordability while being adaptive and innovative in delivering services and managing assets and risk.</i></p> <ul style="list-style-type: none"> • Drainage and Wastewater Presentation -- Amanda Bidwell & Teli Puloka • A+A CIP Project Planning and Delivery Accomplishments – Tanya Treat • The Big Idea (video)
5:30	<p>9. Closing Comments, Thank You and Adjourn</p> <ul style="list-style-type: none"> • June 13 Meeting Location (In-Person/Hybrid) • March Meeting Evaluation Survey (Link)
	<p>2022 Customer Review Panel Meeting Schedule</p> <ul style="list-style-type: none"> • June 13, September 12, December 12 – Quarterly CRP Meetings • Fall Field Trip – TBD • Community Learning and Listening Lab Opportunities – TBD