

Seattle Public Utilities Customer Review Panel

Monday, June 17, 1 - 4 pm
Seattle Municipal Tower, 4901 (49th Floor)

Meeting 4

Agenda

1. **Welcome** (5 min.) Mami Hara

2. **Standing Items** (8 min.) Karen Reed
 - a. Review of Today's Agenda & Objectives
 - b. Approval Meeting Summaries: March 4, 2019 & May 10, 2019 Special Meeting
 - c. Communications to Panel
 - d. Panel Questions Tracking List/Follow-up

3. **Major Project Updates** (20 min.)
 - a. Present list of Major Projects Keri Burchard-Juarez

4. **Q1-2019 Strategic Business Plan (SBP) Update** (25 min.) Natasha Papsoueva

5. **Q-1 2019 Financial Status** (20 min.) John Holmes

- BREAK (10 min)**

6. **Accountability and Affordability Framework** (60 min.) Mami Hara, Jonathan Swift

7. **2021 - 2026 SBP Work Plan/Process Update** (30 min) Jonathan Swift

8. **2019 Next Panel Meetings — Dates and Proposed Agenda Items** (2 min.) Karen Reed
 - a. September 2019 (4 hours)
 - o Process Kick-off, Review of SPU Environmental Scan, Identification of Gaps, Opportunities, Panel Priorities for focus
 - b. October 2019 (3 hours)
 - o Accountability & Affordability, Operational Excellence, Customer Experience

9. **Adjourn**