

# Seattle Public Utilities Customer Review Panel

Wednesday, October 2, 1 - 5 pm  
Seattle Municipal Tower, 4901 (49<sup>th</sup> Floor)

## Meeting 5

### Agenda

1. **Welcome** (10 min.)  
Staffing Updates Mami Hara
  
2. **Standing Items** (15 min.) Karen Reed
  - a. Review of Today's Agenda & Objectives
  - b. Approval of June 17, 2019 Meeting Summary
  - c. Communications to Panel
  - d. Panel Questions Tracking List/Follow-up
  - e. SPU in the News/GM Comments
  
3. **Quarterly Report Outs** (20 min)
  - a. Major Project Update & Report Demo Keri Burchard-Juarez
  - b. Opportunities for Deeper Dives Keri Burchard-Juarez
  - c. Q2-2019 Strategic Business Plan (SBP) Update Natasha Papsoueva
  - d. Q2-2019 Financial Status Update John Holmes
  
4. **Strategic Business Plan Process Kick-Off** (50 min)
  - a. Welcome/Big Picture Mami Hara
  - b. Roadmap, schedule, deliverables, direction needed Jonathan Swift
  - c. Discussion - What's missing from roadmap? Changes? Panel/Jonathan

**BREAK (15 min)**

5. **How are we doing in the current plan?** (1 hour) Jonathan, Dani, Panel
- a. Highlights - How did we do compared to the CRP's guidance? How are we doing on the rate path?
  - b. Past SWOCs - themes and continuing relevance
  - c. Discussion: What's changed, what have we missed?
6. **Key SPU Issues - Current and Anticipated** (1 hour) Keri, Jeff, Andrew, Rick
- a. Overview/highlight of key current and potential issues by LoB/Branch
  - b. Discussion: what's missing and on what issues would you like to spend time on?
7. **2019 Next Panel Meeting—Dates** (2 min.) Karen Reed
- Monday, October 21, 1 - 4 pm
  - Tuesday, November 19, 2 - 5
  - Tuesday, December 17, 9 am - noon
  - January - TBD (4-hour meeting)
8. **Adjourn**