

# Seattle Public Utilities Customer Review Panel

November 30, 2016, 1:30pm – 4:30pm

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #5

## Proposed Agenda

**Purpose:** The Customer Review Panel provides the voice of the customer in each step of the 2018-2023 Strategic Business Plan Update.

	Agenda Item	Facilitator	Time
1.	Welcome	Karen Reed, Facilitator	1:30-1:35 5 minutes
2.	Review and Approval of Meeting 4 Summary Follow-up Items from Meeting 4 Review Questions Document	Brian Medford Karen	1:35-1:45 10 minutes
3.	Council Interests	Peter Lindsay	1:45-2:00 15 minutes
4.	Customer Outreach Pilot	Karen Reed, SPU	2:00-2:45 45 minutes
	<i>Break</i>		2:45-2:55 10 minutes
5.	Major Program Highlight: Seismic Resiliency	Alex Chen	2:55-3:35 40 minutes
6.	Major Program Highlight: Climate Resiliency and Adaption	Paul Fleming	3:35-4:15 40 minutes
7.	Q&A, Workplan Review, Next Steps and Adjourn	Karen Brian	4:15-4:30 minutes

*Next meeting: Wednesday, December 14, 1:30-4:30pm*