

Seattle Public Utilities

*Providing essentials.
Improving life.*

November 12, 2013

Draft v7

Seattle
 Public
Utilities

Today

Tell us:

1. Your current opinion of Seattle Public Utilities.
2. Where you'd focus our work.
3. What you think is valuable.

We'll use your input to help create our Strategic Business Plan.

We'll report back to you on how you influenced the final plan.

Please come back again in late spring...

Today

Customer feedback on possible Strategic Business Plan focuses and actions

Spring 2014

Customer feedback on choices for two-to-three, more predictable utility bill rates through 2020

Summer 2014

Final Strategic Business Plan with more predictable rates and actions through 2020

Not everyone's utility bill is the same

Qualified, low
income customers
save up to

50%

What services and actions are a good value for the bill you pay?

For example: Are solving your utility service problems and paying your bills faster and more easily a good value for your money?

Our story

At Seattle Public Utilities, our job is to protect the area's quality of life. We pledge to meet community and environmental needs by:

- Maintaining some of the nation's best drinking water.
- Helping Seattle residents and businesses be recycling leaders.
- Protecting local waterways and the Sound from polluted storm and waste waters.

We do this work while always keeping in mind that we need to spend our customers' money wisely.

We will make sure that as Seattle grows it's even better for future generations – a place where less garbage is shipped to the landfill, it's safe to swim, the drinking water is protected, and where salmon and other species thrive.

Seattle Public Utilities is responsible for a wide range of services

- Drinking water
- Sewer (Toilets)
- Drainage (Gutters, street storm drains)
- Garbage
- Recycling (Includes composting)
- Protecting the environment
- Transfer stations (The dump and recycling for large items)
- Meeting many different required regulations around safety and the environment.

And, by the way, we don't provide electricity or natural gas.
That's Seattle City Light or Puget Sound Energy.

Drinking Water



Sewer



Drainage



Garbage and recycling



How valuable are your utilities to your life?

Average two-month bill	What you get
\$314 Single family home \$176 Apartment dweller \$1,250 Neighborhood business	Seattle Public Utilities: drinking water, drainage, sewer, garbage pick-up, recycling
\$400	Cell phone service for family of four
\$172	Cable for one household
\$1,208	Food for family of four
\$264	Two months of car insurance for one car
\$1,820	Childcare at an infant center in Seattle

Seattle Public Utilities also has many required costs

Federal, state, local regulations & taxes

Other key services/projects



What is a strategic business plan?



The Strategic Business Plan will include money saving actions

We're identifying money saving actions that will make us more efficient and effective that we can take right now. So far, these include:

- Identify lower-priority programs to reduce or eliminate
- Identify ways to be more efficient.

The Strategic Business Plan's four areas of investment focus

Where would you invest?

1. Working to save money and improve quality
2. Protecting your health and our environment
3. Enhancing our services by improving employee skills
4. Getting you help and answers





Where would you invest?

Investment focus areas

1. Choose how much you'd like to invest in each of the four investment focus areas.
2. You can choose to invest all in one area or spread your investment among several.
3. Please invest all of the money given to you.
4. Go the Investment Tables and put your money in the boxes next to the investment or investments you think are most valuable.
5. Remember what you choose. We'll ask you to share your thoughts later.

Actions and Projects Worksheet

- In front of you is a worksheet showing actions and projects Seattle Public Utilities may invest in between now and 2020.
- Use your green stickers to choose which actions and projects you think are **most valuable** on your worksheet.
- You can choose to use your stickers all on one investment or on many.
- Please use all of your stickers.
- We'll ask you to talk about your choices after your done.
- Your table host can answer any questions about the process or the proposed actions and projects.

Table discussion

- What were the top 3 Investment Focus Areas you found most valuable? Why?
- What were the top 3 Actions and Projects you found most valuable and why?
- Would you change your answers if you were thinking about which investments would be most valuable to your community? Public health and safety? Environment?
- How else do you think Seattle Public Utilities can better serve you and your community?

Please come back for the second outreach later in the spring

Please ask your friends to take our web survey at (INSERT LINK). You can also see the location of other community meetings on the handout at your table.

Thank you for helping us provide you with more predictable and affordable utility bills.

Please come back for the second Outreach where will ask you for choices on two-or-three utility bill levels. Watch for the email.