

5 Key Questions to Ask Customers to Help Inform SPU's Strategic Business Plan:

1. On a scale of 1 (extremely dissatisfied) to 5 (very satisfied), how satisfied are you with the way these SPU services are provided?
 - a. drinking water
 - b. garbage, recycling and composting
 - c. sewer (wastewater)
 - d. drainage and flood prevention
2. On a scale of 1 (extremely dissatisfied) to 5 (very satisfied), how satisfied are you with the overall cost and value of SPU services (drinking water, garbage, recycling, composting, sewer, drainage and flood prevention)?
3. What is most important to you about all of the services SPU provides, and why? (drinking water, garbage, recycling, composting, sewer, drainage and flood prevention)
4. What areas for improvement would you like to see SPU focus the most on in the next 5 years?
 - a. Customer service
 - b. Communications and Information
 - c. Rate affordability
 - d. Aging Infrastructure
 - e. Service Equity
 - f. Water Conservation/rainwater capture
 - g. Drinking Water and Surface Water Quality
 - h. Waste, Plastics and Toxics reduction
 - i. Other (please specify)
5. What do you think are the biggest utility challenges facing Seattle in the next 20 years? And, how can SPU and the community work together to meet those challenges?