

# Seattle Public Utilities Customer Review Panel

Tuesday, December 17, 2019, 9 am - noon

Seattle Municipal Tower, 4901 (49<sup>th</sup> Floor)

## Meeting 8

### Agenda

1. **Welcome/Today's Topics** (5 min.) Mami Hara
  
2. **Standing Items** (10 min.) Karen Reed
  - a. Review of Today's Agenda & Objectives
  - b. Approval of November 5, 2019 Meeting Summary
  - c. Communications to Panel – Roadmap Review
  - d. Panel Questions Tracking List/Follow-up
  - e. SPU in the News/GM Comments
  
3. **2018-2023 Action Plan Status Updates - Infrastructure** (60 min)
  - a. Drainage and Wastewater Corinne DeLeon
  - b. Water Alex Chen

BREAK (10 min)
  
4. **Risk & Resiliency - SBP Implications** (60 min)
  - a. Enterprise Risk Management Denise Leung, Dan Ward
  - b. Water Seismic Study Alex Chen, Bill Heubach
  
5. **Customer Outreach Update** (25 min) Dani Purnell, Vanessa Lund, Sam Keller, Ingrid Goodwin
  - a. Voice of Community: themes from review of existing survey data
  - b. 5 Questions Outreach Update
  - c. Business Interviews Results
  - d. 5 Questions Outreach Update
  
6. **2019 Next Panel Meeting—Date and Proposed Agenda Items** (2 min.) Karen Reed
  - Meeting 9, January 13
  - Meeting 10, January 31
  - Meeting 11, February 14 (lunch provided)
  - Meeting 12, February 26
  - Meeting 13, March 20
  - Meeting 14, March 31
  
7. **Adjourn**