

## Seattle Public Utilities Customer Review Panel

### GROUND RULES

#### How we will work together:

- Respect the right to be heard—only one person talk at a time and raise your hand to comment.
- Stay on topic.
- Stay on task consistent with the Customer Review Panel’s role.
- Monitor your airtime. Be concise so we can hear from everyone.
- Be constructive and solutions oriented.
- Be respectful of differing points of view.
- We will operate by consensus wherever possible. We will take votes if necessary.
- Focus on interests, not positions; treat people as individuals.
- Use your “red salmon” flag to help us stay on track.
- Be present. Please, no E-mail or web browsing during meetings. If you need to take a call, please go out in the hall.
- New ground rules can be added by the Panel at any time.

#### The Process:

- Meetings will start on time.
- Meetings will end on time, unless there is agreement to extend for a specific amount of time.
- The facilitator will keep track of requests for information from Panelists; we will confirm together staff’s capacity to respond, and whether the answers are of general interest to the Panel or simply need individual follow up.
- At each meeting we will discuss plans for the next agenda. A final agenda will be circulated by email in advance of the meeting. Meeting materials will also be circulated several days in advance if reasonably possible.
- A summary of each meeting will be prepared by staff and the facilitator and submitted for approval by the Panel at the next meeting.
- The facilitator will keep us on schedule during meetings.