



# Seattle Public Utilities Customer Review Panel: Brief History and Mission

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# Customer Review Panel First Established in 2013

- ▶ The SPU Customer Review Panel was first formed in 2013 by the Mayor and City Council “to provide feedback and guidance during the new Seattle Public Utilities (SPU) Strategic Planning Process” launched that year – leading to submittal and ultimate adoption of the Utility’s 2015-2020 Strategic Business Plan.
- ▶ The new strategic planning process was intended to mirror an effort launched three years earlier by City Light.
- ▶ Like the City Light strategic business plan, the “SPU Strategic Business Plan” was intended “to guide utility investments, service levels, and rate paths for the six year” planning period.
- ▶ The Customer Review Panel originally had 9 members.
- ▶ The Panel expired once the 2015-2020 plan was adopted in 2014.

# Council re-established the Panel in 2016 for the 2018-2023 SBP Update

- ▶ The 2015-2020 Strategic Business Plan was structured to be updated in three years.
- ▶ In 2016, the City Council re-established a 9-member Customer Review Panel to “secure the input and engagement of SPU’s Customers in the formulation of the 2018-2023 Strategic Business Plan.”
- ▶ That Panel was to again dissolve upon adoption of the Plan update.

# Council made the Panel a permanent committee in 2017

- ▶ When the Council adopted the 2018-2023 SPU Strategic Plan Update in 2017, they made the Panel permanent, rather than let it again dissolve.
- ▶ Resolution 31760 also requested SPU submit legislation later that same year to formally describe the Panel's composition, appointment and confirmation rules, and any other procedural requirements necessary to deliberate and evaluate the development and implementation of strategic business plan updates.

# Resolution 31800 first defined the Panel roles & rules (2017)

- ▶ **Panel Purpose:** “to provide ongoing stakeholder oversight as Seattle Public Utilities (SPU) implements elements of the Strategic Business Plan (Plan) Update and conducts future updates.”
- ▶ **Composition:** 9 seats, “selected to ensure a balance of viewpoints regarding services and rates that are representative of the views within SPU’s customer base, including residential, commercial, low-income housing, nonprofits and the development community”
- ▶ Odd # seats: mayor appointment, must be confirmed by Council.
- ▶ Even # seats: Council appointment
- ▶ Staggered terms.

# Panel expanded to 11 positions in 2018 (Resolution 31825)

- ▶ Same Panel purpose; 2 additional members.
- ▶ Positions 1-5: 23-month term
- ▶ Positions 6-11: 35-month term.
- ▶ Terms deemed to have commenced 8/1/2018; end June 30
- ▶ All current members may be reappointed for one additional 3-year term.
- ▶ Members remain seated until an appointment for a replacement is made.

# Current Panel Make-up

Position #	Name	Term ends June 30 of
1	Tiffany Sevilla	2024
2	Khalid Mohamed	2024
3	Miki Sodos	2024
4	Suzanne Burke	2024
5	Maria McDaniel	2024
6	Gretchen Glaub	2022
7	Bobby Coleman	2022
8	Noel Miller (Chair)	2022
9	Puja Shaw	2022
10	Thy Pham	2022
11	Rodney Schauf (Vice-Chair)	2022

Odd #  
positions  
appointed  
by Mayor;  
Even #  
appointed  
by  
Council;

# Panel Roles & responsibilities: (Resolution 31800, Section 5)

Section 5.A: Provide Oversight of the Strategic Business Plan Implementation

Section 5.B: Provide input into Plan updates



# Section 5.a: Oversight of Plan Implementation

1. Review and provide input on the progress of the action plans\* and other deliverables related to the Plan.

\* Now called Strategic Initiatives and Strategic Investments.

--there are 18 of these in the current plan.

2. Monitor the 6-year rate Path...gain an understanding of the drivers impacting the revenue requirements that differ from those in the assumed rate path and provide input in support of Plan implementation.

# Section 5.b Provide input into Plan updates

1. Gain a knowledge of SPU services, financial policies, costs and rates.
2. Review Plan assumptions, technical evaluations, policy directions, action alternatives.
3. Work closely with staff designated by the City Council and the Mayor to understand the issues and concerns of the City Council and the Mayor
4. Provide to the Mayor and City Council comments on the plan concurrent with the Plan delivery for adoption
5. Assist the Mayor and City Council in engaging customers in discussions of the merits and implications of the Plan.

# Panel Rules (Resolution 31800, Sect. 6)

- ▶ The Panel will establish its own rules for meeting attendance, quorum, leadership, and other matters necessary for its successful functioning.
- ▶ Expectation to meet at least quarterly.
- ▶ Meetings and proceedings are available to the public.
- ▶ Panel findings and recommendations available to the public.
- ▶ SPU staff and a facilitator will support the Panel.

# Panel adopts its own **Charter** to implement its operating rules

- ▶ Charter last updated in 2018 by Panel following adoption of Resolution 31825 expanding the number of Panel members from 9 to 11.
- ▶ Chair and Two Vice-Chairs selected by Panel.
  - ▶ 2-year terms commencing in October
  - ▶ Election deferred to February this time, given new membership.
- ▶ Every member has 1 vote; no voting by proxy. Simple majority to approve.
- ▶ Chair works with facilitator and staff to review and confirm agendas in advance, act as spokesperson for the Panel.
- ▶ Copy of charter in meeting packet.



Questions or Comments?