

Seattle Public Utilities Customer Review Panel

December 14, 2016, 1:30pm – 4:30pm

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #6

Proposed Agenda

Purpose: The Customer Review Panel provides the voice of the customer in each step of the 2018-2023 Strategic Business Plan Update.

	Agenda Item	Facilitator	Time
1.	Welcome CRP: Where we are, where we are going	Mami Hara, SPU General Manager	1:30-1:45 15 minutes
2.	Review and Approval of Meeting 5 Summary Follow-up Items from Meeting 5 Review Questions Document	Brian Medford Karen Reed, Facilitator	1:45-1:55 10 minutes
3.	Workplan Update Review	Melina Thung Brian	1:55-2:15 20 minutes
5	Embedding Service Equity in the SBP Update	Michael Davis	2:15-2:35 20 minutes
5.	Major Program Highlight: Drainage and Wastewater, Part 1	Ben Marre Julie Crittenden	2:35-3:20 45 minutes
	<i>Break</i>		3:20-3:30 10 minutes
5.	Major Program Highlight: Drainage and Wastewater, Part 2	Ben Marre Julie Crittenden	3:30 -4:15 45 minutes
7.	Q&A, Next Steps, and Adjourn	Karen Brian	4:15-4:30 15 minutes

Next meeting: Wednesday, January 11, 1:30-4:30pm