

**SPU Customer Review Panel
Foundational Briefing
February 28, 2023**

Members attending: Noel Miller, Robin Schwartz, Gretchen Glaub, Noel Miller, Maria McDaniel, Bobby Coleman, Ebony Rose Frazier.

Andres Mantilla, BDS Consulting Facilitator opened the meeting.

Andrew Lee, SPU General Manager, welcomed CPR members and provided remarks

Andrew welcomed everyone and thanked them for serving on the panel. He outlined the agenda: Drainage and Wastewater, Corporate functions: RSJ, Affordability, Clean Cities, and Human Resources.

Public Comment

No public comment was made.

Andres Mantilla, BDS Project Director reminded panel members of the upcoming March 13 quarterly meeting and mentioned the following issues that will need to be voted on by members:

- Charter amendments about stipends, number of co-chairs, and virtual meetings
 - ***Noel commented that the charter currently requires that the panel have two vice chairs which came from two people wanting the job in the back; the vote on March 13th will return it to having one Chair and one Vice Chair***
 - Stipends were discussed at the December meeting and will be voted on in March
 - Virtual meetings were previously not allowed in the charter; this needs to be updated in the charter
- Quarterly meeting materials will include a decision information on these issues.

Foundational Briefing: Corporate Function – Race and Social Justice

Presenter: Steve Hamai and Andrew Lee

Please see PPT for complete information

- Steve expressed SPU's strong commitment to RSJ and representing people who are pushed to the margins. Performance measures and accountability to equity are necessary to transform the utility from one that responds to the squeaky wheel to one that is anti-racist.
- Raising awareness about social and economic disparities within SPU, its policies and their effect on external customers is the current focus of the agency-wide RSJ effort.
- Andrew talked about the equity bridge, organizational focus and SPU's change teams. Leadership is working proactively to be anti-racist allies and employees know they have advocates. Efforts are coordinated through workplans and work groups.
- Program examples:
 - Apprenticeship
 - Side sewer system program
 - Equity dashboard
 - Workforce development
 - Equitable hiring
- **Question: Is SPU looking at the intersectionality of race, gender, LGBTQ and other?**
Answer: Yes, but primarily targeting racial disparities.

Foundational Briefing: Drainage and Wastewater

Overview of services, budget, investments, asset management, and challenges

Presenters: Ben Marre & Tara Wong-Estaban

Please see PPT for complete information

- **Question: how many side sewers do we have in the city? Staff will get back to us**
- **Question: Is South Park water quality program considered a beneficial asset? Answer: yes**
- **Noel noted that RV Wastewater program is part of the SBP current investments; also the Green Cities partnership and side sewer repair loan programs.**
- **Noel: future topic should be what are the grants and outside funding sources for DWW**

Foundational Briefing: Corporate Functions – Affordability

Wayne Liu, Maryam Mason, Dee Reed, & Leslie Brinson

Please see PPT for complete information

- Affordability
 - How to keep rates low

- Affordability and Accountability Initiative in SBP – accomplishments report due at end of 2023 focuses on rate path affordability and water conservation
- **Question: how will Advance Metering impact the workforce? Answer: will request response from HR**
- Utility bill assistance
 - **How was COVID relief distributed? Answer: From the State using UDP emergency assistance criteria. Some funding is still available and SCL and SPU are trying to distribute. Andrew referred to this in December. Staff will follow up with more information.**

Foundational Briefing: Corporate Functions – Clean Cities
Lee Momom

Please see PPT for complete information

Foundational Briefing: Corporate Functions – Human Resources
Adrienne Thompson, Director

- Evolving and changing leadership – going back to basics
 - Workplace culture and engagement survey
 - Workforce development
 - Succession planning
- **CRP noted that both workforce development and succession planning were included in last SBP update and letter to council.**
- **Question: Does SPU have disaggregated data for by race in hiring in order to understand if racial diversity of hiring extends to all levels of the organization. Answer: it is evenly distributed; Adrienne will provide the dashboard to CRP members.**

Please see PPT for complete information

CRP Discussion Period – Andres Mantilla facilitating

What are the themes we are hearing so far?

From the SPU presentations, we have heard consistently the following concerns and values:

- Workforce development – needs to be addressed

- Succession planning – needs to be addressed agency-wide
- Community focus – this is a strong theme echoed by all the lines of business we have heard from so far
- Affordability – all the lines of business have mentioned this issue and their commitment to maintaining affordability for customers
- Equity and race and social justice – each LOB has reported on their efforts

In the upcoming meetings, we will be working with panel members to begin to develop the themes that you are hearing and would like to hear more about. In addition, we are encouraging members bring forward those issues/concerns/areas about which you would like to hear more.