



PLANNING & URBAN DESIGN

SPU CUSTOMER REVIEW PANEL SUMMARY

June Quarterly Meeting

June 13, 2022

SUMMARY

CRP MEMBER ATTENDANCE:

Suzie Burke, Noel Miller, Maria McDaniel, Tiffany Sevilla, Miki Sodos, Thy Pham, Gretchen Gaub, Bobby Coleman

Welcome & SPU Updates

CRP members, staff, and the new facilitation team from BDS Planning were welcomed to the June meeting of the Customer Review Panel.

Public Comment

There was no public comment.

Committee Business

The minutes from the March meeting were approved.

Panelist Khalid Mohamed will resign their membership.

Members were pleased to have received a response from King County regarding their ratepayer correspondence letter and look forward to a presentation from the county at a future meeting.

The recent CRP member recruitment and approval round is coming to a close. The goal over recent years has been to recruit a diverse group of panelists, both geographically and demographically. 12 highly qualified candidates were considered to fill 6 vacant seats. Panel member Maria McDaniel joined SPU and City staff in the interview process and the entire panel looks forward to new members being confirmed in July.

Thank you to Thy, Rodney, and Puja as their time on the CRP concludes.

Council/Mayor Updates

Ashkay Iyenger, City of Seattle, presented on budget submittals and the expected timeline for the 2023/2024 budget cycle. The proposed budget will be submitted from the Mayor to Council in September. The submitted budget is largely in line with the rate path endorsed by the CRP.

Brian Goodnight, Policy Analyst, Seattle City Council, presented and shared that September 26, 2022 is the expected council presentation from Mayor to Staff. The panel inquired as to how they could be helpful regarding engagement with the council and the next steps regarding the

ratepayer correspondence letter. The public hearing for the budget process does not yet have a confirmed date – but this will be available by the September CRP meeting.

SBP Performance Reporting – Quarter 1

Maryam Mason and Karl Stickel presented a condensed version of the performance report focusing on essential service metrics, focus area progress, and financial updates.

There were no questions from panelists.

The comprehensive presentation can be viewed within the meeting slides.

SPU's 2021 Race and Social Justice Accomplishments

Director Lee and Monica Lewis from the SPU Customer Care Division presented an update on progress regarding SPU's 2021 Race and Social Justice efforts. The mission and CARES principles were reviewed – grounding all of SPU's work in equity and empowerment and focused on dismantling systemic racism.

SPU is working toward a more just and equitable future and is committed to embedding racial equity in the delivery of programs and services by applying an RSJ lens to all decision-making. The journey to advancing RSJ work within SPU is ongoing – there are still many areas where there is room to grow and services disparities still exist and emphasis on addressing these disparities remains an organization-wide priority.

A panel member asked if reduced outreach is related to budget constraints – the answer was no. SPU does not cap assistance services based on budget. SPU is committed to finding solutions for any and all those utilizing the utility – but there can be challenges connecting folks to services. There are a variety of factors contributing to unsuccessfully connecting utility users to services. SPU plans to evaluate dynamics in current services to ensure folks are not being excluded when they would benefit from aid.

The complete report from Director Lee and Monica Lewis can be viewed within the meeting slides.

Stewarding Environment and Health

Ashima Sukhdev presented on the Sustainable Energy Management Program; protecting water sources, increasing integrated and equitable investments in water management and systems, and reducing Seattle's waste and carbon pollution by helping transform the economy.

The four key deliverables of the program are Green House Gas (GHG) inventory, supply chain inventory, energy-efficient programming, and renewal energy assessments. Equity is a motivating factor behind the Sustainable Energy Management Program.

Panelists asked how they could contribute to the work of the Sustainable Energy Management Program. The CRP can contribute to the program by offering feedback regarding energy efficiency, renewable energy, and opportunities for further SPU action regarding sustainable energy management.

The entire presentation can be found within the meeting slides.

CRP Reflection & Discussion

At the conclusion of the meeting, SPU staff and other guests were invited to log off and BDS Planning facilitated a panel conversation regarding panel success and intended panel outcomes.

Success was defined for the group as:

- Lower rates for customers
- Panel members pursuing expertise to the extent of their ability
- Building out the panel to be more representative of the community
- Defining the role of panel members – they are not conduits to the community
- Consideration: How can the panel better understand its role in communications to and from SPU and better understand what they should feel responsible for accomplishing?
- With the disbanding of Community Advisory Committees – how can the panel assume some of their previous work regarding outreach and public engagement?