

Seattle Public Utilities Customer Review Panel

March 22, 2017, 1:30pm – 4:30pm

SPU Conference Room #4901, Seattle Municipal Tower

Meeting #11

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 Review and Approval of Meeting Summary from 3/8	Brian Medford Karen Reed, Facilitator	1:30-1:40 10 minutes
2.	Presentation of Proposed Additional Reductions and Discussion	Ben Marre Alex Chen Susan Fife-Ferris Sherri Crawford	1:40-2:50 70 minutes
	Break		2:50-3:00 10 minutes
3.	Feedback Presentation: Customers, Employees and Community Outreach	Melina Thung Karen Reed, SPU Michael Davis Joe LaPla & Wesley Byham, Green Rubino	3:00-4:05 65 minutes
4.	Preparation for Panel Presentation at Council Committee	Panel	4:05-4:25 20 minutes
5.	Next Steps and Adjourn	Karen Brian	4:25-4:30 5 minutes

Next meeting: Wednesday, April 5, 1:30-4:30pm