

BDS

PLANNING & URBAN DESIGN

SPU CUSTOMER REVIEW PANEL SUMMARY

September Quarterly Meeting

September 12, 2022

SUMMARY

CRP MEMBER ATTENDANCE:

Suzie Burke, Noel Miller, Raj , Tiffany Sevilla, Miki Sodos, Gretchen Gaub, Robin, Amanda, Ebony Frazier.

Welcome & SPU Updates

Welcome from Keri Burchard-Juarez – welcomed new members, Ebony, Raj, Amanda and Robin. Reviewed agenda.

Public Comment

There was no public comment. CRP Member Suzie Burke brought up a smell of sulfur from Fremont today and Georgetown over the last few days – question for public utility.

Committee Business

No comments on June minutes.

Suzie Burke moved to approve and Noel Miller seconded.

Welcome new members: Ebony, Raj, Robin, Amanda. Other committee members present introduced themselves.

Council/Mayor Updates

- Akshay: In the final phases of putting together the Mayor's proposed budget – going to council on September 27.
 - Panelists can look forward to further details on highlighted issues and utility-related budget items
- Brian: Central staff. Council will adopt budget Monday before Thanksgiving
 - Described council process of reviewing the budget. There will be a council website available for public access. Opportunities for public comment
 - 10/11 @ 5pm
 - 11/7 @ 11am

- 11/15 @ 5pm
 - We'll let the CRP know when the website is live

Comment from Noel: It would be helpful to have a summary sheet on any particular program that they want to ensure is funded in the upcoming budget.

SBP Performance Reporting – Quarter 2

See attached panel presentation

Kate and Noel outlined the SPU Strategic plan as an update for new panel members.

Questions:

How is customer satisfaction collected when utility users have to go through intermediary agencies? (Apartment buildings, conservice, etc.)

- SPU does hear from the customer service bureau that is a part of the city and other channels.
- We also survey the community at large with some regularity beyond direct account holders

Clarify the headings:

- Best in class –
- Reliable & rewarding –
- Expectations –

Would like additional context from staff on what we're talking about within the categories

What does Utility discount program metric mean?

- Provide a 50% discount on utility bill. Metric is meeting need of customer – with broad coverage and wanting to be certain to support as many customers as possible. The tracking number (-738) tracks overall enrollment in the program. This shows the number of households that dropped off of the UTP program. This is because there was peak enrollment during the pandemic – as people are recovering economically, fewer customers are in need of assistance.

How do apartment dwellers who pay utilities to their apartment access programming?

- Renters are eligible and can receive benefits from SPU and Seattle city light