

Customer Review Panel – DRAFT Topics and Review Schedule

October 17, 2019

Month	Purpose	Content
October 2, 2019	Work Planning and Foundations <ul style="list-style-type: none"> Provide a schedule and roadmap for our work together over the next several months Share how we're doing compared to our last plan Provide the key issues and problems we're thinking about as we begin this work Share some initial long-term thinking of where we are headed in the future 	<ul style="list-style-type: none"> Big Picture – GM Thoughts on Long-term and role of CRP Roadmap, schedule, deliverables, direction needed, key changes in this SBP Update (A+A plan) 2018-2023 SBP and CRP Letter Status (performance compared to plan/rec); What additional information? Overview of issues (Key Issues from E-team/GM); CRP – Other Issues? Recap of past SWOCs. Additional/Changes?
Oct 21, 2019	2021-2026 & Beyond <ul style="list-style-type: none"> Reflect on current SBP goals & potential shifts SWOC Reflection Grounding in past customer feedback and gaps 	<ul style="list-style-type: none"> One Water/One Resource – GM Perspective SWOC Panel Review/Breakout Session Follow-up from prior session Customer perspectives past and future work; discussion
Week of 11/4	Early Financial Outlook <ul style="list-style-type: none"> Status Quo Rate Path and Financial Scenarios & Levers Capital delivery/Asset Management Plans 	<ul style="list-style-type: none"> Status Quo Forecast Workplan Financial Policies Update on Asset Management Plans (Capital) – How are we doing compared to plan? Follow-up: Briefing on System Development Charges
Dec 17, 2019	<ul style="list-style-type: none"> Early thinking on Water Rates & Seismic Enterprise Risk Affordability 	<ul style="list-style-type: none"> Seismic Study – Key Findings and Recs (Alex) Enterprise cross cutting risks (Denise) Affordability Metrics
Jan 2020	<u>Session: Water LoB Focus</u> Key Potential Changes: Work Session – Water Rates and Seismic	<ul style="list-style-type: none"> Preliminary findings of Water Rate Study and Seismic Water Key Policy Issues/Changes
Jan 2020	<ul style="list-style-type: none"> TBD 	<ul style="list-style-type: none">
Feb 2020	Session: DWW LoB Focus Key Potential Changes: TBD	<ul style="list-style-type: none"> DWW Key Policy Issues/Changes Topics TBD
Feb 2020		<ul style="list-style-type: none">
March 2020	Session: Solid Waste & Other Key Potential Changes: TBD	<ul style="list-style-type: none"> Solid Waste & Other Key Policy Issues/Changes Quarterly Status Topics TBD
March 2020	<ul style="list-style-type: none"> TBD 	<ul style="list-style-type: none">

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April 2020	Potential Rate Path	<ul style="list-style-type: none">• Rate path update• Panel Work session – Key Recommendations
April 2020	<ul style="list-style-type: none">• Revised Rate Path• Changes: TBD	<ul style="list-style-type: none">• Panel Recommendations (DRAFT)
May 2020	<ul style="list-style-type: none">• TBD	<ul style="list-style-type: none">•
May 2020	<ul style="list-style-type: none">• TBD	<ul style="list-style-type: none">• Panel Recommendations (FINAL mid-May)• SBP Status Report
June 2020	<ul style="list-style-type: none">•	<ul style="list-style-type: none">• Wrap-up