

Seattle Public Utilities Customer Review Panel

Friday, April 17, 1 - 4 pm

Virtual Meeting

Meeting 15

Agenda

1. **Welcome/Today's Topics & Wayfinding** (5 min.) Mami Hara

2. **Standing Items** (30 min.) Karen Reed
 - a. Review of Today's Agenda & Objectives
 - b. Approval of Prior Meeting Summary
 - c. Communications to Panel
 - d. Panel Questions Tracking List/Follow-up
 - e. SPU in the News/GM Comments
 - Timing of SBP Mami Hara
 - Seattle Times Story Mami Hara
 - COVID Update Mami Hara, Keri Burchard-Juarez
 - f. Quarterly Reporting (20 min) Keri Burchard-Juarez,
Paula Laschober,
Natasha Papsoueva

3. **Rate Path Update** (30 min) Paula Laschober, Maria Coe

- BREAK** (5 min)

4. **Affordability Benchmarks and SBP Key Performance Indicators** (40 min) Kevin Buckley, Natasha Papsoueva

5. **DRAFT Panel Letter** (30 min)

Noel Miller, Karen Reed

- Process Options
- Top of Mind - items from panel members
- Discussion
- Homework - what else is important?

6. **2020 Next Panel Meeting—Date and Proposed Agenda Items** (10 min.)

Karen Reed

- Preference for ongoing quarterly meetings
- Recap Follow-up questions
- Meeting 16, Friday, May 1, 9 am - noon
- Meeting 17, Monday, May 18, 1 - 4 pm
- Meeting 18, Friday, May 29, 1 - 4 pm

7. **Adjourn**