

SPU Strategic Business Plan Customer Review Panel  
Meeting Summary for October 12, 2016

Panel Members		Staff and Others		Staff and Others	
Suzie Burke	✓	Mami Hara	✓	Karen Sherry	✓
Dave Layton	✓	Melina Thung	✓	Cameron Findlay	✓
Melissa Levo	✓	Susan Sanchez	✓	Miles Mayhew	✓
Laura Lippman	X	Sherry Crawford	✓	Karen Reed SPU	✓
Noel Miller	✓	Henry Chen	✓	Michael Davis	✓
Rodney Schauf	✓	Rick Scott	✓	Aaron Blumenthal	✓
Puja Shaw	✓	Ken Snipes	✓	Peter Lindsay	X
Kyle Stetler	✓	Madeline Goddard	✓	Karen Reed, Facilitator	✓
Jessa Timmer	✓	Brian Medford	✓		

**Welcome and Introductions**

Panel members, staff and others introduced themselves.

**Review and Approve Meeting 1 Summary; Follow Up Items**

Panel members reviewed and approved the summary of Meeting 1.

Brian Medford reviewed four items from the Tracking List of Questions for Follow Up with the Panel. SPU will share the 2015 Residential Survey with the Panel members that provides details about the customer satisfaction rating over time by October 14, 2016.

*There was a request to provide additional detail and context for the dollar weighted impacts of the rate path over the six year period. SPU will bring this detail back at the Oct 26 Customer Review Panel meeting.*

**Approval of Charter**

Karen Reed, Facilitator, reviewed the updated Charter with the Panel members, which was unanimously approved by the Panel.

**Election of Panel Chair and Vice Chair**

After a call for nominations and vote by the Panel members, Noel Miller was elected Panel Chair, Laura Lippman was elected Panel Vice-Chair.

**Customer and Employee Engagement Overview**

Melina Thung facilitated a presentation on the 2015 Employee Survey.

*There was a request to provide additional detail of the satisfaction of field operations staff versus corporate staff. SPU will provide this data at the next Panel meeting.*

Karen Reed, SPU facilitated a presentation on the 2016 Customer Focus Groups. Discussion points included:

- Clarity is important around climate change issues – what we can do locally to reduce impact versus solving the problem, which we cannot do.
- There are limits to the usefulness of the “how would you allocate \$100 question since it is phrased as involving “other people’s money.”
- Do people understand their utility bills? A: response is mixed.
- Please provide details on how the business focus group divided \$100 among the four SBP focus areas during the priorities exercise. *SPU will provide this information at the next Panel meeting.*

### **Drinking Water Overview**

Rick Scott, Deputy Director and Alex Chen, Planning Director, facilitated an overview of the Drinking Water Line of Business (LOB). Discussion points included:

- Concern was expressed about the cost of the “Move Seattle” Transportation ballot measure on SPU costs.
- Concern was expressed about the usefulness/fairness of a 3 tier water rate structure.
- Please provide details about drivers for the Water LOB capital projects for the future. *SPU will cover this in detail at an upcoming Panel meeting.*

### **Drainage and Wastewater Overview**

Madeline Goddard, Deputy Director and Ben Marre, Planning Director facilitated an overview of the Drainage and Wastewater LOB. Discussion points included:

- What is the impact of Sound Transit 3 on SPU? *A: there is a cost but not as extensive as the Move Seattle proposition.*

### **Solid Waste Overview**

Ken Snipes, Deputy Director and Hans Van Dusen, Planning Director facilitated an overview of the Solid Waste LOB. Discussion points included:

- Why not open up to more competition for commercial garbage collection?
- What actions is SPU undertaking now to increase the recycling rate? *(A: working with new building owners and focusing on self-haulers)*
- Does growth in population increase cost? *A: The rate structure does fairly well at recovery costs associated with growth. However, our diversion goals are challenged – SPU would like to do a better job communicating with renters that don’t receive bills.*

- What is the timing on the solid waste comprehensive plan update? Does it impact the strategic plan? *A: The solid waste comprehensive plan is being updated in 2018.*

The Panel members were asked what their “take-away” impressions/key learnings from the LOB presentations. Discussion points included:

- Rate path modification upward seems likely.
- What will happen when solid waste is responsible for cleaning the waste from homeless encampments—how will that be funded? (A: From utility tax revenues, not rate revenues).
- Hope there will be consideration of the rate impact of Move Seattle.
- Concern about the rate impact of Move Seattle.
- Looks like big capital costs are coming ahead. Concern about rate impact.
- The Utilities goals are reliant upon educated customers.
- Capital project impacts not entirely under SPU control – concern about the timing of infrastructure being dictated by other City departments/other agencies.
- Communication to the public is an issue, especially around disasters and climate change.
- Maybe Move Seattle creates opportunities to fix aging infrastructure.
- Surprised about the water consumption trends over time and the summer rate peak.

#### **Logistics/Next Steps**

- Next meeting is October 26 at SMT 59.
- Panel members were asked to complete a demographics survey for the Mayor’s Office.
- Photos of the Panel will be taken at the next meeting (for the website).
- Today’s presentation materials will be added to the Strategic Business Plan external facing site by Friday, October 14, end of day.

The meeting was adjourned at 4:30pm.