

# AGENDA

September 13, 2021

3:00 – 5:30pm



**Seattle  
Public  
Utilities**

Customer Review Panel

**3<sup>rd</sup> Quarter 2021 – Meeting #3**

**Webex (ONLINE)**

3:00	<b>1. Welcome and SPU Updates</b> <i>Presenter: Mami Hara</i>
3:10	<b>2. Public Comment</b> <i>Moderator: Karen Reed, Facilitator</i> <ul style="list-style-type: none"><li>a. Sign up to participate in Public Comment on SBP’s website up to two-hours prior to the CRP meeting.</li></ul>
3:15	<b>3. Committee Business</b> <i>Presenter: Karen Reed, Facilitator</i> <ul style="list-style-type: none"><li>a. Approval of Meeting Minutes of May 10, 2021</li><li>b. CRP New Members – Welcome &amp; Introduction</li></ul>
3:30	<b>4. Council/Mayor Updates</b> <i>Presenters: Akshay Iyengar, Brian Goodnight</i>
3:40	<b>5. Performance Reporting – 2<sup>nd</sup> Quarter Reporting</b> <i>Presenters: Natasha Papsoueva, Keri Burchard-Juarez, Karl Stickel</i> <ul style="list-style-type: none"><li>a. Essential Service Metrics and Focus Area Progress</li><li>b. Capital Improvement Projects</li><li>c. Financials</li></ul>
3:55	<b>6. Break</b>
4:00	<b>7. Strategic Business Plan Release</b> <i>Presenter: Dani Purnell</i>
4:05	<b>8. Strategic Business Plan Focus: Stewarding Environment &amp; Health</b> <i>Presenters: Leslie Webster, Ann Grodnik-Nagle, Tracy Tackett, Veronica Fincher</i> <ul style="list-style-type: none"><li>a. Shape Our Water</li><li>b. Duwamish Valley Resilience District Highlights</li><li>c. Waste Prevention</li></ul>
4:50	<b>9. Partner Perspective and Dialogue</b> <i>Presenters: Ming-Ming Tung-Edelman, Moji Igun</i> <ul style="list-style-type: none"><li>a. Refugee Artisan Initiative</li></ul>

	b. Blue Daisi Consulting
5:20	<b>10. Future SBP Focus Area Planning – Interest Areas</b> <i>Presenter: Karen Reed</i> <ul style="list-style-type: none"> <li>a. November Focus Area: Delivering Equitable Essential Services  <i>What topics are of interest to panel members?</i></li> </ul>
5:25	<b>11. Closing Comments, Thank You and Adjourn</b>

CRP Meetings	<b>2021 Customer Review Panel Meeting Schedule</b> <ul style="list-style-type: none"> <li>• <b>November 8</b> – 4<sup>th</sup> Quarter Meeting*</li> </ul>
Networking	<b>Partners Network Opportunities (PNO)</b> ( <i>contact thuch.mam@seattle.gov</i> ) <ul style="list-style-type: none"> <li>• <b>October 1</b> – Ship Canal Water Quality Project Field Trip Opportunity</li> <li>• <b>March 2022</b> – SPU Shaping the Future Community Panel + Gathering*</li> </ul>

*\* meeting tentatively planned as a hybrid in-person and online event*