

Presenter: Noel Miller, Chair, Customer Review Panel
Presentation to Seattle City Council Transportation and Utilities Committee
April 21, 2021

Presentation Summary

- SPU Customer Review Panel quick recap of role, history
- Key points in Panel Letter commenting on 2021-2026 SPU Strategic Business Plan
- Comments / Questions

SPU Customer Review Panel

- Panel created in 2013; made a permanent standing body in 2017
- 11 seats, 3 vacancies.
- Role is to independently advise the Mayor and Council in collaboration with SPU Director Mami Hara and staff.
- Panel met 21 times over the last 3 years with SPU E-team members. Three-hour meetings, open to public; agendas and materials posted online.

Panel Members

Suzie Burke Business Owner, Fremont	Administrator, Environmental Stewardship & Sustainability Seattle Housing Authority	David Layton Professor & Associate Dean Evans School of Public Policy and Governance University of Washington
Laura C. Lippman, M.D, Vice Chair, Family Physician	Maria McDaniel Community Advocate	Noel Miller, Chair Retired Public Works Director
Thy Pham Senior Program Officer Global Health Strategy Planning & Management Bill & Melinda Gates Foundation	Rodney Schauf , Vice Chair, Director of Engineering, Seattle Sheraton Hotel	Puja Shaw Associate KPFF Consulting Engineering

2021-2026 Strategic Business Plan

- Plan is the second fully-revised 6-year plan since 2013.
- Plan includes new SPU vision, mission and value statements
- Overall, the Panel is very supportive the Plan, including all of the 18 initiatives and investments, and the resulting 6-year average annual rate path of 4.2%
- Important for rates to be stable and predictable
- Key lenses in the Plan: Affordability and Accountability, Risk and Resiliency, Equity and Empowerment

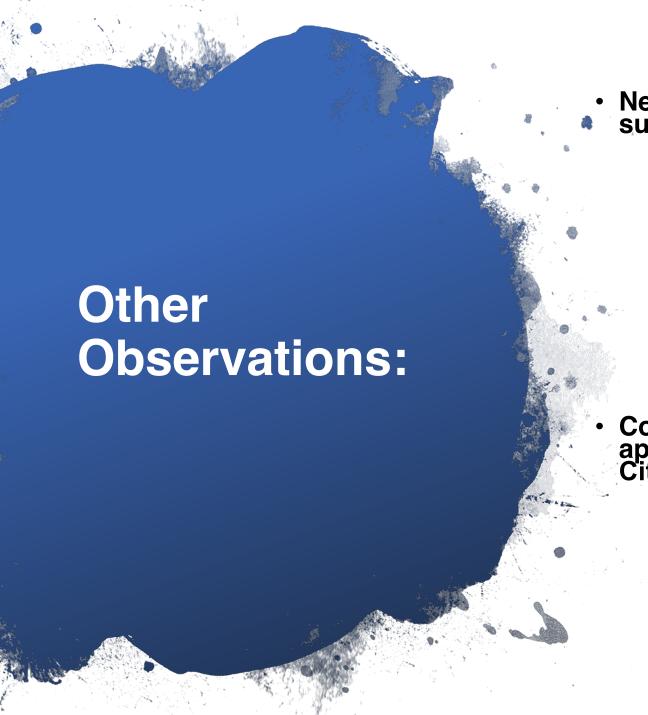
Affordability & Accountability Highlights

- Major focus for the Panel: asset management of aging infrastructure
 - Much of water and wastewater/drainage pipe systems are 80 years old +/-.
- Continuous improvement in capital project delivery and operations will help slow the annual growth in rates
- Metrics are important for accountability to ratepayers and city leaders
- We support efforts by SPU to collaborate with Federal, State and local partners to develop cost effective approaches to meet health and environmental regulations

Risk & Resiliency Highlights

- Panel supports R &R initiatives as a focus for how SPU thinks about the future and approaches its work today.
- Key items:
 - Climate change adaptation strategyCompletion of operations facilities
 - upgrades
 South Park flooding response

 - Workforce development



New and existing programs we strongly support:

- <u>Proposed</u>: Financial assistance program for individual property owners to renovate or replace their private side sewers.
- New: RV wastewater collection pilot program
- Existing: Clean Cities work supported by general fund, performed by SPU.
- Cost sharing between SPU and SDOT is appropriate on maintenance/cleaning of City's right of ways
 - Street sweeping program for bicycle lanes
 - Stream culvert replacements



- Long-term affordability is an overarching concern for the Panel
 - Many growing pressures on SPU rates:
 - renovation and replacement of water, wastewater and drainage infrastructure
 - response to climate change
 - seismic resiliency
 - water quality obligations
 - Work should begin now to map out how we can address long term aging-infrastructure replacement challenge.



- We appreciate the excellent work of SPU staff!
- We would welcome enhanced engagement between the Panel and the Council and Mayor's offices.

Questions? Comments?