

2022-2023 Race & Social Justice Accomplishments



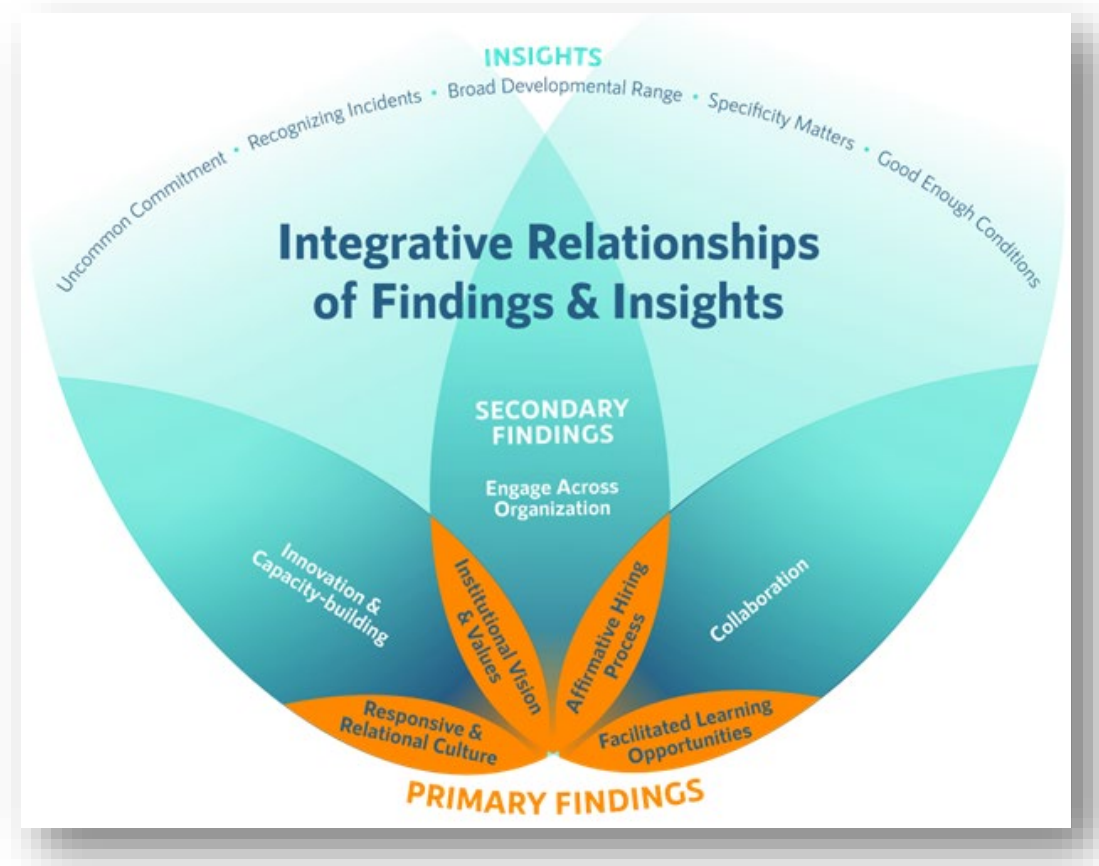
**Seattle
Public
Utilities**



SPU's Race & Social Justice Presentation

Overview

1. Commitment to Environmental Justice
2. Racial Equity Toolkit Application
3. Affirmative Hiring Processes
4. Women & Minority Business Enterprise (WMBE) Utilization
5. Utility Assistance Programs
6. Community Engagement
7. Green Business Activation
8. Facilitated Learning Opportunities

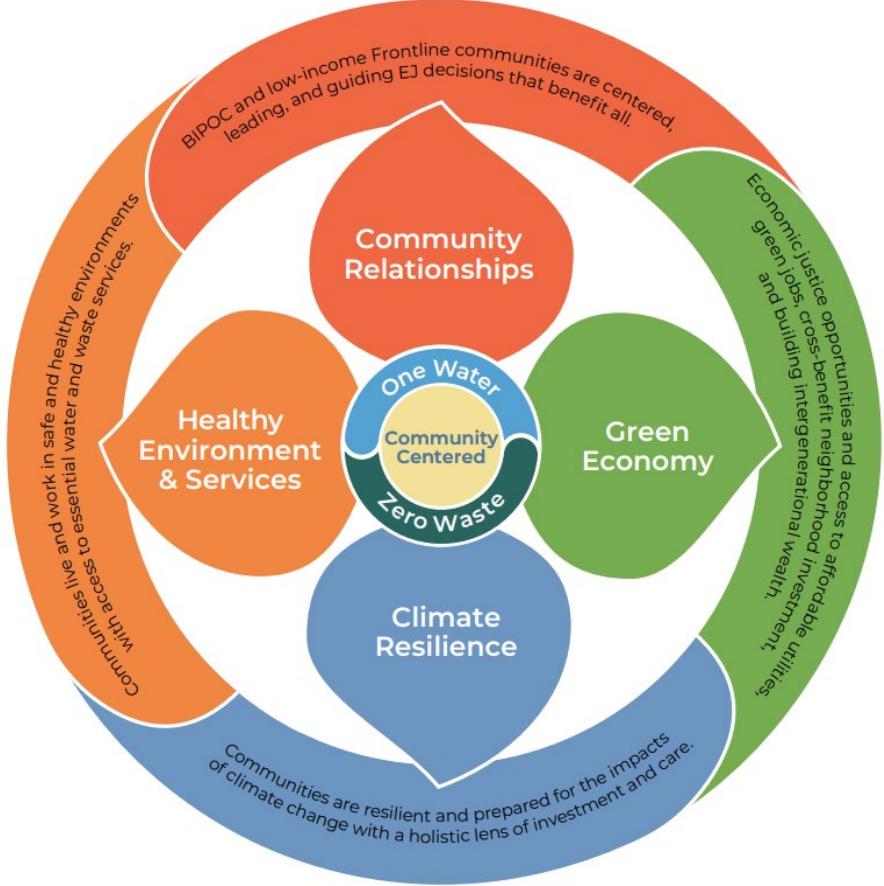


SPU Environmental Justice Definition + 4 Commitments

SPU **defines** environmental justice as removing disparities for communities and employees who are disproportionately affected by underinvestment, pollution, climate change and health risks.

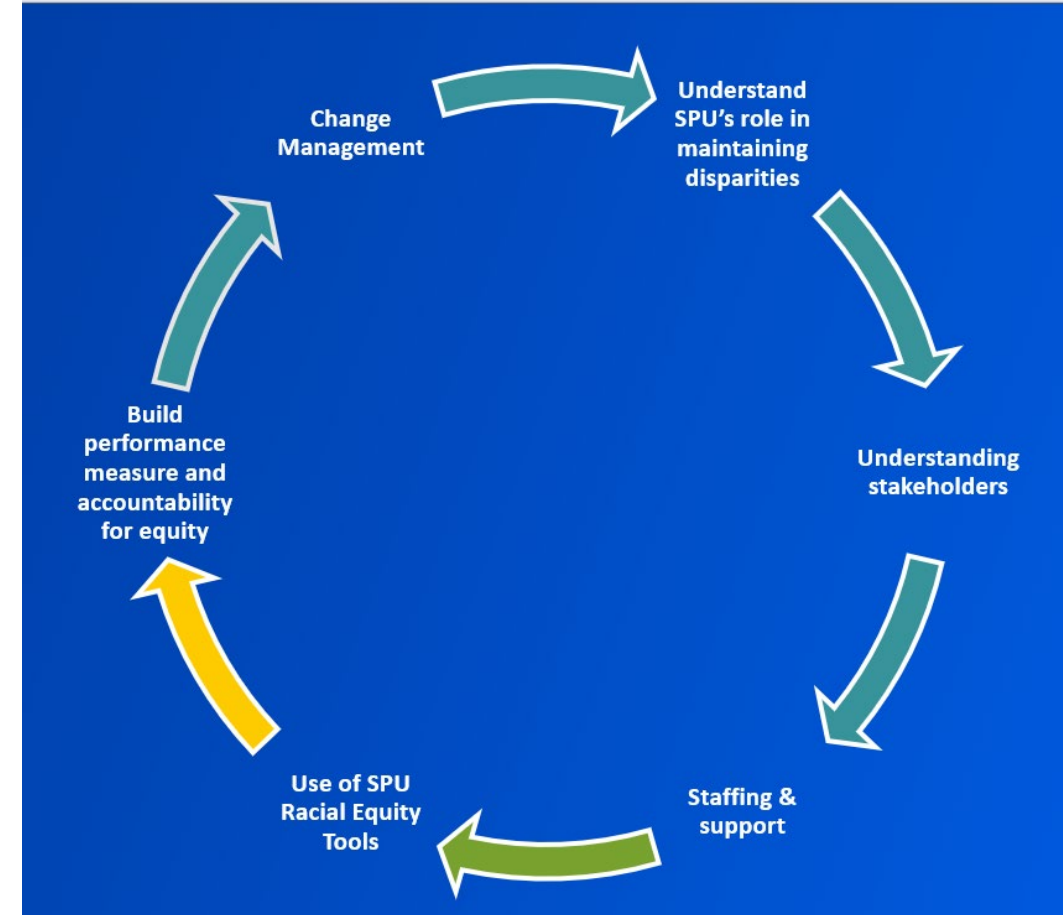
We seek to be a **government partner** that co-creates environmental solutions and strengthens communities by centering *racial equity*, sharing power, and prioritizing the experiences of those most impacted by SPU policies and practices.

We envision a Seattle where communities can thrive with acc to safe water, sustainable waste services, and related jobs.



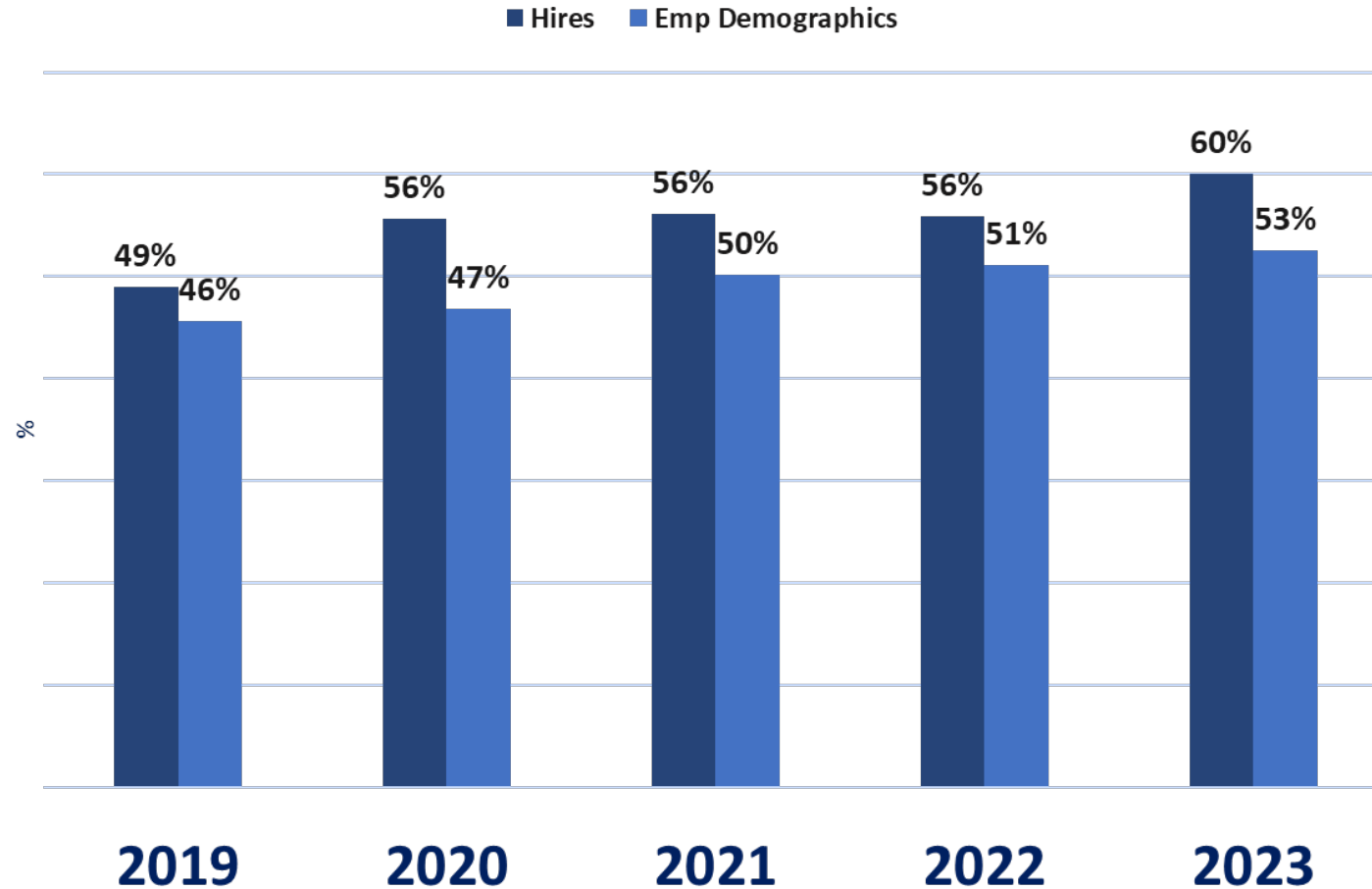
Racial Equity Toolkits (RETs)

- South Park Water Quality Facility (DWW & PDEB)
- Project Management Methodology Manual (PDEB)
- Cedar River Watershed Education Programs (Water)
- Delridge/Longfellow Creek Flooding (DWW)



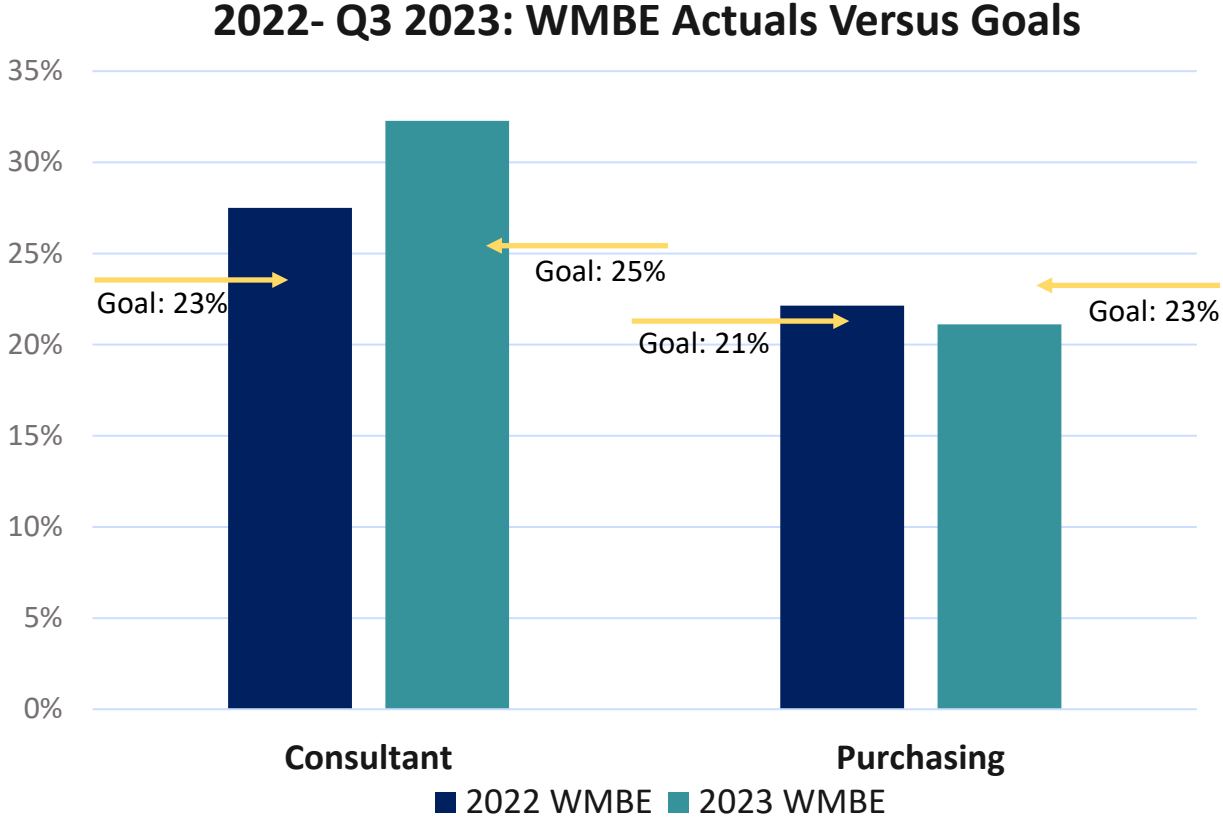
Equitable Hiring and Employee Demographics

Trends in BIPOC Hires and Employee Demographics



SPU recently launched our *new* Hiring Manual to ensure regular hiring practices are equitable, inclusive and welcoming to diverse communities and reflect the City of Seattle Workplace Values and Expectations and the Race and Social Justice Initiative.

Women & Minority Owned Business Utilization



Improving Customer Experience

COVID Extended Flexible Pay Plan Options

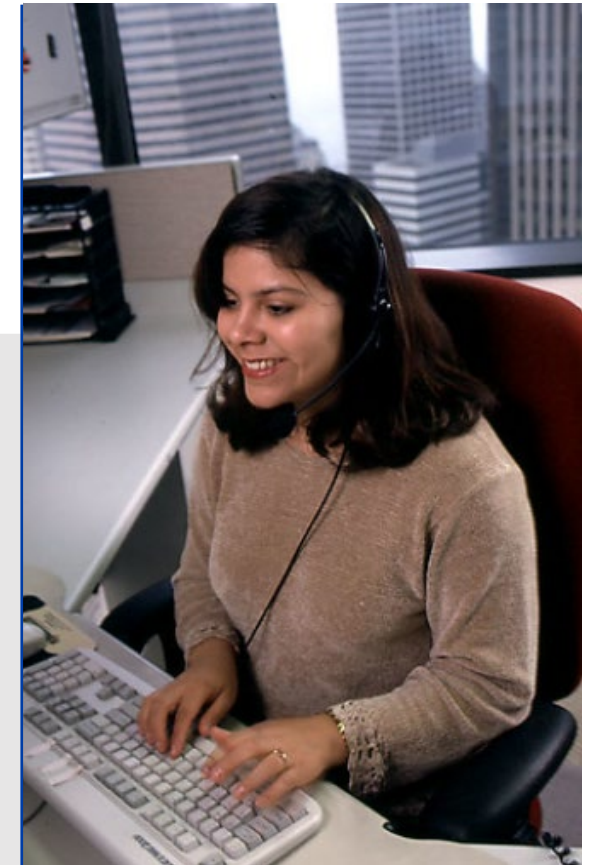
SPU has extended the opportunity for all customers to utilize extended pay plan options. These options add flexibility and dignity for all customers that have challenges to maintain their utility accounts.

Enhanced Quality Assurance Program

The Quality Assurance program helps us to support our employees to meet the customer's need. By enhancing our Utility Account Rep (UAR) call evaluation it ensures that our processes are fair and equitable, embracing a culturally inclusive environment.

House Bill 1329 Utility Non-Shut Off Extreme Heat Advisory

Washington State passed a law to ensure utility services during high heat events. SPU's program ensures the entire community has access to life critical utility services during these events regardless of their circumstances.



Utility Assistance



\$4 million
State COVID
Assistance



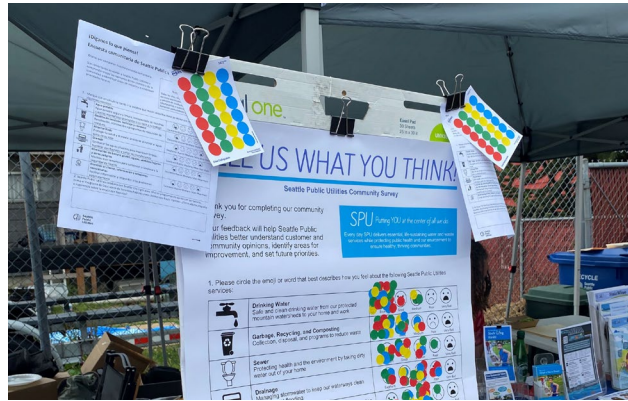
35,600 accounts
Utility Discount
Program



\$1.5 million
SPU Emergency
Assistance

Return of the City's Energy, Utility, & Resource Summit:

SPU joined City Light and the Human Services Department to engage over 100 service providers at the Museum of Flight in October. Participants learned about utility assistance programs, conservation efforts, housing resources, and the Affordable Seattle portal.



Strategic Business Plan Community Engagement

- Diversified Customer Review Panel, adding 11 members from diverse communities.
- Community survey co-created with DON Community Liaisons
- Summer outreach designed to meet community at their understanding of SPU & create opportunity to inform/educate
- Translated into 10 languages *Spanish, Vietnamese, Korean, Trad & Simp Chinese, Tagalog, Somali, Amharic, Tigrinya, Oromo*
- Available at in-person events & online
- [SPU Strategic Business Plan – Online Community Portal \(infocommunity.org\)](https://www.infocommunity.org)

Duwamish Valley Wet-Weather Preparedness

Improving outcomes in South Park through flooding preparedness and response. We've:

1. Formalized SPU procedures and coordination
2. Increased staff training and preparedness
3. Increased community engagement and public information



SIGN UP FOR FLOOD PREPAREDNESS INFORMATION HERE!

SCAN ME



QR code to <https://www.seattle.gov/utilities/your-services/sewer-and-drainage/flooding-response/south-park-flooding>

Seeds Of Resilience Impact Investments



- Jointly Accelerating Three E's
 - ✓ Environment - Water and Waste innovations
 - ✓ Economy – New job and training opportunities
 - ✓ Equity – BIPOC, low income marginalized
- \$600k/year in seed money for startups, pilots
- Highlights
 - ✓ Restaurant Grease Disposal Community Jobs
 - ✓ Building Deconstruction Workforce Training

RSJ Facilitated Learning Opportunities

Training & Development

- Race: The Power of an Illusion
- Cracking the Codes: The System of Racial Inequity
- Dealing with Microaggressions as an Employee
- Trauma Informed Care - post South Park flooding response
- Minimizing Bias in Employee Hiring
- Frontline advancement support - resumes, interview skill building
- The Racial Healing Handbook
- Branch Equity Team – RSJ Development

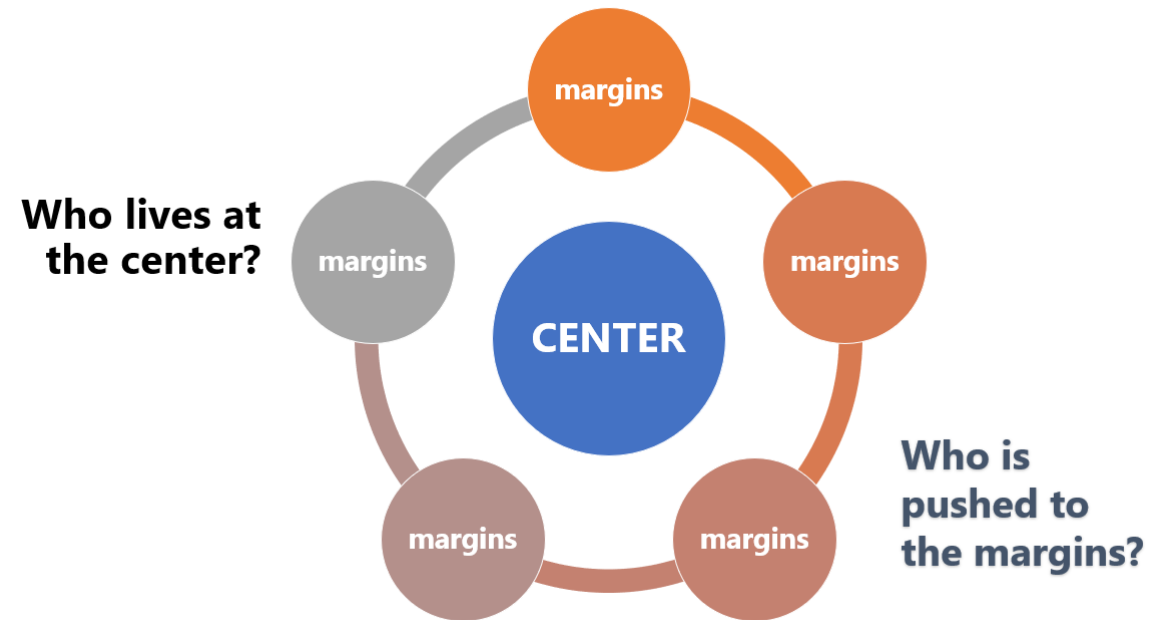
Guest Speakers / DE&I Practitioners

- Lori Nishiura Mackenzie – Leaders as Curators of Culture
- Seattle Ombuds Office – Effective Feedback
- Rita Gray from Seattle HR – Native Land Acknowledgement Training
- Christian Paige
- Portland Water Bureau
- District of Columbia Department of Energy & Environment
- New York Water Environment Association
- HDR Engineering
- New Orleans: Healthy Community Services, Water Wise Gulf South, Greater Treme Consortium
- Seattle Public Schools – Career Connect Activities

DE&I Leadership Within the Water Industry

Actively supporting equity work alongside:

- Water Environment Federation (WEF)
- Water Research Foundation (WRF)
- American Water Works Association (AWWA)
- US Water Alliance (USWA)
- Water Utility Climate Association (WUCA)
- Water Equity Network (WEN)
- Water Agency Leaders Alliance (WALA)
- National Association of Clean Water Agencies (NACWA)



Questions?

