

SPU Customer Review Panel Appointments

August 13, 2025

Parks, Public Utilities and Technology Committee
Seattle City Council

Andrew Lee, General Manager and CEO

Justin Chan, Strategic Business Planning and Policy Advisor

Seattle Public Utilities

General Manager's Office



Purpose

Obtain Council approval for four reappointments and two new appointments to the SPU Customer Review Panel.



SPU Customer Review Panel (CRP)

- Formed in 2013 to provide advice and recommendations to the Mayor and City Council on the utility's Strategic Business Plan and rates.
- Includes representatives from private, public and nonprofit sectors, utility experts, business leaders, and community representatives.
- 6 mayoral appointees and 5 council appointees. Members serve 3-year terms and may be reappointed once.



Recruitment Strategy

- In 2024 and 2025, SPU conducted joint recruitment for CRP and the Solid Waste Advisory Committee (SWAC) using a single application to streamline outreach and maximize impact. The goal was to engage a diverse swath of candidates reflecting various backgrounds, neighborhoods, experiences, and perspectives.
- Recruitment channels included:
 - SPU and DON Social media
 - DON social media, PACE grads, Engagement Coordinators)
 - City newsletters (DON, OSE)
 - City Councilmember newsletters
 - Current CRP, SWAC members, SWAC Waste Industry partners
 - Community and ethnic media (South Seattle Emerald & NW Asian Weekly)
 - SPU employees



Recruitment Results



- Recent recruitment efforts increased the diversity of the panel, bringing in a broader range of perspectives and lived experiences to guide SPU's work.
- Reappointment of four current CRP members - two for Mayor's Office and two for City Council appointments.
- SPU received 13 highly qualified applicants for two available seats - one for Mayor's Office approval and one for City Council approval.



Members Recommended for Re-Appointment

Ebony Frazier (District 2 – Council Appointed)

- ADA Coordinator, Africatown board member, and anti-racism advocate supporting equity.

Raj Kumar (District 7 – Mayor Appointed)

- Former Nestlé Purina conservation manager; volunteers on AARP tax aid and food security.

Amanda Richer (District 1 – Mayor Appointed)

- Community Liaison and advocate for unhoused rights and equitable water access.

Robin Schwartz (District 1 – Council Appointed)

- South Park resident working with Duwamish River Community Coalition, focused on climate resilience and environmental justice.



Recommended New Appointment

Jeremy Febus (District 5 – Mayor Appointment)

- A civil engineer for over 25 years, Jeremy brings hands-on technical insight and works closely with SPU as both a professional and customer. He is committed to transparent, holistic planning that connects infrastructure decisions to housing affordability, safety, and environmental quality, particularly in surface and stormwater management.

Rita Howard (District 4 – Council Appointment)

- Rita is a retired technical writer, teacher, artist, and community advocate with deep ties to older adults, working families, and BIPOC communities. She is on the board of commissioners for the Seattle Housing Authority and is a past president of the Mayor's Council on African American Elders. Rita combines creativity and technical rigor with a strong equity lens.



Next Steps

- PPUT committee consideration
- Full Council consideration and vote
- Next CRP meeting on Monday, September 8, 2025



Questions

