

# Seattle Public Utilities Customer Review Panel

Wednesday, November 13, 2013, 11:00 A.M. – 2:00 P.M.

SPU Conference Room #4901

Seattle Municipal Tower

*Please note new meeting time*

## Meeting 14

### Proposed Agenda

1. **Welcome, Introductions** (5 min.)
2. **Review and Approval of Agenda** (3 min.)
3. **Review and Approval of Meeting 13 Summary** (3 min.)
4. **Benchmarking and Efficiencies: Status Report from HDR Consulting on Scope, Progress** (1 hr.)  
*Note: this is a status report. The final report is not yet completed. Scott Bash*
5. **Preview of Action Plans** (45 min.) E-Team
6. **Follow-up on Interim Outreach: Revised Approach** (40 min.) Joe LePla, Karen Reed, Michael Davis
7. **Proposed Agenda for Meeting 15** (Monday, November 25) (4 min.)
  - a. Presentation of Action Plans
  - b. Update on 2014 Budget
  - c. Updated Baseline (2015-2020)
  - d. Presentation: Improving Capital Planning at SPU
8. **Adjourn**