



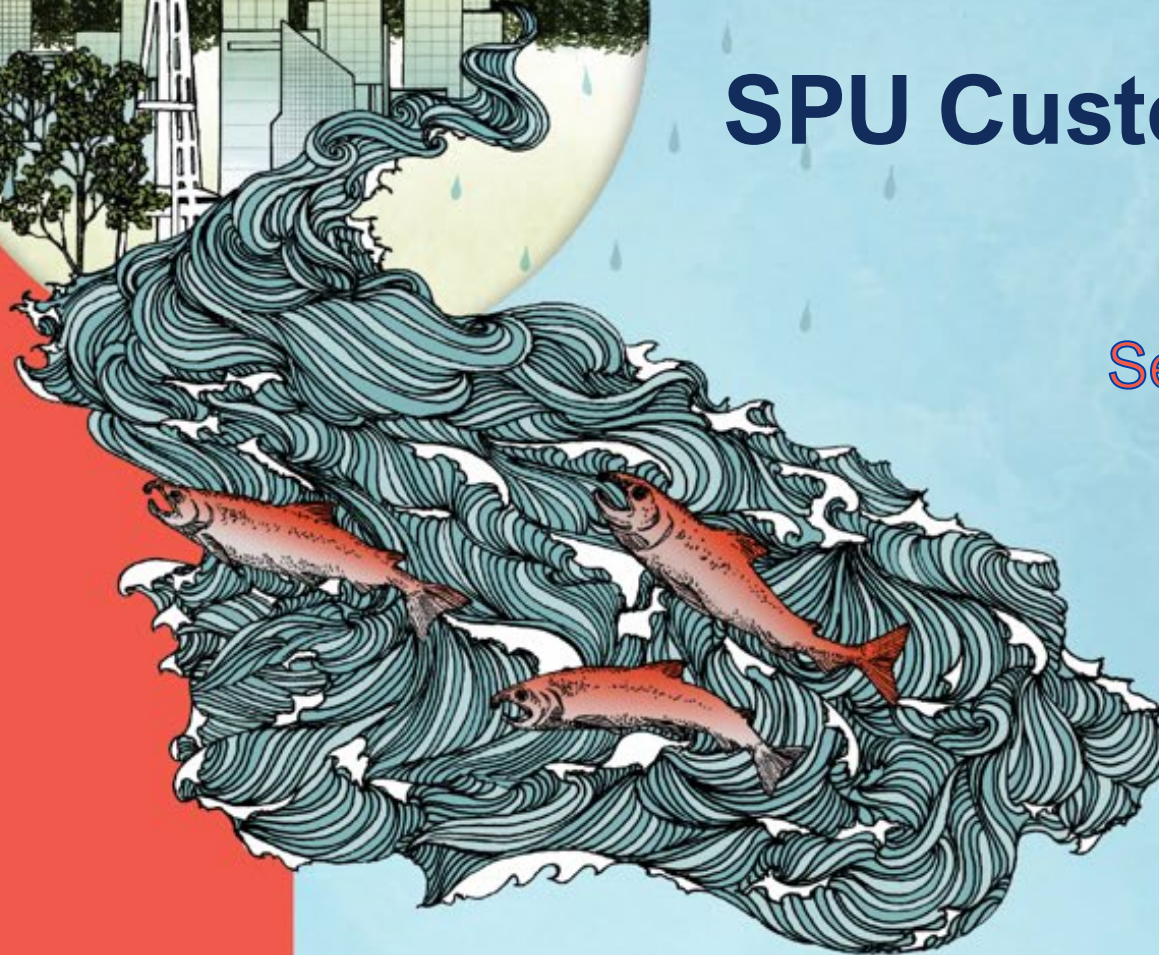
Seattle
Public
Utilities



SPU Customer Review Panel

Seattle Public Utilities

Sept. 8, 2025



A scenic view of the Seattle waterfront. In the foreground, the blue water of the harbor is visible. A large white Ferris wheel stands on a pier. Behind it, a row of colorful buildings, including a prominent blue and yellow building labeled 'PIER 56' and 'ELLIOTT'S', stretches across the middle ground. In the background, several modern glass skyscrapers rise against a clear blue sky.

Welcome

Andrew Lee

CEO and General Manger, SPU

Public Comment

Andrés Mantilla, Uncommon Bridges



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CRP Business

Andrés Mantilla, Uncommon Bridges



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Election of Vice Chair

Andrés Mantilla, Uncommon Bridges



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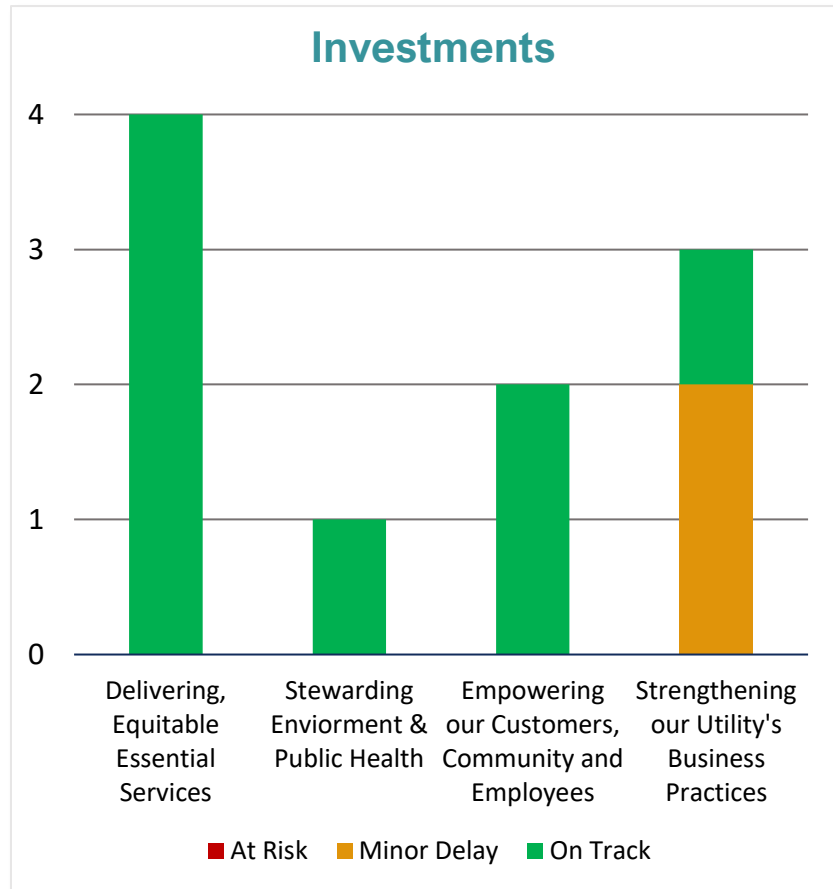


2025 Q2

SBP Performance Summary



Q2 2025 Quarterly Report: Investments



Highlights

- SPU's overall SBP health has improved; in Q1 we had 4 minor delays and 2 at risk investments. **In Q2 we have 2 minor delays**, that are anticipated to be mitigated by Q4:
 - DWW Asset Management Program
 - Water Asset Management Seismic Program
- Support services for the unsheltered continues to progress. The **Vehicle Support Pilot program is showing results-** this past quarter only 3% of the 383 RVs were impounded at remediation sites.
- Waste prevention is still offering furniture re-use events at the North and South transfer stations; **this quarter 13,840 lbs. of furniture was diverted.**
- **Side Sewer assistance program completed 2 loans in Q2**, and planning for program and community engagements through Q4 has progressed.



Q2 2025 Quarterly Report: Metrics

Focus On: Delivering, Equitable Essential Services

Metric	Target	Q2 2025
Missed Waste Collections	≤1 miss/1000 stops	1.41
Water and DWW Response	≥90% Annual Target	88%
Encampment Trash Program	Remove 1,500,000 pounds	471,243 pounds Removed

Focus On: Stewarding, Environment and Health

Metric	Target	Q2 2025
Sanitary Sewer Overflows	Annual Target: ≤4 per 100 miles on a 2 yr. avg.	1.3

Focus on: Empowering Customers, Community and Employees

Metric	Target	Q2 2025
Customer Call Response	≥80%	82.4%
Customer Satisfaction	≥90%	95.66%
Employee Promotional Rates	No target defined	55%
Employee External Hiring	No target defined	45%

Focus on: Strengthening Utility Business Practices

Metric	Target	Q2 2025
External funding opportunities	No target defined	Number of applications submitted: 1 Award notices: 0 Value of requests: \$1.3 million



Project Engineering and Delivery

Taylor Creek Restoration Project



California Culvert Replacement Project:



Mayor's Office & City Council Updates

Akshay Iyengar & Brian Goodnight



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A panoramic view of the Seattle skyline, featuring several tall skyscrapers with glass facades. In the foreground, a large white Ferris wheel is visible on the left, and a waterfront building with a sign that says "PIER 56" and "ELLIOTT'S" is on the right. The water of the harbor is in the bottom foreground.

SPU 2026 State Legislative Agenda

Maggie Yuse

2025 - Recent Accomplishments

HOME ABOUT SUBSCRIBE DONATE PART OF STATES NEWSROOM

Washington State Standard


POLITICS ENVIRONMENT HOUSING EDUCATION HEALTH CARE POLICE & COURTS ECONOMY

ECONOMY POLITICS

WA consumers will gain 'right to repair' cellphones and other electronics

A new law requires companies to provide access to parts and manuals used to fix devices, with the goal of cutting waste and replacement costs.

BY JAKE GOLDSTEIN-STREET · MAY 27, 2025 · 4:00 AM



Washington is joining a growing list of states trying to tear down barriers for consumers who want to repair their electronics rather than buy new ones.

Gov. Bob Ferguson last week signed the state's new "right to repair" policy into law. The goal of House Bill 1483 is to allow consumers to fix their devices instead of throwing them away and buying new ones.

- More accessible, affordable repair for digital electronics
- Supports small repair shops by prohibiting anti-repair practices
- Reduces electronic waste



2025 - Recent Accomplishments

- Shifts cost burden of recycling from residents to companies
- Ratepayers will receive discount on their utility bills beginning in 2030
- More (and better!) recycling in WA
 - Responsible end markets
 - Access for multifamily buildings
 - Higher labor standards
 - Statewide list of recyclables
 - Education & outreach – language accessible

WASTEDIVE Deep Dive Library Events Press Releases

M&A ESG Workforce Collection Recycling Organics Landfill Energy

Washington Gov. Ferguson signs packaging EPR law

Ferguson called it the “biggest overhaul of our recycling system in decades.” Washington’s law, the seventh in the U.S., drew opposition from the waste and recycling industry.

Published May 17, 2025

 [Megan Quinn](#)
Senior Reporter

[in](#) [f](#) [X](#) [p](#) [e](#) [a](#)



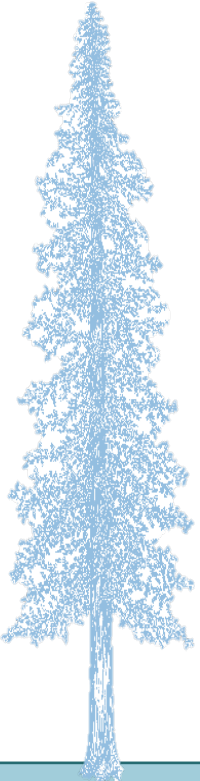
The state capitol in Olympia, Washington. Gov. Bob Ferguson signed a law on May 17, 2025, establishing EPR for packaging in the state. *halbergman via Getty Images*

▶ Listen to the article 5 min

Washington is now the seventh U.S. state with a [packaging EPR law](#).

2026 Legislative Context

- Second year of 2025-27 biennium – supplemental budget
- Off-year election
 - Two swing districts have competitive Senate races
- Budget outlook
 - Federal Reconciliation (“Build Back Better”) passage – impacts on Medicaid and SNAP (food assistance)
 - Washington revenue forecast is down



2026 Legislative Agenda Priorities

1. Protect the Model Toxics Control Act (MTCA)
Remedial Action Grant Program
2. Tire Management
3. Plastic Bag Ban Reform
4. Salmon Recovery
5. Extended Producer Responsibility – textiles, mattresses, and household hazardous waste



MTCA Remedial Action Grant Program



- SPU is responsible for multiple Superfund cleanups across the City
- Remedial Action Grant provides up to 50% matching funds
- Helps keep rates affordable
- **Goal: Defend and improve MTCA and the RAG program**



Tire Management

- Problematic material
 - Frequently dumped illegally
 - Leach toxic 6PPD-Q
 - Difficult to recycle responsibly
- Work in coalition with other interested parties to address problems with tires
- Exact request in development
 - Multiyear effort



Plastic Bag Ban Reform



- Seattle banned single use plastic bags in 2012
- Washinton Legislature banned plastic bags in 2020
- Resurgence in plastic bags in Seattle stores
- **Goal: Ban thick “reusable” plastic bags in WA**
- Sponsor: Rep. Beth Doglio



Salmon Recovery



- Key priority as stormwater manager and culvert and hatchery owner
- Sockeye and Chinook recovery
- **Goal: Secure funding for predator removal in Lake Washington**



Extended Producer Responsibility

Requires manufacturers to pay for end-of-life recycling and disposal of their products.

Textiles	Mattresses	Household Hazardous Waste
		




Questions?



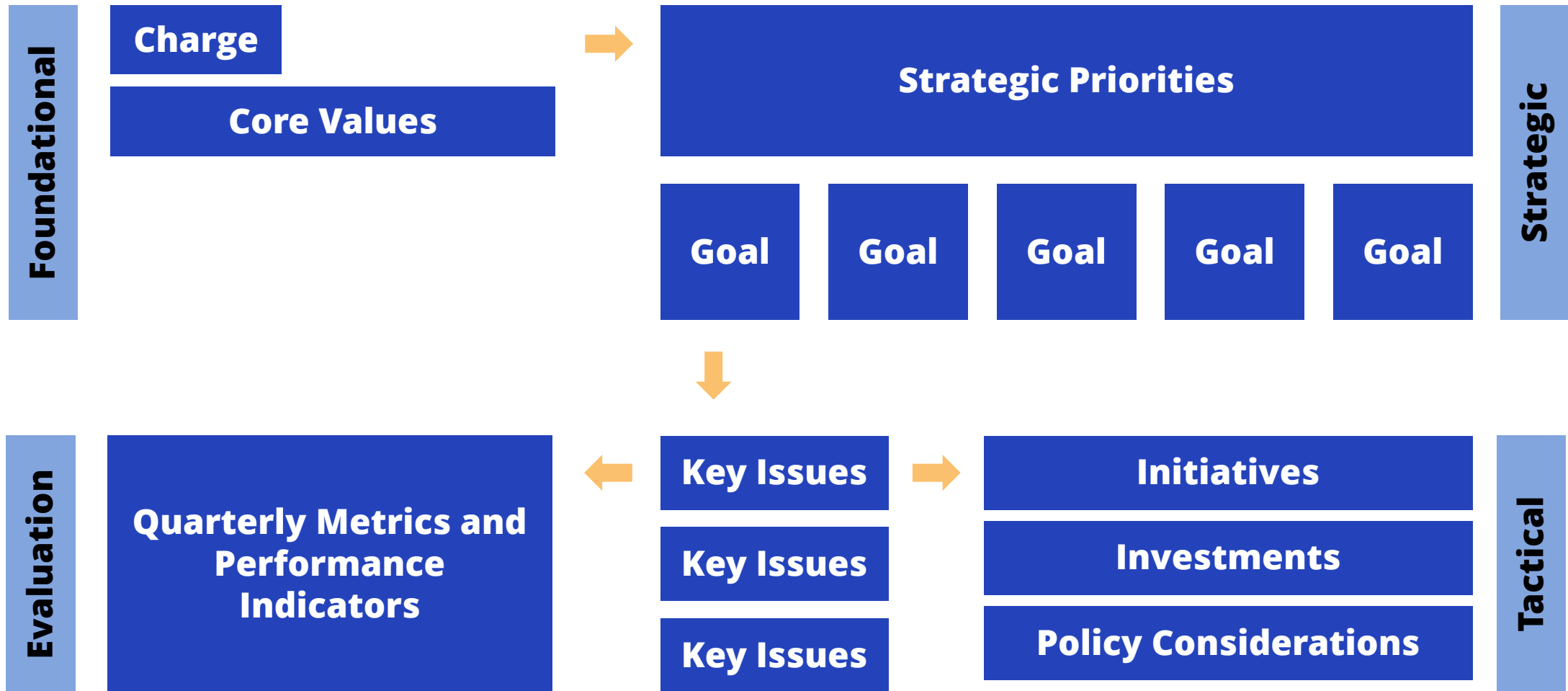
- Are there other topics you would like to see SPU work on in the Legislature?
- Do you have comments or input on what we are focusing on in 2026?
- Thank you!



A scenic view of the Seattle waterfront. In the foreground, the blue water of the harbor is visible. A large white Ferris wheel stands on a pier. Behind it, a row of colorful buildings, including a prominent blue and yellow building labeled 'PIER 56' and 'ELLIOTT'S', stretches along the waterfront. In the background, a dense urban skyline of modern skyscrapers rises against a clear blue sky. A semi-transparent white box is overlaid on the middle of the image, containing the title text.

Strategic Priorities Framework

Review CRP Strategic Priorities Framework



Foundational

Charge

Core Values



Provide oversight of the Plan implementation

Review and provide input on the progress of the action plans and other deliverables related to the Strategic Business Plan.

Monitor the six-year rate path endorsed by the Plan, gain an understanding of the drivers impacting the revenue requirements that differ from those assumed in the endorsed rate path, and provide input in support of the Plan implementation.

Foundational

Charge

Core Values



Provide input into Plan updates

Gain a knowledge of SPU services, financial policies, costs, and rates;

Review assumptions, technical evaluations, policy directions, and action alternatives;

Work closely with staff designated by the City Council and the Mayor to understand the issues and concerns and provide comments concurrent with delivery of Plan;

Assist the Mayor and City Council in engaging customers in discussions of the merits and implications of the Plan.

Foundational

Charge

Core Values

Learning - We embrace a sense of learning, curiosity, and mutual growth.

Connection to Community - We center our connection to our communities and lived experiences.

Impact - We center impact to ratepayers, our neighbors, and all Seattleites.

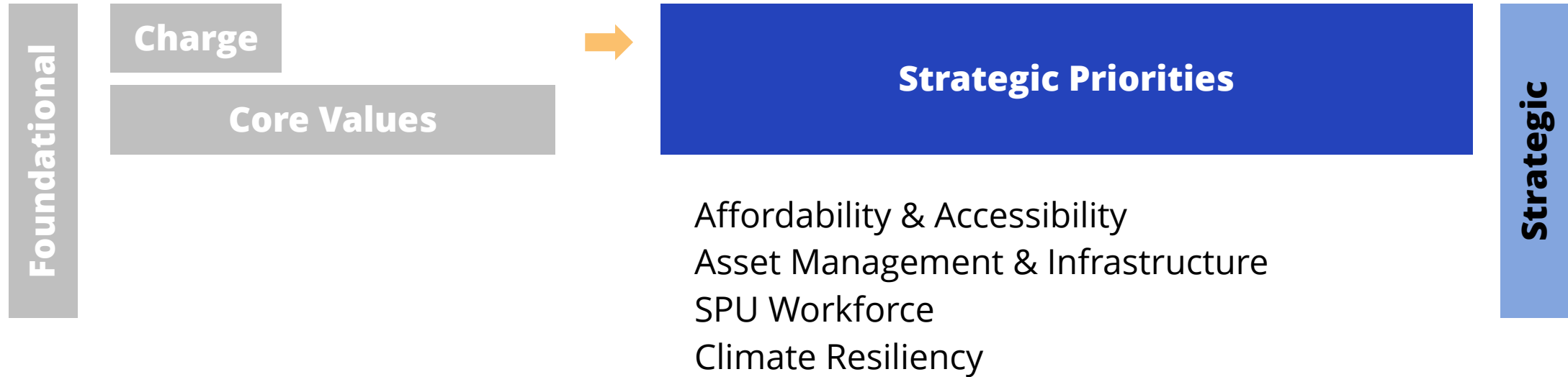
Equity & Sustainable Development - We embrace equity and sustainable development as key north stars in our work.

Representation - We understand that representation matters and assume good intentions from one another.

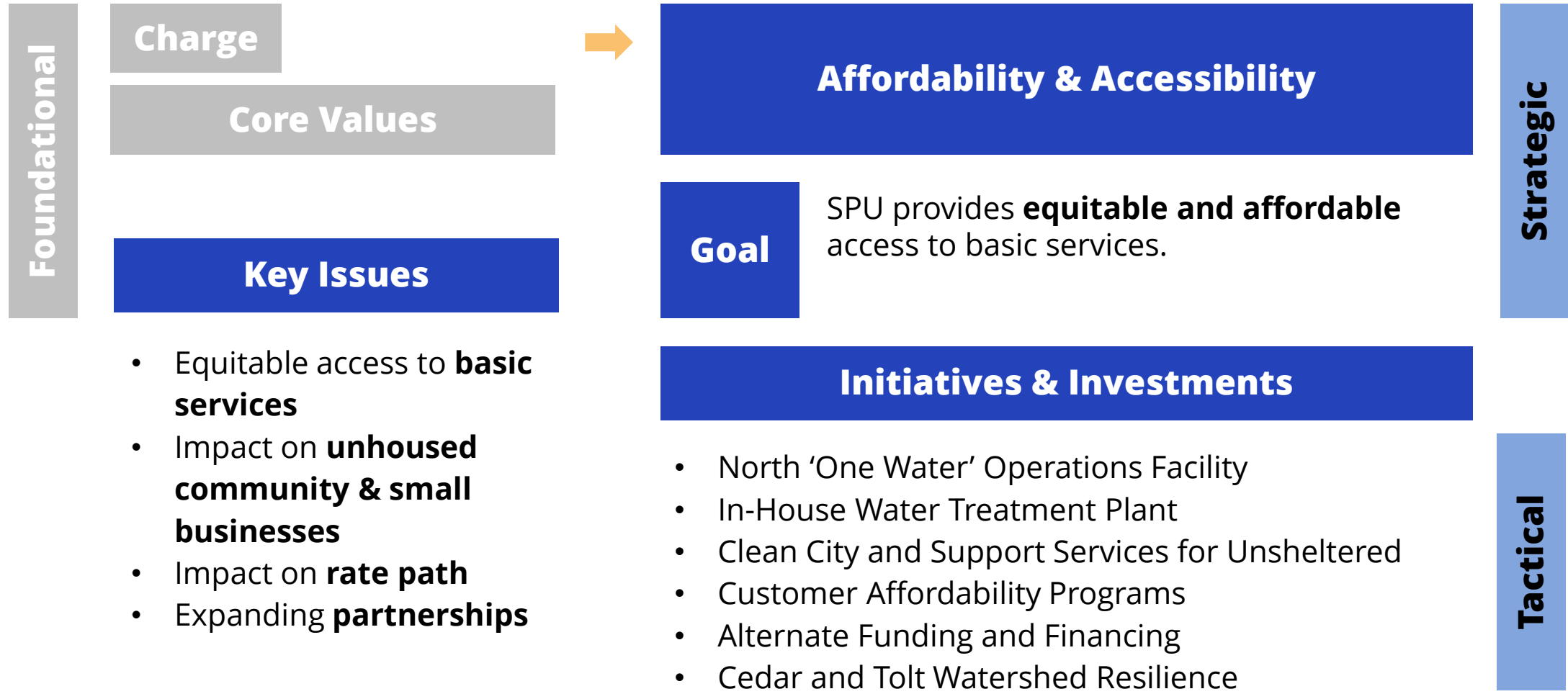
Responsiveness - We commit to be responsive to one another and to the current context in which our work is taking place.

Trust - We commit to building trust with one another as a critical avenue to grow relationships and best serve our communities.

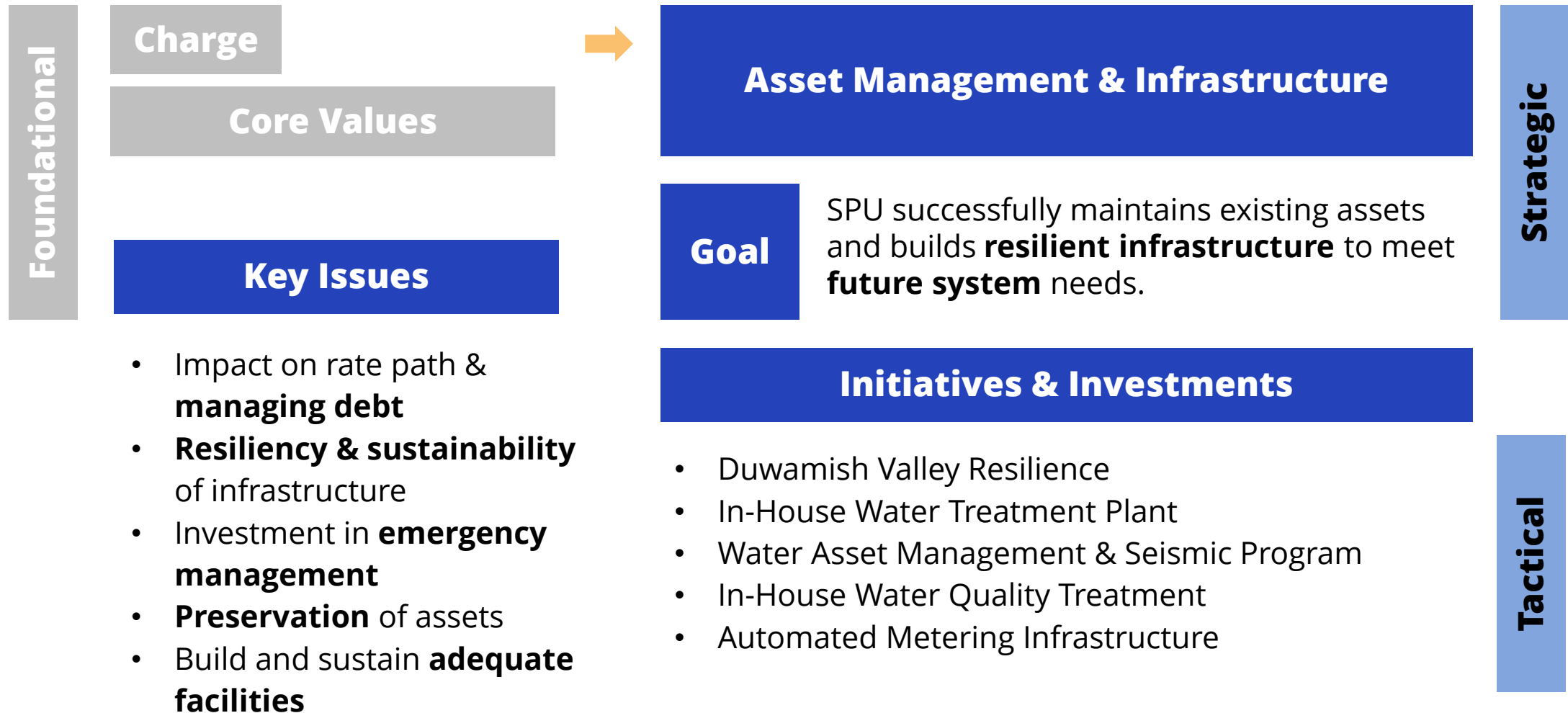
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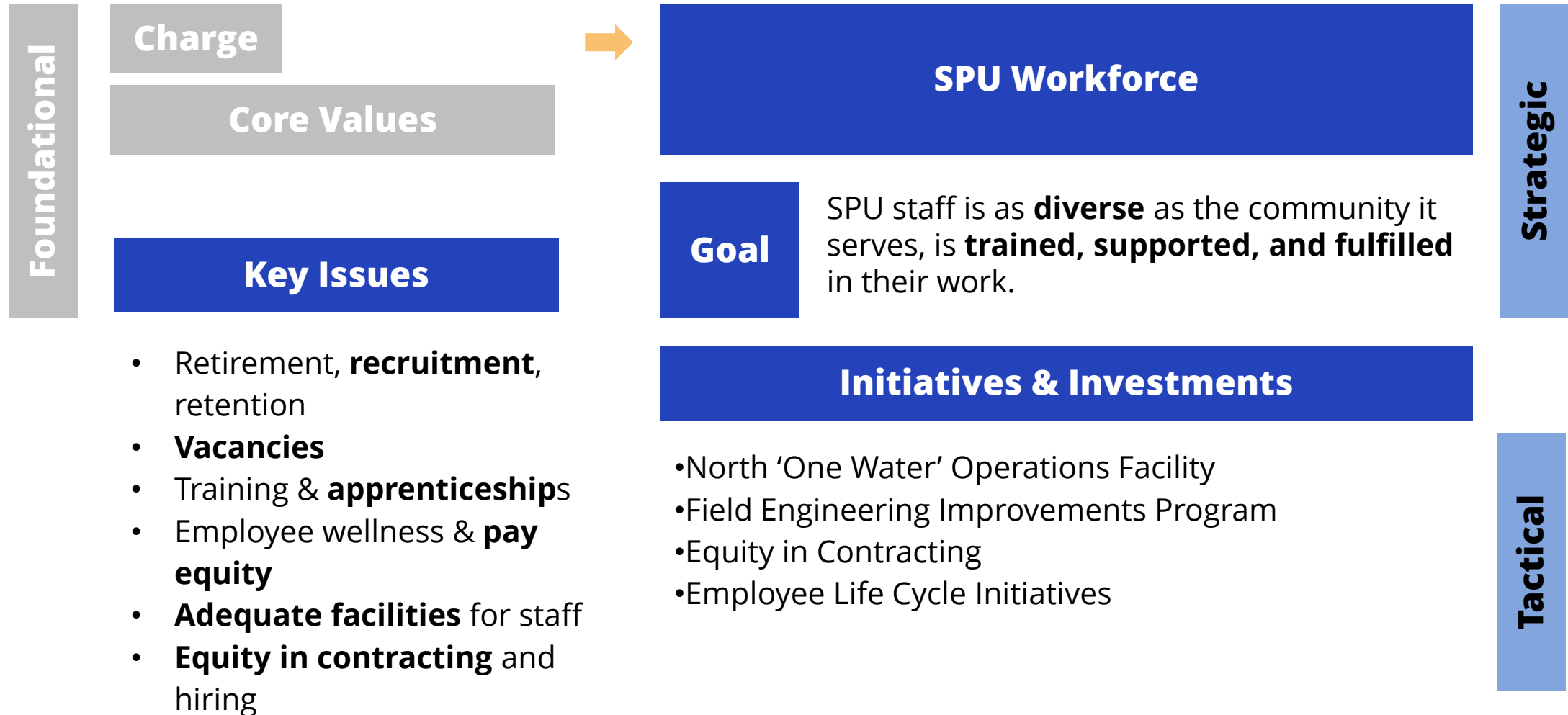
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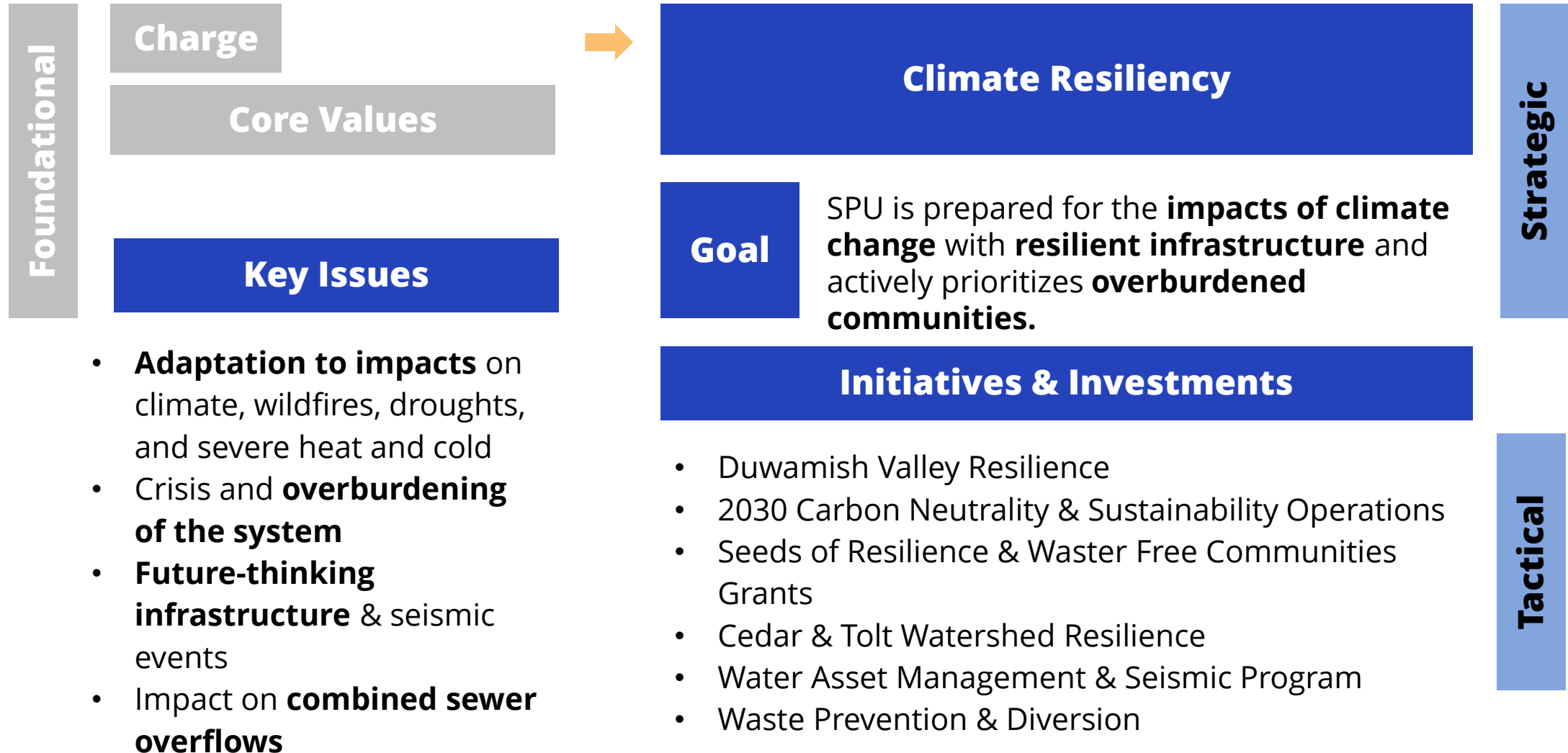
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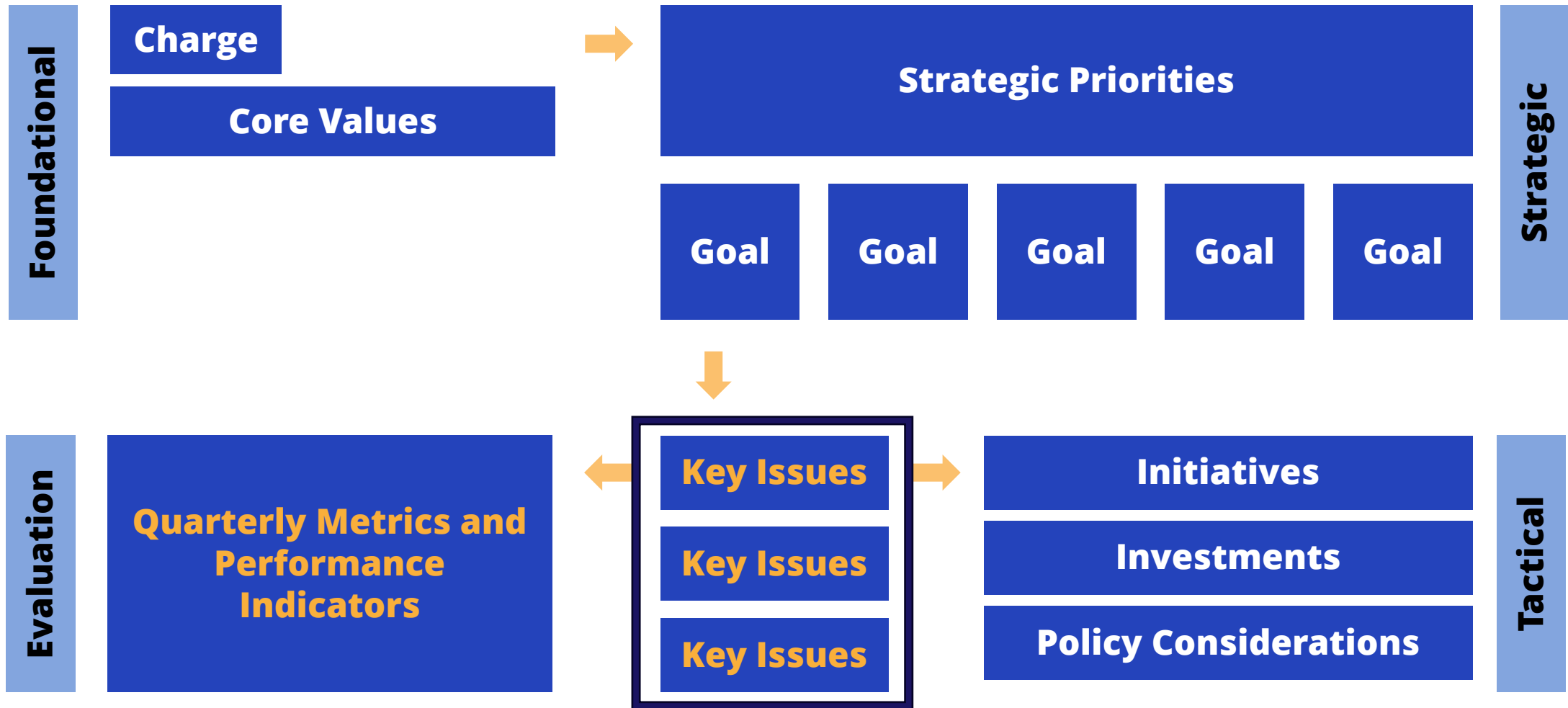
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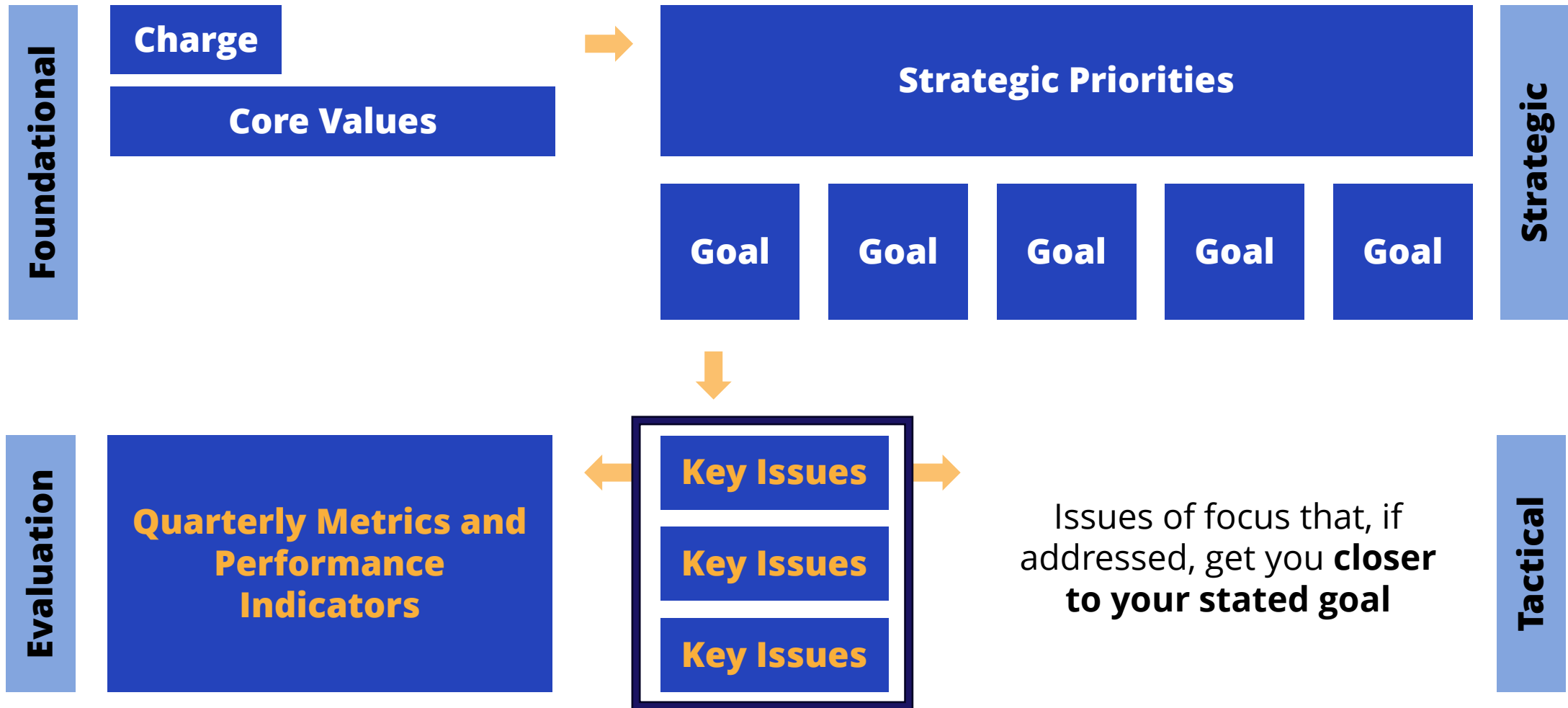
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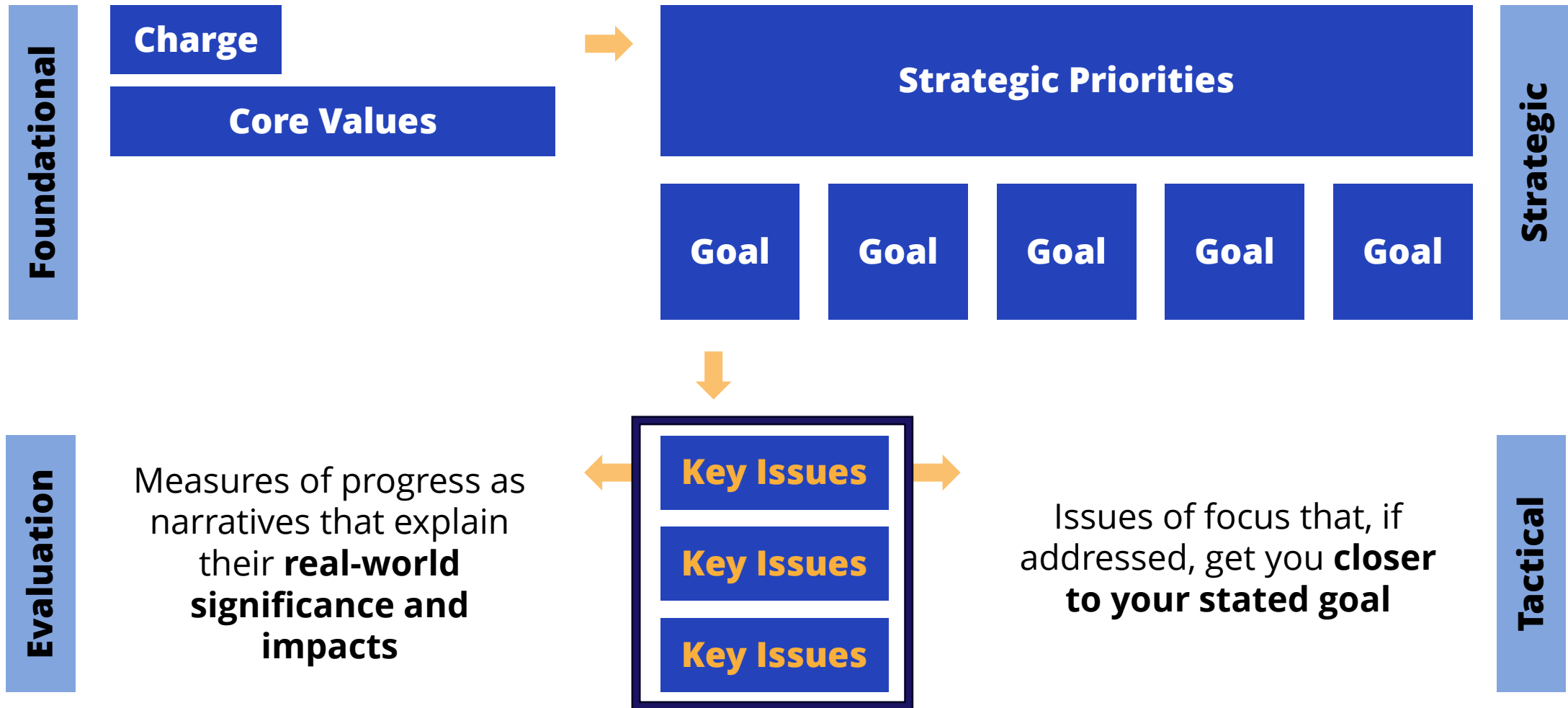
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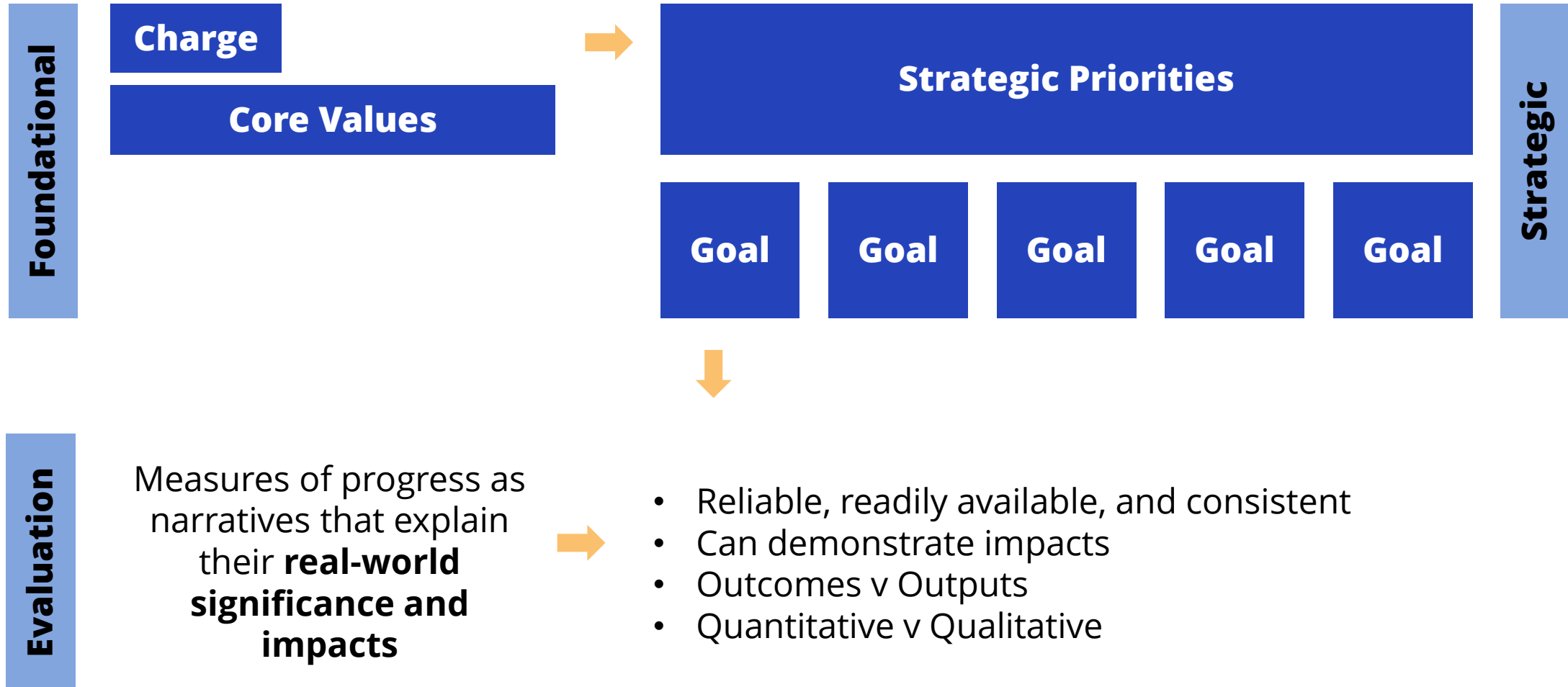
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Quality Metrics and Impacts

Affordability & Accessibility	Asset Management & Infrastructure	SPU Workforce	Climate Resiliency
SPU provides equitable and affordable access to basic services.	SPU successfully maintains existing assets and builds resilient infrastructure to meet future system needs.	SPU staff is as diverse as the community it serves, is trained, supported, and fulfilled in their work.	SPU is prepared for the impacts of climate change with resilient infrastructure and actively prioritizes overburdened communities .
Possible Metrics	Possible Metrics	Possible Metrics	Possible Metrics
<ul style="list-style-type: none"> • Unhoused community & small businesses • Rate path • Youth Apprenticeship • Neighborhood Investments 	<ul style="list-style-type: none"> • Emergency management investments 	<ul style="list-style-type: none"> • Workforce Promotion Rates • Workforce Retention <ul style="list-style-type: none"> • Work session with Customer Review Panel • One-on-One conversations • Conversations with SPU staff • More specifics coming soon... 	<ul style="list-style-type: none"> • Climate Investments

Announcements, Closing & Adjourn

Andrés Mantilla, Uncommon Bridges



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