



**City of Tacoma
Public Utility Board
Study Session**

**May 11, 2016
3:00 p.m.**

**Tacoma Public Utilities
3628 South 35th Street
Third Floor Conference Room**

The Public Utility Board will hold a study session with staff to discuss the following:

Approximate Time	Topic	Presenter(s)
3:00 – 3:40	Budget Strategic Plan for Customer Services	Steve Hatcher, Customer Services Manager
3:45 – 4:15	Customer Service: MyAccount 2.0	Mike Hill, Customer Services Assistant Manager
4:25 – 4:55	Tacoma Power: Bonneville Power Administration Product Selection	Cam LeHouillier, Integrated Resource Plan Manager
5:00 – 5:20	Tacoma Water: Bonney Lake Water Wholesale Agreement	Chris McMeen, Deputy Water Superintendent; Sean Senescall, Rates and Financial Planning Manager

Other topics may properly be brought before the Board.

Charleen Jacobs
Executive Assistant

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