

**Wakefield Municipal Gas and Light Department
Strategic Retreat
Wednesday, April 3, 2019
Dockside Restaurant
1099 Main Street
Wakefield. MA 01880**

2019 MAR 25 PM 2:11
TOWN CLERK
WAKEFIELD, MA

8:00	Introductions and Overview and Goals for the Day	Optimal, BOC, GM
8:15	How are we structured today?	WMGLD Staff
8:30	Things that could change current business model	Optimal - Group Discussion
9:15	What is our Mission?	Optimal - Group Discussion
10:00	Break	
10:30	Town Goals and Priorities. Efforts and Partnerships Coordination	Optimal - TC, Town Administrator
11:00	What do our customers want? How do we measure success and customer satisfaction?	Optimal - Group Discussion
12:00	Lunch	Provided
12:30	Continue pre-lunch discussions how we look going forward	Optimal - Group Discussion
1:30	Public Comments	
1:45	Summary and Wrap up	Optimal - Group Discussion
2:00	Adjourn	