

Administrative Review Committee (ARC)

Tuesday, July 9, 2019, 9:30 a.m. to 11:30 a.m.

Pioneer Tower, Bureau of Environmental Services, 4th Floor, 888 SW 5th Avenue, Portland OR 97201.

Attendees:

ARC Members:

Alex Reagan (Portland Water Bureau)
Eli Rosborough (Bureau of Environmental Services)
Dory Robinson (Portland Utility Board)

Staff:

Ryan Newhouse (Portland Water Bureau, Customer Service)

Observers:

Three Water Bureau employees observed the meeting, but did not participate.

Public:

Two customers attended the meeting to appeal.

- I. Call to Order
Alex called the meeting to order.
- II. Public Comments
None given.
- III. New Business

First appeal heard: Customer requested a leak adjustment beyond the two billing periods already provided. Due to the customer's ongoing efforts to resolve the problem, the ARC granted a leak adjustment to cover two billing periods.

Second appeal heard: Customer requested a larger leak adjustment than the one granted. Expressed difficulty paying due to fixed income. The ARC needed more information about possible remedies and the appeal has been moved to the meeting to take place in August.

The meeting adjourned at 11:35 a.m.

