

Administrative Review Committee (ARC)

Friday, August 23, 2019, 10:00 a.m. to 11:00 a.m.

Columbia Square, Bureau of Human Resources Meeting Room 503, 5th floor, 111 SW Columbia St. 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)
Karen Dallas (Portland Water Bureau, Customer Service)

Public:

One Customer attended the meeting to appeal.

I. Call to Order
Alex called the meeting to order.

II. Public Comments
None given.

III. New Business

Customer requested a larger leak adjustment than the one already provided by Water Bureau Customer Service. The ARC ruled that the leak adjustment was applied correctly based on the leak adjustment policy. Due to extenuating circumstances the ARC granted the reversal of multiple sets of late fees and offered a long-term payment arrangement.

The meeting adjourned at approximately 11:00 a.m.

