

Administrative Review Committee (ARC)

Tuesday September 10, 2019, 9:30 a.m. to 11:30 a.m.

Columbia Square Building – 5th Floor, room 503, 111 SW Columbia Street, Portland OR 97201.

Attendees:

ARC Members:

Alex Reagan (Portland Water Bureau)
Sherri Peterson (Bureau of Environmental Services)
Micah Meskel (Portland Utility Board)

Staff:

Ryan Newhouse (Portland Water Bureau, Customer Service)

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 an adjustment for a bill due to higher than expected usage. The ARC ruled that it would not grant the adjustment as the usage was unexplained.

Second appeal heard: Customer requested that billing on their account be reverted to the name of the tenants who had been opening and closing accounts at the property and reverse the balance transfer that was done to another account in their name. The ARC ruled that the Water Bureau followed City Code regarding billing responsibility. The ARC offered to reverse late fees on the affected accounts if the customer paid the remaining balance.