

Administrative Review Committee (ARC)

Tuesday October 8, 2019, 9:30 a.m. to 12:00 p.m.

Interstate Facility – Kelly Butte Room, 664 N Tillamook St, Portland OR 97227.

Attendees:

ARC Members:

Alex Reagan (Portland Water Bureau)
Sherri Peterson (Bureau of Environmental Services)
Ted Labbe (Portland Utility Board)

Staff:

Ryan Newhouse (Portland Water Bureau, Customer Service)

Observers:

Julia Corral (Portland Water Bureau, Customer Service) and Karen Spencer (Portland Utility Board)

Public:

Three 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 reversal of the charges from a re-bill due to a billing error. The ARC ruled that an adjustment would be granted.

Second appeal heard: Customer requested a second non-sewer affected leak adjustment within 12 months. The ARC ruled that a second non-sewer affected leak adjustment would not be granted.

Third appeal heard: Customer requested an adjustment for multiple leaks that were ongoing for over a year. The ARC ruled that the leaks went on too long for a leak adjustment, but authorized a sewer adjustment for the last year.