

## Administrative Review Committee (ARC)

**Tuesday November 12, 2019, 9:30 a.m. to 11:30 a.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)  
Karen Williams (Portland Utility Board)

#### *Staff:*

Ryan Newhouse (Portland Water Bureau, Customer Service)

#### *Observers:*

Manilyn Sarique (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 higher than normal usage. The ARC ruled that a leak adjustment would be granted.

Second appeal heard: Customer requested an additional waiver of late fees and a long-term payment arrangement. The ARC ruled that no additional fees would be waived. A payment arrangement was offered to pay off the balance and keep current on new bills over a 19 month period.