

## **\*Meeting Notice 12/10/19\***

### **Administrative Review Committee**

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

**Tuesday, December 10, 2019, 9:30 a.m. to 11:00 a.m.**

### **Description**

The Administrative Review Committee reviews ratepayer requests for account adjustments, proposed account actions, and other disputes concerning water, sewer, and/or stormwater accounts. The purpose of the Committee is to review account issues that ratepayers have been unable to resolve with the bureaus' Customer Services group. The Committee weighs policies, rates and special circumstances when reviewing an account. The Committee may accept the customer's request, offer with an alternate remedy, or deny the appeal. Administrative Review Committee decisions are bureau decisions.

The Administrative Review Committee is made up of:

- One representative from the Portland Water Bureau, confirmed by the Commissioner-in-Charge.
- One representative from the Bureau of Environmental Services, confirmed by the Commissioner-in-Charge.
- One member of the Portland Utility Board.

### **For more information**

City of Portland [Water, Sewer, and/or Stormwater Billing Appeal Policy](#) (ADM-14.02)

Questions? Contact us at (503) 865-2755 or [PWBCustomerService@portlandoregon.gov](mailto:PWBCustomerService@portlandoregon.gov).

[Administrative Review Committee Summaries](#)

The City of Portland ensures meaningful access to City programs, services, and activities to comply with Civil Rights Title VI and ADA Title II laws and reasonably provides: translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids and services. To request these services, contact 503-823-7432, City TTY 503-823-6868, Relay Service: 711.

## **\*Meeting Agenda 12/10/19\***

### **Administrative Review Committee**

The Administrative Review Committee (ARC) responds to ratepayer requests for reviews of account adjustments, proposed account actions, or other disputes concerning water, sewer, and/or stormwater accounts. Decisions rendered by the ARC are considered bureau decisions. The ARC is composed of one voting representative each from the Portland Water Bureau and the Bureau of Environmental Services, both of whom have been confirmed by the commissioners-in-charge of these bureaus, along with one voting member from the Portland Utility Board (PUB) to represent consumer interests. The ARC may reach a decision at the conclusion of the meeting or, if additional information is needed, at the next scheduled ARC meeting.

### **Agenda**

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

**Tuesday, December 10, 2019, 9:30 a.m. to 11:00 a.m.**

#### **1. Welcome**

Read preamble for ARC.

#### **2. Public Comments**

Members of the public are invited to introduce themselves and to state their interest in attending the meeting. Anyone who wishes to speak about matters pertaining to the ARC will have the floor for two minutes.

#### **3. New Business**

The Administrative Review Committee will hear two customer appeals about water, sewer and/or stormwater billing.