

CHAPTER 919
Water and Sewer Internal Review Board

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CROSS REFERENCES

Department of Public Service and Engineering - see ADM. Ch. 135

Sewer rental rates - see S. & P.S. Ch. 921

Water rates - see S. & P. S. Ch. 929

919.01 ORGANIZATION.

There is hereby created a Water and Sewer Internal Review Board which shall be organized by the Director of Public Service, who shall serve as Chairman, and shall consist of two additional members to be appointed by the Chairman.

(Ord. 0262-2004. Passed 12-6-04.)

919.02 JURISDICTION.

The Water and Sewer Internal Review Board shall have the power to hear and decide appeals for the waiver of penalties on water, sanitary sewer, and storm sewer bills, adjustments on water, sanitary sewer, and storm sewer bills and to review any complaints or problems which cannot be resolved at division or departmental levels.

(Ord. 0262-2004. Passed 12-6-04.)

919.03 APPEAL REVIEW PROCEDURE.

(a) In order to have an appeal or complaint reviewed by the Water and Sewer Internal Review Board, a request shall be submitted to the Board stating the name, address, account number, the nature of the appeal and the reason. Such request shall be submitted on a form furnished by the Department of Public Service and Engineering. Forms for appeals or complaints can be acquired from the ~~Division of Water and Sewer~~ **UTILITY BILLING** office.

(b) Each appeal or complaint received by the Water and Sewer Internal Review Board shall be ~~acted upon~~ **SCHEDULED FOR REVIEW AT THE NEXT MEETING OF** by the Board ~~within thirty days of receipt of the request~~. Person or persons making such appeal or complaint may attend the meeting of the Water and Sewer Internal Review Board at the time their request is reviewed.

(c) Meetings of the Water and Sewer Internal Review Board shall be held at the call of the Chairman and at such other times the Board may determine.

(d) Notifications shall be made to person or persons making such appeal or complaint at least five days prior to Board review.
(Ord. 0262-2004. Passed 12-6-04.)

919.04 LIMITATIONS.

(a) Waiver of penalty charge may be granted by the Water and Sewer Internal Review Board if, in the Board's opinion, such waiver is deemed to be appropriate and justified, but not more than one time for any one ~~account~~ **PROPERTY OWNER/TENANT**.

(b) The Water and Sewer Internal Review Board may grant adjustments to water and sewer bills if, in the Board's opinion, such adjustments are appropriate and justified.
(Ord. 0262-2004. Passed 12-6-04.)

(C) ADJUSTMENTS WILL NOT BE MADE FURTHER THAN ONE CALENDAR YEAR FROM THE DATE OF THE APPLICANT'S APPEAL FORM.

919.05 REPORT TO COUNCIL.

The Water and Sewer Internal Review Board shall submit a written report to Council on or before December 31 of each year or at the request of Council, stating the following information: name and address of person or persons filing, nature of appeal or complaint, decision rendered by **THE** Water and Sewer Internal Review Board, and **THE** total amount of adjustments granted **IN** each case. (Ord. 0262-2004. Passed 12-6-04.)