



CITY OF FULLERTON
WATER BILL DISPUTE PANEL
SPECIAL MEETING MINUTES
SEPTEMBER 27, 2021

VIRTUAL MEETING

Water Bill Dispute Panel conducted this meeting in accordance with California Governor Newsom's Executive Order N -35-20.

COMMITTEE MEMBERS PRESENT: Munish Bharadwaja (via teleconference); Gregory Sebourn (via teleconference); Mark Shapiro (via teleconference); Patricia Tutor (via teleconference)

COMMITTEE MEMBERS ABSENT: Charles Chong

STAFF PRESENT: Julio Ortega, Utility Services Supervisor (via teleconference); Louis Gonzales, Water Distribution Supervisor (via teleconference); Delaney Cosgrove, Water Quality Specialist (via teleconference); Kristi Nordell, Administrative Assistant (via teleconference)

CALL TO ORDER

The meeting was called to order at 4:02 p.m.

PUBLIC COMMENTS

There were no public comments.

REGULAR BUSINESS

1. WATER BILL APPEAL – 2248 Clark Drive

Staff Members Cosgrove, Gonzales, and Ortega provided a summary of the utility billing dispute for 2248 Clark Drive, including a timeline of interactions with the customer, Mehwish Baqai.

Ms. Baqai spoke to the Panel, explaining her reasons for the dispute.

Panel Members discussed the dispute and asked questions of Staff and Ms. Baqai.

Sebourn moved, seconded by Shapiro, to approve a refund of \$86 for the after-hours charge if the customer can provide information showing a call was made on November 11, 2020 from a City of Fullerton phone to the customer's phone that ends in 0889.

Motion carried 4-0-1 (Absent: Chong).

ADJOURNMENT

The meeting was adjourned at 4:45 p.m.