

**Boards, Commissions and Committees - Membership  
For Mayor and/or City Council Appointments**

**Utility Appeals Board**

**Reference:** *TMC Chapter 155 Ordinance No. 196-13, 103-15*

**Purpose:** *A. To establish procedures providing fair and reasonable opportunity for resolution of Department of Public Utilities (DPU) water billing disputes.  
B. To offer the utility account holder a forum of an external review in the customer dispute resolution process.*

**Appointment:** *Mayor*                      **Members:** *5 voting members and 2 Ex-officio members.*                      **Term Length:** *3 years*

**Makeup:** *A. One (1) legal advocate for citizens, defined as having a background in law and a minimum of one year experience in client advocacy.  
B. Three (3) private citizens who are residents of the City of Toledo.  
C. One (1) small business owner, defined as a sole proprietor owned business located within the City of Toledo limits who employs more than 5 and less than 75 full or part time employees.  
D. Two (2) employees of the City of Toledo or their designated proxy, one (1) representing Finance and Accounts, one (1) representing Customer Service who will serve Ex-officio with the exception of a tie vote scenario.  
E. It shall prescribe its own organizational structure, meeting schedule, and rules of procedure and shall keep a record of its transactions and report annually to the Mayor and Council.  
F. The Board shall meet not less than once each month and it shall not conduct any business with less than three (3) voting members present to maintain a simple majority.*

<b>Member</b>	<b>Expires</b>	<b>Appointed By</b>	<b>Reserve</b>	
VACANT		Mayor	1 year	Legal Advocate
VACANT		Mayor	1 year	Private Citizen
VACANT		Mayor	1 year	Private Citizen
VACANT		Mayor	1 year	Private Citizen
VACANT		Mayor	2 years	Small Business
VACANT		Mayor	2 years	Finance
VACANT		Mayor	3 years	Customer Service