

Division of Cleveland Public Power

Request for Legislation

*An ordinance to authorize the Division of Cleveland Public Power to clarify and amend various sections of Chapter 523 of the Codified Ordinances of Cleveland, Ohio, 1976, as amended or supplemented by various ordinances; and to supplement the codified ordinances by enacting new Sections 523.115 and 523.27.*

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**Background/Purpose:**

Cleveland Public Power (CPP) wishes to update terminology and clarify antiquated language as an initial effort to fully update Chapter 523. There is no impact to the calculation of the rates and charges.

CPP wants to address the concerns of its customers and provide an established process in order to guarantee a personal review and discussion of individual accounts. The Arbitration Panel will address these objections and examine all data related to the account.

**Justification/Urgency:**

CPP customers deserve to be heard when there are questions or concerns with their monthly bill. CPP would like to create the Arbitration panel to handle these cases in person on a case by case basis where there is a need for a more detailed discussion and review of a customer's account.

The Arbitration Panel will consist of individuals who will be impartial, be knowledgeable about the operations and procedures of Cleveland Public Power, and be available to perform all of their duties in connection with the Arbitration Panel in a timely manner.

The Panel has the right to review outstanding balances, and can establish payment plans, and if warranted, can reduce the outstanding balance on an account.

**Anticipated Costs and funding source:**

This ordinance does not change the rates and charges for CPP customers.