

(I) RECEIVE A COPY OF, AND REVIEW, ANY WRITTEN CLAIM FILED WITH THE WSSC AS PROVIDED IN § 6-111(A) OF THIS SUBTITLE;

(II) INVESTIGATE THE MERITS OF THE CLAIM;

(III) ATTEND ANY HEARING HELD AS PROVIDED IN § 6-111(B)(3) OF THIS SUBTITLE AND PRESENT ANY FINDINGS AND RECOMMENDATIONS ON THE MERITS OF THE CLAIM DURING THE HEARING; AND

(IV) PREPARE A WRITTEN STATEMENT OF FINDINGS AND RECOMMENDATIONS ON THE CLAIM AND PROVIDE COPIES OF THE STATEMENT TO THE WSSC AND THE CLAIMANT; AND

(2) MAY REPRESENT THE RESIDENT IN ANY APPEAL PROCESS.

(E) NOTWITHSTANDING ANY OTHER PROVISION OF THIS ARTICLE, AS TO PRINCE GEORGE'S COUNTY RESIDENTIAL CUSTOMERS, IF ALL UNDISPUTED BILLS FOR WATER AND SEWER USAGE CHARGES ARE PAID WHEN DUE, WSSC MAY NOT INTERRUPT SERVICE DURING THE PENDENCY OF A WRITTEN CLAIM FILED FOR A REDUCTION IN AN EXCESSIVE BILL FOR WATER AND SEWER USAGE CHARGES.

6-113-

(1)-(1)--THERE IS AN OFFICE OF MONTGOMERY COUNTY OMBUDSMAN WITHIN THE WSSC.

(2)--THE OMBUDSMAN MAY REPRESENT THE INTERESTS OF ANY MONTGOMERY COUNTY RESIDENTIAL OR COMMERCIAL CUSTOMER WHO FILES A WRITTEN CLAIM WITH THE WSSC FOR:

(1)--A REFUND OF A PAYMENT ON AN EXCESSIVE BILL FOR WATER AND SEWER USAGE CHARGES; OR

(2)--A REDUCTION IN AN EXCESSIVE BILL, THAT HAS NOT YET BEEN PAID, FOR WATER AND SEWER USAGE CHARGES.

(B)--THE MONTGOMERY COUNTY EXECUTIVE, WITH THE APPROVAL OF THE MONTGOMERY COUNTY COUNCIL, SHALL APPOINT AN OMBUDSMAN.

(C)-(1)--THE WSSC SHALL PAY THE OMBUDSMAN'S SALARY AND ANY FRINGE BENEFITS AVAILABLE TO OTHER EMPLOYEES OF THE WSSC AND SHALL PROVIDE FUNDING FOR THE OFFICE OF THE OMBUDSMAN.

(2)--THE SALARY OF THE OMBUDSMAN SHALL BE DETERMINED BY THE MONTGOMERY COUNTY COUNCIL.

(3)--WHILE HOLDING OFFICE, THE OMBUDSMAN MAY PARTICIPATE IN ANY WSSC PROGRAM OF GROUP HEALTH, LIFE, OR DISABILITY INSURANCE, TO THE SAME EXTENT AND UNDER THE SAME TERMS AS OTHER WSSC OFFICERS AND EMPLOYEES.