

October 22, 2017

**NOTICE OF PUBLIC HEARING ON
PROPOSED REVISIONS TO ORDINANCES**

Pursuant to Special Act 01-3, as adopted by the General Assembly of the State of Connecticut, The Metropolitan District will hold a public hearing on proposed additions to The Metropolitan District General Ordinances **Part G9 “INDEPENDENT CONSUMER ADVOCATE”**. The hearing will be held in the Board Room at District Headquarters, 555 Main Street, Hartford, Connecticut on **Wednesday, November 1, 2017 at 4:00 P.M.**

The proposed ordinance revisions are available for inspection at the Office of the District Clerk of The Metropolitan District, 555 Main Street, Hartford and www.themdc.org/district-board.

STATEMENT OF PURPOSE OF ADDITION OF PART G9 “INDEPENDENT CONSUMER ADVOCATE”: To create an Independent Consumer Advocate to advocate on behalf of District customers’ interests.

John S. Mirtle, Esq.
District Clerk

G-9 INDEPENDENT CONSUMER ADVOCATE

PART 9, GENERAL ORDINANCES

<u>Section</u>	<u>Section Title</u>
G9a	Independent Consumer Advocate
G9b	Reports
G9c	Procedure

SEC. G9a INDEPENDENT CONSUMER ADVOCATE

The State of Connecticut Consumer Counsel (“Consumer Counsel”) will appoint an Independent Consumer Advocate (“Consumer Advocate”) who shall be a member of the Connecticut bar and shall have private legal experience in public utility law and policy. The Consumer Advocate shall act as an independent advocate for consumer interests in all matters which may affect District consumers, including, but not limited to, rates, water quality, water supply and wastewater service quality. The Consumer Counsel will appoint the Independent Consumer Advocate prior to November 1, 2017 and then in each odd numbered year thereafter to serve for a two-year term commencing on the following first day of January. The Consumer Advocate shall be independent of the District Board and may not be removed by the District Board for any reason. The District Board shall not direct or oversee the activities of the Consumer Advocate. The District Board shall cooperate with reasonable requests of the Consumer Advocate to enable the Consumer Advocate to effectively perform his or her duties and functions. The Consumer Advocate may be terminated by the Consumer Counsel prior to the completion of a two-year term only for misconduct, material neglect of duty or incompetence. Costs related to the Consumer Advocate, including, but not limited to, hourly fees and necessary expenses shall be paid for by the District. The annual amount of such costs shall not exceed seventy thousand dollars for the first year and fifty thousand dollars for each year thereafter, unless there is a demonstration of substantial need made by the Consumer Advocate and approved by the District Board.

The Consumer Advocate may appear and participate in District matters or any other federal or state regulatory or judicial proceeding in which consumers generally of the District are or may be involved. The Consumer Advocate, in carrying out his or her duties, shall: (1) Have access to the records of the District, (2) have the right to make a reasonable number of copies of District records, (3) be entitled to call upon the assistance of the District's technical and legal experts, and (4) have the benefit of all other information of the District, except for employment records and other internal documents that are not relevant to the duties of the Consumer Advocate. The Consumer Advocate's access to and copies of records (without cost) solely arises from bona fide consumer complaints or disputes, and shall only be released to the public upon the approval of the District Clerk and in conformance with the provisions of the State of Connecticut Freedom of Information Act.

Nothing herein shall be construed to prevent any party interested in any proceeding or action of the District from appearing in person or from being represented by counsel therein.

SEC. G9b REPORTS

The Consumer Advocate shall prepare reports of his or her activities and submit such reports at the end of each calendar quarter to the District, the chief elected official of each town receiving service from the District and to the Consumer Counsel. Such quarterly reports shall be posted on the Internet web sites of the District and the Consumer Counsel. The Consumer Advocate shall hold an annual public forum on the second Wednesday of October each year at a location where the District holds hearings, for the purpose of describing the recent activities of the Consumer Advocate and receiving feedback from consumers. The District

shall publicize the public forum through an announcement at the preceding scheduled meeting of the District, on its Internet web site and in a notice on or attached to its consumer bills. The Consumer Advocate may hold additional public forums as he or she deems necessary.

SEC. G9c PROCEDURE

Upon receipt of any consumer complaint or dispute, the Consumer Advocate shall notify the District Clerk, provide a copy of any written complaint received and request relevant records to assist in his/her review. The Consumer Advocate shall investigate the complaint and provide a final written report of the findings to the consumer and District Clerk.