

January 19, 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 “CONSUMER AFFAIRS OFFICER”**. The hearing will be held in the Board Room at District Headquarters, 555 Main Street, Hartford, Connecticut on **Tuesday, January 31, 2017 at 5:00 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 “CONSUMER AFFAIRS OFFICER”: To create and appoint a Consumer Affairs Officer to advocate on behalf of District customers’ interests.

John S. Mirtle, Esq.
District Clerk

G-9 CONSUMER AFFAIRS OFFICER

PART 9, GENERAL ORDINANCES

<u>Section</u>	<u>Section Title</u>
G9a	Consumer Affairs Officer
G9b	Procedure
G9c	Hearings

SEC. G9a CONSUMER AFFIARS OFFICER

The District board shall appoint a Consumer Affairs Officer to act as the advocate for consumer interests in all matters which may affect consumers, including without limitation matters of rates, water quality and wastewater service quality, within the procedures set forth in this ordinance. The District Board shall appoint an attorney that is a resident of the District to be the Consumer Affairs Officer to serve a term of three (3) years, which may be extended by the District Board at its sole discretion for a term or terms thereafter; provided, no extension shall be greater than a term of three (3) years. During the initial term or any extension thereof the Consumer Affairs Officer may only be terminated for cause. The Consumer Affairs Officer shall be responsible for independently receiving, investigating and responding to consumer complaints and disputes and shall act as an advocate on behalf of consumers in resolving the complaint or dispute. For fiscal year 2017, the District Board, upon recommendation from the Board of Finance, shall establish the compensation for the Consumer Affairs Officer; thereafter, such compensation shall be set as part of the District's annual budgetary process. All reasonable and necessary costs incurred by the Consumer Affairs Officer, as approved in advance by District Counsel, shall be paid by the District, and unless otherwise provided by the state.

The Consumer Affairs Officer shall have access to the District's records, shall be entitled to call upon the assistance of the District's experts and shall have the benefit of all other facilities or information of the District in carrying out the duties of the office, except for such internal documents, information or data as are privileged or confidential due to the attorney-client privilege, attorney work produce doctrine or exempt from disclosure under state or federal freedom of information laws.

SEC. G9b PROCEDURE

Any complaints from consumers related to water service or waste water service shall be referred to the Consumer Affairs Officer only after all internal District management steps regarding such complaints, including final action, has been completed. Complaints which have not received final action by District management but have been made to the Consumer Affairs Officer shall be referred to the District management for final action.

After final action by the District management a consumer shall be permitted to render a complaint to the Consumer Affairs Officer. The Consumer Affairs Officer shall investigate the complaint and make a written report thereon to the Community Affairs Committee in accordance with those procedures adopted by said committee and approved by the Board, as may be modified from time to time. Copies of such written report shall be given to the District management and the consumer. The report shall be final and binding unless either District management or the consumer objects thereto within seven days of its receipt. Such objection shall be made in writing to the Board to the attention of the Community Affairs Committee.

SEC. G9c HEARINGS

All objections to the Report of the Consumer Affairs Officer shall immediately be referred by the Community Affairs Committee for disposition. The District Board authorizes the Consumer Affairs Committee to utilize those procedures best suited to insuring that all such objections are given a full and fair hearing.

The Community Affairs Committee shall establish procedures for hearing and deciding such objections which include, but are not limited to, opportunity for objecting party to provide evidence and make a statement, written or oral or both, to the person(s) authorized to make a final decision, recording of all such proceedings, opportunity to question District employees if the objecting party is the consumer, recording all votes and rendering written decision.

The Community Affairs Committee may delegate its responsibilities pursuant to this section to a panel consisting of no less than three members of the Community Affairs Committee, one of whom may be substituted for by the Chairperson of the Board if at least three such members are unavailable.