

## INDEPENDENT CONSUMER ADVOCATE

Quarterly Report for March 1-June 30,2020

This quarter was very quiet from the perspective of the ICA. Most of the focus by MDC and customers alike was on coping with the pandemic, and rightly so. There were nine customer issues raised and these included follow-up on the shared sewer line and shared water line which were discussed in the previous quarterly report. Some time was spent reviewing the Raftellis report, the revenue impact of the discounted rate for the largest customer. Attendance at all meetings were telephonic.

Respectfully Submitted,

Independent Consumer Advocate

By

David Silverstone