



**WATER BUREAU  
SPECIAL MEETING  
MONDAY, NOVEMBER 22, 2021  
5:30 PM**

---

**Location**

Board Room  
District Headquarters  
555 Main Street, Hartford

Dial in #: (415)-655-0001;  
Access Code: 43808661#  
[Meeting Video Link](#)

**Commissioners**

Adil	Lewis
Buell	Mandyck
DiBella (Ex-Officio)	Pane ( VC )
Gardow	Petosky
Holloway	Salemi
Ionno	Sweezy ( C )
Kambli	Taylor
Lebeau	

**Quorum: 8**

---

1. CALL TO ORDER
2. PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS
3. APPROVAL OF MEETING MINUTES OF SEPTEMBER 22, 2021
4. CONSIDERATION AND POTENTIAL ACTION RE: 2022 DISTRICT WATER RATES
5. CONSIDERATION AND POTENTIAL ACTION RE: 2022 WATER ASSESSMENT RATES & MISCELLANEOUS WATER CHARGES
6. CONSIDERATION AND POTENTIAL ACTION RE: APPROVAL OF SERVICE SHUTOFFS FOR NON-RESPONSIVE ESTIMATED ACCOUNTS
7. CONSIDERATION AND POTENTIAL ACTION RE: FEDERAL FUNDING FOR WATER CUSTOMERS VIA LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
8. OPPORTUNITY FOR GENERAL PUBLIC COMMENTS
9. COMMISSIONER COMMENTS & QUESTIONS
10. ADJOURNMENT

## 2022 DISTRICT WATER RATES

To: Water Bureau for consideration on November 22, 2021

The 2022 budget in support of Water Operations calls for the water use rate to increase to \$4.09 per hundred cubic feet (CCF). The changes will become effective January 1, 2022.

A discussion of several rates that comprise the proposed schedule for 2022 and the recommendations pertaining to each follows:

### Water Used Charge – Treated Water

Staff recommends that the rate charged for the use of treated water based on actual metered consumption increase from \$4.05 per CCF to \$4.09 per CCF.

#### CURRENT RATE

\$4.05/100 Cu. ft.

#### PROPOSED RATE

\$4.09 /100 Cu ft.

### Customer Service Charge

Revenues from this customer service charge are intended to support a portion of the fixed operating, maintenance and debt costs associated with water operations. ***There are no proposed changes to the Customer Service Charge for 2022.***

#### SIZE OF METER

#### MONTHLY BILLING

5/8"	\$14.98
3/4"	\$14.98
1"	\$14.98
1 1/2"	\$48.60
2"	\$77.80
3"	\$145.89
4"	\$243.55
6"	\$486.07
8"	\$771.16
10"	\$1,777.77
12"	\$1,896.38

### Surcharge Outside The Metropolitan District

A fixed "surcharge" rate is added to all accounts for service outside the boundaries of the District. The surcharge is based on the size of the meter that serves each delivery point. Revenues from this charge are for the reimbursement of assets deployed. The surcharge rates have been set at the same rates as the Customer Service Charges. ***There are no proposed changes to the surcharge for 2022.***

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>
5/8"	\$14.98
3/4"	\$14.98
1"	\$14.98
1 1/2"	\$48.60
2"	\$77.80
3"	\$145.89
4"	\$243.55
6"	\$486.07
8"	\$771.16
10"	\$1,777.77
12"	\$1,896.38

**Water Used Charge – Untreated Water**

The District provides untreated water to other agencies and water companies for a fixed rate based on actual consumption. The current rate for this untreated or “raw” water is \$1.50 per hundred cubic feet of consumption. ***It is recommended that the charge for untreated water remain at the rate of \$1.50 per hundred cubic feet.***

**Surcharge Outside the Metropolitan District for Capital Improvements**

A surcharge is added to the water rate to recover the cost of major capital improvements and/or upgrades such as water main extensions, pump stations, etc. in non-member towns. The surcharge is calculated based on the aggregate hydraulic capacity of each meter size in each non-member town.

**Private Fire Protection Charge**

Rates for private fire protection are charged to all fire service accounts, including combination services, based on the size of the service connection. Staff recommends monthly service charges for fire protection to remain unchanged.

<u>SIZE OF CONNECTION</u>	<u>MONTHLY CHARGE</u>
1"	\$5.00
2"	\$22.85
3"	\$33.75
4"	\$60.00
6"	\$135.00
8"	\$240.00
10"	\$375.00
12"	\$540.00
16"	\$960.00
20"	\$1,500.00
24"	\$2,160.00

## Conclusion

Staff believes that the foregoing rate change recommendations are justified, reflect the sound financial administration that has earned the District support among credit rating agencies and financial advisors, and are consistent with the policy direction of the Commission.

After reviewing the information contained herein

It is **RECOMMENDED** that it be

**Voted:** That the Water Bureau, acting under Section 5-4 of the District Charter, establishes revised water rates effective with the meter readings rendered on and after January 1, 2022, as set forth in the following "REVISIONS TO WATER SUPPLY ORDINANCES."

**Further**

**Voted:** That the following rates have been eliminated through State Legislation and will no longer appear as a separate line item on customer bills:

1. State of Connecticut Department of Public Health primacy fee of \$0.16 per month.

**Further**

**Voted:** That following the public hearing held on November 15, 2021, as required by Special Act 01-3 adopted by the General Assembly of the State of Connecticut, and Section 2-14 of the Compiled Charter of The Metropolitan District, the Water Bureau recommends to the District Board, through the Committee on MDC Government, approval of the following "REVISIONS TO WATER SUPPLY ORDINANCES" by the enactment of said proposed ordinances. (Additions are indicated in red and deletions by strikethrough).

### **REVISIONS TO WATER SUPPLY ORDINANCES W-1 WATER RATES**

#### **SEC. W1a WATER USED CHARGE (TREATED WATER)**

For customers which do not resell treated water, the WATER USED CHARGE is the quantity of water used as read at the meter, as follows:

<u>BILLS RENDERED</u>	<u>RATE</u>
<u>MONTHLY</u>	<del>\$4.05</del> <b>\$4.09</b> per 100 Cubic Feet

The WATER USED CHARGE for such customers subject to § S12x of The Metropolitan District Sewer Ordinances who purchase more than 802ccf of water per day, as averaged over a monthly billing period, as follows:

For each of the first 802ccf of water used per day:

<u>BILLS RENDERED</u>	<u>RATE</u>
<u>MONTHLY</u>	<del>\$4.05</del> <b>\$4.09</b> per 100 Cubic Feet

For each ccf of water used per day in excess of 802ccf:

**2022 DISTRICT WATER RATES - 4-3**

BILLS RENDERED  
MONTHLY

RATE  
~~\$3.30~~ **\$3.34** per 100 Cubic Feet

For customers which, by agreement with the District or otherwise, resell treated water, the WATER USED CHARGE is the quantity of water used as read at the meter, as follows:

BILLS RENDERED  
MONTHLY

RATE  
~~\$4.05~~ **\$4.09** per 100 Cubic Feet

## **SEC. W1f SURCHARGE OUTSIDE THE METROPOLITAN DISTRICT FOR CAPITAL IMPROVEMENTS**

In towns outside the limits of The Metropolitan District for which capital improvements or layout and assessment projects are constructed, in addition to the charges set forth in SEC. W1a, W1b and W1c, there shall be a surcharge on the water rates determined from the size of the meter installed on the premises, as follows:

1. On or before the end of each fiscal year, The Metropolitan District shall determine the actual cost of each capital improvement constructed for each non-member town and the net cost (cost less assessments) of layout and assessment projects constructed for each non-member town. The costs and/or net costs, as applicable, shall be allocated to the towns for which the work was performed and shall be a surcharge on the water rates of the users located in such towns.
2. The annual surcharge to be added to each user's water rate shall equal the total amount of the costs and/or net costs, as applicable, allocated to the town in which such user is located [excluding costs which the town has paid as set forth in Section W1f(3)] amortized over a twenty year period using an interest rate computed by the District which approximates the District's long-term cost of funds for its General Obligation Bond portfolio-multiplied by the percentage of hydraulic capacity of each user's meter size (based on the American Water Works Association meter size capacity) of the aggregate hydraulic capacity of all meters in such town. The surcharge shall be billed in either quarterly or monthly installments, as applicable, commencing with the first bill sent out in the fiscal year succeeding the fiscal year in which the work was performed and continuing over the twenty year period.
3. The District shall, as soon as possible after the completion of each capital improvement project or separate phase thereof, provide to the non-member towns for which a capital improvement was constructed a compilation of the costs associated with the construction of such project(s). If, on or before the end of the District's fiscal year in which such construction was completed, a non-member town agrees to pay and does in fact pay all or a portion of the cost of a capital improvement constructed for such town, then the amount paid by such town shall be deducted from the total amount of costs and/or net costs allocated to such town as described in Section W1f(1) and used to calculate the individual surcharges as set forth in Section W1f(2).

**Farmington**

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>MONTHLY BILLING</u>
5/8"	\$2.23	\$2.26
1"	\$4.47	\$4.52
1 1/2"	\$8.94	\$9.04
2"	\$167.53	\$169.44
3"	\$390.91	\$395.36
4"	\$670.13	\$677.76
6"	\$893.50	\$903.68
8"	\$2,233.76	\$2,259.20

**Glastonbury**

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>MONTHLY BILLING</u>
5/8"	\$1.81	\$1.76
3/4"	\$2.71	\$2.64
1"	\$3.62	\$3.53
1 1/2"	\$7.23	\$7.05
2"	\$135.59	\$132.24
3"	\$316.37	\$308.55
4"	\$542.34	\$528.95

**South Windsor**

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>MONTHLY BILLING</u>
5/8"	\$0.34	\$1.33
3/4"	\$0.67	\$2.00
1"	\$1.01	\$2.67
1 1/2"	\$1.35	\$5.33
2"	\$25.29	\$99.95
3"	\$59.00	\$233.21
4"	\$101.15	\$399.79
6"	\$134.86	\$533.05

**Manchester**

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>MONTHLY BILLING</u>
5/8"	\$2.89	\$2.84
1"	\$5.78	\$5.68
3"	\$506.04	\$496.79
6"	\$1,156.66	\$1,135.52

Respectfully Submitted,

John S. Mirtle, Esq.  
District Clerk

**REVISIONS TO WATER ASSESSMENT RATES AND  
MISCELLANEOUS WATER CHARGES**

To: Water Bureau for Consideration on November 22, 2021

In support of the annual water operating budget, staff is submitting these rates in conjunction with the revisions to the proposed Fiscal Year 2022 water rates and other peripheral charges associated with the delivery and sale of water as part of the annual budget adoption process.

Staff has reviewed these rates in light of the costs associated with them on a 'typical' model basis and makes the following recommendations:

It is **RECOMMENDED** that it be:

Voted: That the Water Bureau hereby adopts the following schedule of fees effective January 1, 2022:

**Water Assessment Rates and Miscellaneous Water Charges**

	<b><u>CURRENT</u></b>	<b><u>PROPOSED</u></b>
<b><u>Main Pipe Assessment</u></b>	\$95/ft	\$95/ft
<b><u>Service Pipe Taps</u></b>		
<b>Domestic</b> (includes spacer and meter costs):		
1" Service Tap with 5/8" Meter	\$910	\$910
1" Service Tap with 3/4" Meter	\$925	\$925
1-1/2" Service Tap with 1" Meter	\$995	\$995
2" Service Tap with 1-1/2" Meter	\$1,890	\$1,890
4" Service Tap with 2" Meter	\$2,000	\$2,000
4" Service Tap with 3" Meter	\$3,640	\$3,640
6" Service Tap with 4" Meter	\$4,190	\$4,190
8" Service Tap with 6" Meter	\$5,970	\$5,970
10" Service Tap with 8" Meter	\$15,850	\$15,850
12" Service Tap with 10" Meter	\$18,120	\$18,120
12" Service Tap with 12" Meter	\$18,810	\$18,810
<b>Fire Service</b>		
2" Fire Service Tap	\$750	\$750
4" and larger Fire Service Tap	\$1,100	\$1,100
<b>Hydrants</b>		
Installed after the main	\$11,600	\$11,600
Hydrant Maintenance	<b>\$140</b>	<b>\$145</b>
Hydrant Relocation	\$15,000	
	deposit +/- actual	
	cost + overhead	
Fire Flow Testing	\$400	\$400

	<u>CURRENT</u>	<u>PROPOSED</u>
<b><u>Special Meter Charges and Deposits:</u></b>		
<b>Hydrant Meters</b>		
Administrative and meter reading fee, including connection and inspection fees + actual water use to be billed	\$1,500	\$1,500
Hydrant Meter Deposit	\$2,000	\$2,000
<b>Replacement of Damaged District Meters</b>		
5/8" meter	\$360	\$360
3/4" meter	\$375	\$375
1" meter	\$445	\$445
1-1/2" meter	\$1,140	\$1,140
2" meter	\$1,250	\$1,250
3" meter	\$2,630	\$2,630
4" meter	\$3,180	\$3,180
6" meter	\$4,960	\$4,960
8" meter	\$14,840	\$14,840
10" meter	\$17,110	\$17,110
12" meter	\$17,800	\$17,800
Hydrant meter assembly	\$2,000	\$2,000
Meter box (5/8" - 1")	\$1,750	\$1,750
Meter pit (1 – 1/2" and Larger)	Actual Cost* + Overhead	Actual Cost* + Overhead
Radio transmitter unit	\$200	\$200
<b>Spacer Charges</b>		
5/8", 3/4"	\$160	\$160
1"	\$165	\$165
1-1/2"	\$225	\$225
2" & larger	\$250	\$250
<b>3<sup>rd</sup> Party Damage to District Infrastructure Repair or Replacement (e.g. public hydrants)</b>	actual cost <sup>1</sup> + overhead	
<b>Lien Release Fee per Lien</b> <i>(includes delinquent account review)</i>	\$90	\$90
<b>Customer Check Returned for Insufficient Funds</b>	\$60	\$60
<b>Water Turn-on after Shut-off for Non-Payment or Ordinance Violation</b>	\$125	\$125

---

\* The charge will be the District's cost of material, labor and equipment used, plus overhead at prevailing rates. In circumstances where this procedure for charging a customer would significantly delay the final billing, the District will use an appropriate estimate of its cost.



	<u>CURRENT</u>	<u>PROPOSED</u>
<b>Water Turn-on after Shut-off for Non-Payment or Ordinance Violation</b> (subsequent event in same year)	\$225	\$225
<b>Customer Private Property Service Call*</b> <i>e.g. lack of water pressure, leak investigation, customer requested water service off/on, etc.</i> <i>*First customer service call is free of charge. The \$125 fee will be charged for subsequent calls within a rolling 12-month time period.</i>	\$125	\$125
<b>Inspection Service Calls – After Normal Work Hours and Scheduled Overtime/Emergency Inspections</b> <i>After Normal Work Hours are Monday to Friday 4pm to 8am or holidays/weekends.</i>	\$325	\$325
<b>Cross Connection Inspection Fee per building</b> <i>Required by CT Dept. of Public Health. Per DPH regulation, this inspection is required either annually or every five years. The fee will be billed monthly in advance in the amount of either \$2.50 per month (5-year inspection required) or \$12.50 per month (annual inspection required).</i>	\$150	\$150
<b>Backflow Device Testing per device</b> <i>Required by CT Dept. of Public Health but customer may hire private contractor to perform test</i>	\$90	\$90
<b>Failure to Properly Test/Maintain Backflow Device or Allow Access for Cross Connection Inspection Resulting in CT DPH Violation</b>	\$225	\$225
<b>Administrative Review for Water Services</b> <i>Includes but not limited to the following individual services; availability and capacity analysis, assessment/connection charge calculations, encroachment permits, abandonment of infrastructure, Engineering/Environmental survey and documentation request, new hydrant installation fee by developer or other (per hydrant). The Administrative Review fee shall be paid for each individual service item.</i>	\$540	\$540

	<u>CURRENT</u>	<u>PROPOSED</u>
<b>Bulk Water Truck Convenience Fee</b> <i>Per load fixed fee including administrative, water, equipment maintenance, and inspection.</i>	\$50 per load	\$50 per load
<b>Tampering with meter, hydrant or water supply</b>		
First offense	\$500	\$500
Subsequent offenses	\$1,000	\$1,000
<b>Water Service Installation Charge</b> <i>MDC will install the customer's water service from the public water main to the property line.</i>	\$150 per foot	\$150 per foot

Respectfully Submitted,



John S. Mirtle, Esq.  
District Clerk

## APPROVAL TO EXECUTE ON DISTRICT WATER SUPPLY ORDINANCE

To: Water Bureau for consideration November 22, 2021

As part of the District's RF replacement program, the District has greatly reduced the number of customer accounts with extended periods of estimation through replacement of old water meters and/or RF devices. There are less than 1,000 customers with ongoing estimated readings that have been unresponsive to requests to replace the meter or RF. In 2017 the District modified Water Supply Ordinance § W2c to include a customer's denial of access to inspect or replace the water meter and equipment as grounds for shutting off the water service. The District has not yet acted to shutoff service of these unresponsive customers but is now seeking the Water Bureau's authorization to do so in order to obtain access and replace the water meter/RF device on the final group of long standing estimated accounts.

Therefore, it is **RECOMMENDED** that it be

**VOTED:** That the Water Bureau recommends to the District Board to passage of the following resolution:

**RESOLVED:** That District staff is hereby authorized and directed to commence shutoffs of customers with longstanding periods of estimated bills that refuse to provide the District access to the water meter and/or RF device in accordance with t Water Supply Ordinance §W2c;

**FURTHER**

**RESOLVED:** District staff shall provide 14 days written notice to customers of pending shutoff of service due to failure to grant access to the water meter, RF device, or other District equipment.

Respectfully submitted,



Scott W. Johnson  
Chief Executive Officer

The background is a light blue gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

# NO ACCESS WATER METER ACCOUNTS

WATER BUREAU

NOVEMBER 21, 2021

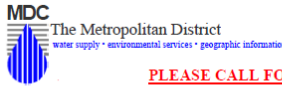
# ADDRESSING NO ACCESS WATER ACCOUNTS

## NO ACCESS ACCOUNTS

- 684 CUSTOMERS WITH OLD METER/NO ITRON RADIO READ DEVICE INSTALLED
  - UNRESPONSIVE TO COMMUNICATIONS
  - POTENTIAL LARGE OUTSTANDING WATER BILLS FROM ESTIMATION
  - CONCERNED WITH RADIO EXPOSURE
  - WON'T ALLOW ACCESS TO BASEMENT OR CANNOT ACCESS
- 200 CUSTOMERS WITH A METER/READING ISSUE – NO READING FOR AT LEAST TWO CONSECUTIVE MONTHS
  - METER/WIRE CUT OR TAMPER
  - RADIO UNIT REMOVED
  - EQUIPMENT FAILURE
  - NEED ACCESS TO INVESTIGATE

# OUTREACH

- MULTIPLE PRIOR OUTREACH ATTEMPTS
- NEW OUTREACH WILL INCLUDE:
  - LETTER TO OWNER
  - DOOR KNOCK ATTEMPT WITH DOOR HANGER
  - FINAL SHUT OFF LETTER TO OWNER LISTING ATTEMPTS



**PLEASE CALL FOR YOUR APPOINTMENT**

Regarding Water Service at:

November 17, 2021

Dear Customer:

Over the last few weeks, the Metropolitan District (MDC) has been installing MDC Radio Frequency meter reading devices throughout your area.

In an effort to keep rates low and provide accurate bills, this new equipment will allow us to obtain an actual reading by driving by your premises. We rely upon our customers to cooperate in our efforts to improve service by providing access to their homes for the installation.

MDC Radio Frequency will be installed by the MDC. Installation generally takes less than an hour. It is critical that the MDC receive a response from every customer who receives this letter.

**APPOINTMENTS ARE AVAILABLE ON THE HOUR**  
Monday\* through Saturday  
8:00 AM – 3:00 PM  
(\*By request, appointments after 4:00 can be accommodated, M-F only)

**TO SCHEDULE AN APPOINTMENT, PLEASE CALL OR EMAIL**  
860.278.7850 (Option #2, Customer Service)  
[RFmeter@themdc.com](mailto:RFmeter@themdc.com)

Office Hours are 8:00 AM – 4:00 PM  
Monday through Friday

In order for MDC to install the MDC Radio Frequency device, either you or someone you designate, who is at least 18 years old, must be at home to admit the installer.

MDC installers carry MDC badges. Their vehicles are white with MDC logos on both sides. The MDC encourages customers to ask for identification from anyone who comes to their door. **The policy is "No Identification- No Entry"**

Sincerely,  
The Metropolitan District Radio Frequency Team

555 Main Street Post Office Box 800 Hartford, Connecticut 06142-0800 telephone: 860-278-7850 fax: 860-724-2679  
An Affirmative Action and Equal Opportunity Employer

## **SORRY WE MISSED YOU**

Please call us to schedule an appointment to replace your water meter and meter reading device.

Currently you have an older device which needs to be updated to ensure accuracy of current and future meter readings. The meter installation is FREE of charge and takes less than an hour to install.

## **APPOINTMENTS ARE AVAILABLE ON THE HOUR**

Monday\* through Saturday  
8:00 AM – 3:00 PM

(\*By request, appointments after 4:00 can be accommodated, M-F only)

## **TO SCHEDULE AN APPOINTMENT, PLEASE CALL OR EMAIL**

860.278.7850 (Option #2, Customer Service)

[RFmeter@themdc.com](mailto:RFmeter@themdc.com)

Office Hours are 8:00 AM – 4:00 PM  
Monday through Friday

# ADDRESSING NO ACCESS WATER ACCOUNTS

- SEC. W2C SHUT-OFF FOR NON-PAYMENT/DENIAL OF ACCESS
- ALLOWS THE SHUT OFF OF SERVICE TO PROPERTIES WHERE OWNER DENIES “ACCESS TO VIEW, INSPECT, REPAIR OR REPLACE THE WATER METER OR OTHER DISTRICT EQUIPMENT”
- WILL INSTALL A METER PIT AT REMAINING NO ACCESS PROPERTIES WITH THE SERVICE OFF UNTIL ACCESS IS PERMITTED TO FOR THE REMOVAL OF THE METER INSIDE THE BUILDING

