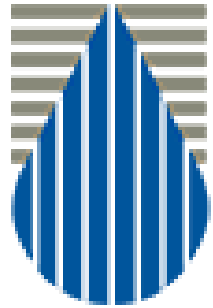


MDC



The Metropolitan District
Hartford, Connecticut

Independent Consumer Advocate 2022 Annual Forum

October 12, 2022 (5:30 p.m.)

MDC Training Center, 125 Maxim Rd.,
Hartford

By: Joseph Szerejko

ICA for 2022-23 Term

Contact Information

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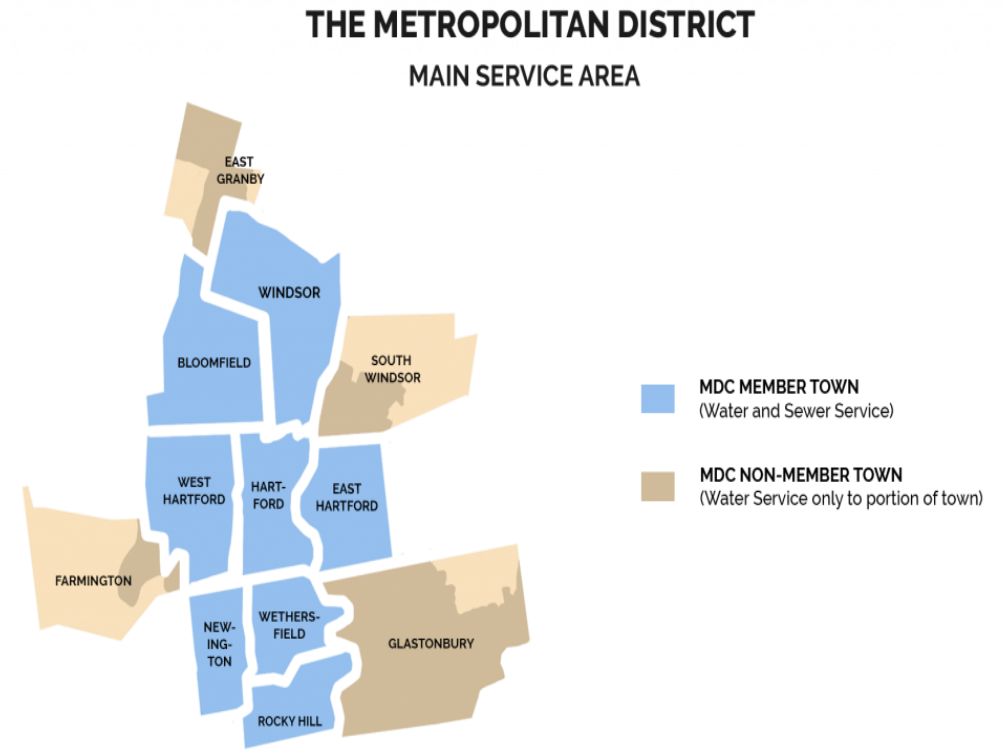


Meeting Overview

- The purpose of this meeting is for me to describe my recent activities related to the office and to receive feedback from MDC customers.
- Might have more meetings in the future (not limited to annual).
- Today's Meeting:
 1. General discussion of recent ICA work and overarching issues facing customers
 2. Public comment/questions/customer feedback

Recent Work

- Work with MDC Staff to address individual customer matters
- Assist customers with applying for LIHWAP, Operation Fuel, MDC payment plans, and other payment relief programs
- Monitor MDC policies, administrative, and regulatory proceedings, and make appropriate recommendations
- Attend District Board, BPW, Water Bureau, Committee Regular and Special Meetings, and FY' 23 Budget Meetings



Individual Customer Matters

- 2021 Water Backup/Flooding Incident at Magnolia St./Albany Ave. properties in Hartford
- Leak adjustments
- Water pressure issues
- Street household flooding
- Property damage from CWP- and other infrastructure-related construction work
- Billing disputes and discrepancies
- Reservoir and recreational facility issues



Payment Relief Assistance

- Advised customers about the potential availability of MDC's payment relief programs and those administered by MDC partners/affiliates, such as **Operation Fuel** (<https://operationfuel.org/>), and **Community Renewal Team** (<https://www.crtct.org/>), the latter of which is the Community Action Agency for MDC customers that is responsible for processing customer applications for assistance through the Low-Income Household Water Assistance Program (**LIHWAP**)
- Assisted customers in applying for LIHWAP and other programs in order to avoid shutoffs
- Leak adjustments and other credits



Monitoring of MDC Policy Decisions and Administrative and Regulatory Proceedings

- Internal policy and Ordinance drafts and revisions
- Litigation and regulatory proceedings
- Land Sales
- LTCP/IP and DEEP Consent Order (2022)
- CSOs/SSOs
- PFAS
- Internal Audit Committee and Ethics Advisory Board proceedings



Meeting Attendance

- Attended Regular and/or Special Meetings of the following:

- **District Board** (monthly)
- **Board of Finance** (quarterly, unless special)
- **Bureau of Public Works** (quarterly, unless special)
- **Water Bureau** (quarterly, unless special)
- **Personnel, Pension & Insurance Committee** (ad hoc)
- **Committee on MDC Government** (ad hoc)
- **Committee on Technology** (ad hoc)
- **Internal Audit Committee** (ad hoc)
- **Ethics Advisory Board** (ad hoc)

- Meetings, Agendas & Notices are available to public at <https://themdc.org/meeting-agendas-notice/>



THE METROPOLITAN DISTRICT COMMISSION 2022 MEETING SCHEDULE

DISTRICT BOARD — 5:30 P.M.

Monday, January 10, 2022	Monday, May 2, 2022	Wednesday, September 7, 2022*
Monday, February 7, 2022	Monday, June 6, 2022	Monday, October 3, 2022
Monday, March 7, 2022	Monday, July 11, 2022*	Wednesday, November 2, 2022*
Monday, April 4, 2022	Monday, August 1, 2022	Monday, December 5, 2022

BOARD OF FINANCE— 4:00 P.M.

PERSONNEL, PENSION & INSURANCE — 5:00 P.M.

Wednesday, February 9, 2022
Wednesday, May 11, 2022
Wednesday, August 10, 2022
Wednesday, November 9, 2022

BUREAU OF PUBLIC WORKS – 4:00 P.M.

WATER BUREAU — 5:00 P.M.

Wednesday, March 9, 2022
Wednesday, June 8, 2022
Wednesday, September 14, 2022
Monday, November 14, 2022*

**Denotes a holiday or other conflict and requires deviation from regular schedule*

Note: The remaining Standing and Special Boards, Committees and Commissions will meet on an as-needed basis, at the call of the Chair. Unless otherwise posted, all meetings will take place at The Metropolitan District Headquarters, 555 Main Street, Hartford.

FY'23 BUDGET MEETINGS

- Have attended, and will continue to attend, Budget Meetings for 2023 Budget (meeting schedule available here: <https://themdc.org/app/uploads/2022/09/2023-MDC-Budget-Meeting-Schedule-With-Meeting-Links.pdf>)
- Will attend Public Hearing on 2023 Budget at **5:30 p.m. on November 7, 2022**



Public Comment/Questions/Customer Feedback

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