

**STRATEGIC PLANNING COMMITTEE
SPECIAL MEETING
The Metropolitan District
February 8, 2023**

PRESENT: Commissioners Andrew Adil, John Avedisian, Joan Gentile, Allen Hoffman, Jon Petoskey, Alvin Taylor, James Woulfe and District Chairman William A. DiBella (8)

REMOTE ATTENDANCE: Commissioner Richard Bush, James Healy and Jacqueline Mandyck (3)

ABSENT: Commissioners John Bazzano, John Gale, Dominic M. Pane, and Calixto Torres (4)

ALSO PRESENT: Commissioner Bhupen Patel (Remote Attendance)
Scott W. Jellison, Chief Executive Officer
John S. Mirtle, District Clerk
Christopher Levesque, Chief Operating Officer
Susan Negrelli, Director of Engineering
Robert Schwarm, Director of Information Technology (Remote Attendance)
David Rutty, Director of Operations
Tom Tyler, Director of Facilities
Brian Amenta, Command Center Senior Supervisor
Magen Bakaj, Environmental Analyst 2
Eric Gray, Utility Services Engineering Tech
Robert King, Utility Maintenance Supervisor
Dawn Newton, Assistant to the Chief Administrative Officer
Lisa Madison, Manager of Procurement
Lewis Owens, Claims Agent
Aaron Szeps, Construction & Utility Services Supervisor
Mark Taylor, Construction & Utility Services Supervisor
Nick Salemi, Communications Administrator
Victoria S. Escoriza, Executive Assistant
Julie Price, Executive Assistant

CALL TO ORDER

Chairperson Avedisian called the meeting to order at 4:02 PM

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MINUTES

On motion made by Commissioner Adil and duly seconded, the meeting minutes of the Strategic Planning Committee meeting of January 24, 2023 were approved. Commissioner Woulfe abstained.

Commissioner Petoskey entered the meeting at 4:12 PM

**2003 BARRINGTON WELLES MANAGEMENT STUDY UPDATE
COMMAND CENTER AND UTILITY SERVICES DEPARTMENTS**

Chris Levesque, Chief Operating Officer, and Dave Ruty, Director of Operations, led a presentation regarding the Command Center and Utility Services Departments.

Brian Amenta provided information on the Command Center and SSO Management. Aaron Szeps provided an overview on the Call Before You Dig Program. Magen Bakaj gave an overview of the FOG Program. Aaron Szeps, Robert King and Eric Gray provided a demonstration of equipment used in the field to those in attendance. Marc Taylor presented the R12 Unit to those in attendance.

METROPOLITAN DISTRICT COMMISSION**2003 MANAGEMENT STUDY ANALYSIS - COMMAND CENTER AND UTILITY SERVICES**

Command Center

- ▶ Command Center is responsible for managing all operational communications with internal and external customers 24 hours / 7 days per week.
- ▶ Other responsibilities include:
 - ▶ Respond to all Water and Sewer emergencies and coordinate staff response as needed.
 - ▶ Claims Management - Investigates and reports on District claims against the District and against other parties.
 - ▶ Provide leak survey of the District's distribution system.
 - ▶ Perform preventive maintenance activities during off shifts including valve maintenance and hydrant maintenance
 - ▶ Coordination with Engineering and Construction to respond to customer requests and/or direct to the appropriate District contact
 - ▶ Provide support for Customer Service to field calls as needed

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Utility Services

- ▶ Utility Services is responsible for managing all new service connections, coordination of new infrastructure under developer service agreements and providing technical customer service for District customers as well as internal departments.
- Utility Services also facilitates various programs including:
 - Backwater Valve
 - Private Property Inflow Disconnect
 - FOG Inspections
 - Cross Connection Surveys
 - MIU/SIU Inspections
 - Water Service & Sewer Lateral permits and inspections
 - Sewer and Water Service Replacement program
 - Call Before You Dig
 - Survey and Boundary Management
 - Developer Permit Construction Inspection Management
 - Real Estate and Assessments
 - Customer Miscellaneous Rate Administration

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1-REORGANIZE DISTRICT

COMMAND CENTER

- The Command Center was created to organize and allow Operations to become proactive rather than reactive. All procedures were standardized. This reorganization allowed us to provide an improved emergency response for our customers, helped staff to coordinate among all MDC departments to consistently document all issues/emergencies in one location, and have the ability to follow up with resolutions. This assisted us to create an enhanced customer history in which everything is tracked in one location.
- Implementation of the Emergency Command Center also helps us to coordinate with our member towns, regulatory agencies and other agencies. District staff have greatly improved its ability to prepare and to manage emergencies over the past 15 years.
- Multi-tasking job descriptions allowed staff within Command Center to better address operational needs previously dedicated to the Operations Department including meter replacements, valve maintenance, etc.



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1-REORGANIZE DISTRICT

COMMAND CENTER - ALL HOURS RESPONSE



1-REORGANIZE DISTRICT UTILITY SERVICES

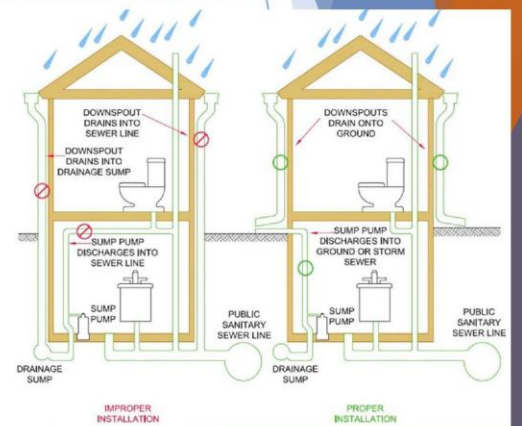
- Over the past 12 years, Utility Services has separated itself as an individual department providing technical customer service and management of all customer connections and inspections.
- Utility Service Inspectors have begun multitasking via voluntary training programs that have allowed inspectors to further their capabilities as well as allow for promotional opportunities. Multitasking activities include new service inspections, CBYD mark-outs, claims response w/ Command Center, Cross Connection surveys, FOG inspections, BWV and PPID inspection, Sewer lateral inspections, Developer permit inspections and recently survey services.
- Utility Services has also become the main hub of communication and documentation related to customer service repairs, reconnections and installations requiring all work to be permitted through the office.



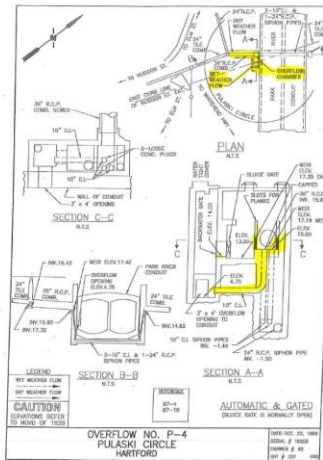
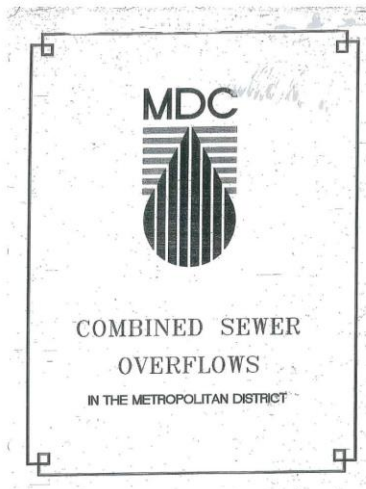
Consolidated Positions	New Position
Real Estate Assessment Technician 1	Engineering Technician 1
Engineering Drafter	
Utility Services Technician 1	
Mapping Technician	
Engineering Contracts Technician	
Engineering Technician 1	
Paving Coordinator	
Land Records Coordinator	
Photo Laboratory Technician	
Senior Engineering Contracts Technician	
Cartographer	
Engineering Program Coordinator	
Utility Services Technician	Engineering Technician 2
Engineering Technician 2	
Real Estate Assessment Technician 2	
Cross Connection Technician 1	
Senior Engineering Drafter	
Engineering Technician 3	
Claims Investigator	
Utility Services Engineering Technician	
Senior Utility Services Technician	
Utility Adjustment Coordinator	
Utility Relocation Liaison	
Document Management Coordinator	
Senior Engineering Technician	Senior Engineering Technician
Engineering Project Technician	
Cross Connection Technician 2	
Claims Agent	
Principal Construction Engineering Technician	
Utility Adjustment Coordinator	
Utility Adjustment Engineer	

1-REORGANIZE DISTRICT UTILITY SERVICES

- Utility Services has taken on additional roles as new demands on existing services increased and new regulatory requirements are applied.
 - Backwater Valve and Private Property Disconnect Program has grown since its inception in 2002 to now addressing all the customers potential surcharge points within their homes and a stronger focus on removing inflow sources to support the Clean Water Program. The program has expanded to provide improved products including sump pumps with battery backup, grinder pump systems, etc. The program has also created awareness in the all member towns to adequately inspect and enforce plumbing codes so that customers are not subject to future surcharging as a result of home renovation projects.
 - The Fats, Oils and Grease (FOG) program was transferred into Utility Services from EH&S to expand the inspection services provided with available inspectors. The program has since been expanded to address other pre-treatment dischargers and capturing of customer discharges. This additional work was absorbed from a Miscellaneous Industrial User (MIU) permit that was passed on to POTWs as an unfunded mandate from CT DEEP.
 - Records Management - Utility Services is the caretaker of all new service records, including support of Capital Improvement work. The number of permit applications requiring management has increased by 80% since 2008 due to the accelerated water main replacement program and inspection of private laterals under sewer rehab projects.
 - Preventive Maintenance Role in support of Town Paving Programs - Utility Services manages all private service inspections prior to town paving projects to ensure that the services under the roadways are in good condition prior to paving. This has resulted in additional workload for Operations staff and Engineering staff to address the identified issues. The process involves scheduling a CCTV inspection of the lateral with the property owners and then determining the required repairs.
 - Support of customer service failures - the service replacement program is managed in Utility Services including the review of contractor quotations, financial assistance agreement paperwork and inspection of the replacements.



3-PERFORMANCE MEASUREMENT PLAN COMMAND CENTER - SSO AND CSO MANAGEMENT



P-4 PULASKI CIRCLE

Site Number: P-4
 General Site Location: Pulaski Circle
 Alarm Box Location: Raised island between Elm St and rotary
 Type of Equipment: Remote Alarm Box with Ultrasonic Level Sensor
 Overflow Manhole Location: In raised island, cover painted green
 Utility Services: Telephone, Underground, Electric, Underground

Photographs:
 Photo P-04-001: General Alarm Box Location
 Photo P-04-002: Alarm Box and Overflow Manhole
 Photo P-04-003: Signal Cable, Junction Box, Ultrasonic Level Sensor

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3-PERFORMANCE MEASUREMENT PLAN COMMAND CENTER - FLOOD GATE OPERATION MANAGEMENT

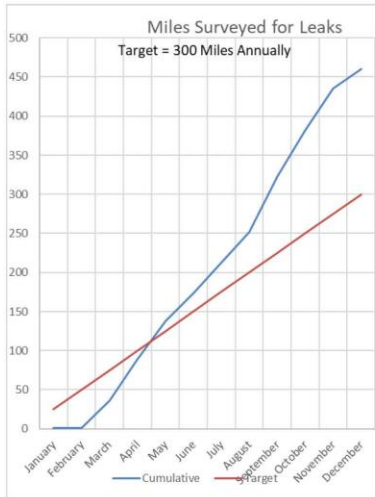
- ▶ In coordination with the Greater Hartford Flood Commission and the City of Hartford, the MDC operates and maintains critical flood control gates to ensure that the CT River does not adversely effect the low areas along the river during high river stage periods. The Command Center manages all critical operations of the flood control procedures.



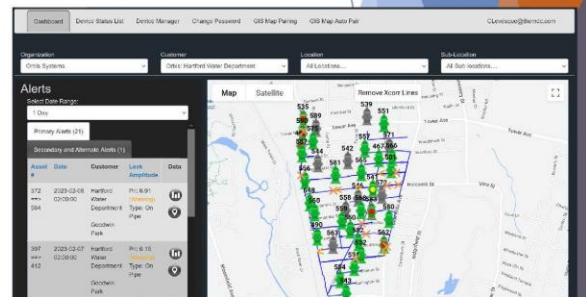
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3-PERFORMANCE MEASUREMENT PLAN COMMAND CENTER - LEAK DETECTION



Month	Monthly	Goal	Cumulative	Target
January	1.44	25	1.44	25
February	0	25	1.44	50
March	34.81	25	36.25	75
April	52.14	25	88.39	100
May	49.4	25	137.79	125
June	36.2	25	173.99	150
July	37.8	25	211.79	175
August	39.6	25	251.39	200
September	71.1	25	322.49	225
October	59	25	381.49	250
November	53.60	25	435.09	275
December	24.9	25	459.99	300



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3-PERFORMANCE MEASUREMENT PLAN COMMAND CENTER - FLOODING INVESTIGATIONS



RAINFALL SUMMARY – December 2022

DATE	TOTAL RAIN (ins) avg	DATE	TOTAL RAIN (ins) avg	DATE	TOTAL RAIN (ins) avg
12-01-2022	0.00 (ins)	12-11-2022	0.23 (ins)	12-21-2022	0.12 (ins)
12-02-2022	0.00 (ins)	12-12-2022	0.08 (ins)	12-22-2022	0.45 (ins)
12-03-2022	0.52 (ins)	12-13-2022	0.14 (ins)	12-23-2022	1.06 (ins)
12-04-2022	0.00 (ins)	12-14-2022	0.00 (ins)	12-24-2022	0.00 (ins)
12-05-2022	0.00 (ins)	12-15-2022	0.12 (ins)	12-25-2022	0.00 (ins)
12-06-2022	0.14 (ins)	12-16-2022	0.99 (ins)	12-26-2022	0.00 (ins)
12-07-2022	1.02 (ins)	12-17-2022	0.11 (ins)	12-27-2022	0.00 (ins)
12-08-2022	0.00 (ins)	12-18-2022	0.00 (ins)	12-28-2022	0.00 (ins)
12-09-2022	0.89 (ins)	12-19-2022	0.00 (ins)	12-29-2022	0.00 (ins)
12-10-2022	0.00 (ins)	12-20-2022	0.39 (ins)	12-30-2022	0.00 (ins)
				12-31-2022	0.45 (ins)
		TOTAL	6.26 (ins)		

3-PERFORMANCE MEASUREMENT PLAN COMMAND CENTER - CLAIMS

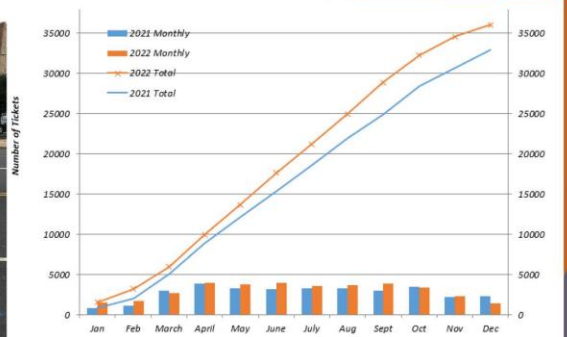


Claim Report - 2022	
Type	FD No
HT DAMAGED SERVICE	10
HT LATERAL - SERVICE	7
HT DAMAGED WATER MAIN	2
HT DAMAGED SEWER MAIN	2
HT DAMAGED STORM LINE	1
HT BLUE TAG	1
HT BAR LINE	0
HT PHONE LINE	0
HT POWERLINE	0
HTC - 10A	10
HTC - 10B	10
SEWER BACKUP (Residential or Commercial)	1
CONTRACTOR HT - OTHER	4
NO METER	1
FROZEN METER	1
UTILITY LINE	4
UNMARKED UTILITIES	0
UNMARKED UTILITIES	0
NO UTILITIES MARKED - DOWN TIME	1
NO PROPERTY DAMAGE (Under-Reporting)	0
ILLUMINATION - OTHER	2
OTHER - Inmate v. Logo (Please refer to the full Report)	1
TOTAL	109
WATER LEAK - PROPERTY DAMAGE	0
WATER LEAK - NO DAMAGE	10
HT DAMAGED SERVICE	10
HT LATERAL - SERVICE	0
HT DAMAGED WATER MAIN	0
HT DAMAGED SEWER MAIN	0
HT DAMAGED STORM LINE	0
HT BLUE TAG	1
HT BAR LINE - OCCURRING	0
HT PHONE LINE - OCCURRING	1
HT POWERLINE - OCCURRING	0
HTC - 10A	10
HTC - 10B	10
SEWER BACKUP (Residential or Commercial)	0
CONTRACTOR HT - OTHER (Please refer to the full Report)	0
NO METER	1
FROZEN METER	1
UTILITY LINE	1
UNMARKED UTILITIES	0
UNMARKED UTILITIES	0
NO UTILITIES MARKED - DOWN TIME	0
TOTAL BUDGET	4
HT BAR LINE - OCCURRING	0
HT BLUE TAG - OCCURRING	0
TREE DOWN OR DEAD ON MCO PROPERTY - NON OCCURRING	1
OTHER - Inmate v. Logo (Please refer to the full Report)	0
TOTAL	100



3-PERFORMANCE MEASUREMENT PLAN UTILITY SERVICES - CALL BEFORE YOU DIG (CBYD)

- CBYD mark outs are managed to meet CT PURA requirements for emergency and routine requests, approximately 36,000 markouts are conducted annually.



CBYD Tickets												
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2021 Monthly	856	1124	3030	3845	3293	3166	3316	3323	2,959	3461	2245	2264
2021 Total	856	1980	5010	8855	12148	15314	18630	21953	24,912	28,373	30,618	32,882
2022 Monthly	1533	1701	2736	3975	3736	3943	3616	3713	3,908	3,392	2,297	1,471
2022 Total	1533	3234	5970	9945	13681	17624	21240	24953	28,861	32,253	34,550	36,021

3-PERFORMANCE MEASUREMENT PLAN

UTILITY SERVICES - BWV/PPID, INSPECTIONS/PERMITS, HYDRANT METERS

- MDC inspectors perform private inspections regularly to assist customers in removing private property inflow and to protect the property from possible sewer backups

Utility Services – January 2023

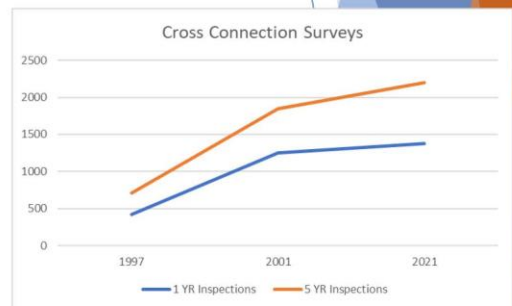
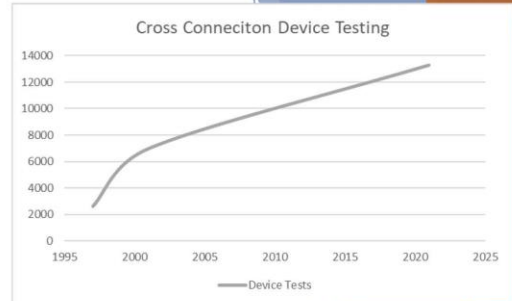
Permits Issued – Water	11	Plan Reviews	6
Permits Issued – Sewer	35	Water Taps	3
Permits Issued – Hydrant Meter	4	Meter Spacers Issued	5
		BWV / PPID/CCTV	55



3-PERFORMANCE MEASUREMENT PLAN

UTILITY SERVICES - CROSS CONNECTIONS

- The department has also addressed increased requirements of the CT DPH mandated Cross Connection Program.



6-REVENUE IMPROVEMENT TEAMS

- Created a Water review team to account for accurate billing of municipal and private water company connections, fire and combination services, X-Conn survey services, etc.
- Created a Sewer review team to evaluate billing methods for satellite communities and accuracy of metering and adherence to contracts and implementing metering improvements.
- Creation of Customer Service Charge for Sewer and Cost of Service evaluation for additional revenue improvements are anticipated in 2024 as the District validates all known sewer connections to identified customers.
- Review of DPA fees and collection process
 - Fees are being applied more accurately and timely for services rendered to support Developer Projects
- Correct Meter Size Billing and Installation of Meters on Fire and Combination Services
 - Utility Services and Operations with Engineering have been addressing new fire services and existing combination services that consume large volumes of water through proper meter sizing and installation of meters on services previously not metered.
- High Strength / High Use Fee
 - Accounts are evaluated based on High Use and/or High strength discharge to the District sewer collection system. Users are required to pay additional fees associated with the contaminant concentrations and volumes discharged and ultimately conveyed and treated by the District.
- Annual Review of cost of service fees and rates
 - As an integral part of the budgeting process, the finance department reviews and updates its cost of service models to adjust water and sewer related fees and rates to ensure all customers are billed appropriately.



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8-OPERATIONS AS FIELD SUPPORT SERVICE

- All functions have been transferred to non-E&P departments including separating Utility Services from Engineering
- In addition, the emergency command center was implemented. The purpose was to set a consistent standard and notification procedure to customer, towns, state agencies all emergency and non-emergency work. All calls are funneled through the command center, this allows us to create a customer history and to track interdepartmental requests with follow up resolutions. The implementation of this has greatly improved our communication and documentation.
- Utility services manages all customer connections to District infrastructure including inspection of new and existing service repairs
- Utility Services also facilitates various programs including:
 - Backwater Valve
 - Private Property Inflow Disconnect
 - FOG Inspections
 - Cross Connection Surveys
 - MIU/SIU Inspections
 - Water Service & Sewer Lateral inspections
 - Sewer and Water Service Replacement program
 - Call Before You Dig

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THE METROPOLITAN DISTRICT

SIGNS OF A SEWER BACKUP

- You will have sewage or wastewater back up into the property
- You will notice water bubbling out of a clean floor drain or toilet.

Sewerbackups often occur after rain or heavy storms. Sewerbackups are caused by blockages in the sewer lines or by a sewer line that is overloaded with sewage. Sewerbackups can be caused by tree roots, collapsed sewer lines, or a sewer line that is too small for the volume of sewage being discharged.

WHAT TO DO IN THE EVENT OF A SEWER BACKUP

- Avoid using toilets, showers, washing machines, dishwashers, etc., as this will cause the backup to become worse.
- Avoid contact with wastewater. Clean and disinfect the affected area and dispose of the waste properly.
- Notify your utility provider or a professional plumber as soon as possible for assistance. Contact your local utility provider for more information.

SEWER SERVICE LATERAL (sewer connection) - the pipe that connects the main sewer line to the street or to a property.

Main Sewer - the main sewer pipe in the district that carries wastewater from properties to the Water Treatment Facility.

Info & Helpdesk (860) 278-7850 - non-emergency. (860) 278-7850 Ext. 3780 for the emergency. (860) 278-7850 Ext. 3780 for the emergency. (860) 278-7850 Ext. 3780 for the emergency.

TO REPORT A BACKUP OR SEWER EMERGENCY, CONTACT:

MDC Command Center
(860) 278-7850 (press 1)

or

(860) 278-7850 Ext. 3600
(Available 24/7)

TO REQUEST MORE INFORMATION, PLEASE CONTACT:

MDC Utility Services
(860) 278-7850 Ext. 3780
UtilityServices@mdc.org
125 Main St. Room 100
Hartford, CT 06143-0800

MDC The Metropolitan District
P.O. Box 800
Hartford, CT 06143-0800
860.278.7850
www.themdc.org

THE METROPOLITAN DISTRICT

Sewer Backup Prevention & Reporting Program

What you should know to prevent sewer backups and report sewer emergencies.

MDC

Water & Sewer Service Installation Programs

Are you looking for a new water and sewer service installation?

Are you looking for a new water and sewer service installation?

Are you looking for a new water and sewer service installation?

Are you looking for a new water and sewer service installation?

What are the MDC Water and Sewer Service Installation Programs?

These programs help homeowners pay the other half of the water and sewer service installation costs. The MDC will install the water and sewer service and the homeowner pays the MDC through an added charge on their water bill. Homeowners approved for the program choose to have the MDC install a meter on their lot or street.

For new water services, MDC offers a single rate per meter for all services installed within the public right-of-way. The rate includes all permits, materials, labor and installation costs. Contact us for more information.

For new water services, MDC offers a flat fee for all services. The flat fee includes all permits, materials, labor and installation costs. Contact us for more information. Following the meter pipe installation project, we'll handle everything else.

Program Benefits

There are benefits to both homeowners and the MDC when you participate in this program:

- ✓ Eliminates charges to MDC Water and Sewer Services
- ✓ Helps homeowners afford installation and maintain water meter and other items.
- ✓ Eliminates and prevents all current and future work bills.
- ✓ Increases drinking water volume and pressure.
- ✓ Eliminates the risk of sewer backups and the associated health and safety risks.
- ✓ Reduces the risk of sewer backups and the associated health and safety risks.
- ✓ Helps conserve a vital resource.

8-OPERATIONS AS FIELD SUPPORT SERVICE COMMAND CENTER - WET WEATHER PROTOCOLS

Wet Weather Protocol - 5
Used for Prediction of Winter Storm Event with Snow Accumulation greater than 3"

All Departments:

All departments should have contact supervision selected and submitted to the Command Center.

All equipment should be checked to ensure that it is fueled, serviced if necessary and in operational order.

The following departments will be staffed as follows for Protocol 5 unless otherwise noted.

Command Center:

Claims / Customer Services / Utility Services

- The Command Center will monitor weather reports and river elevations throughout the event and adjust staffing requirements as conditions indicate.
- There will be ONE paid On-Call Inspectors available, with additional Inspectors and Administrative staff ready to respond if required.
- All Emergency contact information with Towns, Vendors, Suppliers, and Other Utilities to be centralized in the Command Center.
- Command Center to have all staff's locations at all times when working for other departments or towns.
- All reports from MDC departments and external Town Emergency responders should be sent to the Command Center Email: dispatcher@themdc.com
- Emergency Equipment list with contact numbers will be centralized in the Command Center.
- Each department will assign an emergency point of contact during each emergency to be coordinated through the Command Center. If that assigned person changes the Command Center will be notified.

*****WET WEATHER UPDATE*****

EXPECTED RAIN & WIND FOR THURSDAY AFTERNOON & EVENING 1/12/2023

STATUS OF THE STATE EMERGENCY OPERATIONS CENTER – MONITORING

CT RIVER CURRENT ELEVATION 7.11 at 2:30pm – MONITORING

HWPCF IS CURRENTLY AT – 67.0mgd

City of Hartford:

- **Catch basins throughout the City of Hartford need to be checked.**
 - In addition the City of Hartford should have catch basins checked for debris and cleared in known flooding areas
 - Franklin Ave from Wethersfield town line to Maple Ave.
 - Scarborough Rd
 - Love Ln
 - Elliott St
 - Terry Rd
 - Granby St
 - Cornwall St
 - Lyme St

8-OPERATIONS AS FIELD SUPPORT SERVICE COMMAND CENTER - BI-ANNUAL FIRE MARSHAL AND CHIEF MEETINGS / CRITICAL CARE FACILITY MEETINGS

Fire Marshal Meeting – Agenda 2022

Objective: Address any issues in order to promote cooperative work amongst the MDC and Fire Departments
 Date: Tuesday, November 15, 2022
 Time: 9:00am – 10:00am
 Location: MDC Training Center Room A/B
 125 Maxim Road Hartford, CT 06114
 Facilitator: Chris Levesque, Chief Operating Officer

Welcome and Introductions - Chris Levesque / Scott Jellison

New Business – Department Specific

Command Center / Utility Services

- Bulk Water Sales – Station is running normal.
- Water main shut-downs – Respective fire dispatchers are notified of hydrants impacted due to a water main shut-down. Dispatchers are notified when water has been restored.
- 2nd Alarm Fire Notifications – Please notify the Command Center
- Operation of Hydrants – water hammer
- Use of Hydrants – Notify the Command Center when any hydrants are used.
 - Frozen hydrants call the Command Center
- Hydrant Status Emails (In/Out Commission)
- Hydrant Meters – Movement to a new location goes through the Command Center.
- For all concerns, emergency/routine – Please call the Command Center ASAP 24/7.
- Email – Dispatcher@themdc.com

- ▶ The Command Center holds bi-annual meetings with Fire Marshals and Chiefs to discuss needs to each Town as well as provide updates in changes at the MDC
- ▶ Routine meetings are held with Critical Care facilities to discuss emergency response plans and services MDC provides to support them.
- ▶ Leak detection and assistance with private service issues are provided to critical care facilities to help maintain their services. Recent example is effort provided to UCONN Hospital that helped reduce time of water loss on private service

8-OPERATIONS AS FIELD SUPPORT SERVICE

BACKWATER VALVE AND PRIVATE PROPERTY INFLOW DISCONNECT

THE METROPOLITAN DISTRICT

SIGNS OF A SEWER BACKUP

- You will have limited or no sewer service within the property.
- You may notice water bubbling out of a sewer manhole in the street.
- Sometimes sanitary sewer pipes fail or become blocked, causing sewage to backup through the sewer lateral into ungrouted plumbing fixtures such as tubs, toilets or washing machine drains in basements.

WHAT TO DO IN THE EVENT OF A SEWER BACKUP

- Avoid using toilets, sinks, showers, washing machines, dishwashers, etc., as this could cause the backup to become worse.
- Avoid contact with wastewater. Clean and disinfect basement walls and floors after the problem is resolved.
- Never operate or disconnect an electrical appliance / main fuse box while standing in water. Contact the electric utility company for shut off.

HELPFUL DEFINITIONS

Sanitary Sewer Lateral: (house connection) - the pipe that connects the main sewer line in the street to the property.

Main Sewer: the main sewer pipe in the street that conveys wastewater from properties to the Water Treatment Facility.

Inflow & Infiltration (I&I): non-wastewater (typically storm water) that enters the sanitary sewer system through direct connections, leaks or cracks in pipes and manhole covers.

TO REPORT A BACKUP OR SEWER EMERGENCY, CONTACT:

MDC Command Center
(860) 278-7850 (press 1)

or

(860) 278-7850 Ext. 3600
(Available 24/7)

TO REQUEST MORE INFORMATION, PLEASE CONTACT:

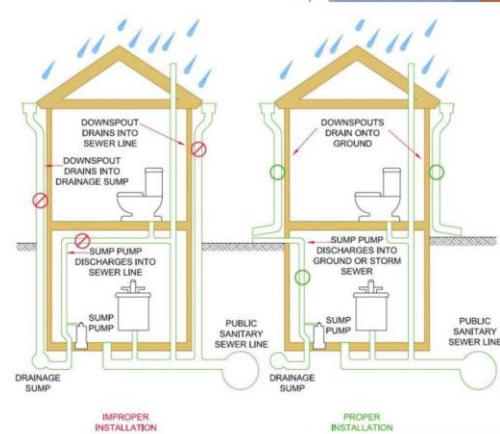
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(860) 278-7850 Ext. 3780
UtilityServices@themdc.com
125 Maxim Road
Hartford, CT 06114

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P.O. Box 800
Hartford, CT 06142-0800
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THE METROPOLITAN DISTRICT

Sewer Backup Prevention & Reporting Program

What you should know to prevent sewer backups and report sewer emergencies.



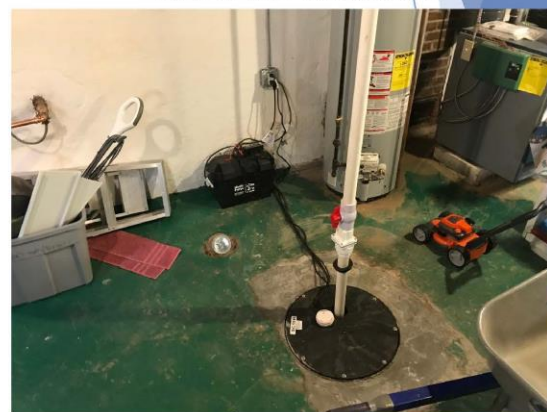
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BEFORE AND AFTER BACK WATER VALVE (BWV) REMOVAL /SUMP PUMP INSTALLATION

BWV - TO BE CUT AND CAPPED



INSTALLED SUMP PUMP WITH BATTERY BACK UP



BEFORE AND AFTER BWV REMOVAL /SUMP PUMP INSTALLATION

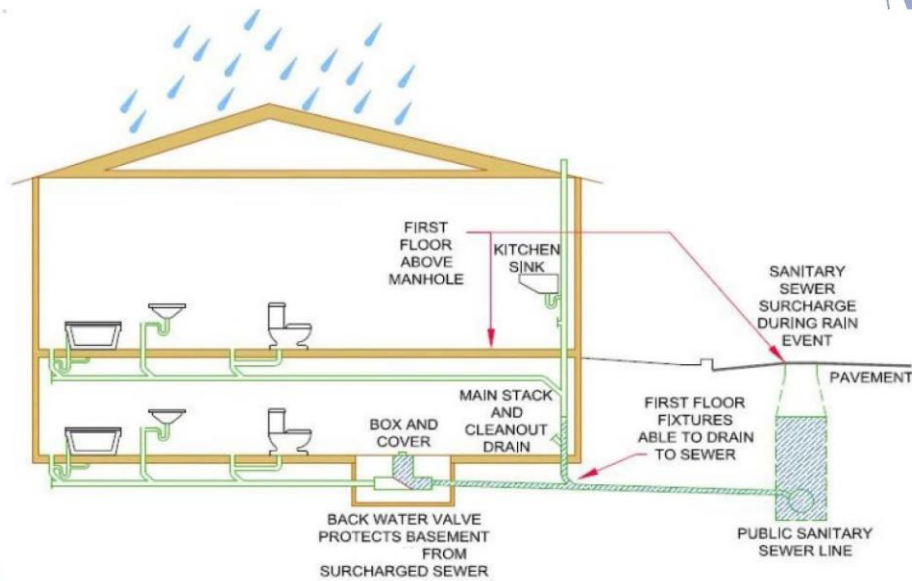
BWV - TO BE CUT AND CAPPED



**INSTALLED SUMP PUMP WITH
BATTERY BACK UP**



City of Hartford Back Water Valve Replacement



BACKWATER VALVE REPLACEMENT HARTFORD ONLY

BEFORE

AFTER



8-OPERATIONS AS FIELD SUPPORT SERVICE UTILITY SERVICES - FOG AND SIU/MIU PRE-TREATMENT INSPECTIONS

- ▶ Management of Special Customer Wastewater Discharges
- ▶ All dischargers are subject to CT DEEP General Permits
 - ▶ 1,600 FSE permitted Facilities
 - ▶ 700+ MIU permitted Facilities
 - ▶ 20+ SIU permitted Facilities



Keep FOG out of your drain

When fats, oils and grease (FOG) are put down your drain, they can cause many problems further down the sewer pipes. Grease and fat from food products will solidify and clog pipes, causing blockages which may cause a sewage backup into your home.

Blockages may also trigger an overflow or backup of sewage into streets or waterways creating a public health risk and threatening the environment.

In your home, scrape pots and pans into the garbage prior to washing, and use a screen drain to collect food particles. Restaurants and other food service establishments must follow strict guidelines set forth by the CT Department of Energy and Environmental Protection (DEEP), and enforced by MDC to reduce FOG in the sewer system.

To learn more, visit www.themdc.org.

REMINDER!

TOILETS ARE NOT TRASHCANS

MDC is reminding customers to not flush disinfectant wipes (or any type of wipes), paper towels, facial tissue or materials other than toilet paper down your toilet as they are not designed to break down in the wastewater treatment process.

Flushing these items can cause additional maintenance issues at MDC facilities and more importantly potentially clog your home's lateral and cause sewer backups in surrounding homes and neighborhood streets.



THE METROPOLITAN DISTRICT

WHAT IS FOG?

F.O.G. (Fats, Oil and Grease) are byproducts created by cooking, frying, and general food preparation, as well as dish and washing in all residences. When F.O.G. is not properly managed or disposed of, it can accumulate in your home, plumbing or in the public sewer system, forming blockages and potentially sewer overflows. These blockages or overflows could occur at a home, business property or in the sanitary sewer system.

FOG CAN CAUSE...

- Raw sewage overflows into your home or your neighbor's home. Homeowners would be responsible for clean up and repair.
- Raw sewage overflows into streets, parks, lands, yards and streams.
- Potential contact with disease-causing microorganisms from overflows.
- Increased environmental and maintenance costs for MDC, resulting in rate increases for the Homeowner.

TO REPORT A BACKUP OR SEWER EMERGENCY, CONTACT:

MDC Command Center
(860) 278-7850 (press 1)
or
(860) 278-7850 Ext. 3600
(Available 24/7)

TO REQUEST MORE INFORMATION, PLEASE CONTACT:

MDC Utility Services
(860) 278-7850 Ext. 3780
FOG@themdc.com
125 Main Road
Hartford, CT 06114

MDC The Metropolitan District
P.O. Box 690
Hartford, CT 06112-0690
860 278 7850
www.themdc.org

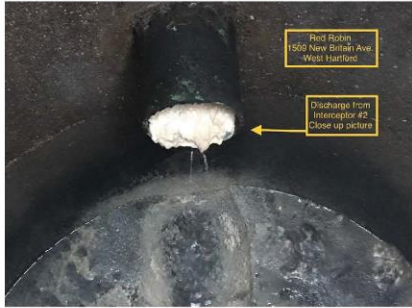
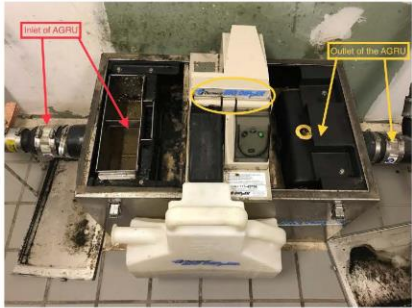
THE METROPOLITAN DISTRICT

CEASE THE GREASE

Protect Your Pipes:

MDC's guide to Fats, Oils and Grease (FOG) management in your household

8-OPERATIONS AS FIELD SUPPORT SERVICE
 UTILITY SERVICES - FOG AND SIU/MIU PRE-TREATMENT INSPECTIONS



8-OPERATIONS AS FIELD SUPPORT SERVICE
 UTILITY SERVICES - CROSS CONNECTION SURVEYS

STATE OF CONNECTICUT
 CROSS CONNECTION CONTROL MANUAL



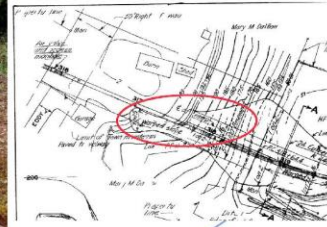
Prepared by:

The State of Connecticut
 Department of Public Health
 Drinking Water Division
 410 Capitol Avenue, MS #51 WAT
 P.O. Box 340308
 Hartford, Connecticut 06134-0308




8-OPERATIONS AS FIELD SUPPORT SERVICE

UTILITY SERVICES - SURVEY BOUNDARY AND ENCROACHMENT/EASEMENT MANAGEMENT




CAUTION PIPELINE

CAUTION PIPELINE



**BEFORE DIGGING
OR IN CASE OF
EMERGENCY
CALL THE MDC
COMMAND
CENTER
860-278-7850
EXT 3600**



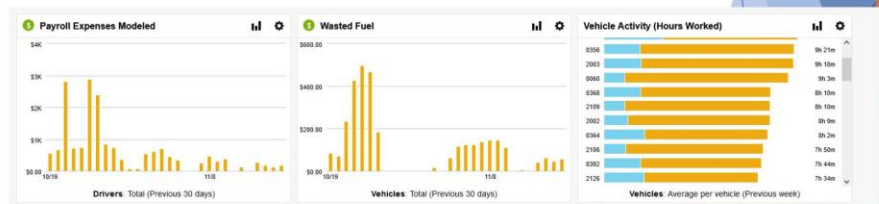
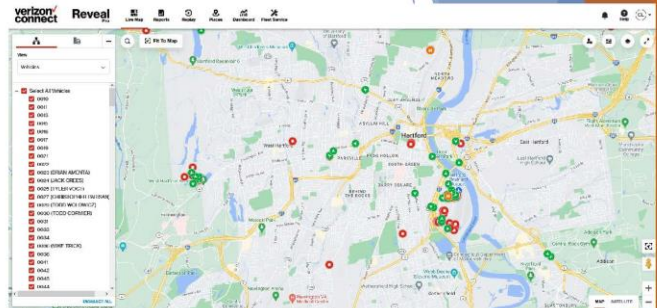
**BEFORE DIGGING
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860-278-7850
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12-WORKFORCE PLAN

FIELD TOOLS - VEHICLE TRACKING AND DISPATCH

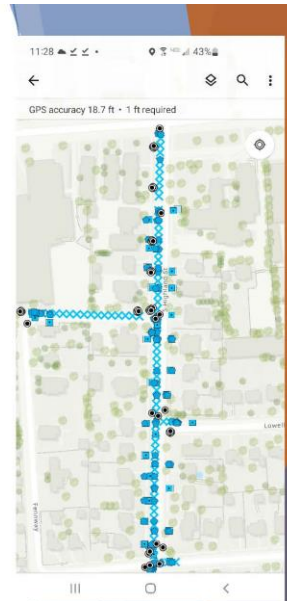
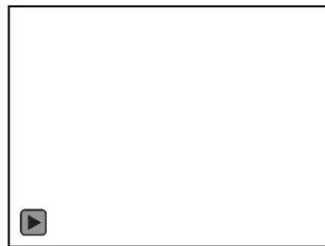
▶ Verizon Connect

- ▶ In 2014, the MDC began the use of GPS monitoring equipment to track vehicle usage and vehicle diagnostics. The use of the application has provided valuable tools in locating staff in the proximity of asset failures and customer issues for timely response.
- ▶ Tools are also used to find corrective actions for poor driving habits and to find cost savings through idling, etc.



12-WORKFORCE PLAN FIELD TOOLS - GIS & SAP

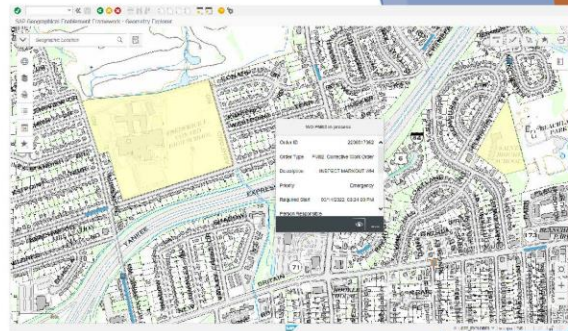
- ▶ Utilization of ESRI Collector and Field Maps
 - ▶ The District Operations department utilizes ESRI Collector to collect performance data on a daily basis. The software provides a sleek user interface that allows our maintainers to input objective and subjective data on the assets that are being maintained. The results of the data collection are provided on a Key Performance Indicator dashboard and are utilized for management of daily activities as well as regulatory requirements.
 - ▶ The District Engineering and Construction group has recently developed a process for obtaining highly accurate survey data through simple and efficient GPS tools while infrastructure is being installed. The engineering team worked with the GIS group to develop a system that allows for the results of the data to be populated real time in a mobile application and ultimately used to update the GIS system and historical records. The process has decreased a previously two year process to obtain all final measures and final records to less than two weeks.
 - ▶ As similar tool to the Engineering GPS toolset has been implemented in Utility Services and Operations to record daily modifications to the water and sewer systems so that a typical multi week process to record changes in various systems can be completed in the same day.



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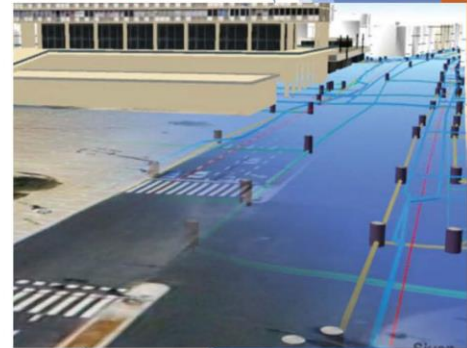
12-WORKFORCE PLAN FIELD TOOLS - GIS & SAP

- ▶ SAP Geographical Enablement Framework
 - ▶ In 2020, the District went live with a fully integrated solution with SAP and ESRI which has provided a capability to show all work management activities on a map and allow technicians and maintainers to visualize the location of their work, select the work activity from the map and execute the work activity all from the same screen. MDC was one of the first SAP clients to go live with the application.
 - ▶ The District has been purchasing all project stock for its contractors and Operations department since 2020 and is continually improving this process through SAP to ensure that we are able to maintain adequate supply levels for planned projects through all the supply chain challenges.
- ▶ Implementation of a Mobile Work Management Solution
 - ▶ The District is currently in the process of implementing a SAP mobile work management solution will provide the GEF/GIS tools and SAP work management tools into one application for field and plant workers.
 - ▶ The application will provide a one stop tool that currently requires employees to utilize multiple unconnected tools to complete their work. Improvements will include real time updates from the field and one time documentation of the work without a need to retouch data for placement to final storage location.
 - ▶ Required follow-up activities related to issues found in the field will automatically be created so accountability, service levels and customer service will be improved.



5 Items

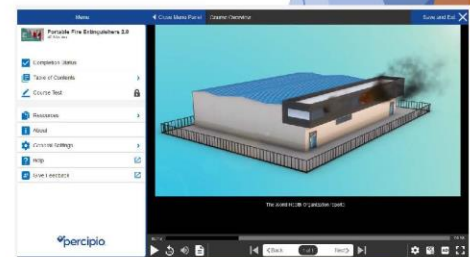
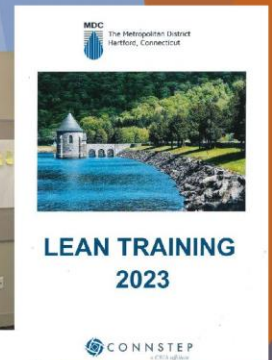
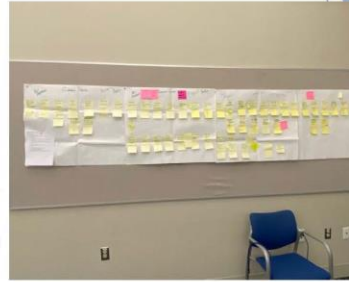
Paving Cut Components (5)		
■ Paving Cut Components	41.7601817N 72.6702047W	1,276.2 ft
■ Paving Cut Components	41.7601807N 72.6702057W	1,258.5 ft
■ Paving Cut Components	41.7601807N 72.6702047W	1,229.8 ft



*Source: <https://www.shvandedesign.com/products/3dgis/infrastructure-3d-gis/>

17-SUPERVISOR AND MANAGEMENT TRAINING

- The District has been exploring Management and Supervisory Training over the past several months and will continue to explore options for management programs through this and other providers.
- The District began utilizing Skill Soft (Percipio) a digital training platform to both administer and track employee training in 2018. This systems provides employees access to training on a variety of topics, including Leadership, Management, Security, Software and Compliance training.
- The District has conducted virtual and in person training for compliance topics such as Sexual Harassment Prevention and Workplace Violence, Confined Space, etc.
- Health and Safety Compliance training for Operational staff is based on the employees role and potential workplace hazards the employee can be exposed to. A curriculum has been created for each job title and assigned/unassigned to the employee at hire/transfer/termination through the Percipio Learning Management System. Employees receive approximately 2-4 hours of safety compliance training every month and completion is tracked through the LMS.
- District Operational Management and Supervision have been receiving leadership training through a vendor. Training includes core competencies in leadership, mentoring of leaders, as well as skill development in leadership and improving core business functions through lean/six sigma training.
- MDC staff are currently involved in Lean Training to improve four processes central to Operations. The training and workshops include staff from other departments with the intent of developing uniform knowledge and skills in process improvement that can be used moving forward.



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13-SUCCESSION PLAN

- Established a training program in lieu of the former spare program. The training program has provided training opportunities to staff that are interested in furthering their career through development of skill and knowledge. Following the program, additional staff are now qualified to perform the work and promotions within the labor union are made based on truly qualified and most senior.
- Other labor agreements have allowed Management to reorganize as needed to adapt to arising business needs which include customer requirements, regulator requirements and infrastructure needs.
- The District has been successful in negotiating more flexible language into the contracts which provides more opportunity for the District to train, promote and hire qualified and experienced successors.
- Multi- tasking jobs help to prepare workforce for higher level jobs

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OPPORTUNITY FOR GENERAL PUBLIC COMMENTS

Judy Allen of West Hartford stated that the presentation was fabulous.

ADJOURNMENT

The meeting was adjourned at 6:35 PM

ATTEST:

John S. Mirtle, Esq.
District Clerk

Date of Approval