



Independent Consumer Advocate for MDC Consumers

2023 Consumer Forum

By: *Joe Szerejko*

ICA for MDC Consumers (2022-23)

THE METROPOLITAN DISTRICT
MAIN SERVICE AREA



October 11, 2023
(5:30 p.m.)

District Headquarters
555 Main St.
Hartford, CT 06103

and via WebEx

Email: MDCconsumeradvocate@gmail.com
Phone: (860) 240- 6186
website: <https://themdc.org/independent-consumer-advocate/>

Murtha Cullina LLP
280 Trumbull Street 12th Floor
Hartford, CT 06103



Meeting Roadmap



1. Discussion of recent work

- Review, respond to, and relay individual customer complaints and inquiries to District Staff and/or Commissioners
- Attend Committee, Bureau, and Board Meetings of the District Board and other proceedings
- Monitor and make recommendations on policies, ordinances, and bylaws adopted by various boards
- Budget

2. Discussion of common issues and matters that need more attention

*(*in my opinion...)*

- Capital Planning and Investment
- Stormwater Management & Climate Change
- Environmental Justice
- Source Water Protection
- Private property work and property damage claims
- Public access to meetings, FOIA, and other procedural and information-related issues

3. Public comment/questions/customer feedback

- *The floor is yours.....*

Individual^(*) Customer Complaints and Inquiries

Private
Property
Damage

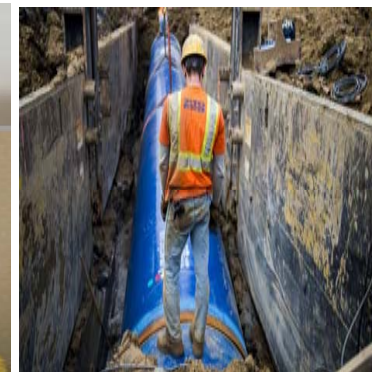
Leak
Adjustments

Billing Disputes

Flooding
(*stormwater v.
wastewater*)

Rate Concerns

Water Quality
Concerns



Committee, Bureau, and Board Meetings

- Reviewed agenda materials and other relevant policies, ordinances, and District records to prepare for meetings
- Prepare written comments for certain agenda items
- Requested information or documents from District Staff concerning agenda items
- Attended Bureau of Public Works (BPW), Water Bureau (WB), Board of Finance (BOF), District Board (DB), Committee on MDC Government, and various other committee meetings
- Attended hearings or other non-District events which concerned District operations or activity (*Colebrook Reservoir DPH administrative hearing, Water Advocates meetings, Connecticut Coalition for Environmental and Economic Justice (CCEEJ) meeting*)

<https://themdc.org/meeting-agendas-notice/>



Monitor and Comment on Policies, Ordinances, Bylaws

- Review and make recommendations on draft language for policies, ordinances, bylaws, etc.
- Clean Water Project – LTCP/IP and DEEP Consent Order (2022)
- Private Property Damage Policy /Form 37-A
- Sewer Ordinance Revisions / House Connection Program
- North Hartford Sewer Improvement Projects
- Internal Audit Committee matters



FY'24 BUDGET MEETINGS

Budget Meetings for 2024 Budget (meeting schedule available here: <https://themdc.org/budget/>)

- BOF Meeting on proposed 2024 Budget at **5:00 p.m. on Wednesday October 25, 2023**
- Public Hearing on proposed 2024 Budget at **5:30 p.m. on Thursday November 2, 2023**

Common Issues and Issues on the Horizon....

- **Capital Planning and Investment** (*balancing costs v. aging infrastructure*)
- **Stormwater Management/Climate Change** (*Who takes responsibility? How can customers help? Renewable energy or other green infrastructure options; "the ___-year storms"*)
- **Environmental Justice** (*Aging infrastructure is worst in historically underserved communities; community outreach issues; language barriers; digital divide, etc.*)
- **Source Water Protection/Environmental Stewardship** (*protecting most precious resource while maintaining efficiency, being fiscally conservative, and providing excellent customer service*)
- **Private Property Work and Property Damage Claims** (*with the change in MDC's private property policy and lateral work, will have to educate property owners; consider revising claims process to get involved parties together quicker*)
- **Public Access to Meetings, Freedom of Information Act (FOIA) Compliance, and Information Concerns** (*increasing remote access options; FOI Portal; archives of other District documents?*)





Public Comment/Questions/Customer Feedback

Joseph Szrejko

Email: MDCconsumeradvocate@gmail.com

Phone: (860) 240- 6186

Mailing Address:

Murtha Cullina LLP

280 Trumbull Street 12th Floor

Hartford, CT 06103

Webpage: <https://themdc.org/independent-consumer-advocate/>