

**JOURNAL
OF
THE WATER BUREAU
OF
THE METROPOLITAN DISTRICT
COMMISSION**

FOR THE YEAR
2012

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Office of the District Clerk

Membership of the District is made up of the City of Hartford and
The Towns of Bloomfield, Newington, Wethersfield, Windsor,
East Hartford, Rocky Hill and West Hartford

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TIMOTHY CURTIS	Chairman, Water Bureau
RAYMOND SWEEZY	Vice Chairman, Water Bureau

MICHAEL CARRIER*

A

MINUTES

OF

MEETINGS OF THE WATER BUREAU

HELD IN 2012

**SPECIAL MEETING
of
THE WATER BUREAU
The Metropolitan District
555 Main Street, Hartford
Monday, July 9, 2012**

Present: Commissioners Daniel A. Camilliere, Timothy Curtis, John M. Grottole, Trude H. Mero, Mark A. Pappa, Pasquale J. Salemi, Michael Seder and Raymond Sweezy (8)

Absent: Commissioners Joseph Klett, Daniel E. Lilly, James P. Needham and Special Representative Michael Carrier (4)

Also

Present: Charles P. Sheehan, Chief Executive Officer
Scott W. Jellison, Deputy Chief Executive Officer, Engineering & Operations
John M. Zinzarella, Deputy Chief Executive Officer, Business Services
R. Bartley Halloran, District Counsel
Christopher R. Stone, Assistant District Counsel
Kristine C. Shaw, District Clerk
Michael Mancini, Interim Director of Engineering
Constantin Banciulescu, Interim Chief of Engineering
Kerry E. Martin, Assistant to the Chief Executive Officer
Cynthia A. Nadolny, Executive Assistant

CALL TO ORDER

Chairman Curtis called the meeting to order at 4:08 P.M.

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MINUTES

On motion made by Commissioner Sweezy and duly seconded, the Public Hearing minutes of December 5, 2011 and the meeting minutes of December 6, 2011 were approved.

REPORT OF CANVASS-RE: PUBLIC WATER SERVICE FOR RAYMOND ROAD, GLASTONBURY-Item 4.

To: Water Bureau for consideration on July 9, 2012

On May 28, 2010, the Metropolitan District received a petition from a property owner at 39 Raymond Road, Glastonbury, requesting that public water service be provided to the area. On June 9, 2010, the Engineering staff canvassed the area to determine the residents' interest for this project. The response from the canvass was four (4) in favor and one (1) opposed. Two (2) properties did not respond.

On March 28, 2011, the District received a letter from the Director of Health for the Town of Glastonbury, Mr. David Boone, stating that there were no known issues with the existing wells on Raymond Road. However, based on the majority opinion from the residents, Mr. Boone did support the petition to extend the MDC water service to the area.

The Town Manager, Mr. Richard Johnson, was notified that the District received a petition for public water service. Mr. Johnson responded by seeking Town Council support of the petition. On October 25, 2011, the Glastonbury Town Council decided not to support the petition due to the economic hardships of some of the residents in the area.

In consideration of the Town Council's refusal to support the petition, staff recommends that assessment and layout proceedings for this project as presented not be initiated at this time.

It is therefore RECOMMENDED that it be

VOTED: That a layout for water service for the Raymond Road Area, Glastonbury, not be initiated at this time and that the District Clerk be instructed to write to the property owners affected and to the Town of Glastonbury officials, informing them of this action of the Water Bureau.


Respectfully Submitted,

Charles P. Sheehan
Chief Executive Officer

On motion made by Commissioner Camilliere and duly seconded, the report was received and resolution adopted by unanimous vote of those present.

ADJOURNMENT

The meeting was adjourned at 6:28 P.M.

ATTEST:

Kristine C. Shaw
District Clerk

November 20, 2012

Date of Approval

**Public Hearing
THE WATER BUREAU
The Metropolitan District
555 Main Street, Hartford
Tuesday, November 20, 2012**

Present: District Chairman William DiBella
Commissioner John Grottole
Commissioner Allen Hoffman
Commissioner Daniel Lilly
Commissioner Pasquale J. Salemi
Commissioner Michael Seder
Citizen Member William Cibes
Citizen Member Martin B. Courneen
Citizen Member Richard Mulready
Charles P. Sheehan, Chief Executive Officer
Scott W. Jellison, Deputy Chief Executive Officer, Engineering & Operations
John M. Zinzarella, Deputy Chief Executive Officer, Business Services
R. Bartley Halloran, District Counsel
Christopher R. Stone, Assistant District Counsel
Robert Constable, Manager of Budgeting & Analysis
Stanley Pokora, Manager of Treasury
Kerry E. Martin, Assistant to the Chief Executive Officer
Cynthia A. Nadolny, Executive Assistant

**PUBLIC HEARING ON PROPOSED 2013 METROPOLITAN DISTRICT WATER SUPPLY
ORDINANCES**

Commissioner Salemi, acting as Chairman, called the public hearing to order at 5:08 P.M.

At the direction of the Chairman, Ms. Martin read the hearing notice that was published in the Hartford Courant on November 8, 2012 and November 15, 2012 and also made available to all Town Clerk's within The Metropolitan District's member municipalities.

**NOTICE OF PUBLIC HEARING
ON PROPOSED REVISIONS TO
METROPOLITAN DISTRICT WATER SUPPLY ORDINANCES**

**The Metropolitan District
555 Main Street
Hartford, Connecticut**

November 8, 2012

Pursuant to Special Act 01-3, as adopted by the General Assembly of the State of Connecticut, and Section 2-14 of the Charter of The Metropolitan District, the Water Bureau of The Metropolitan District will hold a public hearing on proposed revisions to The District's Water Supply Ordinances as they apply to the water rates for the fiscal year 2013. The hearing will be held in the Board Room at Metropolitan District Headquarters, 555 Main Street, Hartford, Connecticut, on **TUESDAY, NOVEMBER 20, 2012 at 5:00 P.M.**

Proposed changes to the rates stipulated under the following sections of the Water Supply Ordinances will be considered:

Section W1a Water Used Charge (Treated Water)

Section W1b Customer Service Charge

Section W1c Surcharge Outside The Metropolitan District

Section W1d Charges for Untreated Water

Section W6f Charges for Private Fire Protection Service

The proposed ordinances are available for inspection at the Office of the District Clerk of The Metropolitan District, 555 Main Street, Hartford, Connecticut.

All interested parties from The Metropolitan District's member municipalities may appear to be heard.

Kristine C. Shaw
District Clerk

Chairman Salemi then opened the floor to any individuals from the District's member municipalities who wished to speak relative to the proposed Metropolitan District Water Supply Ordinances.

Judith Allen of 25 Fowler Drive, West Hartford appeared to be heard.

The hearing was adjourned at 5:12 P.M.

ATTEST:

Kristine C. Shaw
District Clerk

January 7, 2013

Date Approved

**Public Hearing
THE WATER BUREAU
The Metropolitan District
555 Main Street, Hartford
Tuesday, November 20, 2012**

Present: District Chairman William DiBella
Commissioner John Grottole
Commissioner Allen Hoffman
Commissioner Daniel Lilly
Commissioner Pasquale J. Salemi
Commissioner Michael Seder
Citizen Member William Cibes
Citizen Member Martin B. Courneen
Citizen Member Richard Mulready
Charles P. Sheehan, Chief Executive Officer
Scott W. Jellison, Deputy Chief Executive Officer, Engineering & Operations
John M. Zinzarella, Deputy Chief Executive Officer, Business Services
R. Bartley Halloran, District Counsel
Christopher R. Stone, Assistant District Counsel
Robert Constable, Manager of Budgeting & Analysis
Stanley Pokora, Manager of Treasury
Kerry E. Martin, Assistant to the Chief Executive Officer
Cynthia A. Nadolny, Executive Assistant

PUBLIC HEARING ON PROPOSED 2013 METROPOLITAN DISTRICT WATER RATES

Commissioner Salemi, acting as Chairman, called the public hearing to order at 5:12 P.M.

At the direction of the Chairman, the District Clerk read the hearing notice that was published in the Hartford Courant on November 8, 2012 and November 15, 2012 and also made available to all Town Clerk's within The Metropolitan District's member municipalities.

**NOTICE OF PUBLIC HEARING
ON PROPOSED FISCAL YEAR 2013
METROPOLITAN DISTRICT WATER RATES**

**The Metropolitan District
555 Main Street
Hartford, Connecticut**

November 8, 2012

A public hearing on The Metropolitan District's proposed Fiscal Year 2013 Water Rates will be held by the District's Water Bureau in the Board Room at Metropolitan District Headquarters, 555 Main Street, Hartford, Connecticut, on **TUESDAY, NOVEMBER 20, 2012 at 5:00 P.M.**

All interested parties from The Metropolitan District's member municipalities may appear to be heard.


Kristine Shaw
District Clerk

Chairman Salemi then opened the floor to any individuals from the District's member municipalities who wished to speak relative to the proposed Metropolitan District Water Rates for the fiscal year 2013.

Judith Allen of 25 Fowler Drive appeared to be heard.

The hearing was adjourned at 5:16 P.M.

ATTEST:


Kristine C. Shaw
District Clerk

January 7, 2013

Date Approved

**SPECIAL MEETING
of
THE WATER BUREAU
The Metropolitan District
555 Main Street, Hartford
Monday, November 20, 2012**

Present: Commissioners Timothy Curtis, William A. DiBella, John M. Grottole, Daniel E. Lilly, James P. Needham, Mark A. Pappa, Michael Seder, Raymond Sweezy and Special Representative Michael Carrier (9)

Absent: Commissioners Daniel A. Camilliere, Joseph Klett, Trude H. Mero and Pasquale J. Salemi (4)

Also

Present: Charles P. Sheehan, Chief Executive Officer
Scott W. Jellison, Deputy Chief Executive Officer, Engineering & Operations
John M. Zinzarella, Deputy Chief Executive Officer, Business Services
Christopher R. Stone, Assistant District Counsel
Robert Constable, Manager of Budgeting & Analysis
Beth Nesteriak, Assistant Manager of Operations
Kerry E. Martin, Assistant to the Chief Executive Officer
Cynthia A. Nadolny, Executive Assistant

CALL TO ORDER

Chairman Curtis called the meeting to order at 6:08 P.M.

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

Judith Allen of 25 Fowler Drive, West Hartford appeared to be heard.

APPROVAL OF MINUTES

On motion made by Commissioner Sweezy and duly seconded, the meeting minutes of July 9, 2012 were approved.

REVISIONS TO DISTRICT WATER SUPPLY ORDINANCES-Report 4.

To: Water Bureau for consideration November 20, 2012

The 2013 budget in support of Water Operations calls for a 2.8% water use rate increase from \$2.43 to \$2.50 per hundred cubic feet (CCF). The peripheral charges associated with the delivery and sale of water have also been increased. The water rate increases are attributable to 3.3% expenditure increase in the 2013 budget which increases

the revenue required from the water rates to support the budget. The increases will become effective January 1, 2013.

A discussion of the several rates that comprise the proposed schedule for 2013 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 \$2.43 per CCF to \$2.50 per CCF. The increase for fiscal year 2013 would increase the current water rate by \$0.07 cents per hundred cubic feet (CCF).

The recommended rate for treated water, based on actual metered consumption, is:

<u>WATER USAGE</u>	<u>CURRENT RATE</u>	<u>PROPOSED RATE</u>
All Customers	\$2.43/100 Cu. ft.	\$2.50/100 Cu ft.

Customer Service Charge

Revenues from this customer service charge are to intended to support the fixed operating, maintenance and debt costs associated with water operations. The increase to the customer service charge in the residential category (5/8", 3/4", and 1" meters) will increase by \$1.14, from \$39.30 to \$40.44, per quarter. Recommended increases for larger size meters range from \$2.37 to \$15.30 per quarter.

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 to support operating and maintenance costs derived from approximately 7,200 accounts outside the District's eight member municipalities. This proposed adjustment will result in increases ranging from \$66.21 per quarter on the smallest residential account to \$2,970.63 per quarter on the largest industrial metered service.

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 \$1.00 per hundred cubic feet of consumption. It is recommended that the charge for untreated water remain at the rate of \$1.00 cents per hundred cubic feet.

Private Fire Protection Charge

Rates for private fire protection are charged to all fire service accounts based on the size of the service connection. Staff recommends a 2.8% increase to all rates for private fire protection.

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, 2013, as set forth in the following "REVISIONS TO WATER SUPPLY ORDINANCES."

Further

Voted: That following the public hearing held on November 20, 2012, as required by Special Act 01-3, as adopted by the General Assembly of the State of Connecticut, and Section 2-14 of the 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 by underscoring and deletions are crossed out).

REVISIONS TO WATER SUPPLY ORDINANCES**W-1 WATER RATES****SEC. W1a WATER USED CHARGE (TREATED WATER)**

The WATER USED CHARGE is the quantity of water used as read at the meter, as follows:

BILLS RENDERED	RATE
MONTHLY AND QUARTERLY	\$2.43 per 100 Cubic Feet
<u>BILLS RENDERED</u>	<u>RATE</u>
<u>MONTHLY AND QUARTERLY</u>	<u>\$2.50 per 100 Cubic Feet</u>

SEC. W1b CUSTOMER SERVICE CHARGE

The CUSTOMER SERVICE CHARGE is a service charge applicable to all metered services and services to be metered. The charge shall be determined from the size of each meter installed or to be installed on the premises, as follows:

Size of Meter	Monthly Billing	Quarterly Billing
5/8"	13.10	39.30
3/4"	13.10	39.30
1"	13.10	39.30
1 1/2"	27.50	82.50
2"	27.50	82.50
3"	178.42	535.26
4"	178.42	535.26
6"	178.42	535.26
8"	178.42	535.26
12"	178.42	535.26
<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>QUARTERLY BILLING</u>
5/8"	<u>13.48</u>	<u>40.44</u>
3/4"	<u>13.48</u>	<u>40.44</u>
1"	<u>13.48</u>	<u>40.44</u>
1 1/2"	<u>28.29</u>	<u>84.87</u>
2"	<u>28.29</u>	<u>84.87</u>
3"	<u>183.52</u>	<u>550.56</u>
4"	<u>183.52</u>	<u>550.56</u>
6"	<u>183.52</u>	<u>550.56</u>
8"	<u>183.52</u>	<u>550.56</u>
12"	<u>183.52</u>	<u>550.56</u>

SEC. W1c SURCHARGE OUTSIDE THE METROPOLITAN DISTRICT

In towns outside the limits of The Metropolitan District, in addition to charges under SEC. W1a and W1b, there shall be a surcharge determined from the size of the meter installed on the premises, as follows:

SIZE OF METER	MONTHLY BILLING	QUARTERLY BILLING
5/8"	13.18	39.54
3/4"	14.32	42.96
1"	18.44	55.32
1 1/2"	23.73	71.19
2"	38.10	114.30
3"	144.36	433.08
4"	180.45	541.35
6"	280.70	842.10
8"	390.95	1,142.85
12"	591.48	1,774.44

<u>SIZE OF METER</u>	<u>MONTHLY BILLING</u>	<u>QUARTERLY BILLING</u>
<u>5/8"</u>	<u>35.25</u>	<u>105.75</u>
<u>3/4"</u>	<u>38.30</u>	<u>114.90</u>
<u>1"</u>	<u>49.30</u>	<u>147.90</u>
<u>1 1/2"</u>	<u>63.46</u>	<u>190.38</u>
<u>2"</u>	<u>101.87</u>	<u>305.61</u>
<u>3"</u>	<u>386.04</u>	<u>1,158.12</u>
<u>4"</u>	<u>482.55</u>	<u>1,447.65</u>
<u>6"</u>	<u>750.63</u>	<u>2,251.89</u>
<u>8"</u>	<u>1,018.72</u>	<u>3,056.16</u>
<u>12"</u>	<u>1,581.69</u>	<u>4,745.07</u>

SEC. W1d CHARGES FOR UNTREATED WATER

Charges for untreated water sold to water companies and agencies under agreement between The Metropolitan District and such companies or agencies, or by other arrangement, shall remain at the rate of \$1.00 cents per hundred cubic feet.

SEC. W6f CHARGES FOR PRIVATE FIRE PROTECTION SERVICE

Charges for connections to water mains supplying water for fire protection, metered, or unmetered, shall be in accord with the following table:

SIZE OF CONNECTIONMONTHLY CHARGE

<u>2"</u>	<u>13.81</u>
<u>3"</u>	<u>17.98</u>
<u>4"</u>	<u>26.99</u>
<u>6"</u>	<u>45.26</u>
<u>8"</u>	<u>68.05</u>
<u>10"</u>	<u>113.96</u>
<u>12"</u>	<u>160.27</u>

SIZE OF CONNECTIONMONTHLY CHARGE

<u>2"</u>	<u>14.21</u>
<u>3"</u>	<u>18.50</u>
<u>4"</u>	<u>27.77</u>
<u>6"</u>	<u>46.56</u>
<u>8"</u>	<u>70.01</u>
<u>10"</u>	<u>117.24</u>
<u>12"</u>	<u>164.89</u>

Respectfully submitted,

Charles P. Sheehan
Chief Executive Officer

On motion made by Commissioner Sweezy and duly seconded, the amended resolution was received and recommended to the District Board through the Committee on MDC Government.

REVISIONS TO WATER ASSESSMENT RATES AND OTHER RELATED CHARGES AND SPECIAL WATER RULES AND CHARGES-Report 5.

To: Water Bureau for consideration on November 20, 2012

In support of the annual water operating budget, staff is submitting these rates in conjunction with the revisions to the proposed Fiscal Year 2013 water rates and other peripheral charges associated with the delivery and sale of water as part of the annual budget adoption process. There are no changes from the 2012 rates.

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

Water Assessment Rates and Other Related Charges:

	<u>Current</u>	<u>Proposed</u>
Main Pipe Assessment	\$41.00/ft	\$41.00/ft
Service Pipe Taps (Does not include materials)		
1" Service Tap	\$400.00	\$400.00
1-1/2" & 2" Service Taps	\$400.00	\$400.00
4", 6", & 8" Service Taps	\$621.00	\$621.00
Hydrants		
Installed after the main	\$8,800.00	\$8,800.00
Hydrant Maintenance	\$80.00	\$80.00

Special Meter Charges and Deposits:

	<u>Current</u>	<u>Proposed</u>
Hydrant Meters		
Non-refundable administrative and meter reading fee - includes \$100 minimum water use	\$250.00	\$250.00
Hydrant Meter Fee	actual cost	actual cost
Connection / Inspection Fee	\$750.00	\$750.00
Subsequent re-inspection and testing fee, if backflow prevention device required	\$50.00	\$50.00
Frozen, Lost or Damaged Meters		
5/8" meter	\$126.00	\$126.00
3/4" meter	\$142.00	\$142.00
1" meter	\$164.00	\$164.00
Radio transmitter unit	\$100.00	\$100.00
Repair meter larger than 1"	actual cost + overhead	actual cost + overhead
Replace meter larger than 1"	Replacement cost + handling	Replacement cost + handling
Spacer Charges		
5/8", 3/4", 1"	\$59.00	\$59.00
1-1/2"	\$98.00	\$98.00

2" & larger	\$115.00	\$115.00
Damaged Hydrant Charge		
Replacement	actual cost + overhead	actual cost + overhead
Repair	actual cost + overhead	actual cost + overhead
Release of Water Use Lien	\$13.00	\$13.00
Checks Returned for Insufficient Funds	\$40.00	\$40.00
Shut-Off for Non-Payment	\$75.00	\$75.00
Emergency Inspection	no charge	\$250.00
Scheduled Overtime Inspections	\$190.00	\$190.00
Off and On Within 12 Months	\$81.00	\$81.00
Install Permanent Meter	\$81.00	\$81.00
Backflow Prevention Device Testing	\$50.00	\$50.00
Check reading & leaks (no problem found)	\$81.00	\$81.00

It is **RECOMMENDED** that it be:

Voted: That the Water Bureau recommends to the District Board passage of the following schedule of fees effective January 1, 2013:

Main Pipe Assessment, per foot	\$41.00
1" Service Tap	\$400.00
1-1/2" & 2" Service Taps	\$400.00
4", 6" & 8" Service Taps	\$621.00
Per hydrant after a main installation	\$8,800.00
Public and private hydrant maintenance charges	\$80.00
Hydrant meter administrative fee	\$250.00
Hydrant Meter Fee	actual cost
Connection/Inspection Fee	\$750.00
Re-inspection and testing of backflow prevention device for hydrant meter	\$50.00
Frozen, Lost or Damaged Meters:	
5/8" meter	\$126.00
3/4" meter	\$142.00
1" meter	\$164.00
Radio transmitter	\$100.00
Repair of meters larger than 1"	actual cost + overhead
Replacement of meters larger than 1"	replacement cost + handling
Meter Spacers	

5/8", 3/4", 1"	\$59.00
1-1/2"	\$98.00
2" & larger	\$115.00
Damaged Hydrants	
Repair/replacement	actual cost + overhead
Release of Water Use Lien	\$13.00
Checks Returned for Insufficient Funds	\$40.00
Shut-Off for Non-Payment	\$75.00
Emergency Inspection	\$250.00
Scheduled Overtime Inspections	\$190.00
Off and On within 12 months	\$81.00
Install Permanent Meter	\$81.00
Backflow Prevention Device Testing	\$50.00
Check reading & leaks (no problem found)	\$81.00

Respectfully submitted,

Charles P. Sheehan,
Chief Executive Officer

On motion made by Commissioner Sweezy and duly seconded, the report was received and resolution recommended to the District Board by unanimous vote.

RADIO FREQUENCY (RF) PHASE 3 UPDATE-Report 5.

Scott Jellison provided the following report regarding the RF Program:



Radio Frequency Update

- **Phase 2 - 2009-2010**
 - Successful project
 - 31,540 meters and RFs installed
 - East Hartford, West Hartford, Rocky Hill
- **Phase 3 – 2012 – 2013**
 - Windsor, Blmfd, Newington
 - By end of RF 3 – 67% of District will be RF
- **Phase 4 – Wethersfield, Hartford**
 - DPH Funding Eligible



Estimated Bills

	Total Accounts	Percentage Estimated
South Windsor	1825	37%
East Hartford	13580	12%
Glastonbury	6053	41%
Hartford	18115	14%
Wethersfield	9424	14%
Rocky Hill	4672	0%
Newington	9298	3%
West Hartford/Farmington	20399	3%
Bloomfield	6044	16%
Windsor/East Granby	10052	15%

3

Project – RF Phase 3

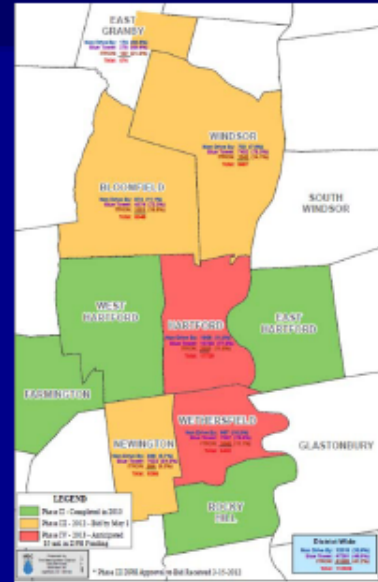
- DPH Funded - \$ 4,097,882
20.5% Grant, 79.5% Loan
- Contract Callers, Inc. (CCI) selected from RFQ/P #289
 - CCI based out of Augusta, GA
 - Partnering with SLBE (All-Pro Solutions) to hire local work force for installation services
- Scope of work includes CCI scheduling appointments, replacing water meters and installing Itron radio frequency devices

4

Radio Frequency Phase 3

- 19,140 accounts
 - Bloomfield
 - Windsor
 - Newington

Town	Billing Cycles	Approx. Installations	Estimated Completion Time	Start – Finish Dates
BLOOMFIELD	CYC 56-58	4,218	7 weeks	Jan - Feb '13
WINDSOR	CYC 59-64	7,196	12 weeks	Feb - May '13
NEWINGTON	CYC 36-40	7,726	13 weeks	May– Aug '13



Process

- Customer contacted via letters, telephone calls
- Meter change scheduled and completed by CCI
- Installations are inspected by MDC forces and will confirm before payment to contractor
- Contractor required to achieve 90% before new work is released
- Pilot During December '12
 - 500 accounts, then move to full scale deployment

Customer Notifications

- 30-Day Letter
 - Mailed for information about program, includes brochure
- 14-Day Letter
 - Requests customers to call for appointment
- Town Coordination



7

Customer Safety & Satisfaction

- Contract Requirements
 - Uniforms
 - MDC Contractor Badges
 - Clearly Marked Vehicles
- Sandwich Boards will be displayed outside of homes the Contractor is working on
- Contractor daily work will be published to MDC Command Center and local police department



8

Next Steps


- 500 Pilot Accounts – Bloomfield
- Full Scale Deployment January 2013
- Systematically work through Bloomfield, Windsor then Newington
- Coordination as new work is released with each Town
- Estimated Completion August 2013

9

ADJOURNMENT

The meeting was adjourned at 6:42 P.M.

ATTEST:


Kristine C. Shaw
District Clerk

January 7, 2013

Date of Approval

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To

MINUTES OF THE WATER BUREAU

Water Bureau - 2012

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