

**Fifth Quarterly Report of the Independent Consumer Advocate (ICA)  
For the Metropolitan District of Hartford County (MDC)**

January 1, 2026 – March 31, 2026

**I. Introduction**

This is the fifth report I am submitting as the ICA intended to summarize my activities in the first quarter of 2026. This quarter I continued to attend meetings of the Commission and various committees of the MDC, monitored pending legislation, continued to move forward on some reoccurring customer problems as well as assisted numerous individual customers with their complaints.

**II. Legislation**

This quarter I dedicated some time to pending legislation. I attended MDC meetings, such as the MDC Government Committee special meeting in January and the MDC Committee on Organization meeting in February where legislative changes were discussed.

In particular, I have been tracking SB 448, “An Act Amending the Charter of the Metropolitan District of Hartford County,” and HB 5249 “An Act Amending the Charter of the South Central Connecticut Regional Water Authority Concerning the Potential Acquisition of a Water Company.” I reviewed public testimony submitted and discussed the pending legislation with customers, the MDC legal department and the Office of Consumer Counsel. I am continuing to monitor the progress of both bills.

**III. Policies**

As I have previously reported over the past year I was able to work with MDC staff to revise the language of the MDC Private Property Damage Policy to be applicable to businesses as well as residential properties.

This quarter I was able to add this revised MDC Private Property Damage Policy to the MDC website on the Independent Consumer Advocate page under the Customers tab. I also edited the language on this page to clarify the process for customers looking to file claims against the MDC.

I have submitted draft Leak Adjustment and Shutoff Policies to MDC for consideration and review. I will continue to work towards finalized versions of each and hope to post both to the website in a similar manner in the future.

#### **IV. Reoccurring Customer Complaints**

Due to reoccurring complaints raised by customers and Commissioners I have spent time reviewing the use of water meter pits by the MDC as well as the use of high pressure/high steam to reline sewer laterals. I am particularly focused on cost and property damage in both instances. I have had the opportunity to gather and review documents related to each and discuss with various customers and commissioners. I hope for the opportunity to raise these concerns before the Water Bureau and Bureau of Public Works in the next quarter.

#### **V. Financial Assistance**

I am continuing to look for ways to assist vulnerable customers with the high cost of their water bills. This quarter I spent time reviewing a past program in Connecticut, the Low Income Household Water Assistance Program, which I would like to see return, and spoke at several meetings regarding this program. I would like MDC to consider pushing for a return of this program and state level funding in next year's legislative session.

I have also continued to have conversations with Generation Power CT with regards to their budget and the need they see in the community. I will continue conversations with Generation Power CT and MDC as the year continues.

#### **VI. Individual Consumer Complaints**

I continue to interact with customers regularly. This quarter I received complaints and assisted customers with various issues including, sewer backups, billing concerns, receivership issues, water meters, flooding, lien releases and leak adjustments.

#### **VII. Conclusion**

As we head into the second quarter of the year I am focused on continuing to respond to individual customer concerns and staying focused on reducing costs and customer property damage wherever possible.

Sincerely,



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