

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

April 1, 2026 – June 3, 2026

**I. Introduction**

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

**II. Policies and Forms**

As I have previously reported over the past year I have been talking with MDC about getting formal written policies concerning the process for customers seeking credits for leak adjustments and customers navigating possible shutoffs. These issues come up regularly in my communications with customers. Although MDC has not yet decided to issue formal policies, I have been given approval to post guidance materials on each issue on the website. You should now see available on the website under the Independent Consumer Advocate tab a document titled, “Guidelines for Customers Facing a Water Shutoff,” and a document titled, “Requesting a Leak Adjustment.”

It is my hope that these informational resources will help add transparency to the process and guide customers as they navigate these issues.

I have also heard from numerous customers with concerns regarding the Sewer House Connection Program. I have communicated with MDC legal department regarding revising these forms to address some ongoing customer concerns and I will continue to work together with MDC to revise these over the next quarter.

**III. Community Partnerships**

I reported previously on my efforts to build a community partnership with the local nonprofit, Rebuilding Together Hartford (RTH). This quarter RTH was able to complete their first project in conjunction with MDC. It allowed the homeowner to resolve outstanding issues with their property and complete necessary MDC work to resolve ongoing water issues in their home. This was a great first project and we look forward to working together on additional projects moving forward.

This quarter I also made contact with the West Hartford Housing Rehabilitation (WHHR) Program. They work to provide financial and technical assistance to eligible West Hartford homeowners to address concerns in the home. Some of these properties are also in need of MDC services including, but not limited to, repairs to their lateral sewer connection. I am working to streamline communication between WHHR and MDC so we

can seamlessly provide services to customers in order to take full advantage of available funding and programs. In the quarter ahead I will also be reaching out to other towns in the District who offer similar programs with HUD based loans.

#### **IV. Focus Areas**

I have previously reported on customer concerns regarding the placement of water meter pits. This quarter in addition to water meter installation concerns I have also received concerns regarding the notice that customers receive before work occurs on their property and before their water service is turned off. I have raised these issues to Commissioners in the hope of addressing them in committee meetings in the following quarter.

I am interested in MDC's plans to build a new treatment plant. The planning is in very early stages, and I will be reviewing all available information and tracking this issue closely as I believe it will impact the water quality and rates for MDC customers.

I also met with Commissioner Gentile regarding MDC's efforts to draft a Five-Year Strategic Plan and reviewed some materials from other regional utility authorities. I look forward to tracking the progress of this Committee and offering input as appropriate.

#### **V. Individual Consumer Complaints**

I continue to interact with customers regularly. This quarter I received complaints and assisted customers with various issues including, lack of notice of MDC work, separating water service from other customers, lawn repair concerns, shutoff concerns, a water main break, leaks and billing concerns among other issues.

#### **VI. Conclusion**

As we head into the third quarter of the year, I am focused on continuing to respond to individual customer concerns, revising the Sewer House Connection Program forms, identifying additional properties where MDC can collaborate with RTH, reaching out to town housing rehabilitation programs, addressing customer concerns regarding water meter pits and advance notice of work and learning about MDC's pilot programs for a new treatment plant among other things.

Sincerely,



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