

Seventh Quarterly Report of the Independent Consumer Advocate (ICA)
For the Metropolitan District of Hartford County (MDC)
July 1, 2026 – September 30, 2026

I. Introduction

This is the seventh report I am submitting as the ICA intended to summarize my activities in the third 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 and assisted numerous individual customers with their complaints.

II. Sewer House Connection Program

This quarter I continued to hear from customers with issues and concerns related to the Sewer House Connection Program (SHCP). I helped several customers in putting together and navigating claims for property damage resulting from the SHCP.

I reviewed the customer forms in connection with this program and raised suggestions to the MDC legal department regarding how we may be able to make the application more customer friendly. I am continuing to edit and revise these forms and will work with the legal department to recommend specific changes that will hopefully improve customer experience with the program.

In addition to recommending edits to the application and associated forms I have also been in communication with MDC regarding education and outreach for the SHCP. MDC legal is assisting in coordinating a meeting together with staff from the engineering department to discuss the issues that customers are facing with this program. My goal is to discern what specific steps customers can take to protect their house in advance of MDC contractors replacing or relining their lateral connection in order to best protect their property from backups, flooding and failures to their internal plumbing.

I intend to reduce this information into user friendly materials which can then be shared with customers and published on the MDC website.

III. Water Meter Pits

This quarter I received numerous calls from customers who were very frustrated by the installation of water meter pits in their yards. Customer concerns include having control over the placement of the water meter pit; the landscaping around the pit that is done after completion of the project; the condition and cleanliness of the worksite, their yard and street during and after the project; ground settling around the installation site and notice and scheduling of the project. I have raised these issues to MDC leadership. I will continue to work with MDC to provide this feedback and input as they evaluate ways to

improve communication with homeowners and allow homeowners appropriate input and control over changes occurring on their property.

IV. Individual Consumer Complaints

In addition to concerns over the Sewer House Connection Program and Water Meter Pit installations customer concerns this quarter have included, leaks, approvals for new development projects, billing discrepancies, rodent activity and property damage from a water main break among other issues.

V. Conclusion

As we head into the fourth quarter of the year I will be shifting some focus to the upcoming budget season. I have had conversations with Generation Power CT regarding their budget and will be meeting together with MDC and GPCT staff in the coming weeks. This quarter I will also be working towards improving customer experience with the Sewer House Connection Program and Water Meter Pit installations while continuing to address individual customer concerns.

Sincerely,



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