

## **Connecticut State Wide Advisory Council Agenda 7 pm Dec.13, 2023 By Zoom**

1. Approval of Minutes
2. Treasurer Report [end of year expenses and income for Annual Report due at PURA by January 31]
3. Old Business
4. New Business
5. Committee
6. Provider Reports
7. Goals for 2024
  - a) Continue to advocate for consumers for better Provider Compliance:
  - b) Monitor Compliance by Providers for responding to Consumer Issues  
Including: Clear, large type print for the following – not just electronic:
    - 1) Telephone Contact number- Not just Web Site for Customer Services
    - 2) How consumers can reach Internal Provider Resolution officer required by State of Ct and SVAC
    - 3) Timely Paper Based USPS Notices of 30 to 90 Days prior to any rate or subscriber fees and changes in service and products, so consumers may opt out of or change providers.
    - 4) 90 Notice of any Disruption to Service in print form for nonpayment.

:

8. ADJOURNMENT 8 PM