

Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District

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AGENDA

Regular Meeting of Monday, February 24, 2025 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the Consumer Affairs Committee regarding agenda items or other issues. Discussion is limited to the presentation of information for consideration and comment on agenda items.
3. Approval of Minutes – January 27, 2025 meeting
4. Customer Experience & Escalation Process: P. Singh and D. Bochan
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for January 2025 for \$3,411.00
7. New Business
8. Next regular meeting – Monday, March 17, 2025 at 5:30 p.m.
9. Adjourn

****Members of the public may attend the meeting in person or via teams using the link at the top of the agenda. To view meeting documents, please visit <https://tinyurl.com/26jtre6x>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.**

SAFETY MOMENT

PREVENTING SLIPS, TRIPS AND FALLS

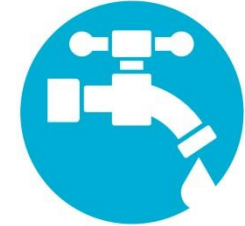
It's probably happened to most of us. That momentary lapse of attention, thinking about a personal problem or distraction by an activity that ends in a slip, trip or fall. A stumble down a stairway. A trip over an uneven surface. Slipping on the ice. It can lead to a variety of regrettable events ranging from a simple bruised shin to an extremely serious injury. It's just one of a number of conditions and situations that set the stage for slips, trips and falls in the workplace or at home.

Here are six guidelines to help you create a safer environment for you, your employees, and at home.

1. Create Good Housekeeping Practices
2. Reduce Wet or Slippery Surfaces
3. Avoid Creating Obstacles in Aisles and Walkways
4. Create and Maintain Proper Lighting
5. Wear Proper Shoes
6. Control Individual Behavior



**Tap Into
Safety**



Regional Water Authority

Service – Teamwork – Accountability – Respect – Safety

Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

 Regional Water Authority

Representative Policy Board
South Central Connecticut Regional Water District
Consumer Affairs Committee

January 27, 2025

Minutes

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District (“RWA”) took place on Monday, January 27, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

Members present: N. Campbell, C. Havrda, M. Levine(R), S. Mongillo, R. Smith(R)

Members absent: F. Pepe

RPB: R. Harvey (RPB Chair)(R)

Authority: K. Curseaden(R)

RWA: P. Singh(R) and D. Bochan(R)

Office of Consumer Affairs: Attorney Donofrio (“OCA”)(R)

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:30 p.m. She reviewed the Safety Moment distributed to members.

Chair Campbell offered the opportunity for members of the public to comment. There were no members of the public present at the meeting.

On motion made by Mr. Levine and seconded by Mr. Mongillo, the committee voted to approve the minutes of its December 16, 2024 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an overview of recent revisions to the RWA’s Rules and Regulations for Water Service and its Rules, Regulations and Rates Governing the Extension of Water Mains (“Rules”), which included:

1. Pg. 11 Owner Responsibilities: Added Item 6 and included request for approval from seasonal billing to year-round service under Item 7.
2. Pg. 17: Cross Connection Control Item 5: reworded backflow device installation placement
3. Pg. 19 Billing Item 8: Reworded to align interest with enabling legislation amendments approved in H.B. 05277 ([CT HB05277 | 2024 | General Assembly | LegiScan](#))
4. Pg. 23 Meters and Meter Testing Item 1: Incorporated reading device
5. Pg. 24 Meters and Meter Testing Item 4C: reworded meter location compliance and updated bulleting
6. Pg. 27 Meters and Testing Item 19: incorporated Customer supplied meter readings will not be accepted for billing purposes.
7. Pg. 31 Technical Standards Item 20: reworded allowance of polyethylene tubing with approval

Pg 32 Material Specifications Item 1: clarified plastic pipe specifications.

He stated that there were no other changes. The effective date was January 3, 2025.

Committee members discussed copper tubing, customer billing, plastic piping and PFAS, change process, other considerations, and frequency.

Mr. Singh reported that the revised Rules are available to the public on the RWA website www.rwater.com.

Atty. Donofrio, Office of Consumer Affairs, discussed his FY 2026 Budget with committee members. He stated that the proposed budget is \$50,000 with an additional \$10,000 for a consultant, if needed. However, the budget will be contingent on fees that may be associated with Blue Drop for the remainder of FY 2025 and the FY 2026 proposed budget. The budget for FY 2025 is currently on track. He sees no need to increase the budget for FY 2026 currently.

On motion made by Mr. Havrda and seconded by Mr. Mongillo, the Committee voted unanimously to approve the OCA's FY 2026 proposed budget.

Atty. Donofrio reported no pending consumer complaints or outstanding RWA Applications.

Atty. Donofrio reported on a catastrophic water outage in Richmond, Virginia and surrounding areas, lasting four days. The disruption was caused by failing infrastructure and years of ignored audit recommendations, culminating in a power outage that triggered pump and switch gear failures, and insufficient staffing. The outage resulted in the closure of courts, schools, and businesses. Residents faced challenges such as access to drinking water, bathing, cooking, laundry, and sanitation issues. Fire protection was compromised with no water for sprinklers or hydrants, resulting in the closure of restaurants and spoilage of food. Hospitals limited patient intake, elective surgeries were canceled, homeless shelters were closed, and there were impacts on animal shelters. Once the pump system was restored, residents were notified that the infrastructure was in place, but a boil water notice remained for several days, culminating in a total disruption period of approximately one week for the capital and surrounding areas. There is currently an investigation underway.

Atty. Donofrio reported that he is preparing a letter to the board to identify lessons that can be learned from the Virginia catastrophe.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to approve the OCA's December 2024 billing for \$1,176.00.

There was no new business to report.

The next regular meeting is on Monday, February 24, 2025 at 5:30 p.m.

At 6:13 p.m., on motion made by Mr. Mongillo and seconded by Mr. Levine, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

Customer Experience & Escalation Process Update

Presentation to the Consumer Affairs Committee



February 24, 2025

Agenda

- Introductions
- FY25 Customer Experience
- Types of Escalations
- Questions / Feedback

Introductions

Louise D'Amico Customer Experience Manager

ldamico@rwater.com 203-430-1757

Bridgette Hoskie, Assistant Director Customer Care

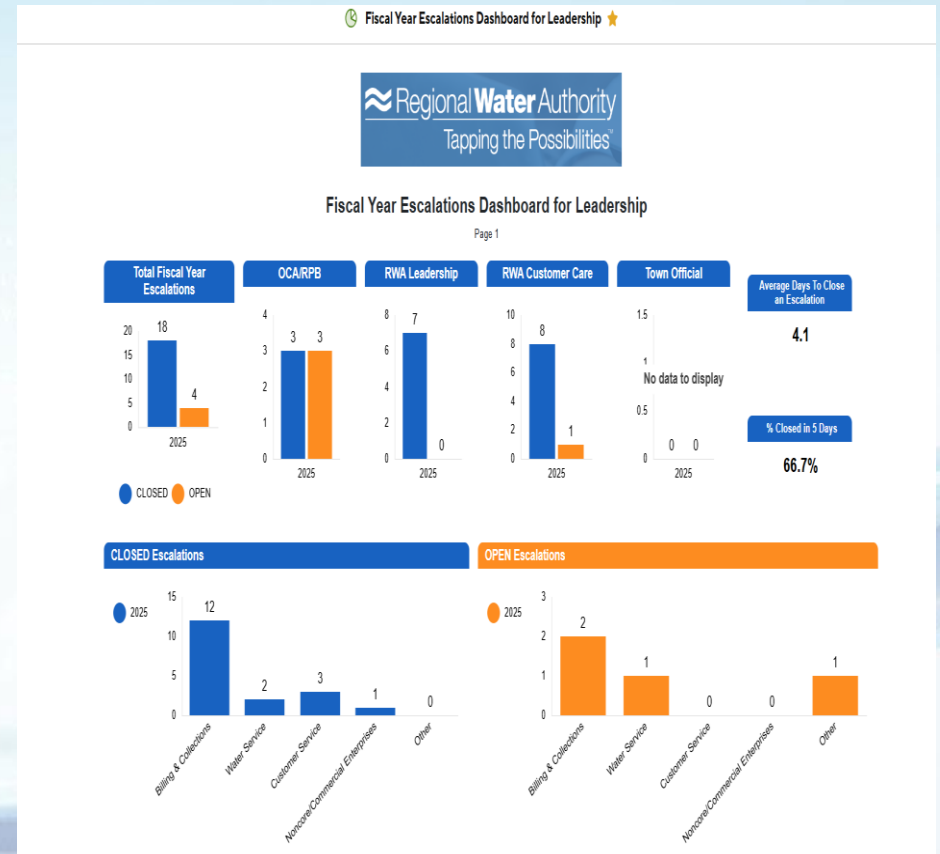
bhoskie@rwater.com 475-372-2757

FY25 Customer Experience

Process / Best practices

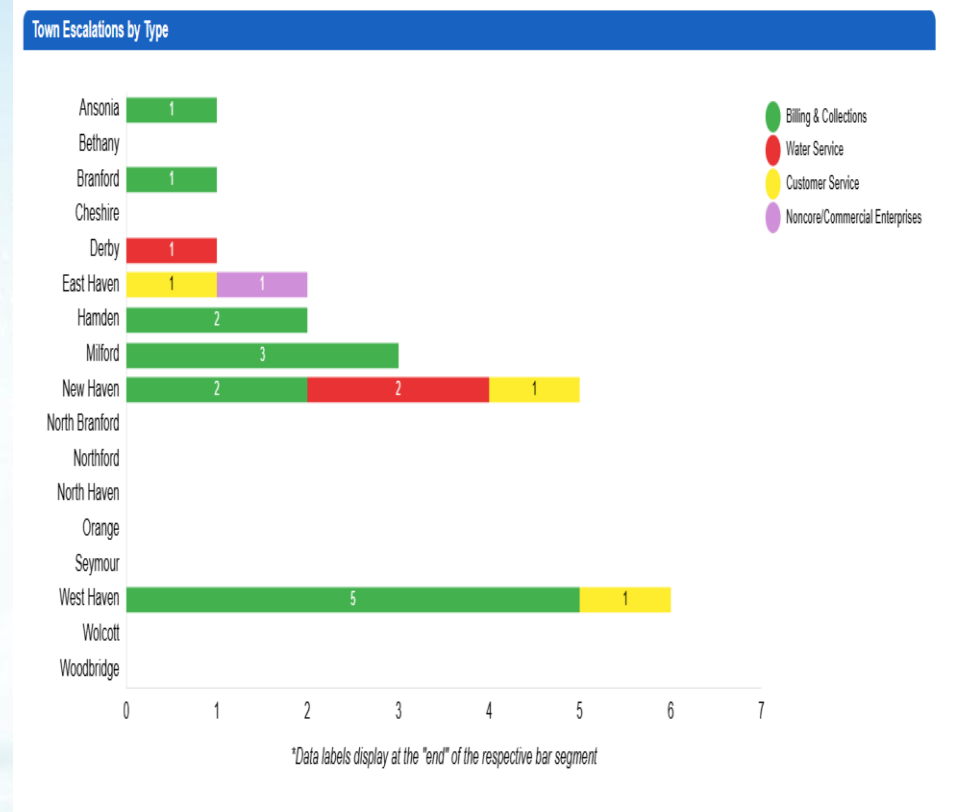
- The pandemic forced the RWA along with many other companies to begin looking deeper into ways to make the customer experience actionable and better.
- Escalations are acknowledged immediately upon receipt(resolution may take several days, however, the customer is kept in the loop and expectations are set)
- RWA Rules and Regs are always enforced and reiterated to customers to keep all customers understanding of fair and equitable treatment
- Teamwork and interdepartmental assistance is often used to come to a resolution depending on the escalation.
- Main goal is to resolve the escalation in a timely manner and without further escalation to OCA unless absolutely necessary.

Escalations Dashboard



Types of Escalations

- **Billing**-just want a better understanding
- **Water services**-refers to Rules and Regs questions
- **Customer Service**-variety of reasons
- **Non-core**-reassurance of commercial services and protection plans



Thank you
Questions / Feedback