

Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District
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Phone Conference ID: 710 485 164#

AGENDA

Regular Meeting of Monday, August 21, 2023 at 5:30 p.m.

1. Safety Moment
2. Public Comment: Residents and customers may address the CAC 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 – July 17, 2023 regular meeting
4. RWAY CIS Project Update: P. Singh
5. Report of OCA: J. Donofrio
6. Approval of OCA invoice for July 2023 for \$3,246.00
7. Volunteers to attend Authority meetings:
 - a. August 24 – Stephen Mongillo
 - b. September 28 – Anthony Rescigno
8. New Business
9. Next regular meeting on Monday, September 18, 2023 at 5:30 p.m.
10. Adjourn

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

SAFETY MOMENT

BICYCLE SAFETY

Americans are increasingly bicycling to commute, for exercise, or just for fun. By law, bicycles on the roadway are vehicles with the same rights and responsibilities as motorized vehicles. Bicycle safety initiatives focus on encouraging safer choices on the part of bicyclists to help reduce deaths and injuries on our roads.

Bicycle accidents are highest during the summer months between June and September. To help prevent serious injury take the following steps:

1. Wear a helmet and bright colored clothing.
2. Be prepared before heading out - ride a bike that fits your size and one that works well.
3. Be focused and alert to the road and traffic around you.
4. Ride in the same direction as traffic and minimize sidewalk riding.
5. Ride in a safe environment at a park, bike bath or empty parking lot.

For more information visit <https://www.nhtsa.gov/road-safety/bicycle-safety>

Service – Teamwork – Accountability – Respect – Safety

Tap Into
Safety



Regional Water Authority



 Regional Water Authority

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

July 17, 2023

Minutes

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RPB”) took place on Monday, July 27, 2023, via remote access.

Members present: S. Mongillo, N. Campbell, F. Pepe, M. Levine, A. Rescigno, and R. Smith

RPB: R. Harvey

Authority: S. Sack

RWA: R. Kowalski, J. Hill, D. Bochan, P. Singh, and K. Schnaitmann

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

RPB Staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:30 p.m. He reviewed the Safety Moment distributed to members.

Chair Mongillo 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. Pepe, and seconded by Ms. Campbell, the committee voted to approve the minutes of its June 26, 2023 meeting, as presented.

At 5:32 p.m., on motion made by Mr. Rescigno, seconded by Mr. Smith, the committee voted unanimously to convene in executive session pursuant to C.G.S. Section 1-200(6)(C) to discuss matters pertaining to security risk. Present in executive session were committee members, Messrs. Harvey, Hill, Singh, and Schnaitmann, Mss. Sack, Kowalski, Bochan, Slubowski, and Atty. Donofrio.

At 6:00 p.m., the committee came out of executive session. No votes were taken in, or as a result of, executive session.

Atty. Donofrio reported that during the month of June, he submitted interrogatories to the RWA concerning the Application for approval to purchase the assets of Target Two and is waiting to hear back. Atty. Donofrio also reviewed two land disposition applications located in North Branford.

He reported no pending customer escalations or consumer complaints.

Mr. Rescigno reported on a customer inquiry related to monthly billing. Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, and Ms. Bochan, the RWA’s Director of Customer Care, offered to assist the customer in providing an account review. Mr. Rescigno will relay the information to the customer.

On motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA’s June 2023 billing for \$4,575.00.

Chair Mongillo reviewed assignments for upcoming Authority meetings, as follows:

- July 27 – Mr. Levine
- August 24 – Mr. Mongillo
- September 28 –Mr. Rescigno

Chair Mongillo notified members that his term as chair of the Committee is up. He received a communication from one member interested in the position. He asked if other members of the committee were interested. Hearing none, he nominated Mr. Levine for the Chair position, Mr. Smith seconded the nomination and the committee voted unanimously to appoint Mr. Levine as Committee chair for 2023-2024.

Committee members thanked Mr. Mongillo for his service as chair for the past four years.

There was no new business to report.

The next meeting will be on Monday, August 21, 2023 at 5:30 p.m.

At 6:11 p.m., on motion made by Mr. Smith, seconded by Mr. Pepe, and unanimously carried, the committee meeting adjourned.

Stephen Mongillo, Chairman

RWAY CIS Program Update

Consumer Affairs Committee

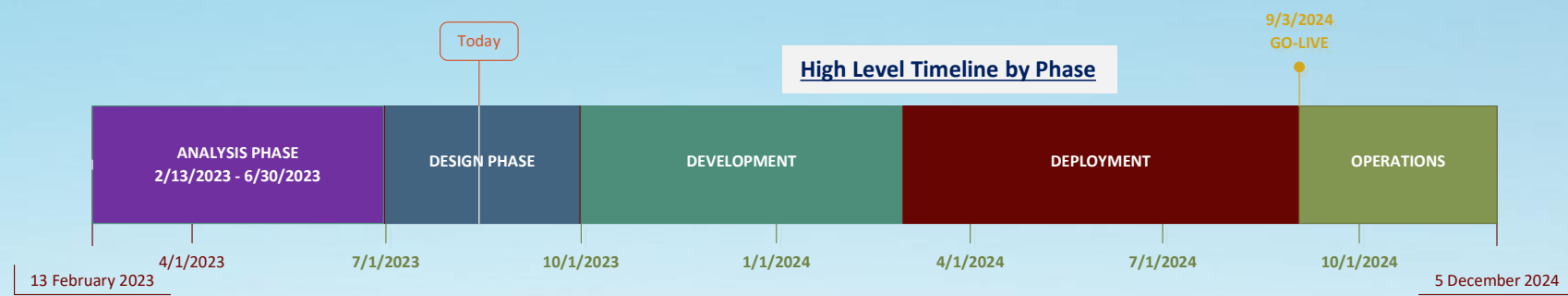
August 21, 2023



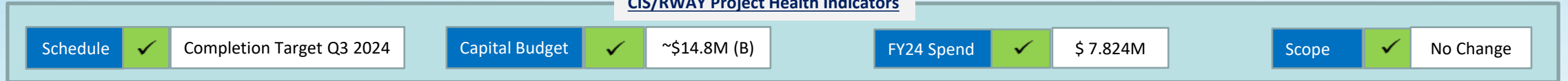
Agenda

- **RWAY/CIS Program Dashboard**
- **OCM Update**
- **Questions/Clarifications**

CIS/RWAY Status



CIS/RWAY Project Health Indicators



Accomplishments

- ✓ Project RWAY Kickoff 02/13
- ✓ Project Governance, Communications, Resource, & Decision Process Flow Frameworks Established
- ✓ Analysis Phase Complete (6/30/2023)
- ✓ Data migration- ETL1 complete ~89% accuracy & ETL2 mapping sessions continue
- ✓ OCM Stakeholder Analysis and Communication Plan Activities Commenced
- ✓ Technical Environments
 - ✓ UMAX Installation Complete on Itineris Azure.
- ✓ Initial Project Team Survey Complete and implemented suggestions.

Current Activities

- Continued Project Schedule reviews with RWA input
- Design workshops begin
- Integration design session progressing well
- Data Mapping Continues
- Configuration Work

Decisions, Risks & Issues

- Key Decisions
 - GIS will be system of record for Premise, Tap, Curb Valve and Service Lateral
 - Omni-channel scope and impact analysis.
- Key Risks – Mitigation Plans Underway
 - Monitoring Functional Workstream Workload (Deliverable Acceptance)
 - Analysis phase scope True-up reviews.
- Key Issues - None

Next Steps: Design Phase Starts July

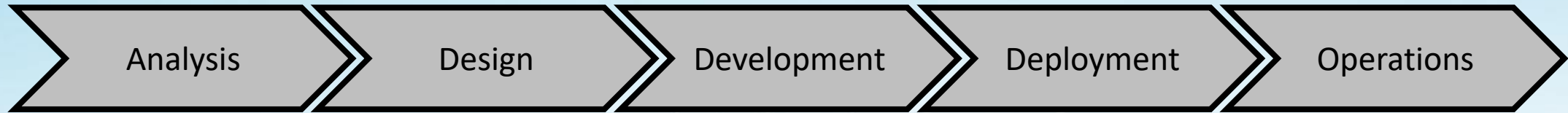
- UMAX Core Team Training
- Functional Design
- Integration Design
- Infrastructure Design
- Data Migration Scope & Acceptance Criteria
- Component Functional Test Plan

Legend: ✓ On Schedule ! At Risk X Late

B=Budgeted; A=Actual

OCM Update

Approach



OCM Workstreams	Stakeholder Analysis, Engagement, Sponsorship	<i>Sponsors, business leaders, change agents engaged</i>
	Organizational Readiness	<i>Individuals and team prepared</i>
	Organizational Alignment	<i>Processes, roles, policies, metrics updated</i>
	Communications	<i>Communication plan</i>
	Training and performance support	<i>Training plan</i>

Questions / Clarifications