

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

March 17, 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, March 17, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

Members absent: F. Pepe

RPB: R. Harvey(R), P. Betkoski(R), and J. DiCarlo(R)

Authority: C. LaMarr(R)

RWA: P. Singh and D. Bochan

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:32 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 February 24, 2025 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, and Ms. Bochan, the RWA’s Director of Customer Care, provided an update on the customer information system Go-Live, scheduled on April 2, 2025.

They reported that they have been actively targeting customers through various channels, including bill inserts, social media, and direct email campaigns, to communicate changes to payment plans. Customers will be required to re-register for the online portal, but paperless e-bill preferences will remain intact. For security reasons, customers will be required to re-establish their bank and credit card information rather than transferring the information over. In addition to traditional payment options, the new system will support electronic payment methods such as Venmo, Apple Pay, and Google Pay, to enhance user convenience. The RWA team is focused on generating excitement about these updates and collaborating with the communications department to ensure clear and customer-friendly messaging throughout the transition. Some examples included proactive outbound calls to auto-pay customers to clarify the transition implications, as well as utilizing social media, bill inserts, the company website, and targeted emails to guide customers through the portal transition. With the goal of enhancing the overall customer experience during the transition.

Mr. Singh communicated that the past month has included tasking, focusing on the month-end closing for March, and subsequent activities. The team has excelled throughout the preparation by drawing on prior

experiences and implementing lessons learned.

Ms. Bochan stated that training is ongoing but are now shifting to the final stages of the Go-live. Efforts are being directed towards refresher sessions, ensuring that employees are effectively applying their training in their roles. She reported on the training program statistics and noted that many attendees expressed satisfaction, however, concerns were raised which resulted in adjustments to subsequent training to enhance the learning experience.

Committee members discussed online payments, communications, expected issues, and lessons learned.

Atty. Donofrio, OCA, reported on one active complaint related to a property in Derby. He noted that Atty. Dagostine met with the property owner last week to discuss the fee related to RWA extensions and future connections. The RWA regulations state that the extension fee is based on the farthest property line of the last potential customer. The property owner proposed a lower offer on the RWA's standard fee, which the Authority has rejected. The owner is now willing to increase their offer if they decide to connect in the future. The RWA remains firm on its fee but will allowing the owner to take a promissory note that would extend the payment period up to 48 months. Communication has been made regarding this arrangement, and he is waiting for feedback from the customer.

On motion made by Mr. Levine and seconded by Mr. Havrda, the Committee voted to approve the OCA's February 2025 billing for \$1,560.00.

Chair Campbell discussed a future committee meeting with the Customer Care division. Mr. Singh will work with Ms. Campbell to schedule a date.

Chair Campbell reminded members of the following upcoming meetings:

- **Monday, April 7, 2025 at 5:00 p.m.** – Finance Committee meets to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
- **Thursday, April 17, 2025 at 5:30 p.m.** – Joint special meeting of Consumer Affairs Committee and Land Use Committee to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
- **Monday, April 21, 2025 at 5:30 p.m.** – Consumer Affairs Committee regular meeting

Chair Campbell wished members a Happy St. Patrick's Day and thanked members for attending the meeting.

At 6:12 p.m., on motion made by Mr. Mongillo the Committee voted unanimously to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.