

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

September 15, 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, September 15, 2025, at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

Members present: N. Campbell, C. Havrda, G. Malloy, S. Mongillo(R), B. Nesteriak(R), and R. Smith(R)

Members absent: M. Levine

RPB: R. Harvey(R), T. Clifford(R), J. DiCarlo(R), C. Mancini(R), and J. Mowat Young(R)

Authority: K. Curseaden(R)

RWA: P. Singh, J. Hill(R), B. Hoskie

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

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.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an update on Connecticut drone legislation and implications of critical infrastructure protection. He reported on House Bill 7066, recently passed, and effective October 1, 2025, affecting restrictions on drones manufactured by foreign areas, drone restrictions near critical infrastructure facilities, enforcement, and penalties.

Mr. Singh noted that the RWA supported the bill to protect its infrastructure, and the passage will allow the RWA Police to act on unmanned aircraft in RWA owned areas. He also reviewed a heatmap of drone ariel activity from August 2025.

Committee members discussed drone origination, detection, reporting, recourse, surveillance, enforcement, and grant opportunities.

Mr. Singh and Ms. Hoskie, the RWA’s Director of Customer Care, provided a Customer Information System/UMAX update for the first quarter of fiscal year 2026, which included:

- Enhancements to customer service capabilities
- Streamlined processes, system integration, and data migration
- Ongoing staff training
- Customer enrollments in autopay, e-billing, and portal usage
- Ongoing activities
- Post implementation review and ongoing system maintenance

Committee members inquired about a tour of the customer service area. Mr. Singh and Ms. Hoskie will schedule a tour in the future and inquire about customer service representative availability.

On motion made by Mr. Malloy, and seconded by Mr. Havrda, the Committee voted to approve the minutes of its August 18 2025 meeting, as presented.

Atty. Donofrio reported:

1. On his review of two pending applications: 1) Disposition of 233 Skiff Street in Hamden, and 2) the North Branford Storage Tank Replacement Project. The public hearing for the Skiff Street disposition is scheduled for September 25, 2025, and the public hearing for the North Branford Tank project is scheduled for October 23, 2025.
2. That the customer escalation involving an East Haven resident, which he reported on last month, has been resolved and a hold harmless agreement has been prepared and provided to the customer for signature.
3. On an escalation regarding a New Haven customer who is unsatisfied with the condition of his property after recent pipework was completed adjacent to his property. The customer is also reporting water infiltration. The matter is currently under investigation.
4. That he has been attending Nominating Committee interviews and meetings for the appointment of a sixth member to the Authority. There are additional interviews scheduled for this week. Atty. Donofrio commended the Nominating Committee on the process and work that is underway.
5. That he has reviewed briefs and replies submitted to the Connecticut Public Utilities Regulatory Authority related to the Aquarion Water Authority transaction to review comments related to the RPB and OCA processes.

On motion made by Mr. Malloy, and seconded by Mr. Havrda, the Committee voted to approve the OCA's August 2025 billing for \$7,005.00.

Chair Campbell reviewed the Authority meeting assignment for September.

There was no new business to report.

The next regular meeting is on Monday, October 20, 2025, at 5:30 p.m.

At 6:20 p.m., on motion made by Mr. Malloy, and seconded by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.