

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

June 16, 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, June 16, 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), and R. Smith(R)

Members absent: F. Pepe

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

Authority: S. Sack(R)

RWA: J. Hill and D. Bochan

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. Havrda, and seconded by Mr. Levine, the Committee voted to approve the minutes of its May 19, 2025, as presented.

Atty. Donofrio, OCA, provided updates on two consumer complaints that were escalated to the OCA. He stated that recommendations on both cases were issued to the customers and the Authority on June 4, 2025.

Currently, the matter related to the Derby customer involves a proposed charge for a main extension. He stated that the customer is undecided about pursuing an appeal at this time and would get back to the OCA later this week.

The other matter is related to a customer from East Haven concerning a valve water consumption dispute. The customer, who is far along in her pregnancy, has requested a 30-day extension to decide whether to appeal the OCA’s recommendation. He reported that the OCA does not have authority or jurisdiction to grant extensions but would present the requests to the Committee but had no objection to providing extra time under the circumstances.

Atty. Donofrio also noted that he would be submitting a memo to the RPB concerning the pending application for the electrical improvements at Lake Gaillard Water Treatment Plant and Lake Saltonstall Water Treatment Plant, for the public hearing scheduled to take place on June 26, 2025.

Committee members held a discussion, and asked questions of management related to the AMI System Notification process for increased water usage. After discussion it was the consensus of the Committee to revisit the AMI system parameters and explore changes to improve the notification process, discuss how data is collected and used, and the utilization of tools.

Ms. Bochan, the RWA's Director of Customer Care, will provide updates on the AMI system configurations and thresholds for notifications, including the 72-hour continuous consumption trigger, and other AMI related information to the Committee at its next meeting in July.

On motion made by Mr. Mongillo and seconded by Mr. Levine, the Committee voted to approve the OCA's May 2025 billing for \$2,832.00.

Chair Campbell reviewed assignments for Authority meetings for June, July, August, and September.

She reported that the annual election of Committee chair would take place at next month's meeting. Members interested in the Chair position should contact the board office.

The Committee addressed the call volume and customer service following the implementation of the new CIS system on April 2, 2025. Ms. Bochan indicated that the customer care team now comprises 12 full-time employees, two part-time employees, and six specialists. The team manages approximately 600 calls daily, an increase from the previous 350 calls with the old system. The increase in call volume is primarily due to inquiries regarding billing, portal issues, and adjustments related to the new system. Currently, the average response time is two (2) minutes, with a 7% abandonment rate. The call-back feature is temporarily disabled to prevent backlog, but it is anticipated to be reactivated once call volume returns to normal.

The next regular meeting is on Monday, July 21, 2025, at 5:30 p.m.

At 6:03 p.m., on motion made by Mr. Havrda, and seconded by Mr. Mongillo, the Committee voted unanimously to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.