

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

August 21, 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, August 21, 2023, via remote access.

Members present: M. Levine, N. Campbell, S. Mongillo, and A. Rescigno

Members absent: F. Pepe and R. Smith

RPB: R. Harvey (RPB Chair), C. Havrda, M. Horbal and J. Mowat Young

Authority: M. Ricozzi

RWA: L. Bingaman, R. Kowalski, D. Bochan, R. Kandipilli, S. Lakshminarayanan, J. Hill, and P. Singh

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

RPB Staff: J. Slubowski

Chairman Levine called the meeting to order at 5:32 p.m. He reviewed the Safety Moment distributed to members.

Chair Levine 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. Mongillo, and seconded by Mr. Harvey, the committee voted to approve the minutes of its July 17, 2023 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an RWAY Customer Information System update, which included:

- Schedule & Budget
- Accomplishments
- Decisions, Risks & Issues
- Current Activities
- Next Steps

Mr. Singh stated that the RWA has implemented surveys to get feedback from the team and the results are being used to monitor success. The team is cohesive and are currently managing risks. There are no key issues to report at this time. On the financial side, he reported that the project is on budget.

At 5:48 p.m., Ms. Mowat Young withdrew from the meeting and Mr. Rescigno joined the meeting.

Committee members discussed cloud-based solutions, lessons learned and key takeaways from SAP, change management, progress monitoring, project rollout and checkpoints.

Atty. Donofrio reported on one consumer complaint regarding a New Haven property purchased in foreclosure in 2020. A past due balance was inherited at the time of purchase. He stated that the OCA and

RWA spoke with the customer last week to discuss a resolution for payment of the past due balance and damage done as a result of tampering with the curb box.

On motion made by Mr. Harvey, and seconded by Mr. Mongillo, the Committee voted to approve the OCA's July 2023 billing for \$3,246.00.

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

- August 24 – Mr. Mongillo
- September 28 – Mr. Rescigno

Committee members discussed upcoming action items related to a possible revote of the Derby Wellfield Chemical Improvements Application and confidential discussion items related to the vote for approval of RWA's Target Two application at the next RPB meeting on August 24, 2023.

There was no new business to report.

The next meeting will be on Monday, September 18, 2023 at 5:30 p.m.

At 6:25 p.m., on motion made by Mr. Rescigno, and seconded by Mr. Mongillo, the committee voted to adjourn the meeting.

Mark Levine, Chairman