

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

February 24, 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, February 24, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

**Members absent:** F. Pepe

**RPB:** R. Harvey(R), J. DiCarlo(R), J. Mowat Young(R)

**Authority:** C. LaMarr(R)

**RWA:** P. Singh, D. Bochan, L. Damico, J. Hill(R) and B. Hoskie

**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. Mongillo and seconded by Mr. Havrda, the committee voted to approve the minutes of its January 27, 2025 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, introduced Ms. Bochan, the RWA’s Director of Customer Care, Ms. Damico, the RWA’s Customer Experience Manager, and Bridgette Hoskie, the RWA’s Assistant Director of Customer Care, who provided an overview of the customer experience and escalation process, which included:

- Background and process
- Various escalations and locations
- Customer Service interactions
- Charts and reporting

At 5:44 p.m., Mr. Smith entered the meeting.

Committee members discussed escalation matters, Office of Consumer Affairs communications, resolutions, improvement goals, customer feedback, global metrics, RWA’s Rules & Regulations, and industry average.

Atty. Donofrio, OCA, provided an update on the escalation process related to customer contact and communications. He noted that after exhausting all efforts, the OCA will provide a recommendation to the customer. If the customer remains dissatisfied and the issue is unresolved, the RPB Consumer Affairs will convene a Consumer Hearing to address the matter.

Atty. Donofrio reported on four matters in the past month, which included:

- An inquiry from a Milford customer about an unresolved credit of \$80.09 on account. The RWA is currently investigating the matter to determine the cause of the delay or to confirm the correct credit needed to update the account. The complaint has not been escalated to the OCA at this time but has been noted by Rich Smith, the representative for Milford.
- A customer in Ansonia who refused to pay for a manual meter reading and has declined a flex net installation. This issue was assigned to the OCA at the end of last month. Atty. Donofrio has attempted to contact the customer, but as of now, has not received a response.
- A New Haven customer who expressed concerns about the fee for a service extension and associated fees, which have since been resolved to their satisfaction.
- A Derby customer inquired about extending the main for a new single-family home. The RWA generated a contract, but the customer was dissatisfied with the price. A subsequent site meeting reduced the cost by nearly 50%. The customer requested another meeting to explore further options, resulting in a deferred short extension contract allowing for payment of the \$30,000 fee in 12 monthly installments. Despite these adjustments, the customer remains unhappy with the overall costs and the related regulations.

A final recommendation will be submitted, however if the customer is still not satisfied, they have the option to request a hearing with the Consumer Affairs Committee. The RWA has established regulations regarding main extensions, which dictate that such extensions conclude at the last property line of the potential taker. If the applicant can connect to an existing main, the RWA may defer the installation costs of some or all the extension until future needs arise, with the obligation to pay being communicated at the time of application. This deferred extension option is priced at half of the full extension cost. The customer, while recognizing the significant expense of \$30,000, remains courteous and professional, expressing a desire for any relief. A final recommendation will be drafted, and if the customer opts for a hearing, the necessary arrangements will be made.

On motion made by Mr. Mongillo and seconded by Mr. Smith, the Committee voted to approve the OCA's January 2025 billing for \$3,411.00.

Chair Campbell emphasized the importance of the RWA's FY 2024 Corporate Responsiveness Report, noting its quality and suggesting that Committee members review it if they have not done so already.

The next regular meeting is on Monday, March 17, 2025 at 5:30 p.m.

At 6:09 p.m., on motion made by Mr. Smith and unanimously carried, the Committee voted to adjourn the meeting.

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Naomi Campbell, Chair

(R) = Attended remotely.