

Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District
90 Sargent Drive, New Haven, CT

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AGENDA

Regular Meeting of October 20, 2025 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the CAC Committee regarding agenda items or other issues. Discussion is limited to the presentation of information for consideration and comment on agenda items.
3. Review for inputs to adopt the Consumer Affairs Committee charter
4. Approval of Minutes – September 15, 2025 regular meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for September 2025 for \$3,888.00
7. New Business
8. Next meeting on Monday, November 17, 2025, at 5:30 p.m.
9. Adjourn

******Members of the public may attend the meeting in person or via teams using the link at the top of the agenda. To view meeting documents, please visit <https://tinyurl.com/26jtre6x>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.

SAFETY MOMENT

FALL SAFETY

Tap Into
Safety



Regional Water Authority

Autumn is a beautiful season; but equally dangerous. We all appreciate the beauty around us during the autumn season from the colorful leaves to the pumpkin-spiced fragrances, it is undeniably splendid. However, it is a season that can be fraught with danger as the chances of falling are heightened. Fallen leaves obscure slip risks on the ground. Wet leaves create slippery, dangerous surfaces without grip that make slipping and falling more likely.

MINIMIZE THE RISK BY:

1. Watching your step – Be mindful of what could be underneath a leaf pile
2. Cleaning up fallen leaves – Regularly rake up fallen leaves to avoid slipping
3. Driving with awareness – Slow down and allow extra distance between you and the car in front
4. Being visible – Wear reflective clothing when working outdoors in diminishing daylight



Service – Teamwork – Accountability – Respect – Safety

9/11

Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

 Regional Water Authority

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.

CONSUMER AFFAIRS COMMITTEE

Committee Purpose

The Consumer Affairs Committee will assist the South Central Connecticut Regional Water Authority Representative Policy Board (RPB) in fulfilling its fiduciary and statutory oversight responsibility. The Committee will consult with the RPB and the Office of Consumer Affairs, established pursuant to Section 15 of special act 77-98, on matters concerning the interests of people residing within the district.

In performing its duties, the Committee will maintain effective working relationships with the RPB, South Central Connecticut Regional Water Authority (RWA), and management. To effectively perform, each Committee member will obtain an understanding of the detailed responsibilities of Committee membership as well as the RWA's business and operations. Appropriate RWA and management will attend meetings, at the invitation of the Committee chairperson, to provide required reports and presentations to the Committee.

This Charter is intended as a component of the flexible governance framework within which the RPB, assisted by its committees, assists in directing the affairs of the RWA. While it should be interpreted in the context of all applicable laws, rules and regulations, as well as in the context of the RWA's Special Act, it is not intended to establish by its own force any legally binding obligations.

Committee Responsibilities

Annually, the Committee should designate one member of the RPB as Finance Committee chairperson. The Committee shall meet monthly with further meetings to occur when deemed necessary or desirable by the committee chairperson. The Committee shall consist of members of the RPB, as a Committee of the whole. The Committee will:

- *Provide vehicle for customer service and billings relief*
- *Select Officer of Consumer Affairs (OCA)*
- *Approve the OCA Budget*
- *Conduct public hearings to entertain objections by the consumer or the Authority to OCA Reports*
- *Review Operating and Maintenance and Capital Budgets, and advise RWA*

Committee Responsibilities subject to Freedom of Information Act (FOIA):

- *Public notice of meetings*
- *Make Committee minutes available within required time*
- *Report Committee action within 48 hours*
- *Executive sessions regarding personnel, purchase, or personnel issues permitted*

Other responsibilities include:

- *Review, with counsel any legal matters that could have a significant impact*
- *Review the policies and procedures in effect for considering consumer complaints*

- *Perform and evaluation of its performance annually to determine whether it is functioning effectively*
- *Perform other oversight functions requested by the RPB; and*
- *Review and update the charter; receive approval of changes from the RPB*
- *Regularly update the RPB about committee activities*

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