

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

July 22, 2024

Minutes

A special 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, July 22, 2024, via remote access. Chair Levine presided.

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

Members absent: F. Pepe and R. Smith

RPB: R. Harvey and J. Mowat Young

Authority: S. Sack

RWA: P. Singh and D. Bochan

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

RPB Staff: J. Slubowski

Chair Levine called the meeting to order at 5:00 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.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an update on the RWA’s Customer Satisfaction and Brand Image Survey. He mentioned that a survey by Great Blue was conducted through phone and online methods, reaching over 900 customers. Mr. Singh reported that despite results being lower than the pre-pandemic survey, the RWA still achieved its goal, compared to competitor results dropping almost ten percentage points. Factors influencing this included customer expectations, remote capabilities, call center interaction, and usage. Overall, the RWA ranked within the top five percentile compared to other companies.

He also reported that the survey included a brand image survey which resulted in 74.1%, compared to pre-pandemic, which was 70.9%. Some positive gains included water quality preservation, HazWaste, and protection of open spaces.

Discussion took place regarding survey cost, telephonic vs. online surveys, and recommendations.

On motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted to approve the minutes of its June 17, 2024 regular meeting, as presented.

Attorney Donofrio provided an update on the Winters Run Condominium Association bill dispute. The RWA has settled with the customer and informed the bankruptcy lawyer. They are now awaiting final paperwork from the bankruptcy court. Attorney Donofrio described the outcome as reasonable.

He also reported that he is expecting two applications from the Authority in the upcoming week: a Rate Application and an acquisition application.

On motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted unanimously to approve the OCA's June invoice for \$3,138.00.

Chair Levine confirmed Authority meeting assignments for July, August, and September 2024.

Chair Levine notified Committee members that he was recently elected as Land Use Committee chair for the upcoming year and would be resigning as chair of the Consumer Affairs Committee. He solicited nominations from the Committee members. Hearing none, he nominated Ms. Campbell for the position of Committee chair for 2024-2025, Mr. Mongillo seconded the motion, and the Committee voted unanimously to elect Ms. Campbell as chair of the Consumer Affairs Committee for 2024-2025.

There was no new business to report.

The Committee's next meeting is on Monday, August 19, 2024, at 5:30 p.m., via teams.

At 5:53 p.m., on motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted to adjourn the meeting.

Mark Levine, Chair