

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

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AGENDA

Regular Meeting of Monday, March 17, 2025 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the Consumer Affairs Committee regarding agenda items or other issues. Discussion is limited to the presentation of information for consideration and comment on agenda items.
3. Approval of Minutes – February 24, 2025 regular meeting
4. CIS Go-Live Readiness and Managing Change: P. Singh
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for February 2025 for \$1,560.00
7. New Business
8. Upcoming meetings:
 - **Monday, April 7, 2025 at 5:00 p.m.** – Finance Committee meets to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
 - **Thursday, April 17, 2025 at 5:30 p.m.** – Joint special meeting of Consumer Affairs Committee and Land Use Committee to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
 - **Monday, April 21, 2025 at 5:30 p.m.** – Consumer Affairs Committee regular meeting
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

MARCH – MOLD PREVENTION

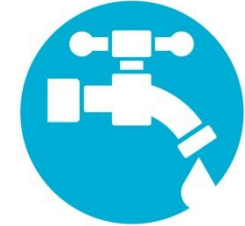
Molds are part of the natural environment. Outdoors, mold breaks down dead organic matter such as fallen leaves and dead trees, but indoors, mold spores can cause health problems such as allergic reactions, asthma attacks and irritate the eyes, nose, skin and lungs.

Tips to Prevent Mold:

- Repair water leaks quickly
- Clean and repair roof gutters regularly
- Keep air conditioning drip pans clean
- Keep indoor humidity low
- Wipe down condensation that collects around windows and doors.

Service – Teamwork – Accountability – Respect – Safety

Tap Into
Safety



Regional Water Authority



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

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.

Naomi Campbell, Chair

(R) = Attended remotely.

CIS Go-Live Readiness and Managing Change

Presentation to the Consumer Affairs Committee



March 17th, 2025

Agenda

- Introductions
- CIS Communications plan – Customers/Employees
- RWA Go-Live readiness
- RWA Employee Training
- Questions / Feedback

CIS Communications Plan

Customer Communications

Target customers across multiple channels

- Bills and inserts
- Direct mail & email
- Web and portal
- Emails and alerts
- Earned, paid & social media

Mitigate business impacts

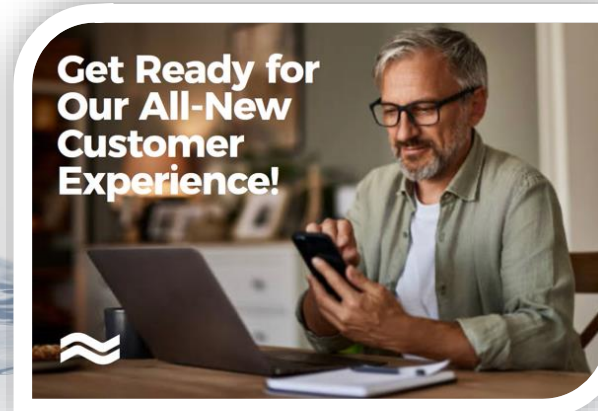
- Communicate alternate payment

options during cutover

- Encourage enrollment in new platform
- Identify missed payments after go-live and target customers directly

Generate “buzz”

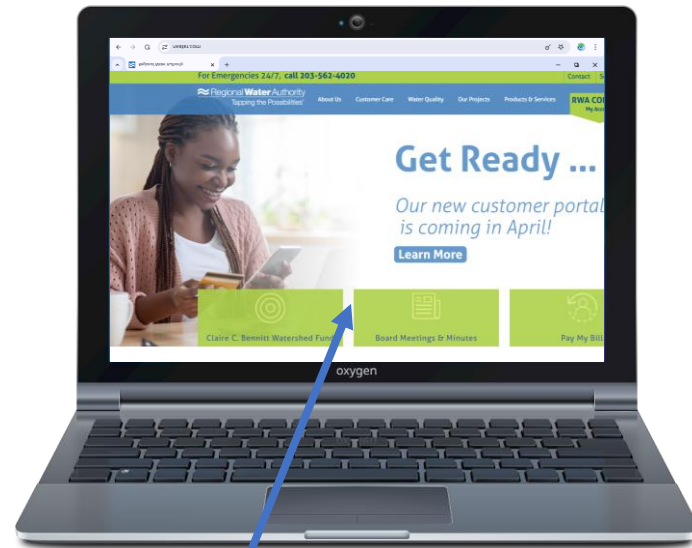
- Pursue local news coverage
- Leverage project to portray RWA as 21st century water company



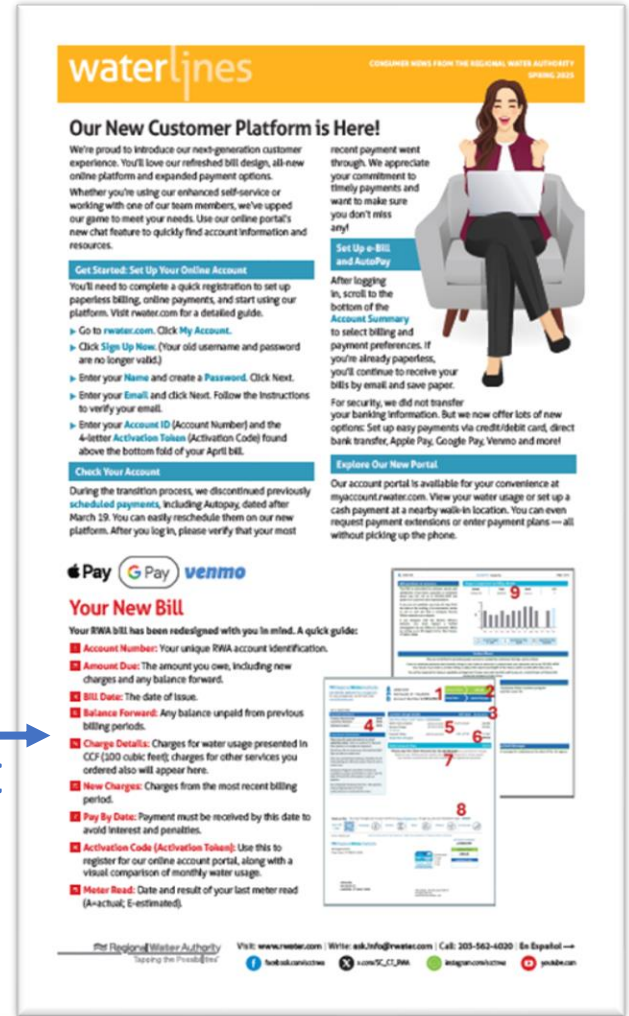
Targeted Mail



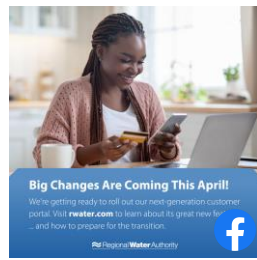
Bill Alerts



Website



Bill Insert



Social Media



Outbound Calls



Email

GET READY FOR AN UPGRADE!
Introducing Our Next-Generation Customer Experience

In April, we're launching our **new customer platform** — designed to make interacting with the RWA even easier and more convenient.

You'll see **big changes** right away:

- A streamlined, **easier-to-read bill**.
- New **self-service options** to suit your lifestyle.
- More **ways to pay**, including support for popular digital wallets.
- New features like **chat support**.

Here's what to know to ensure the transition goes smoothly:

- CUTOVER FREEZE:** RWA customer account systems will be unavailable March 21 to April 1. This includes our self-service phone system, our online account portal, and Water Watch. During this period, we won't process transactions and we'll have limited access to account information. Phone lines will be open for emergencies.
- PAYMENTS:** To make a payment during the cutover period, you can mail a check to Regional Water Authority, P.O. Box 981102, Boston MA 02298-1102, or pay via your personal bank's bill-payment system. Or, bring your payment to our New Haven drop box at **90 Sargent Drive**.
- SCHEDULED PAYMENTS:** Autopay payments and any payments that you scheduled through our online portal, and which are dated after March 19, will need to be rescheduled. You can do this in the new system after it goes live on April 2.
- ONLINE ACCOUNTS:** You can set up a new online account after the new system goes live on April 2. Keep your April bill handy: You'll need your Account Number and the Activation Code shown just above the

Internal Employee Communications



We're in the
final push!

March 21 | Cutover Begins
April 2 | Go-Live

PROJECT RWAY



Snapcomms Desktop Alerts

TV Screens & Laptop Lockscreens

Watercooler Newsletter

PROJECT RWAY

RWAY Perspective: Amrik Matharu



The RWA's Director of Distribution Systems shares why he thinks the RWA's new CIS will be a boon for employees as well as customers.

Amrik Matharu remembers his first encounter with the RWA's customer information system (CIS) more than four years ago, shortly after he was hired.

While learning to chase down water consumption information, he quickly got bogged down in the SAP-based system, drilling through folders and scouring hard drives to locate information about customers and meters.

"It was so complicated," Amrik said. "It was ridiculous."

Now, he's excited and optimistic. He recently received hands-on training in the new UMAX-based platform that's set to replace the current CIS and related components this April. And he liked what he saw.

"It's a lot easier to navigate and figure things out," said Amrik, who represents Operations on the OCM Champions team — a cross-functional group dedicated to helping prepare the RWA for the major changes the project will deliver.

"You don't waste time remembering exactly what system to look in, or what your logins are," he said. "It's a streamlined process that's going to save a lot of clicks."

Training in the new platform continues through March. The project team will hold its second dress rehearsal for the cutover to UMAX (dubbed "Mock Two") from Feb. 21 to March 6, and real-world cutover activities are scheduled to begin on March 21.

The new system will go live on April 2, delivering an enhanced experience for both customers and RWA employees.

Amrik said there's still some internal apprehension about the project, but he thinks it will pass.

"As people go through the trainings and get comfortable with the system, I think they'll see how it's going to help them," he said. "I think it'll be good, for sure."

Visit My Source to find your area's OCM Champion and find other project-related resources!

Go-Live Readiness– Next 4 weeks

- ✓ Continued End User Training sessions including Refresher courses
- ✓ Finalize Go-Live/Stabilization Expectations and Business Success Factors for all departments by OCM champions and Leadership team
- ✓ All Hands with Project RWAY team during the week of 3/17
- ✓ Finalize and Execute Cutover Plan as planned starting 3/21
- ✓ Continued Internal and Customer Communications across all channels and platforms

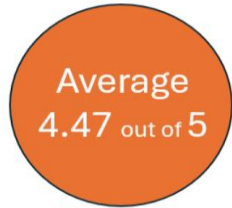
RWAY Employee Training

Class Statistics

43 Completed Sessions VS 15 Sessions Left



Training Specifics	Training Details
Training Duration	January 6 to March 28
Available training days/hours	58/464
Training Locations	Training Room Hammo Conference Room Welch Room
Number of classes	30
Number of sessions	58
Total number of training hours	268
Number of trainers	11
Number of co-trainers	9
Total Number of Participants	105
Total Number of Participant Hours	2974



Total # of evaluations = 340
of 5 ratings = 175
of 4 ratings = 80
of 3 ratings = 26
of 2 ratings = 4

of classes reviewed = 21
of sessions reviewed = 43
of trainers reviewed = 10

Class Evaluation Questions

Questions – ratings from 1 to 5

- The class met the stated objectives
- The content was presented at a good pace that I could follow & understand.
- The trainer was knowledgeable and easy to follow.
- The material was effective & well-organized.
- I felt comfortable navigating through the system & understand the steps that I need to perform my tasks.

Class Evaluation Scores



Some Comments from Last Week

- A few bumps but we will get it through time just have to keep learning and pushing
- Vickie is a great instructor
- So much information to learn
- The trainer is well organized & very patient!! A lot of good information
- Today's training was very informative and was very good. I enjoyed it and although it was a lot but with practice repetition it will come with time.
- Vickie and Josh both did an outstanding job with this training.
- Just a long day but the information. The trainers presented was great!
- I think all day training is a lot of information to take in at once.
- Vickie did a good job navigating thru multiple class rooms and getting everyone up to speed

Questions / Feedback

