

REPRESENTATIVE POLICY BOARD  
**CONSUMER AFFAIRS COMMITTEE**  
MAY 20, 2024  
MEETING TRANSCRIPTION

Mark:

I will call the meeting to order. Want to go with the safety moment first, please.

May is a Healthy Vision Month. I've got to go to the eye doctor. You had to bring that up. You can have a comprehensive dilated eye exam to check for common eye problems. If you haven't had exam in a while, schedule one now. Okay. You can read all the other stuff. Put your glasses on if you can't.

Public comment. Does anybody have anything to say? It's from the public that's out there at our Consumer Affairs meeting. Hearing none, we'll move on.

Because Tony has to leave at 6:00, we're going to do the approval of the OCA invoice for April, 2024 for \$4,194.

Tony:

I move. We accept that OCA's invoice.

Stephen:

I'll second it.

Mark:

All those in favor of accepting the invoice as given.

Committee members:

Aye.

Mark:

Anybody against? Okay, the motion carries, and the bill's accepted. The water company can pay the bill now. And Jennifer says we have to approve our minutes. Has everybody got a copy of the minutes? Does anybody have a problem with the minutes? They look good to me.

Tony:

I move we accept the minutes.

Mark:

Do we have a second?

Naomi:

I second it.

Mark:

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Okay. Any further discussion on the minutes? Hearing none. All those in favor accepting in the minutes as given?

Committee members:

Aye.

Mark:

Opposed? Minutes are accepted. Okay, Tony, you're all set now.

Tony:

Okay. Well, I'm here though, but thank you.

Mark:

Okay.

Tony:

Thank you very much.

Stephen:

Okay, we're going to go to the DSX training update by Prem.

Prem:

Okay, good evening everyone. So, I want to keep this short and sweet. Please ask questions. Basically, what does DSX stand for? We are talking about delivering service excellence. As you know, we talk about doing great customer service. So, today's special topic is about how are we training ourselves internal customers, employee-to-employee, and also to our external customers who are our [inaudible 00:03:33] customers from an external perspective.

So, just a little bit of a history, and this is agenda for today. A little bit of a history. Might add more context here. Late last September, we started talking about bringing in the service excellence training. As you all know, we do a great job on customer service, and we constantly think about how we can improve. So, one of the things that our leadership team had discussed about Larry and every one of us talked about how do we really reinforce our customer service training perspective, and more so, more importantly on internal service handoffs, internal customer, employee-to-employee relationship, making sure that we're all helping our customers.

So, last September what we did was we got a couple of people to respond to our RFQ, basically trying to see how they can help us in this whole customer service training. Larry always talked about a six-point strategy of how we can help and improve customer service. So, we basically went out there. We had a lot of companies respond to it, and we down-selected to the top two of the companies.

One was called Bonfire Consulting, the other one called Moran Consulting. Basically they are leaders in the customer service space for providing training. We had a whole due diligence and a process to down-select the final winner, which was Moran Consulting team who actually was partnered with us to deliver this training.

This all goes back on tying back, if you remember, we have a 2020-2025 strategic plan, and one of them was very focused on customer service. So, I'll probably go through the details now. That's a little bit of a context and a backdrop of what we are trying to do here with DSX. So, I'll go into the details as you see the agenda here. And please stop me if you have questions. Jennifer, if you go to the next slide.

So, this is the one that I mentioned about our five-year strategic plan. As you all know, there are four perspectives in our strategic plan, customer and constituents, employee learning and growth finance. And the last but not least is the internal business process. Those are our four big perspectives. This specific initiative ties directly into two of these perspectives, customer and constituents, where we talk about improving customer satisfaction, as you all know.

And then the second perspective is employee learning and growth where we talk about improving skills and making sure that we provide our employees customer service skills so they can actually be better and have an engaged workforce within the cross-functional department. So, it directly ties into these two perspectives of a strategic plan. So, if you go to the next slide.

So, when I talked about Larry and the vision and what we are really trying to do on the six-point strategy, so basically we start looking into setting up some of these standards as we call for customer service. As a matter of fact, I have the standards in right in front of me here. As you all know, RWA service standards are driven by the STARS value. Basically service, teamwork, accountability, respect, and safety. You probably heard this from our leadership team many times.

So, how do we really tie these service standards to what we call as a six-point strategy? A couple of the things that I would like to mention is as part of this exercise here, the entire team, the entire RWA team, including Larry Bingaman, had to go through a training. So, we had a goal that I will touch upon in the later in the slide where we wanted to actually provide training for everybody in the company on the customer service side.

So, we all went through the training ourselves. And also I kind of touched upon this, I call it as a six-point strategy here, as Larry would say, all the way from setting standards for service.

So, look at as if the six pillars, setting up stands for the service, right? And then providing customer service training, getting internal feedback and also external feedback, the senior management leadership alignment, making sure that we're aligned on providing great customer service and also tied back to rewards and recognition. When our employees provide great customer service, we've got to recognize that and reward them for their exemplary service.

And last but not least, service handoffs. As you know, we work within our teams. For example, our customer care team contact center works with our field service crew when they dispatch an order. The field service crew worked with our finance team, and they had a look at material and labor. So, there's definitely so many handoffs in the company. So, we wanted to make sure that we improve customer service between our internal teams. So, basically they can provide an exemplary service for our external customers.

So, Moran team, when we hired them, we asked them, "How do you really connect our six strategies or six pillars to what you actually provide as a service?" So, what you see on the right, basically ties, is what they brought to the table. They call the nine strategies or nine pillars, all the way from the top visions and values, behaviors, standards, systems and procedures, which are our SOPs, measuring our six-point strategy, which is the measurement, accountability, rewards and recognition and continuous feedbacks.

And all of these eight are tied together with the communication which sits in the middle. So, they kind of directly related for our six-point strategy to what they bring to the table. So, we kind of put together both within our internal works, if you will, and we came up with these different, you see these small

boxes underneath each of them? We are kind of making sure that we are working through these, and I'll touch upon some of these in the future slides, but really making sure that we are providing excellent customer service, and we are tracking the whole way through.

One other thing I would like to mention is that we always want, we consistently thought about not just doing this as a one-time thing. We really wanted to make sure that it is kind of ingrained in our DNA as we provide service to our customers. So, we have created processes around this where our internal teams will be providing refresher trainings. After this training is done, we will be actually monitoring and measuring how do we really get this thing to life?

A good example would be tying into our performance management system. So, Liz, as you all know, our HR officer, she's working on building this as part of our performance management system next year where we can literally tie accountability into our objectives. So, literally ingraining all of this in our process as we go forward. So, it's not just one and done. It becomes part of our DNA, right? That's the idea there.

So, if we go to the next slide, I'll touch upon a few of these things as we go through this whole exercise here. So, one of the things we did, which is pretty important, was to get employee survey, employee feedback. So, we actually reached out to all our employees asking them, "What do you think we should be doing in terms of doing better in terms of our customer service? What do you think we do good? What do you think we don't do good?" Right? And obviously, "What the things you would like for us to improve upon?"

So, tying back to the perspectives that I mentioned earlier. So, a couple of things which are very interesting to see for customer and constituents, pretty much consistently the whole employee population said that consistency of messaging is so important to our customers. So, whatever our contact center is talking for a specific customer touch point should be the same as what a field person would be talking to the same customer so there's consistency in messaging of what we are helping them with.

And then one of the things they also talked about was it's very hard for employees to say no. They are pressed on, obviously with the customer being in the first of mind, there's always a tough spot of them saying no for something. So, that's one thing that was consistent that they felt.

And obviously service handoffs was another one where when they are giving this messaging to the customer, they're all consistently are handing off, let's say contact center creates a work order, they've got to hand it off to the field crew to make sure that they're aware of what needs to be done on the job. So, things like that. So, service handoff was another one. So is consistent messaging.

On the employee and learning and growth perspective, the things that we could improve upon and the things that the teams are, remember this is employee-to-employee, where interdepartmental communication is so important. They all reflected on that. Responsiveness, engagement, expectation setting, in terms of how they operate, how they provide these service handoffs is so important.

And then consistency of policy application. Think about rules and regs as an example. How do we consistently apply rules and regs for all customers across all departments is very, very important. So, things that we could do better there, and overall training was brought up. So, more training is always good. So, that was also touched upon.

So, these were some key learning that came from our employees through the employee survey. If there's no question, we can go to the next slide.

I'll probably touch a little bit on the global metric here. As I mentioned earlier, the global metric was to kind of drive the high performance service culture in the company, across the company. One of the goals we set ourselves was to train 100%. And I say 100%, it's 100%. Everybody in the company had to go through this training, including Larry, myself, everybody, right?

So, we actually also talked about setting a baseline. So, based on an employee assessment survey that we did, this was done October, November timeframe. We set a baseline of 70.5% being a positive response, and our goal was to improve in fiscal '25 a five percentage point, right? And we asked the modern consulting team, "Hey, what do you think, 70.5, where does this land in terms of other companies in the industry?"

So, basically they compared with other municipalities, other water companies. They also helped a lot of regional companies that they have done. So, when they came back, they said, "You probably see somewhere between 60% to 70% is where you typically see yourself landing based on the size of the company and the scale."

So, we are actually at a higher end of 70.5%, which was not bad, but get to 75.5% is going to be a challenge that we had embarked on. So, we will be improving our sales to get to that goal, right? That's the fiscal '25 goal. So, that's the global metrics. So, this year we achieved our metric. Next year we are looking to really achieve our metric for 75.5%.

So, if you go to the next slide. So, this is kind of the journey map that we had. Like I mentioned before, starting off with selecting a partner who would come and help. We also have done some leadership team interviews with all the leadership team members. Like I mentioned, we did an all employee survey assessment. That was also done. We did some employee focus groups bringing up, again, this is cross-functional. So, you are very conscious about the fact that we are going to have people from different departments in a specific focus group so it doesn't end up being just one group coming in providing their input. So, that was actually being done. That was very good.

The training itself was very interesting because there were things like role plays. We actually did role plays where different team members would play a role of different other team members from different departments so they could see and put themselves in other shoes and figure out how they really feel the pinch and the pain and how can they do better, right? It was very well received, and all the employees not only enjoyed it, but also realized how tough it is to put ourselves into other people's shoes and do their jobs.

So, that was all done this year in all the fiscal and the tail end of 2023. This is the calendar year, by the way. It's not fiscal year review. So, the fiscal '24, which is what we are in now, all the stuff that you see as checked off, we've done. So, that administration was done. We did the standards development. We came up with this nice little card where it actually has email best practices, phone best practices, virtual meeting best practices. So, email etiquette, phone etiquette, virtual meeting and chat etiquette.

So, we really came up with these standards that we said, "Okay, we are going to follow these standards and really put that in play." We did some pilot programs as well, and now we have accomplished our enterprise wide training.

So, where do we go from here is what you see in the rest of the slide here. So, basically we are going to put in our performance management system, and we are going to make sure that, Janine, who's our corporate trainer, she had gone to train the trainer. So, she's going to take this and moving forward, she will do the same thing for new hires and refresher training.

So, we are not going to be spending money with our external parties. We are going to be spending more time within our existing groups so we can continue the service culture, right? That's at a high level. And

how do we measure? We are going to set up what we call service level agreements between functional departments so we can make sure that we can reinforce that and really improve upon service. So, that's a very high level on this multiphase roadmap. So, we will go into fiscal '25 with this, what's left for us to do.

So, if we go to the next slide. So, these are some expected outcomes. As we all know, it's going to have improved satisfaction, our brand image at a high level. We are also looking to have a deep impact on behavior and skills so we can really make sure that our employees are helping each other more. If there's one thing that we are to take away, and every session we opened on, and I messaged saying that, "If we are to take away one thing from this whole session, it's trying to be helpful, trying to make sure that you put ourselves in other shoes and see and how we can improve upon service." Right?

So, it was a consistent message across all leadership team members. And obviously from a perspective of managing our people, the supervisors and managers will be really making it an accountability thing going forward. So, we can actually put these behaviors to practice so people are not forgetting what they learned in the training.

So, that's the very high level, right? And we hope that this is going to improve our employee engagement and productivity across the organization and making sure that we are supporting our customers, right? So, that's the whole thing about the building service excellence. We still have a little bit of a way to go and then making it part of our practice and making sure that we don't forget about it. We just want to make sure that we change our culture and our employee engagement so we can do better.

So, that's the idea. Any questions for me? I think this is the last slide I had in here. So, any questions from the team on the initiative or-

Tony:

I don't have any. This is Tony. I don't have any questions, but I do want to make a comment.

Prem:

Yes.

Tony:

I'm so pleased that we're spending the effort and time on this. I'm of the belief that so many organizations today have lost the art of customer service. I mean, all of us call various vendors, suppliers, whatever. And for the most part, I'm always complaining that customer service is not a priority anymore. So, I am so glad that we are emphasizing it. Thank you.

Prem:

Thank you, Tony. Yes, appreciate it, Yes.

Mark:

I think the one thing that I took from that is how to say no. For an employee to learn to say no to a customer. I think that's really hard.

Prem:

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Yes.

Mark:

I thought that was very interesting. Thank you. Anybody have anything else to say?

Naomi:

Yes, I do. Prem?

Prem:

Yes?

Naomi:

I'm not sure if you're seeing a lot of this, but I know in a lot of the organizations at this point, they are hiring a lot of bilingual people out there. Are we looking at anything like that as well?

Prem:

Yes, absolutely. I think-

Naomi:

[inaudible 00:20:37] on board?

Prem:

Yes, I think that's a great question, Naomi. I think one of the things, even with our new system coming into play in the future roadmap, we do have, because we don't cover the Spanish as a language in terms of covering for the customer when they're calling in. But with that being said, it's in the roadmap for us to really bring as a bilingual language so we can cover that. But I'm so proud of what we are doing already, not waiting for the future. We are talking about, if you look at our customer care workforce, half of our workforce are, I would say close to half of our workforce actually are bilingual, the way that we can communicate, which is good.

But again, making it as a practice, which is going to be part of our roadmap in the future. But that's an excellent question, and I think we didn't forget about it. We are going towards that because it's going to be critical. And I see that our workforce has been very diverse, but also our customers have been very, very diverse. So, it's in the roadmap, but thank you. That's a great question.

Naomi:

Okay, thank you.

Dana:

Could I augment on that just for a moment? So, certainly we do have some Spanish speakers in the office here, and that is certainly a benefit for our customers, but we actually do offer bilingual services. We actually have an external service. So, regardless of the language that the customer speaks, we can three-way them right into the call and service them in the language that they're most comfortable with.

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So, we do that today. And some of those new technologies will definitely make that a little more seamless for those customers moving forward as well. So, it's a great question. Thank you.

Prem:

Thank you, Dana.

Naomi:

Okay, thank you.

Prem:

Thanks, Dana, for adding the color. Appreciate it.

Dana:

Of course. Yes.

Stephen:

Prem, this is Steve. I have a question for you.

Prem:

Sure.

Stephen:

I think you touched on this, but how much came from employee suggestions? And maybe you could speak a little bit more about how they might have been incorporated.

Prem:

So, I think, again, we wanted to really make sure that this is not a standard training that's out there because as we all know, cookie cutter trainings don't work. So, we bring somebody in, they train and they leave. So, what we really did, Steve, with this one is we actually took the employees' input as the base for the whole training.

So, literally the whole training was based off what the employee said, which means now, when you think about it, right? When I talked about the six-point strategy, everything inside there, and we actually had seven different role plays in the actual training itself. And all the seven role plays were from RWA, from our employees. So, basically we took that. Of course we made sure we stripped off the names and all that, right? We made it really very generic. We took the scenarios, what the employees said are the pain points, and took that as a role play.

And we actually had people come in and play. So, in this case, an IT person might be playing as a customer service. A field person might be playing as a finance person. So, we literally mish-mashed, right? And it was fun at the same time. The whole training was built off of that. That's the beauty of this training. This is not a cookie cutter training. It was really, really customized for what RWA people, our

employees said. And we built the training off of that. And that was one of the requirements for this, even the [inaudible 00:23:55] did, we picked Moran Consulting, and we really customized this for RWA. So, to answer your question, everything was employee inputs, the whole training.

Stephen:

Okay. And did they sort of find a value in other areas of the company based on suggestions that they had?

Prem:

Yes. No, absolutely. I think they found value, and I think I should also say this, right? You know how we bought our new plumbing companies? So, we not only extended just for our employee within our core company, but we actually extended this to our commercial partners too.

So, when commercial, actually my cousin, maybe for fun, we named different people. So, Robin was my cousin. She's actually from a commercial business, right? So, basically when we role played ourselves, we actually saw how the other person is feeling. In this case, now she learned a lot because I was playing the customer service person as a CSR, and Robin was playing the commercial play there.

So, it's basically trying to figure out how we are serving our customers in different angles. So, absolutely, right? There was a lot of value in there. There's a lot of learning too, because there were a lot of aha moments, right? Where people didn't think what the other person of the function goes through, and now they learn this training, and then they have a lot of appreciation.

So, definitely a lot of learning. And obviously, I would say this too, where we walked away from this training saying that, "We are going to develop some function-specific KPIs," right? As we all know with making sure we are looking at performance, where we hold each other accountable, right? So, that's the next step. If you look at one of those slides, one of the steps was to really go to functional level KPIs, where now we define that so we hold ourselves accountable for our function, and how do we support another function within the company, right? So, definitely a lot of value, Steve, right? That's a good question.

Stephen:

Great.

Jamie:

What did you find most surprising during this whole process?

Prem:

I think the big thing that I felt that the surprising thing for us was it's very easy for people to take things for granted. Right? So, when you think about it, right? And some of these role plays were very intense where we start talking about how a customer is being impacted for no fault of our employee of the way that they're talking to the customer and not having that consistent messaging, right? It was surprising to see when they put themselves in other shoes, how important that consistent messaging is. Right?

So, I think that was just one example. So, there were different moments like that where for us, when we started talking about how we impact our customer at the end of the day, although our functions are so

different, people do different jobs, it's kind of eye-opening for everybody, right? It's almost like if you think about as Tom's situation, how we all come together and we get it done, right? No matter what.

So, it was almost like the same thing. We are now in a thinking about a customer escalation or issue that might arise and how do we operate under that to make sure there's no escalation? And to be honest with you, we have done a lot good in the most recent years, right? Where even Jeff could attest to this, where we don't really have so many escalation as we used to have before many, many years ago, which is actually pretty good.

So, those were some of the things I could share, Jamie. So, a lot of good surprises and a lot of learnings. We are learning constantly.

Jamie:

Thank you, Prem.

Prem:

Yes.

Naomi:

Prem, is there any updates on the CSI system?

Prem:

Actually, there are a lot of updates. Maybe we should have its own topic for another day. There's been quite a bit of good work the team is doing, and obviously we are projecting to go live in December. I think there was a session we had, we can have another session, consumer affairs here, talk to Mark. And if you want to put a topic on it for that specifically. There's a lot of updates.

But overall, what I could say is that we are looking to go live in December. The team is working really hard. A lot of great work is going in. And one thing I would say is that this is not just a billing replacement project. We are literally touching every part of the company, all the way from how do we collect payments, how do we send bills, how does the field crew get out there to actually do the work? You're putting a new field system in place.

We are also putting some stuff for commercial self-service, so how do you do sales and marketing? So, there are so many tentacles, but I will have an update probably the next one that probably would justify rather than giving a very quick update. So, we'll put a topic, but thank you. That was a great one.

Naomi:

Okay, thank you.

Mark:

Yes, we can bring that up. Sounds good to me, Prem. When you're ready, you think you're ready to bring that up for information to us, let me know that is a topic.

Prem:

Sure, Yes. Perfect, Yes.

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Mark:

Does anybody else have any questions for Prem? Great talk, Prem. We really enjoyed it.

Prem:

Thank you.

Mark:

Learn how to say no. I like that part.

Prem:

Yes.

Mark:

A lot of these companies don't know how to say no the right way.

Prem:

Yes.

Mark:

All right. Report from the OCA. Jeff?

Jeff:

Good evening. I have an unusual consumer matter that I'm dealing with right now involving a condominium association in New Haven.

And it's unusual in the sense that the customer association filed Chapter 11 bankruptcy on October 31st of last year, and really the only creditor that it has is regional water. You don't ordinarily see bankruptcy petitions and all the expenses that come with them, including paying a lawyer and a trustee due to one creditor. But it's a small condominium association.

And they had a leak for a long period of time that their management company allegedly didn't do anything about. And they've told us that they told the bankruptcy court that they're pursuing a claim against their former management company.

So, there's in excess of \$100,000 that's owed to regional water. And condominium associations don't have much by way of assets, and regional water has the option of pursuing the individual unit owners, but because it's a small association and a large debt, that would be quite a lot of money for each unit owner to absorb.

So, I had a call last week with Dana and others to talk through some different scenarios, and I think there's a meeting that's coming up. I believe it's this Friday, perhaps, Dana?

Dana:

You did? Yes. They've had a few intermediary meetings, and actually I think they met on Friday last week. I was just looking for [inaudible 00:32:09] email. But Yes, the final decision isn't until June 4th, I think.

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Jeff:

So, it's just a negotiation between the authority and the bankruptcy estate, and of course, like any negotiation, the balance that you have to find between what's an acceptable amount for the authority to take on this large balance versus what the bankruptcy estate can afford to pay.

Mark:

What is the balance? Did I miss that?

Jeff:

It's in excess of \$100,000. It's about-

Mark:

No wonder they went bankrupt.

Jeff:

138,000, right?

Dana:

138, Yes.

Mark:

How did we let them get that much?

Jeff:

Well, they had a leak for a long time. Their bill was around \$7,000 a month. And then when it was fixed, the bill is now about \$800 a month. So, that gives you the magnitude of the charges associated with the leak.

Mark:

So, they didn't pay every, so how many months was that \$7,000? Has to be 10, 15 months?

Jeff:

Yes, it's like 16 months.

Mark:

How come we didn't shut it? Yes, I mean, we didn't take action before this.

Dana:

We've actually been working with them for quite a while. We've done a leak adjustment for them after they supposedly made a repair. And actually this is a multifamily. It's one meter that serves the 30 units, so we can't shut them.

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Mark:

What kind of bill was it before?

Dana:

As Jeff said, it was in the thousands of dollars every month, and they just weren't paying it. And then you add interest on top of that, and it really gets to-

Mark:

They ignored fixing it too. They claimed they didn't have the money to fix it? Was it a lot of money to fix the leak?

Jeff:

They have a claim that they're pursuing against their former property manager because they claim essentially that this was the property manager's responsibility. The property manager ignored it for a long period of time, is the allegation. And they're pursuing a claim against the former property manager, which if they're successful, that would create an asset for the bankruptcy estate that could be used to fund a portion of the balance.

Stephen:

So, are they paying current bills now?

Jeff:

I believe-

Mark:

You're saying they're paying their \$800 bill a month now?

Jeff:

Yes. Post petition, I believe they're making their payments.

Dana:

They're current. Yes.

Stephen:

[inaudible 00:34:54] interesting, Jeff. Good luck.

Jeff:

Well, I think, like I said, it's a balance. We want to see the authority collect a reasonable sum under the circumstances. The water did go through the meter. On the other hand, as a consumer advocate, we don't want to see the individual consumers have a significant financial burden because the property manager didn't do their job.

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So, I suggested a few different approaches to the authority, and like Dana reported, there's meetings going on. The authority's got Murtha representing them, and so I don't want to stick my nose too far into it, but the current president of the association did reach out to my office a few weeks ago, and that's how I got involved.

Mark:

Just another quick question on that. Since Murtha is now a huge, even bigger than it was before, does that affect our relationship with them? Do you know?

Jeff:

Well, they're in the process of combining with a firm that's from upstate New York and here at Beach, that I don't think is expected to close until the end of this calendar year. But it shouldn't affect anything. I mean, the same folks in New Haven I assume are going to continue to be there.

Mark:

Okay, just wondering. I should ask that to Larry, I guess, huh?

Jeff:

Yes, I mean, I'm pretty familiar with these types of transactions, and I don't think it's going to affect anything.

Stephen:

Okay. Anything else?

Jeff:

That's my report. Thank you.

Mark:

Anybody have any [inaudible 00:36:40] questions? I've been on this Committee a long time. That's an interesting one. Let's see now. What do we got next? Volunteers.

Stephen:

Okay. Volunteers to attend Authority's meetings June 27th, July 25th and August 22nd.

Charles:

I can do June 27th. This is Charles.

Mark:

Charles is doing June 27th.

Naomi:

I'll take July 25th.

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Mark:

Jennifer's taking this down?

Jennifer:

Yes.

Stephen:

August 22nd? Anybody August 22nd? Okay, well, why don't we work on that since it's so far away.  
September 26th. Anybody want to do September 26th?

Naomi:

I'll do September.

Mark:

Okay, so we've got September. The only one is August 22nd. I may do that. We'll see. Put me down as a  
question mark, Jennifer.

Jennifer:

All right.

Mark:

Okay?

Jennifer:

Okay.

Mark:

Jamie, welcome to our meeting. Glad to see you here.

Jamie:

Thank you.

Mark:

Like to have outsiders come.

Jamie:

Nice to see the hard work you guys are doing. I was interested in Prem's presentation, but I really, I have  
to say, I'd be interested in Attorney D'onofrio's situation. 100,000 seems like a lot of money owed-

Mark:

138,000.

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Jamie:

Yes. I worry about if that gets out in the papers, the optics for the Regional Water Authority, because who's going to listen to the details of what happened, right?

Mark:

Yes. You've got a point there, but your hands are tied because you can't shut it because of multiple things. But I think he does have something against the managing company. I'm sure that Jeff's going to work this out.

Jamie:

Yes, you're in good hands.

Mark:

Or Murtha [inaudible 00:38:47], or somebody's going to work this out. But Jeff's right. You want to, you walk a thin line here.

Stephen:

Okay. Next item is to reschedule our July 15th regular meeting date. Why was that? I forgot. You told me, didn't you?

Jennifer:

Yes, that's because of the Claire Bennett Golf Tournament was scheduled a week later than it normally is, so...

Mark:

Okay. So, do we want to do the 22nd? That looks nice, no? July 22nd. Does anybody have a problem with that? Okay. Do I need a vote on that, Jennifer?

Jennifer:

I don't think so. As long as there's a consensus, I'll send a reminder tomorrow.

Mark:

Okay. So, we're going to switch it to the 22nd, guys. Okay, is there anything else that come before us? I don't have the agenda in front of me again. I don't think there's...

Next meeting is on June 17th at 5:30. And Prem and I will work on something to bring us a topic.

Prem:

Yes.

Mark:

Has anybody else thought anything to bring up any new business?

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Stephen:

It was a good meeting, guys. Really good meeting.

Prem:

Thank you.

Mark:

Thanks a lot.