

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

April 21, 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, April 21, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

Members absent: F. Pepe

RPB: R. Harvey(R), T. Clifford(R), C. Mancini(R)

Authority: S. Sack(R)

RWA: R. Kowalski, P. Singh, J. Hill, D. Bochan, 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. Levine and seconded by Mr. Havrda, the Committee voted to approve the minutes of its March 17, 2025 meeting, as presented.

At 5:32 p.m., on motion made by Mr. Levine and seconded by Mr. Havrda, the Committee voted unanimously to convene in executive session pursuant to C.G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210(b)(5)(B), pertaining to commercial and financial information. Present in executive session were Committee members, Atty. Donofrio, Messrs. Harvey, Mongillo, Levine, Lakshminarayanan, and Singh, and Mss. Campbell, Young, Kowalski, Bochan, and Slubowski.

At 5:58 p.m., the Committee came out of executive session. No votes were taken in, or as a result of executive session.

Atty. Donofrio, OCA, provided an update on last month’s report of a Derby customer who sought to negotiate a better deal on a payment extension related to a connection. Though he did not formally complain, he expressed concerns about the financial burden of the RWA’s proposed \$30,000 payment, preferring to pay \$10,000 instead, given the improbability of a connection. The customer suggested an agreement be recorded on land records, stating that if the line is extended and is connected, he would then be responsible for the remaining amount. However, the RWA has maintained its adherence to its rules and regulations and proposed the longer payment plan. The OCA is currently awaiting the customer’s response to the RWA’s offer.

If the customer and RWA cannot come to agreeable terms the customer has the option of meeting with the RPB Consumer Affairs Committee for a consumer hearing to listen to both sides. Should the customer agree to the RWA's terms, Atty. Donofrio will report back to the Committee at its May meeting.

He also reported on a new complaint from an East Haven customer that has raised a concern regarding a significant water bill after operating a valve at the property. Having owned the house for only a year and a half, the customer was unaware that the valve, which also diverts water to a nearby field, is her responsibility, and not the RWA's. After contacting customer care, it was confirmed that the valve is not maintained by the RWA; only mains located in the street. The RWA has since provided a waste adjustment and removed the interest charged; however, the customer believes the RWA should have notified her about the excessive usage.

The RWA offered the customer a 24-month payment plan on the remaining balance without interest. Initially, the customer declined the offer but has since decided to counter. The OCA's office is currently waiting to hear back from the customer.

Atty. Donofrio reported that earlier in the month he attended the Finance Committee meeting and a special joint meeting of the Consumer Affairs Committee and Land Use Committee to review the FY 2026 Budget with management. His budget review letter will be mailed to the Authority chair by the end of the week.

He also reviewed PURA filings in preparation for the Blue Drop matter.

On motion made by Mr. Havrda and seconded by Mr. Levine, the Committee voted to approve the OCA's March 2025 billing for \$2,148.00.

Chair Campbell reminded committee members of the upcoming RPB meeting on Thursday, April 24, 2025 at 6:30 p.m.

The next regular meeting is on Monday, May 19, 2025 at 5:30 p.m.

At 6:26 p.m., on motion made by Mr. Havrda and seconded by Mr. Levine, the Committee voted unanimously to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.