

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

[Join the meeting now](#)

Meeting ID: 243 326 336 936

Passcode: UrDiCt

Or

Dial in by phone

[+1 469-965-2517](tel:+14699652517), [600042285](tel:+1600042285)# United States, Northlake

Phone conference ID: 600 042 285#

AGENDA

Regular Meeting of Monday, November 18, 2024 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. Ten Year Model: R. Kowalski - *Upon 2/3 vote, convene in executive session pursuant to G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210(b)(5)(B), pertaining to commercial and financial information.*
4. Approval of Minutes – October 21, 2024 meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA Invoice for October 2024 for \$2,412.00
7. Adopt Calendar Year 2025 Meeting Dates
8. Next regular meeting – Monday, December 16, 2024 at 5:30 p.m.
9. New Business
10. Adjourn

Members of the public may attend the meeting via teams using the link at the top of the agenda. To view meeting documents, please visit <http://tinyurl.com/449v27xt>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.

SAFETY MOMENT

NOVEMBER – DAYLIGHT SAVING TIME

On November 5th most of us will turn our clocks back one hour for the end of Daylight Saving Time. During this time there is statistically an increase in safety.

With the end of daylight savings time comes an increase in darkness around the time of rush hour, when traffic is at its peak.

A couple things to keep in mind when switching back to standard time are:

- Fatigue
- Accidents
- Decreased visibility
- Pedestrians walking at dusk

Use Daylight Saving Time to:

- Check and replace batteries in your smoke and carbon monoxide alarms
- Prepare a winter emergency kit for your automobile
- Check your fire extinguishers



Tap Into
Safety



Regional Water Authority

Service – Teamwork – Accountability – Respect – Safety

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

October 21, 2024

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, October 21, 2024, via remote access. Chair Campbell presided.

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

Members absent: F. Pepe and R. Smith

RPB: R. Harvey

Authority: M. Ricozzi

RWA: P. Singh and D. Bochan

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:33 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 and Vice President of Customer Care, provided an update on the organization's Hybrid Work Model, addressing its influence on workforce dynamics, operational efficiency, and customer service. As of September 30, 2024, the RWA employs a total of 310 full-time employees, 201 of whom work onsite, while 109 operate in a hybrid capacity. Mr. Singh reported that performance metrics, such as productivity, customer satisfaction, and employee engagement, are regularly assessed; to date, the hybrid model has not adversely affected performance. Notably, the model promotes enhanced work-life balance, boosts employee morale and engagement, and strengthens the RWA's ability to attract and retain top talent.

Committee members discussed field personnel and the need for in-house support for new Customer Information System.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to approve the minutes of its September 16, 2024 regular meeting, as presented.

Attorney Donofrio reported no pending consumer complaints.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted unanimously to approve the OCA's September invoice for \$3,792.00.

Chair Campbell acknowledged Ms. Bochan, the RWA's Director of Customer Care, who had nothing further to report.

Chair Campbell stated that the board office will be accepting donations to put together a basket for the RWA's Teacup Auction to support the United Way. Anyone interested in donating should contact the board office for more information.

The Committee's next meeting is on Monday, November 18, 2024, at 5:30 p.m.

At 5:51 p.m., on motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

UNAPPROVED

REPRESENTATIVE POLICY BOARD
CONSUMER AFFAIRS COMMITTEE

NOVEMBER 18, 2024

2025 PROPOSED MEETING DATES

January 27*
February 24**
March 17
April 21
May 19
June 16
July 21
August 18
September 15
October 20
November 17
December 16***

**moved for MLK Day*

***moved for President's Day*

****Chanukah (work permitted)*