

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

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AGENDA

Regular Meeting of Monday, October 21, 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. Employee Work Schedule Update: Liz Calo
4. Approval of Minutes – September 16, 2024 meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for September 2024 for \$3,792.00
7. New Business
8. Next meeting on Monday, November 18 2024, at 5:30 p.m.
9. 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

OCTOBER – HEALTH LITERACY AWARENESS

Health literacy is the ability to understand health information and use it to make informed decisions. It consists of four components:

1. Reading and understanding health information;
2. Communication and decision-making skills;
3. Access to health services; and
4. Health knowledge and beliefs.

Steps to increase health literacy include:

1. Organizing information so the most important points come first
2. Breaking complex information into understandable chunks
3. Using simple language and defining technical or medical terms
4. Using the active voice

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

Subject: Update on Hybrid Work Model

Presented by: Liz Calo, GM & Head of HR

Date: October 16, 2024

Overview

This report provides an update on the Regional Water Authority's (RWA) hybrid work model and its impact on our workforce. As a non-profit organization, the RWA strives to maintain both employee satisfaction and operational efficiency. Our hybrid model allows for flexibility while ensuring we continue to meet the needs of our community.

Workforce Composition

The total number of RWA full-time equivalents (FTEs), including Well Services, as of September 30, 2024, is 310. Of this number:

- 169 are Management
- 19 are Wells Services Non-Union
- 122 are in the Steelworkers Union

The RWA total excluding Well Services is 291, compared to the budget of 295 FTEs for September 2024.

Current Work Model Breakdown

Of our 310 employees:

- **Onsite Full-Time:** 201 employees (65%)
- **Hybrid:** 109 employees (35%)

Within the hybrid category:

- All Customer Service Representatives (CSRs) work a consistent schedule of three days per week (Tuesday, Wednesday, and Thursday).
- All other hybrid employees work onsite at least two days per week, with many working three or more based on business needs or a set schedule agreed upon by the manager and employee to meet all business needs.

Performance Monitoring

We actively monitor employee performance to ensure the hybrid model's effectiveness. This includes tracking key performance indicators (KPIs) such as productivity, customer satisfaction, and employee engagement. Findings indicate that the hybrid model has not negatively impacted performance.

Benefits of the Hybrid Model

- **Improved work-life balance for employees**
- **Increased employee morale and engagement**
- **Enhanced ability to attract and retain top talent**

We continue to monitor the hybrid model's impact and make adjustments as needed. We are committed to finding the optimal balance between flexibility and onsite presence to best serve our employees and our community.

Conclusion

The RWA's hybrid work model is proving to be a successful approach to meeting the evolving needs of our workforce. By prioritizing employee well-being and operational effectiveness, we are confident in our ability to continue delivering high-quality services to our community.

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

September 16, 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, September 16, 2024, via remote access. Chair Campbell presided.

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

Members absent: F. Pepe

RPB: R. Harvey

Authority: S. Sack

RWA: R. Kowalski, P. Singh, S. Lakshminarayanan, T. Barger, J. Hill, and D. Bochan

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

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.

Mr. Barger, the RWA’s Water Quality Manager, provided an update on the Lead & Copper Rule Revisions. He reported that the vacuum excavation process is yielding valuable information for inventory development to meet regulatory requirements. To date, approximately 2,500 to 3,000 excavations have been completed in several district towns, with Branford and North Branford expected to begin soon. Training on the use of LeadCast, the predictive modeling platform, has been provided to Field Service and Cross Connections to enable real-time inclusion of service line information.

With the initial submittal of the inventory to regulators approaching, progress is being made to identify unknowns and initiate phase two of service line replacement. Focus on outreach, customer satisfaction, and economic benefits remain a priority.

He also stated that the RWA has been approved, and are securing, funding through the Drinking Water State Revolving Fund. The funding will include both grants and loans for the lead service line replacements.

The RWA will submit the initial inventory to the Connecticut Department of Public Health by October 14, 2024. The initial round of vacuum excavations, predictive modeling, inventory development, and finalizing the report will also be completed. Inventory refinements will continue through FY 2025.

Committee members discussed lead and source identification process, testing sample requirements and data, line replacement, source identification, and estimated program cost.

On motion made by Mr. Mongillo and seconded by Mr. Smith, the Committee voted to approve the minutes of its August 19, 2024 regular meeting, as presented.

Attorney Donofrio reported that he has been working on the 2025 Rate Application memorandum in preparation for the public hearing on September 26, 2024. He expects to distribute the memorandum to the RPB by the end of the week.

He also reported that he met last month with consultants to discuss valuations related to the Aquarion Application, but due to the cost estimates and time constraints, it was determined that he would do the research himself.

On motion made by Mr. Smith and seconded by Mr. Mongillo, the Committee voted unanimously to approve the OCA's July invoice for \$24,286.00.

Chair Campbell confirmed the Authority meeting assignment for September 26, 2024.

Chair Campbell stated that she is working with Mr. Singh, the RWA's Chief Information Digital Officers & Vice President of Customer Care, to generate a list of special topics for upcoming meetings. Any members interested in submitting suggested topics should contact her or Mr. Singh.

The Committee's next meeting is on Monday, October 21, 2024, at 5:30 p.m.

At 5:54 p.m., on motion made by Mr. Smith and seconded by Mr. Mongillo, the Committee voted to adjourn the meeting.

UNAPPROVED

N. Campbell, Chair