

**South Central Connecticut Regional Water Authority**

90 Sargent Drive, New Haven, Connecticut

or

Via Remote Access\*\*

**REVISED AGENDA**

**Regular Meeting of Thursday, November 16, 2023 at 12:30 p.m.**

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- A. Safety Moment
- B. Public Comment: Statements limited to the legislative function of the Authority. The time limit granted to each speaker shall be three (3) minutes. Residents may address the Board.
- C. Environmental, Health & Safety Committee: M. Ricozzi
  - 1. Approve minutes – August 24, 2023 meeting
  - 2. PFAS Update - *Upon 2/3 vote, convene in a possible executive session pursuant to G.S. Section 1-200(6)(B) to discuss matters pertaining to pending litigation.*
- D. Act on matters arising from Committee meetings
- E. Consent Agenda
  - 1. Approve minutes – October 26, 2023 meeting
  - 2. Capital Budget Authorization - December 2023
  - 3. Capital Budget Transfer Notifications
  - 4. Monthly Financial Report – October 2023
  - 5. Accounts Receivable Update – October 2023
  - 6. Adopt schedule of Calendar Year 2024 regular board and committee meetings
- F. Reports on RPB Committee Meetings
- G. Business Updates: L. Bingaman
  - 1. RWAY CIS Update: P. Singh
  - 2. Monthly Business Highlights: L. Bingaman
- H. Finance: R. Kowalski
  - 1. Fiscal Year 2025 Budget Schedule
- I. Strategic Planning Committee: S. Sack
  - 1. Approve minutes – August 24, 2023 meeting
  - 2. \*Utility & Commercial Business Financial Health - *Upon 2/3 vote, 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.*

\*\* Members of the public may attend the meeting in person or via conference call. For information on attending the meeting and to view meeting documents, please visit <https://tinyurl.com/bvaurs6j>. For questions, contact the board office at [jslubowski@rwater.com](mailto:jslubowski@rwater.com) or call 203-401-2515.

\*RPB member (B. Eitzer) will be excused at item I.

**SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY**

*(Including Environmental, Health & Safety and Strategic Planning Committees)*

90 SARGENT DRIVE, NEW HAVEN, CONNECTICUT

THURSDAY, NOVEMBER 16, 2023 AT 12:30 P.M.

**REMOTE MEETING INSTRUCTIONS**

**Call in (audio only)**

[+1 469-965-2517,,851351259#](tel:+14699652517851351259) United States, Dallas

Phone Conference ID: 851 351 259#

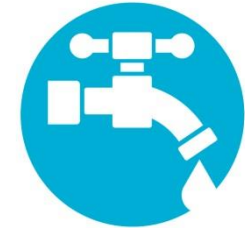
Members of the public may join the meeting in person at address above or by conference call. To view meeting documents please visit <https://tinyurl.com/ysu5fy3e>. For questions on attending the meeting, contact the board office at 203-401-2515 or by email at [jslubowski@rwater.com](mailto:jslubowski@rwater.com).

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# SAFETY MOMENT

**Tap**Into  
**Safety**



Regional Water Authority



## Thanksgiving Fire Prevention

Did you know? Thanksgiving is the peak day for home cooking fires, followed by Christmas Day, Christmas Eve, and the day before Thanksgiving.

**Be fire safe:**

- Don't leave food cooking unattended.
- Stay in the home when cooking your turkey, and check on it frequently.
- Make and practice a fire escape plan.
- Keep anything that can catch fire (oven mitts, wooden utensils, food packaging) away from the stovetop.

Sources: National Fire Protection Association: [www.nfpa.org](http://www.nfpa.org)  
and U.S. Department of Homeland Security: [www.ready.gov](http://www.ready.gov)



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

**South Central Connecticut Regional Water Authority  
Environmental, Health & Safety Committee**

**Minutes of the August 24, 2023 Meeting**

A regular meeting of the Environmental, Health & Safety Committee of the South Central Connecticut Regional Water Authority (“RWA”) took place on Thursday, August 24, 2023, at 90 Sargent Drive, New Haven, Connecticut and via remote access. Chairman Ricoszi presided.

Present:     **Committee** – Messrs. Borowy, Curseaden (remote), Ricoszi, and Mss. LaMarr and Sack  
                  **Management** – Mss. Kowalski and Calo, and Messrs. Bingaman, Barger, Donovan, Hill, Lakshminarayanan, and Singh  
                  **Staff** – Mrs. Slubowski

The Chair called the meeting to order at 3:26 p.m.

On motion made by Mr. Curseaden, seconded by Ms. Sack, the Committee voted unanimously to approve the minutes of the its meeting held on May 25, 2023.

|           |         |
|-----------|---------|
| Borowy    | Aye     |
| Curseaden | Aye     |
| LaMarr    | Aye     |
| Ricoszi   | Abstain |
| Sack      | Aye     |

Mr. Lakshminarayanan, the RWA’s vice President of Engineering & Environmental Services, provided an informational update on the Lead & Copper Rule regulations. He stated that the Department of Public Health noted a possible revision in the fall of 2023 but for purposes of the update, he will discuss ongoing activities and inventory. Mr. Lakshminarayanan referred to a website that is under development by the RWA to assist customers with self-identification of service line material.

The Committee members discussed the format for ongoing updates and other considerations related to this evolving regulation.

Mr. Barger, the RWA’s Water Quality Manager, discussed key focus areas related to the program including:

- Communications and website development
- Continued updates to municipal partners and health officials
- Field investigations and service record reviews
- GIS mapping information, required in October 2024
- Funding opportunities

He stated that field investigations are expected to kick off in New Haven and West Haven as a pilot program to gather information not currently available. Mr. Barger reported that the Environmental Protection Agency (“EPA”) chose Connecticut as one of its pilot states for the lead accelerator program. RWA was one of the 10 utilities chosen to work directly with the EPA to learn more about the process. This is an opportunity for RWA to learn more n about the process and hear from peers in other pilot states.

Ms. Kowalski, the RWA’s Vice President & Chief Financial Officer, reported that she and Mr. Bingaman, the RWA’s President & Chief Executive Officer, have been in contact with legislative representatives to discuss legislation related to funding.

At 3:55 p.m., Mr. Barger withdrew from the meeting.

Chair Ricozzi stated that the Committee received a Business Continuity Work Plan memorandum to review prior to the meeting.

Committee members expressed interest in attending upcoming Business Continuity exercises in the future.

Chair Ricozzi noted a HazWaste Update memorandum distributed the Committee members prior to the meeting. Members should contact management with any suggestions for improvements to the program.

Committee members discussed costs associated with the program, satellite locations, and annual program duration.

At 4:12 p.m., on motion made by Mr. Borowy, and seconded by Ms. Sack, the Committee voted to convene in executive session pursuant to C.G.S. Section 1-200(6)(C) pertaining to security strategy. Present in executive session were Authority members, Messrs. Bingaman, Barger, Donovan, Hill, Lakshminarayanan, Singh and Mss. Kowalski, Calo and Slubowski.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

At 4:20 p.m., the Committee meeting reconvened and on motion made by Ms. LaMarr, seconded by Ms. Sack, and unanimously carried, the Committee voted to adjourn.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

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Mario Ricozzi, Chairman

South Central Connecticut Regional Water Authority  
90 Sargent Drive, New Haven, Connecticut 06511-5966 203-562-4020  
<http://www.rwater.com>

To: Authority Environmental, Health & Safety Committee  
David J. Borowy  
Kevin J. Curseaden  
Catherine E. LaMarr  
Mario Ricozzi  
Suzanne C. Sack

Cc: Larry Bingaman, President & CEO  
Sunny Lakshminarayanan, VP, EES

From: Jim Hill, GM – Operations/Tom Barger – Manager, Water Quality

Date: 24 August 2023

Subject: PFAS Update (DRAFT)

#### Current and Proposed PFAS Regulations:

Currently, CT does not have regulations specific to Perfluorinated compounds (PFAS), however, CTDPH has requested CT utilities to monitor for 10 specific compounds (**CT10**); the RWA has been monitoring for 9 of these in our raw water since 2019.

The 6 compounds that EPA is proposing for regulations are a subset of the CT-10. Compliance will be based on a running annual average of all 6 compounds.

| PFAS Compound  | CT Action Level (ppt) | USEPA Proposed Limit (ppt) | Mt. Carmel (September 2023) |               |          | South Cheshire (September 2023) |               |          |
|----------------|-----------------------|----------------------------|-----------------------------|---------------|----------|---------------------------------|---------------|----------|
|                |                       |                            | Well #1 (raw)               | Well #2 (raw) | Finished | Well #1 (raw)                   | Well #2 (raw) | Finished |
| PFOA           | 16                    | 4                          | <MRL                        | <MRL          | <MRL     | 6                               | 5             | 6        |
| PFOS           | 10                    | 4                          | 4                           | <MRL          | 4        | 8                               | 6             | 8        |
| PFNA           | 12                    | Haz. Index                 | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| PFHxS          | 49                    | Haz. Index                 | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| PFBS           | 760                   | Haz. Index                 | <MRL                        | <MRL          | <MRL     | 3                               | 3             | 3        |
| HFPO-DA (GenX) | 19                    | Haz. Index                 | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| PFHxA          | 240                   | N/A                        | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| 9CL-PF3ONS     | 2                     | N/A                        | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| 11 CL-PF3OUdS  | 5                     | N/A                        | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |
| PFBA           | 1800                  | N/A                        | <MRL                        | <MRL          | <MRL     | <MRL                            | <MRL          | <MRL     |

MRL = Minimum Reporting Limit



### **RWA Resource Concentrations:**

The RWA is currently monitoring both raw and finished water and meets the current CT Action levels. Future EPA compliance will be based solely on finished water values. Based on limited finished water data collected during 2023, the South Cheshire Well Field is above the proposed USEPA regulatory limits. Based on very limited data, the Mt. Carmel Well Field and the Lake Whitney Water Treatment Plant may also have concentrations slightly above 4 ppt, however, not enough data has been collected to make a definitive determination as compliance will be based on a running annual average.

### **Treatment Technologies:**

The current treatment technology that is widely used for PFAS removal involves Granular Activated Carbon or Ion Exchange contactors. There are a number of projects completed that use this technology. There are a variety of developing technologies including foam fractionation, supercritical oxidation and Aquagga's PFAS Destruction Unit. RWA staff are currently working on jar test and full-scale testing of potential alternatives which will remain the intellectual property of RWA.

### **Capital Upgrades:**

As indicated Mt. Carmel Well Field, the Lake Whitney Water Treatment Plant have slightly elevated concentrations. Tighe and Bond provided some preliminary cost analysis for Mt. Carmel and South Cheshire Wellfields. The capital cost for treatment for both was estimated at \$20 million with an annual O&M cost of \$250,000 to \$350,000 (including waste disposal). RWA staff have completed full scale testing at Whitney WTP and expect the capital cost would be \$500,000 and an annual O&M cost of \$350,000 primarily due to waste disposal. The South Cheshire PFAS treatment system is currently in the 10-year model from FY27 to FY29.

### **Information Update on Lawsuits:**

- Memo from Murtha (CONFIDENTIAL)
- Memo from Grant & Eisenhofer P.A (CONFIDENTIAL)

### **Questions:**

- 1) How does RWA interact with the CT legislative body when legislation is introduced for action levels relating to PFAS?



**South Central Connecticut Regional Water Authority  
Strategic Planning Committee**

**Minutes of the August 24, 2023 Meeting**

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, August 24, 2023, via remote access. Chair Borowy presided.

**Committee Members** – Messrs. Borowy, Curseaden (remote), Ricozzi, and Mss. LaMarr and Sack

**Management** – Mss. Kowalski and Calo, and Messrs. Bingaman, Donovan, Hill, Lakshminarayanan, and Singh

**Staff** – Mrs. Slubowski

The Chair called the meeting to order at 2:57 p.m.

On motion made by Mr. Curseaden, seconded by Ms. LaMarr, and unanimously carried, the Strategic Planning Committee voted to approve the minutes of its June 22, 2023 meeting.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

At 2:58 p.m., on motion made by Mr. Ricozzi, seconded by Ms. LaMarr, and unanimously carried, the Committee voted to convene in executive session pursuant to C.G.S. Section 1-200(6)(B) pertaining to personnel. Present in executive session were Authority members, Messrs. Bingaman, Donovan, Hill, Lakshminarayanan, Singh, and Mss. Kowalski, Calo and Slubowski.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

At 3:26 p.m., the Committee meeting reconvened. No actions were taken in or as a result of, executive session.

At 3:26 p.m., on motion made by Ms. Sack, seconded by Ms. LaMarr, and unanimously carried, the committee meeting adjourned.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

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David Borowy, Chairman

**South Central Connecticut Regional Water Authority  
Minutes of the October 26, 2023 Meeting**

The regular meeting of the South Central Connecticut Regional Water Authority (“RWA” or “Authority”) took place on Thursday, October 26, 2023, at the South Central Connecticut Regional Water Authority, 90 Sargent Drive, New Haven, Connecticut and via remote access. Chair Borowy presided.

**Present:** Authority Members Present – Messrs. Borowy, Curseaden (remote), Ricozzi, and Mss. LaMarr and Sack  
Management – Mss. Kowalski, Calo (remote), and Bochan (remote), and Messrs. Bingaman, Hill (remote), Lakshminarayanan, DelVecchio, Olejarczyk, and Marcik  
RPB – Mr. Levine  
Staff – Mrs. Slubowski

Chair Borowy called the meeting to order at 12:30 p.m. He noted 100% attendance, with one board member attending remotely. He reviewed the safety moment distributed to members.

Chair Borowy offered the opportunity for members of the public to comment. There were no members of the public present at the meeting.

At 12:31 p.m., on motion made Ms. Sack, and seconded by Mr. Ricozzi, the Authority voted unanimously to recess the meeting to meet as the Pension & Benefit Committee.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |
| Ricozzi   | Aye |
| Sack      | Aye |

At 1:43 p.m., the Authority reconvened.

On motion made by Ms. LaMarr, seconded by Mr. Ricozzi, and unanimously carried, the Authority voted to approve, adopt, or receive as appropriate the following items in the Consent Agenda:

1. Minutes of the September 28, 2023 meeting.
2. Approved the Capital Budget Authorization for November 2023.

**RESOLVED**, that the Vice President & Chief Financial Officer is authorized to submit to the Trustee one or more requisitions in an aggregate amount not to exceed \$4,900,000 for the month of November 2023 for transfer from the Construction Fund for capital expenditures. Each such requisition shall contain or be accompanied by a certificate identifying such requisition and stating that the amount to be withdrawn pursuant to such requisition is a proper charge to the Construction Fund. Such requisitions are approved notwithstanding the fact that amounts to be withdrawn for a particular project may exceed the amount indicated for such month and year in the current Capital Improvement Budget but will not cause the aggregate amount budgeted for fiscal year 2024 for all Capital Improvement Projects to be exceeded.

3. Capital Budget Transfer Notifications for November 2023.
4. Received Monthly Financial Report for the period ended September 30, 2023.
5. Received the Accounts Receivable update for the period ended September 30, 2023.

|           |     |
|-----------|-----|
| Borowy    | Aye |
| Curseaden | Aye |
| LaMarr    | Aye |

Ricozzi     Aye  
Sack        Aye

Authority members reported on RPB committee meetings.

At 1:50 p.m., Ms. Bochan entered the meeting.

Ms. Bochan, the RWA's Director of Customer Care, provided an RWAY/Customer Information System Update, which included:

- Recent accomplishments
- Decisions and risks
- Current activities
- Next steps

At 2:00 p.m., Ms. Bochan withdrew from the meeting.

Mr. Bingaman, the RWA's President & Chief Executive Officer reported on the effects of the wet summer. He stated that due to the wet and cool summer, production is down significantly from last year, which may affect the RWA's ability to reach the coverage global metric of 118%, without extraordinary measures. In addition, the RWA's possible inability to meet this particular metric would affect the global metric payout to employees. Discussion ensued regarding potential changes to the coverage global metric. After discussion, it was the consensus of the Authority to keep the coverage global metric at 118% and revisit this subject later in the fiscal year, if necessary.

Mr. Bingaman provided an update regarding dedicated RWA email accounts for Authority members.

At 2:20 p.m., Mr. Levine withdrew from the meeting.

[BREAK FROM 2:20 TO 2:35]

At 2:34 p.m., Messrs. DelVecchio and Olejarczyk entered the meeting, and on motion made by Ms. LaMarr, and seconded by Ms. Sack, the Authority 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, and matters covered by Section 1-200(6)(E), to discuss matters covered by Section 1-210(b)(19)(i)(ii), pertaining to security risk. Present in executive session were Authority members, Mss. Kowalski, Calo, and Slubowski, and Messrs. Bingaman, Hill, Lakshminarayanan, DelVecchio and Olejarczyk.

Borowy     Aye  
Curseaden Aye  
LaMarr     Aye  
Ricozzi     Aye  
Sack        Aye

At 3:40 p.m., Mr. Curseaden withdrew from the meeting.

At 4:16, p.m., Messrs. DelVecchio and Olejarczyk withdrew from the meeting and Mr. Marcik entered the meeting.

At 4:51 p.m., the Authority came out of executive session and Mr. Marcik withdrew from the meeting. No votes were taken in, or as a result of, executive session. On motion made by Mr. Ricozzi, and seconded by Ms. Sack, the Authority voted to recess the meeting to reconvene as the Pension & Benefit Committee.

|           |        |
|-----------|--------|
| Borowy    | Aye    |
| Curseaden | Absent |
| LaMarr    | Aye    |
| Ricozzi   | Aye    |
| Sack      | Aye    |

At 5:15 p.m., the Authority reconvened, and on motion made by Ms. Sack, and seconded by Ms. LaMarr, the Authority voted to adjourn.

|           |        |
|-----------|--------|
| Borowy    | Aye    |
| Curseaden | Absent |
| LaMarr    | Aye    |
| Ricozzi   | Aye    |
| Sack      | Aye    |

Respectfully submitted,

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Catherine E. LaMarr, Secretary

UNAPPROVED

South Central Connecticut Regional Water Authority  
90 Sargent Drive, New Haven, Connecticut 06511-5966 203-562-4020  
<http://www.rwater.com>

## **MEMORANDUM**

**TO:** David J. Borowy  
Kevin J. Curseaden  
Catherine E. LaMarr  
Mario Ricozzi  
Suzanne C. Sack

**FROM:**  Rochelle Kowalski  
Vice President & Chief Financial Officer

**DATE:** November 13, 2023

**SUBJECT:** Capital budget authorization request for December 2023

Attached for your meeting on November 16, 2023, is a copy of the resolution authorizing expenditures against the capital improvement budget for December 2023. The amount of the requested authorization, for funds held by the trustee, is \$4,500,000.

This would result in projected expenditures through December 2023 of \$22,631,539 or 39% of the total 2024 fiscal year capital budget, including State and Redevelopment.

Attachment

**RESOLVED**

That the Vice President & Chief Financial Officer is authorized to submit to the Trustee one or more requisitions in an aggregate amount not to exceed \$4,500,000 for the month of December 2023 for transfer from the Construction Fund for capital expenditures. Each such requisition shall contain or be accompanied by a certificate identifying such requisition and stating that the amount to be withdrawn pursuant to such requisition is a proper charge to the Construction Fund. Such requisitions are approved notwithstanding the fact that amounts to be withdrawn for a particular project may exceed the amount indicated for such month and year in the current Capital Improvement Budget but will not cause the aggregate amount budgeted for fiscal year 2024 for all Capital Improvement Projects to be exceeded. In the absence of the Vice President & Chief Financial Officer, the Controller is authorized to sign in her place.

**South Central Connecticut Regional Water Authority**  
90 Sargent Drive, New Haven, Connecticut 06511-5966 203-562-4020  
<http://www.rwater.com>

TO:

David J. Borowy  
Kevin J. Curseaden  
Catherine E. LaMarr  
Mario Ricoszi  
Suzanne C. Sack

FROM:  Rochelle Kowalski

DATE: November 13, 2023

SUBJECT: Capital Budget Transfers

The status of all capital projects is reviewed on a monthly basis. In an effort to obtain efficiencies in our capital program, any anticipated unspent funds are reallocated to support reprioritized projects or existing projects. Below is a summary of the attached capital budget transfers and amendments.

|   | Available Funds | Reallocation of Project/Funds             |
|---|-----------------|---|
| Business Analytics  | \$80,000        | Robotic Process Automation                |
| Business Analytics  | \$61,000        | Field Operations Tools & Safety Equipment |
| Business Analytics  | \$20,000        | Recreation Equipment                      |
| Lake Gaillard Water Treatment Plant Clarifiers & Recycle Building | \$78,000        | Laboratory Equipment                      |
|   |                 |   |



# CAPITAL BUDGET AMENDMENT REQUEST

|                      |                                      |      |       |        |
|----------------------|--------------------------------------|------|-------|--------|
| Request Date:        | 11/9/2023                            | Type | Log   | Mo/Yr  |
| Requesting Division: | Engineering & Environmental Services | B1   | 24-12 | Nov/23 |
| Requested By:        | William Henley                       |      |       |        |

|   |                       |
|---|-----------------------|
| <b>Transfer From:</b>   |                       |
| Account Number:   | 001-000-107181-100021 |
| Project Description:  | Business Analytics    |
| A) Original Budget  | \$ 200,000            |
| B) Total Previous Transfers (In or Out)                                     | \$ -                  |
| C) This Transfer  | \$ 80,000             |
| D) Revised Budget (A+/-B-C)   | \$ 120,000            |
| E) Estimated Project Costs  | \$ -                  |
| F) Remaining Funds Available for Transfer, if any (D-E)                     | \$ 120,000            |
| Explanation why funds are available:<br>Work for FY 2024 has been deferred. |                       |

|  |  |
|--|--|
| <b>Transfer To:</b>  |  |
| Account Number:  | 001-000-107181-100053                          |
| Project Description:   | Robotic Process Automation/Machine Learning/AI |
| A) Original Budget   | \$ 100,000                                     |
| B) Previous Transfers (In or Out)  | \$ -   |
| C) Revised Budget (A+/-B)  | \$ 100,000                                     |
| D) Amount to be Transferred  | \$ 80,000                                      |
| E) Proposed Revised Budget (C+D)   | \$ 180,000                                     |
| Explanation why funds are needed:<br>This amendment will fund the purchase of two (2) water quality monitoring buoys to pilot remote data collection at Lake Gaillard and in the West River reservoir system. Each system will consist of a data-logging bouy with solar power and water quality sensors located at reservoir intake depths. Systems will be capable of remotely relaying temperature, algae, oxygen and turbidity, collected at intervals of one hour or less. Raw water quality is a major component of the treatment process. This system will allow Authority Treatment and Natural Resources personnel to access data from these systems a web interface and phone application. Total cost of the system is estimated at \$180,000. |  |

| Approvals As Required By Type         | Signature                            | Date      |
|---------------------------------------|--------------------------------------|-----------|
| 1) Requesting Vice President/Director | approved at CMC                      | 11/9/2023 |
| 2) Donor Vice President/Director      | approved at CMC                      | 11/9/2023 |
| 3) Vice President - Finance & CFO     | approved at CMC                      | 11/9/2023 |
| 4) Chief Executive Officer            |                                      |           |
| 5) Authority Members                  | Copy of minutes attached if required |           |

# CAPITAL BUDGET AMENDMENT REQUEST

|                      |               |      |       |        |
|----------------------|---------------|------|-------|--------|
| Request Date:        | 11/9/2023     | Type | Log   | Mo/Yr  |
| Requesting Division: | Operations    | B1   | 24-13 | Nov/23 |
| Requested By:        | Charles Gaura |      |       |        |

|   |                       |
|---|-----------------------|
| <b>Transfer From:</b>   |                       |
| Account Number:   | 001-000-107181-100021 |
| Project Description:  | Business Analytics    |
| A) Original Budget  | \$ 200,000            |
| B) Total Previous Transfers (In or Out)                                     | \$ 80,000             |
| C) This Transfer  | \$ 61,000             |
| D) Revised Budget (A+/-B-C)   | \$ 59,000             |
| E) Estimated Project Costs  | \$ -                  |
| F) Remaining Funds Available for Transfer, if any (D-E)                     | \$ 59,000             |
| Explanation why funds are available:<br>Work for FY 2024 has been deferred. |                       |

|  |  |
|--|--|
| <b>Transfer To:</b>  |  |
| Account Number:  | 001-000-107198-103200                          |
| Project Description:   | Robotic Process Automation/Machine Learning/AI |
| A) Original Budget   | \$ 45,000                                      |
| B) Previous Transfers (In or Out)  | \$ -   |
| C) Revised Budget (A+/-B)  | \$ 45,000                                      |
| D) Amount to be Transferred  | \$ 61,000                                      |
| E) Proposed Revised Budget (C+D)   | \$ 106,000                                     |
| Explanation why funds are needed:<br>This amendment will fund the purchase of a 15" Mobark Eger Beaver wood chipper for use by the Facilities Department during maintenance or storm clean up activities. This chipper will be used for disposing of fallen trees and brush on Authority property. Currently, when trees come down, they are either pushed into wooded areas, or removed from our property via contracted services. The purchase of the chipper will allow for more rapid disposal of tree/brush debris. Chips will biodegrade more quickly, and can be used as mulch in areas at our facilities, reducing the amount of maintenance required. Total cost of the equipment is estimated at \$61,000. |  |

| Approvals As Required By Type         | Signature                            | Date      |
|---------------------------------------|--------------------------------------|-----------|
| 1) Requesting Vice President/Director | approved at CMC                      | 11/9/2023 |
| 2) Donor Vice President/Director      | approved at CMC                      | 11/9/2023 |
| 3) Vice President - Finance & CFO     | approved at CMC                      | 11/9/2023 |
| 4) Chief Executive Officer            |                                      |           |
| 5) Authority Members                  | Copy of minutes attached if required |           |

# CAPITAL BUDGET AMENDMENT REQUEST

|                      |                                      |      |       |        |
|----------------------|--------------------------------------|------|-------|--------|
| Request Date:        | 11/9/2023                            | Type | Log   | Mo/Yr  |
| Requesting Division: | Engineering & Environmental Services | B1   | 24-14 | Nov/23 |
| Requested By:        | John Triana                          |      |       |        |

|   |                       |  |         |  |
|---|-----------------------|--|---------|--|
| <b>Transfer From:</b>   |                       |  |         |  |
| Account Number:   | 001-000-107181-100021 |  |         |  |
| Project Description:  | Business Analytics    |  |         |  |
| A) Original Budget  | \$                    |  | 200,000 |  |
| B) Total Previous Transfers (In or Out)                                     | \$                    |  | 141,000 |  |
| C) This Transfer  | \$                    |  | 20,000  |  |
| D) Revised Budget (A+/-B-C)   | \$                    |  | 39,000  |  |
| E) Estimated Project Costs  | \$                    |  | -       |  |
| F) Remaining Funds Available for Transfer, if any (D-E)                     | \$                    |  | 39,000  |  |
| Explanation why funds are available:<br>Work for FY 2024 has been deferred. |                       |  |         |  |

|   |                       |  |        |  |
|---|-----------------------|--|--------|--|
| <b>Transfer To:</b>   |                       |  |        |  |
| Account Number:   | 001-000-107198-100413 |  |        |  |
| Project Description:  | Recreation Equipment  |  |        |  |
| A) Original Budget  | \$                    |  | 7,000  |  |
| B) Previous Transfers (In or Out)   | \$                    |  | -      |  |
| C) Revised Budget (A+/-B)   | \$                    |  | 7,000  |  |
| D) Amount to be Transferred   | \$                    |  | 20,000 |  |
| E) Proposed Revised Budget (C+D)  | \$                    |  | 27,000 |  |
| Explanation why funds are needed:<br>This amendment will fund the acquisition of new dock sections for the Lake Saltonstall recreation boating and fishing program. This purchase will consist of a larger and longer dock for the boating program that will reach into deeper water, which is especially needed when the lake is drawn down by several feet in a typical year. The new sections will be added to the end of the fishing dock, allowing it to reach farther out into the lake, which will improve operation and safety for persons renting boats while getting in and out of them, and increase the space available for those fishing from the dock. Railings from the existing end of the fishing dock will be reused on the new sections. The cost of the new dock sections is estimated at \$27,000. |                       |  |        |  |

| Approvals As Required By Type         | Signature                            | Date      |
|---------------------------------------|--------------------------------------|-----------|
| 1) Requesting Vice President/Director | approved at CMC                      | 11/9/2023 |
| 2) Donor Vice President/Director      | approved at CMC                      | 11/9/2023 |
| 3) Vice President - Finance & CFO     | approved at CMC                      | 11/9/2023 |
| 4) Chief Executive Officer            |                                      |           |
| 5) Authority Members                  | Copy of minutes attached if required |           |

# CAPITAL BUDGET AMENDMENT REQUEST

|                      |                                      |      |       |        |
|----------------------|--------------------------------------|------|-------|--------|
| Request Date:        | 11/9/2023                            | Type | Log   | Mo/Yr  |
| Requesting Division: | Engineering & Environmental Services | B1   | 24-15 | Oct/23 |
| Requested By:        | Richard Sibley                       |      |       |        |

|  |  |
|--|--|
| <b>Transfer From:</b>  |  |
| Account Number:  | 001-000-107132-116116  |
| Project Description:   | Lake Gaillard Water Treatment Plant Clarifiers & Recycle Building Improvements |
| A) Original Budget   | \$ 2,286,000 <sup>00</sup>   |
| B) Total Previous Transfers (In or Out)  | \$ 927,050   |
| C) This Transfer   | \$ 78,000  |
| D) Revised Budget (A+/-B-C)  | \$ 3,135,050   |
| E) Estimated Project Costs   | \$ 2,429,000   |
| F) Remaining Funds Available for Transfer, if any (D-E)  | \$ 706,050   |
| Explanation why funds are available:<br>Due to a change in specified material for the clarifier plates, manufacturing and delivery times have increased for these components. As a result, the project schedule has shifted, lowering expected expenditures on the project in FY 2024. |  |

|   |                       |
|---|-----------------------|
| <b>Transfer To:</b>   |                       |
| Account Number:   | 001-000-107195-104634 |
| Project Description:  | Laboratory Equipment  |
| A) Original Budget  | \$ 100,000            |
| B) Previous Transfers (In or Out)   | \$ -                  |
| C) Revised Budget (A+/-B)   | \$ 100,000            |
| D) Amount to be Transferred   | \$ 78,000             |
| E) Proposed Revised Budget (C+D)  | \$ 178,000            |
| Explanation why funds are needed:<br>This amendment will fund the purchase of a new ion chromatograph with autosampling capability. This instrument is used to analyze water samples for anions (nitrate, nitrite, ortho-phosphate, chloride, sulfate, and fluoride). The new ion chromatograph will support both internal testing and outside lab services. The anions test is part of regulatory compliance for drinking water monitoring. The new instrument will replace the aging system which will soon be out of support, and has a smaller autosampler capacity. This purchase is an acceleration of equipment replacement from FY 2025. Total cost is estimated at \$78,000. |                       |

| Approvals As Required By Type         | Signature                            | Date      |
|---------------------------------------|--------------------------------------|-----------|
| 1) Requesting Vice President/Director | <i>approved at CMC</i>               | 11/9/2023 |
| 2) Donor Vice President/Director      | <i>approved at CMC</i>               | 11/9/2023 |
| 3) Vice President - Finance & CFO     | <i>approved at CMC</i>               | 11/9/2023 |
| 4) Chief Executive Officer            |                                      |           |
| 5) Authority Members                  | Copy of minutes attached if required |           |

**REGIONAL WATER AUTHORITY**  
**REVIEW OF FINANCIAL DATA**  
**October 31, 2023 (FY 2024)**

**STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET POSITION**

**Operating Revenues**

FY23 revenue for water, including wholesale and fire service, is under budget by \$2,596k (approx. 4.3%).  
Metered water revenue is under budget by \$2,482k (approx. 4.5%) primarily due to lower consumption.

Total net other revenue is \$500k over budget primarily due to other water revenues being higher and other proprietary expense being lower than budget.

**Operating Expenses**

Operating and Maintenance Expenses are currently under budget due to the following:

|   |                  |
|---|------------------|
| Payroll is under budget primarily due to head count under runs, partially offset by O&M/non-O&M mix.  | \$ (276,000)     |
| Employee Benefits are under budget due a lower opeb contribution, higher than anticipated plan reimbursements for retiree medical, and other net variances. | (62,000)         |
| Administrative Building is under budget primarily due to lower telecommunications related expense.  | (85,000)         |
| General & Admin is under budget due to lower recruitment fees and other under runs across multiple areas.   | (71,000)         |
| Transportation is under budget primarily due to lower body repairs and gasoline and diesel fuel expense.  | (51,000)         |
| Pump Power is under budget primarily due to weather related lower production.   | (234,000)        |
| Road Repairs are under budget primarily due to timing.  | (107,000)        |
| Postage is under budget primarily due to timing.  | (174,000)        |
| Collection Expense is under budget primarily due to lower year-to-date bank fees and collection related expenses, including higher than budgeted rebilling. | (204,000)        |
| Outside Services is running under budget in multiple areas.   | (456,000)        |
| Training and continued education is under budget due to the timing of the service excellence training, tuition reimbursement, and other net under runs.     | (109,000)        |
| Info. Technology Licensing & Maintenance Fees are under budget primarily due to timing.   | (165,000)        |
| Maintenance & Repairs are under budget primarily related to water treatment and engineering.  | (236,000)        |
| All Other   | <u>(173,000)</u> |
|   | (2,403,000)      |

**Interest Income**

Interest Income is above budget primarily due to higher investment earnings.

**PROJECTED MAINTENANCE TEST**

The projected coverage is 1.14 with no shortfall.

**REGIONAL WATER AUTHORITY**  
**STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION**  
**FOR THE MONTHS ENDING OCTOBER 31, 2023**

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|   | <b>FY 2023</b> | <b>FY 2024</b> | <b>FY 2024</b> | <b>(Under)Over</b> |
|---|----------------|----------------|----------------|--------------------|
|   | <b>Actual</b>  | <b>Budget</b>  | <b>Actual</b>  | <b>Budget</b>      |
| <b>Operating revenues</b>   |                |                |                |                    |
| Metered water revenues  | \$ 53,500      | \$ 54,671      | \$ 52,189      | \$ (2,482)         |
| Fire service  | 5,406          | 5,655          | 5,660          | 6                  |
| Wholesale   | 529            | 503            | 383            | (120)              |
| Other revenue - water   | 1,722          | 1,673          | 2,105          | 432                |
| Other revenue - proprietary   | 4,051          | 4,843          | 4,814          | (29)               |
| Total operating revenues  | 65,208         | 67,344         | 65,152         | (2,193)            |
| <b>Operating expenses</b>   |                |                |                |                    |
| Operating and maintenance expense   | 23,538         | 29,120         | 26,717         | (2,403)            |
| Expense associated with other revenue - water                             | 892            | 912            | 981            | 69                 |
| Expense associated with other revenue - proprietary                       | 1,704          | 1,826          | 1,661          | (166)              |
| Provision for uncollectible accounts                                      | 106            | 250            | 82             | (168)              |
| Depreciation  | 9,670          | 10,125         | 10,125         | -                  |
| Payment in lieu of taxes  | 3,611          | 3,842          | 3,810          | (33)               |
| Amortization Pension Outflows/Inflows                                     | 995            | 577            | 577            | 0                  |
| Amortization OPEB Outflows/Inflows  | (249)          | (369)          | (369)          | (0)                |
| Total operating expenses  | 40,267         | 46,284         | 43,583         | (2,700)            |
| Operating income  | 24,941         | 21,061         | 21,568         | 508                |
| <b>Nonoperating income and (expense)</b>                                  |                |                |                |                    |
| Interest income   | 2,317          | 3,156          | 4,458          | 1,303              |
| (Loss) Gain on disposal of assets   | -              | (625)          | -              | 625                |
| Realized and unrealized (losses) gains on investment                      | -              | -              | -              | -                  |
| Interest expense  | (9,365)        | (9,261)        | (9,205)        | 56                 |
| Amortization of bond discount, premium, issuance cost and deferred losses | 1,305          | 1,196          | 1,199          | 3                  |
| Amortization of Goodwill  | -              | -              | -              | -                  |
| Intergovernmental revenue   | 490            | -              | -              | -                  |
| Contributions to related entities   | -              | -              | -              | -                  |
| Total nonoperating income and (expense) before capital contributions      | (5,253)        | (5,535)        | (3,548)        | 1,987              |
| Income (expense) before contributions                                     | 19,689         | \$ 15,526      | 18,020         | \$ 2,495           |
| <b>Capital contributions</b>  |                |                |                |                    |
| Change in net assets  | 400            | -              | 438            | -                  |
| Total net assets - beginning of fiscal year                               | 20,089         | -              | 18,458         | -                  |
| Total net assets - beginning of fiscal year                               | 251,989        | -              | 283,445        | -                  |
| Total net assets - end of reporting month                                 | \$ 272,078     | -              | \$ 301,903     | -                  |

|                                     | <b>Budget</b>  | <b>Projected</b> | <b>(Under)Over</b> |
|-------------------------------------|----------------|------------------|--------------------|
|                                     | <b>FY 2024</b> | <b>FY 2024</b>   | <b>FY 2024</b>     |
|                                     | <b>@114%</b>   | <b>@114%</b>     | <b>@114%</b>       |
| <b>FY 2024 MAINTENANCE TEST</b>     |                |                  |                    |
| <b>(Budget vs. Projected)</b>       |                |                  |                    |
| Revenue Collected:                  |                |                  |                    |
| Water sales                         | 129,136        | 126,136          | (3,000)            |
| Interest Income                     | 3,371          | 4,871            | 1,500              |
| BABs Subsidy                        | 657            | 657              | -                  |
| Other Net                           | 8,468          | 8,468            | -                  |
| Common Non-Core                     | (375)          | (375)            | -                  |
| Total                               | 141,257        | 139,757          | (1,500)            |
| Less:                               |                |                  |                    |
| Operating and maintenance expenses  | (69,318)       | (68,487)         | 831                |
| Depreciation                        | (8,875)        | (8,875)          | -                  |
| PILOT (A)                           | (9,100)        | (9,050)          | 50                 |
| Net Avail for Debt Service (B)      | \$ 53,964      | \$ 53,345        | \$ (619)           |
| Debt Service Payments (C)           | \$ 47,207      | 46,793           | \$ (414)           |
| Debt Service @ 114% (D)             | \$ 53,816      | 53,344           | \$ (472)           |
| Difference (B-D)                    | \$ 148         | \$ 0             | -                  |
| RSF, Growth and/or General Fund (D) | -              | -                | -                  |
| Coverage                            | 114%           | 114.0%           | -                  |

**REGIONAL WATER AUTHORITY  
OPERATING AND MAINTENANCE EXPENSE  
OCTOBER 31, 2023**

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**PERIOD ENDING OCTOBER 31, 2023**

|   | <b>FY 2023<br/>Actual</b> | <b>FY 2024<br/>Budget</b> | <b>FY 2024<br/>Actual</b> | <b>(Under)<br/>Over</b> |
|---|---------------------------|---------------------------|---------------------------|-------------------------|
| 1 Payroll   | \$ 9,759                  | \$ 10,538                 | \$ 10,262                 | \$ (276)                |
| 2 Employee Benefits                                 | 2,570                     | 3,214                     | 3,152                     | (62)                    |
| Pension Contributions                               | 1,111                     | 1,608                     | 1,608                     | 0                       |
| 3 Administrative Building                           | 467                       | 452                       | 366                       | (85)                    |
| 4 General & Administrative                          | 486                       | 695                       | 624                       | (71)                    |
| 5 Transportation                                    | 279                       | 392                       | 340                       | (51)                    |
| 6 Tools & Stores                                    | 107                       | 145                       | 143                       | (2)                     |
| 7 Utilities & Fuel                                  | 583                       | 703                       | 690                       | (13)                    |
| 8 Material From Inventory                           | 107                       | 143                       | 124                       | (18)                    |
| 9 Pump Power Purchased                              | 1,256                     | 1,444                     | 1,210                     | (234)                   |
| 10 Chemicals  | 1,252                     | 1,724                     | 1,728                     | 4                       |
| 11 Road Repairs                                     | 65                        | 162                       | 55                        | (107)                   |
| 14 Postage  | 115                       | 208                       | 34                        | (174)                   |
| 15 Printing & Forms                                 | 14                        | 32                        | 17                        | (16)                    |
| 17 Collection Expense                               | 386                       | 600                       | 396                       | (204)                   |
| 18 Business Improvement                             | 19                        | 147                       | 110                       | (37)                    |
| 19 Public/Customer Information                      | 60                        | 86                        | 106                       | 19                      |
| 20 Outside Services                                 | 1,078                     | 2,144                     | 1,688                     | (456)                   |
| 21 Insurance Premiums                               | 722                       | 701                       | 740                       | 40                      |
| 22 Worker's Compensation, pre-Churchill             | 23                        | 22                        | 11                        | (11)                    |
| 23 Damages  | 9                         | 29                        | 33                        | 4                       |
| 24 Training & Cont. Education                       | 61                        | 265                       | 157                       | (109)                   |
| 25 Authority Fees                                   | 58                        | 71                        | 52                        | (19)                    |
| 26 Consumer Counsel                                 | 23                        | 25                        | 18                        | (7)                     |
| 27 RPB Fees   | 52                        | 70                        | 36                        | (34)                    |
| 28 Organizational Dues                              | 87                        | 62                        | 31                        | (31)                    |
| 29 Donations  | 11                        | 13                        | 8                         | (5)                     |
| 34 Central Lab/Water Quality                        | 89                        | 163                       | 123                       | (39)                    |
| 40 Environmental Affairs                            | 29                        | 47                        | 39                        | (8)                     |
| 44 Info. Technology Licensing &<br>Maintenance Fees | 1,102                     | 1,501                     | 1,336                     | (165)                   |
| 45 Maintenance and Repairs                          | 1,445                     | 1,618                     | 1,382                     | (236)                   |
| 46 Regulatory Asset Amortization                    | 114                       | 96                        | 97                        | 1                       |
|   | <u>\$ 23,538</u>          | <u>\$ 29,120</u>          | <u>\$ 26,717</u>          | <u>\$ (2,403)</u>       |



## South Central Regional Water Authority

### Analysis of Accounts Receivable ("A/R")

(\$000 omitted)

#### Total Accounts Receivable Aging (in days)

|                               | Oct<br>2023 | Sept<br>2023 | Aug<br>2023 | Jul<br>2023 | June<br>2023 | May<br>2023 | April<br>2023 | March<br>2023 | Feb<br>2023 | Jan<br>2023 | Dec<br>2022 | Nov<br>2022 | Oct<br>2022 |
|-------------------------------|-------------|--------------|-------------|-------------|--------------|-------------|---------------|---------------|-------------|-------------|-------------|-------------|-------------|
| Under 30                      | \$ 6,745    | \$ 8,369     | \$ 6,504    | \$ 8,725    | \$ 7,293     | \$ 5,586    | \$ 6,922      | \$ 4,954      | \$ 5,926    | \$ 6,550    | \$ 6,158    | \$ 6,197    | \$ 7,228    |
| 31-60                         | 1,591       | 1,568        | 1,857       | 1,823       | 1,183        | 1,498       | 1,513         | 1,615         | 1,865       | 1,621       | 1,910       | 2,267       | 2,454       |
| 61-90                         | 620         | 783          | 592         | 543         | 650          | 498         | 703           | 786           | 1,062       | 1,070       | 1,053       | 966         | 868         |
| 91-180                        | 1,085       | 1,120        | 1,060       | 1,162       | 1,085        | 1,171       | 1,111         | 1,301         | 1,583       | 1,558       | 1,516       | 1,382       | 1,492       |
| 181-360                       | 1,320       | 1,338        | 1,453       | 1,393       | 1,295        | 1,452       | 1,458         | 1,591         | 1,680       | 1,890       | 1,828       | 2,159       | 2,083       |
| More than 1 year              | 4,787       | 4,815        | 4,845       | 4,908       | 4,682        | 4,676       | 4,864         | 5,036         | 5,263       | 5,239       | 5,085       | 4,950       | 5,090       |
| Sub Total                     | 16,148      | 17,993       | 16,311      | 18,554      | 16,188       | 14,881      | 16,571        | 15,283        | 17,379      | 17,928      | 17,550      | 17,921      | 19,215      |
| Interest due                  | 1,703       | 1,690        | 1,701       | 1,681       | 1,633        | 1,618       | 1,627         | 1,668         | 1,699       | 1,674       | 1,651       | 1,648       | 1,624       |
| Total Gross A/R plus interest | \$ 17,851   | \$ 19,683    | \$ 18,012   | \$ 20,235   | \$ 17,821    | \$ 16,499   | \$ 18,198     | \$ 16,951     | \$ 19,078   | \$ 19,602   | \$ 19,201   | \$ 19,569   | \$ 20,839   |

#### Aged Accounts Receivable Focus of Collection Efforts

|                       | Oct<br>2023 | Sept<br>2023 | Aug<br>2023 | Jul<br>2023 | June<br>2023 | May<br>2023 | April<br>2023 | March<br>2023 | Feb<br>2023 | Jan<br>2023 | Dec<br>2022 | Nov<br>2022 | Oct<br>2022 |
|-----------------------|-------------|--------------|-------------|-------------|--------------|-------------|---------------|---------------|-------------|-------------|-------------|-------------|-------------|
| Greater than 60 days: |             |              |             |             |              |             |               |               |             |             |             |             |             |
| A/R                   | \$ 9,270    | \$ 9,498     | \$ 9,380    | \$ 9,431    | \$ 9,116     | \$ 9,154    | \$ 9,502      | \$ 10,121     | \$ 11,020   | \$ 11,172   | \$ 10,864   | \$ 10,820   | \$ 10,879   |
| Less: Multi-Tenants   | (2,106)     | (2,415)      | (2,398)     | (2,412)     | (2,035)      | (2,435)     | (2,868)       | (2,705)       | (2,806)     | (2,923)     | (2,831)     | (2,900)     | (2,931)     |
| Receiverships***      | (2,135)     | (1,996)      | (1,968)     | (2,004)     | (1,919)      | (1,834)     | (1,941)       | (1,932)       | (2,013)     | (1,996)     | (1,981)     | (1,975)     | (1,957)     |
| Liens                 | (1,423)     | (1,357)      | (1,446)     | (1,457)     | (1,423)      | (1,583)     | (1,703)       | (1,778)       | (1,793)     | (1,835)     | (1,867)     | (1,808)     | (1,803)     |
| Total                 | \$ 3,606    | \$ 3,730     | \$ 3,568    | \$ 3,558    | \$ 3,739     | \$ 3,302    | \$ 2,990      | \$ 3,706      | \$ 4,408    | \$ 4,418    | \$ 4,185    | \$ 4,137    | \$ 4,188    |
|                       | 39%         | 39%          | 38%         | 38%         | 41%          | 36%         | 31%           | 37%           | 40%         | 40%         | 39%         | 38%         | 38%         |

#### Collection Efforts

|                          | Oct<br>2023 | Sept<br>2023 | Aug<br>2023 | Jul<br>2023 | June<br>2023 | May<br>2023 | April<br>2023 | March<br>2023 | Feb<br>2023 | Jan<br>2023 | Dec<br>2022 | Nov<br>2022 | Oct<br>2022 |
|--------------------------|-------------|--------------|-------------|-------------|--------------|-------------|---------------|---------------|-------------|-------------|-------------|-------------|-------------|
| Shuts *                  | \$ 118      | \$ 68        | \$ 55       | \$ 75       | \$ 65        | \$ 115      | \$ 95         | \$ 167        | \$ 48       | \$ 51       | \$ 61       | \$ 80       | \$ 143      |
| Red Tags **              | -           | 3            | 5           | 3           | 17           | -           | -             | -             | -           | -           | -           | -           | -           |
| Receivers                | 53          | 72           | 33          | 24          | 33           | 47          | 60            | 48            | 71          | 2           | 44          | 64          | 34          |
| Top 100 Collection Calls | -           | 7            | 28          | 29          | 20           | 5           | 21            | 41            | 25          | 216         | -           | -           | 39          |
| Other <sup>(1)</sup>     | 1,152       | 834          | 865         | 940         | 993          | 1,177       | 1,507         | 1,517         | 1,429       | 1,346       | 1,550       | 1,665       | 1,890       |
| Total                    | \$ 1,323    | \$ 984       | \$ 986      | \$ 1,071    | \$ 1,128     | \$ 1,344    | \$ 1,683      | \$ 1,773      | \$ 1,573    | \$ 1,615    | \$ 1,655    | \$ 1,809    | \$ 2,106    |

\* Number of shuts

\*\* Number of Red tags

## RWA and Committees

### 2024 Meeting Dates

January 25, 2024

February 22, 2024

March 28, 2024

April 25, 2024 (Passover but work permitted this day)

May 23, 2024

June 27, 2024

July 25, 2024

August 22, 2024

September 26, 2024

October 24, 2024

November 21, 2024

December 19, 2024

## RWA Committees

### 2024 Proposed Meeting Dates

| <b>January 25</b> | <b>February 22</b> | <b>March 28</b>     | <b>April 26</b>   | <b>May 23</b>      | <b>June 27</b>      |
|-------------------|--------------------|---------------------|-------------------|--------------------|---------------------|
| Compensation      | Audit-Risk         | EH&S                | Pension           | Audit-Risk         | Commercial Business |
| Pension           | Strategic          | Commercial Business | Compensation      | EH&S               | Strategic           |
|                   |                    |                     |                   |                    |                     |
|                   |                    |                     |                   |                    |                     |
|                   |                    |                     |                   |                    |                     |
| <b>July 25</b>    | <b>August 22</b>   | <b>September 26</b> | <b>October 24</b> | <b>November 21</b> | <b>December 19</b>  |
| Compensation      | EH&S               | Audit-Risk          | Pension           | EH&S               | Audit-Risk          |
| Pension           | Strategic          | Commercial Business |                   | Strategic          | Commercial Business |
|                   |                    |                     |                   |                    |                     |
|                   |                    |                     |                   |                    |                     |

## RPB COMMITTEE MEETINGS

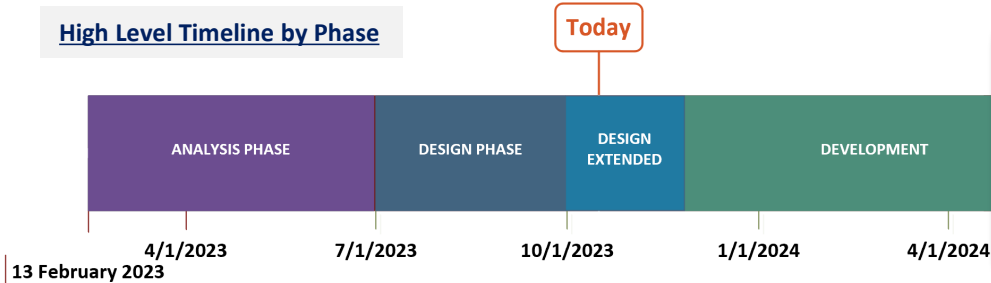
| Month                | Meeting  | Will Attend |
|----------------------|--|-------------|
| <b>October 2023</b>  | <i>Finance Committee – (Remote Only)</i><br>Monday, Oct. 2 at 5:00 p.m.                                      | Mario       |
|                      | <i>Land Use Committee - (In-person Only – Lake Saltonstall, Branford)</i><br>Wednesday, Oct. 11 at 4:30 p.m. | Mario       |
|                      | <i>Consumer Affairs Committee - (Remote Only)</i><br>Monday, Oct. 16 at 5:30 p.m.                            | Catherine   |
| <b>November 2023</b> | <i>Land Use Committee (In Person Only – 90 Sargent Drive)</i><br>Wednesday, Nov. 8 at 5:30 p.m.              | Catherine   |
|                      | <i>Finance Committee (Remote Only)</i><br>Monday, Nov. 13 at 5:00 p.m.                                       | Suzanne     |
|                      | <i>Consumer Affairs Committee (Remote Only)</i><br>Monday, Nov. 20 at 5:30 p.m.                              | David       |
| <b>December 2023</b> | <i>Finance Committee (Remote Only)</i><br>Monday, Dec. 11 at 5:00 p.m.                                       | Kevin       |
|                      | <i>Land Use Committee (In Person Only – 90 Sargent Drive)</i><br>Wednesday, Dec. 13 at 5:30 p.m.             | Catherine   |
|                      | <i>Consumer Affairs Committee (Remote Only)</i><br>Monday, Dec. 18 at 5:30 p.m.                              | Mario       |

# Project RWAY Update Authority Board

November 16, 2023

# CIS/RWAY

High Level Timeline by Phase



Reviewing and Optimizing Project Schedule updates

CIS/RWAY Project Health Indicators

|          |   |                    |                |   |              |            |   |         |       |   |                |
|----------|---|--------------------|----------------|---|--------------|------------|---|---------|-------|---|----------------|
| Schedule | ! | Completion Q2 FY25 | Capital Budget | ✓ | ~\$14.8M (B) | FY24 Spend | ✓ | ~\$7.9M | Scope | ✓ | + Omni-Channel |
|----------|---|--------------------|----------------|---|--------------|------------|---|---------|-------|---|----------------|

## Accomplishments

- Project RWAY Kickoff 02/13.
- Analysis Phase COMPLETE on 07/13.
- Analysis Phase Final Gap List Reviews and True-ups complete.
- Design Phase In Progress.
  - Completed Integration and Infrastructure Design
  - Completed UMAX training for core team
  - Completed OCM deliverables during design phase
  - Completed Provisioning of Dev and Training Environments
  - Completed Microfocus ALM (Application Lifecycle Management, the system for tracking and resolving defects) training.
  - **Completed Data Mapping & Conversion – ETL-2 entities transformation**
  - **Completed ETL-2 Data validation of 100+ accounts**
  - Continued Functional Design workshops/FDDs for Reports and Letters/Notices

## Current Activities

- Complete reports, and notices for Bill Due Date & Interest Policy
- **ETL-3 Data Mapping & Conversion activities**
- **Omni-channel workshops/sessions**
- Continued Capacity and Demand Management Reviews

## Decisions, Risks & Issues

- Key Decisions
  - GIS will be system of record for Premise, Tap, Curb Valve and Service Lateral
  - Great Plains will perform Credit Refunds
  - Data Prose is new bill print provider
- Key Risks – Mitigation Plans Underway
  - Data Archive (Historical Data) Requirements in progress. Subsequently Scope and Approach need to be assessed
  - Design Phase extended due to delays with Data Migration, Reports and Notices. Mitigations are in place to complete by 11/22
- Key Issues
  - None

## Next Steps: Design/Development Phases

- UMAX Training guides
- **UMAX System Configuration/Setup**
- Development Phase
- Testing Plans

Legend:



On Schedule



At Risk



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B=Budgeted; A=Actual

# RWAY CIS Benefits Highlights- series I



## Omni-Channel & Self-Service

- New Capabilities: Integrated call transcription, Chat Capabilities, Sentiment Analysis
- Customer Experience: Real Time Payments; Over 1000 Payment Locations; Program Enrollment; Chat
- Efficiencies: Fully integrated call flow; Reduction of 3<sup>rd</sup> party systems; Simplified application landscape



## Field Services & Dispatch

- New Capabilities: Notification Engine; Improved Reporting; Improved Dispatch Tooling
- Customer Experience: Appointment Notifications; Multi-Lingual Support; Self service Improved Appointment Windows
- Efficiencies: Real time updates; Future-ready for auto dispatch & work distribution



## Technology Platform

- New Capabilities: Live Dashboards; User Driven Reporting; Notice/Letter Design & Creation Capabilities
- Tech enablement: SaaS Solution – Continuous Updates and Security Patching; Standardization of Tooling
- Efficiencies: Single Sign On; System Refresh (2 Weeks → 1 hour)



## Streamlined Billing

- New Capabilities & Operational Efficiencies: Automate & Streamline complex billing like Wholesale, Backflow Program, and Harbor Crest
- Technology: Improved integrations, Reduction of excel

**SUMMARY SCHEDULE OF IMPORTANT DATES  
FISCAL 2024 PROJECTIONS AND FISCAL 2025 BUDGET REQUESTS**

|       |                                  |   |
|-------|----------------------------------|---|
|       | <b><u>2023-<br/>2024</u></b>     |   |
|       | Nov 9                            | Management begins capital budgetary process by requesting project managers to complete capital budget input forms   |
|       | Dec 4                            | Management begins O & M budgetary process by requesting projections for FY24 payroll through May 31, 2024   |
|       | Dec to Feb                       | Finance requests budget managers to project FY24 and FY25 O&M expenses and revenue  |
|       | Mar 11                           | Management-approved FY25 capital and operating budgets are <b><i>expressed mailed</i></b> to the Authority  |
| A     | <b>Mar 28th</b>                  | Management discusses FY25 capital budget with the Authority, anticipating that the Authority will approve distribution of preliminary capital budget to the RPB. <b>(extended regular meeting beginning at 11 AM)</b>     |
| A     | <b>Mar 28th</b>                  | Management discusses FY25 operating budget with the Authority, anticipating that the Authority will approve distribution of preliminary operating budget to the RPB. <b>(extended regular meeting beginning at 11 AM)</b> |
|       | <b>Apr 2</b>                     | Management <b><i>express mails</i></b> the Authority's preliminary budgets to the RPB and Office of Consumer Affairs  |
|       | Apr 15 to Apr 19                 | Meet with OCA to discuss budgets – if requested   |
| R     | Apr 15 to Apr 19                 | RPB Finance Committee meets with management <b>(special meeting)</b>  |
| R     | Apr 15 to Apr 19                 | Land Use Committee and Consumer Affairs Committee meet with management <b>(special meeting or extended CAC meeting on the 15th)</b>   |
| R     | ***                              | Prior to Finance Committee meeting on 5/13/24 (regular meeting), the chairs of the Land Use Committee and Consumer Affairs Committee convey their comments to the Finance Committee                                       |
| R     | May 13                           | RPB Finance Committee (regular meeting) meets to comment on the budget (other RPB members are invited to attend)  |
| A & R | May 23                           | Regular full RPB meeting with Authority in attendance -- Finance Committee makes its recommendation regarding the FY25 budgets to the full RPB  |
| A     | May 23                           | Authority reviews and approves operating and capital budgets. <b>(meet after RPB Board meeting)</b>   |
|       | May 31                           | Management sends approved budgets to Trustee by 5/31/2024   |
| R     | RPB / Finance Committee meetings |   |
| A     | Authority meetings               |   |

**Note:** Good Friday is March 29th, Easter is March 31st, Passover is from Mon. (evening) April 22nd through Tues. (last day) April 30th.

Other holidays include January 15<sup>th</sup> Martin Luther King Day, February 12<sup>th</sup> Lincoln's Birthday, February 19<sup>th</sup> Presidents Day, Memorial Day is May 27<sup>th</sup>.