

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

Minutes of the May 15, 2023 Meeting

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RPB”) took place on Monday, May 15, 2023, via remote access.

Members present: S. Mongillo, N. Campbell, M. Levine, and A. Rescigno

Members absent: F. Pepe and R. Smith

RPB: R. Harvey and C. Havrda

Authority: C. LaMarr

RWA: R. Kowalski, D. Bochan, J. Hill, P. Singh, and P. Wehner

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

RPB Staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:35 p.m. He reviewed the Safety Moment distributed to members.

Chair Mongillo 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 & Vice President of Customer Care, introduced Mr. Paul Wehner, the RWA’s Process Excellence Director, who provided his background and experience to the Committee.

At 5:37 p.m., Mr. Levine entered the meeting.

Ms. Bochan, the RWA’s Director of Customer Care, provided a Process Improvement Update, which included a summary of efforts in the following 6 critical process areas:

1. Meter-to-Cash (Improvements to the IVR System for customers)
2. Source-to-Consumption (Introduction of MY Source which is an improved intranet system for employee use to create process efficiencies)
3. Procure-to-Pay (Improvements to Scheduling and Invoicing functions)
4. Jobbing Process (Reducing manual data entry and improving inventory access)
5. Lab Billing (Improved Website and billing process to service outside customers)
6. Capital Planning and Budget (System upgrades in both areas to create efficiencies and additional capability)

She stated that efforts in the first four areas are complete and expects that work in the last two areas will be completed by the end of May.

On motion made by Mr. Rescigno, and seconded by Mr. Levine, the committee voted to approve the minutes of its April 17, 2023 joint meeting, as presented.

Attorney Donofrio reported on items he has been working in May, which included:

- His review of the proposed FY 2024 Capital and Operating Budgets.
- A meeting he attended earlier in the month with the New Haven Environmental Advisory Council, Dave Fox of Raftelis, and RWA members to discuss and clear up misunderstandings about the RWA's rate structure.
- A final review of the pending Application for the Confidential Plumbing Company. He will circulate a memorandum to the RPB by the end of the week.
- The initial review of the Authority's Application for the Derby Wellfield Chemical Improvements Project.
- A review of the Authority's Application for a Non-substantial Land Use Plan Amendment for a trail relocation in Guilford.
- Preparing for a refresher training presentation for the RPB Finance Committee, Land Use Committee, and the Consumer Affairs Committee at the June meetings. The presentation will address items such as corporate governance, Freedom of Information, confidentiality, ethics requirements, and other RPB related matters.
- His attendance at several RPB Nominating Committee meetings.

Atty. Donofrio reported no pending consumer complaints at this time.

On motion made by Ms. Campbell, seconded by Rescigno, and unanimously carried, the Committee approved the OCA's April 2023 billing for \$6,333.50.

Committee assignments were made for upcoming Authority meetings as follows:

- June 22 – Ms. Campbell
- July 27 – Mr. Levine
- August 24 - TBD
- September 28 -TBD

There was no new business to report.

At 5:58 p.m., on motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the committee meeting adjourned.

Stephen Mongillo, Chairman