

REPRESENTATIVE POLICY BOARD  
**CONSUMER AFFAIRS COMMITTEE**

APRIL 21 2025

MEETING TRANSCRIPTION

Naomi:

Good evening, everyone. I'm going to call then a monthly meeting to order. It's 5:30. First we'll go for our safety moment. Our safety moment is yard cleanup tips. More than 60,000 people have been to the emergency room with lawn mower injuries. Be sure that you rake your lawn before you start mowing it. Never operate a lawn mower without wearing shoes. Don't smoke, because of the gasoline.

Then, the other thing is 5,000 people have sustained injuries from trimmers, lawn mowers, and runners. Always read the instructions when you're starting any poly equipment. Don't let your tools get wet, unless they're labeled you could put them in water. Unplug all tools when they're not in use, and please, please wear safety glasses. I have seen lots of injuries.

Okay. Well, moving right along. Jennifer, do we have any members of the public?

Jennifer:

No, there's not.

Naomi:

Okay. May I get our approval of March's meeting minutes?

Mark:

So moved.

Charles:

I'll second it.

Naomi:

Moved and seconded. Any further motion? Any further questions? Questions? Questions? All those that are in favor, let it be known by saying "Aye." Or, raise your hand.

Committee members:

Aye.

Naomi:

[inaudible 00:03:27] declare it.

Item number four, we move right on to Prem, Dana, and Bridgette. And then from there they go into the CIS. May I have a motion to go into executive session, please?

Mark:

So moved.

Charles:

Second.

Naomi:

Thank you.

[EXECUTIVE SESSION FROM 5:32 P.M. TO 6:19 P.M.]

Naomi:

I'll declare us out of executive session. Next is info or update or hopefully there's nothing.

Jeff:

Thank you. A couple things. One is at last month's meeting I told you about a customer in Derby. We had a discussion about a gentleman who, on behalf of his son, had not really made a complaint, but tried to, through escalation, negotiate a better deal on an extension. And I explained last month what the issues are. And the RWA, as I told you at the March Consumer Affairs Committee meeting, had offered a longer payment plan.

We conveyed that to the customer. Lou actually met with the customer and his son last week in person, and they understand the rules. It's just a financial burden for them. They'd like to pay \$10,000 instead of \$30,000 because they don't think that he's ever going to connect and they offer to enter into an agreement that could be recorded on land records, saying that if the line is extended further and he does connect, they'd be responsible for the 20. But the Authority's not interested in deviating from its rules, its regulations, and has offered that extended payment period.

And at this point, we're just waiting to hear back from the customer as to whether or not the extended payment plan is acceptable or not. If it's not and he wants to get an audience with the Consumer Affairs Committee, we'll write it up and present it procedurally and schedule a hearing with Consumer Affairs. If it is acceptable, then I'll report to you at the May meeting that it's all set.

We got a new complaint from an East Haven customer that did ask us to look into a question about a valve and whether or not a valve at her property is her responsibility. Specifically, she bought this house in East Haven about a year and a half ago. She operated a valve in her home when she was doing some gardening, and she got a \$1,200 bill for a 236 CCFs, and her bill the month before was like \$37.

So she reached out to the Authority shortly after she got the bill, had a few conversations. She's got some kind of valve inside her house. It's internal plumbing. It's not the RWA's valve. And when she turns that valve on, the water runs to a field near her property. When she shuts the valve off, the water stops. the Authority, gave the customer a waste adjustment of about \$600 and took off about \$200 in interest, but the customer's kind of adamant that it was the Authority's responsibility to alert her that she had this high usage that was in the interim ongoing, and she was told by the Authority that this is plumbing that's outside of the RWA rules. We only maintain the main that's in the street. She owns everything else.

And she went and thought about the Authority's position. The authority offered her a 24-month arrangement on the net balance. Net balance, meaning the balance after the waste adjustment and the interest removal, so she could have 24 months to pay it without interest. She had initially declined that offer, and then had a conversation with Lou this afternoon, and she's going to counter. She's interested in resolving it, so we're just waiting on a counteroffer from her. So that's it for consumer complaints.

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I attended the Finance Committee and Consumer Affairs Land Use Committee joint meetings respectively on the budget, and we'll get my budget letter to David Borowy later this week. I reviewed the Pura filings and the Blue Drop matter so that I'm up to speed as to what's going on that front. And other than that, nothing to report.

Naomi:

That's a lot, Jeff. Thank you.

Jeff:

Okay, thank you.

Stephen:

Thank you, Jeff.

Naomi:

Can I get a motion to approve Jeff's invoice for March for \$2,148?

Charles:

So moved.

Stephen:

Second.

Naomi:

Thank you.

Stephen:

I'll second it.

Naomi:

Thank you. Okay, moving on. New business. Just a reminder about Thursday's meeting at 6:30 on the 24th.

Mark:

Thank you.

Naomi:

Better come out. And our next meeting for the Consumer Affairs Committee will be on May 19th at 5:30.

Mark:

Excuse me, Naomi. We accepted that. We seconded, but did we vote on his bill?

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Naomi:

No, we didn't.

Mark:

I make the motion we vote on the bill.

Naomi:

Do you want me to second it? No.

Mark:

Yeah, just vote on it. That's all you have to do is vote on it, I think.

Naomi:

Question, question all those that in favor?

Committee members:

Aye.

Naomi:

Thank you, that's a motion. Okay. Any other business before us? If not, can I get someone to make a motion for an adjournment?

Charles:

I make a motion we adjourn.

Mark:

Second.

Naomi:

Thank you everyone.