

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

January 27, 2025

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, January 27, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

Members absent: F. Pepe

RPB: R. Harvey (RPB Chair)(R)

Authority: K. Curseaden(R)

RWA: P. Singh(R) and D. Bochan(R)

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

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.

On motion made by Mr. Levine and seconded by Mr. Mongillo, the committee voted to approve the minutes of its December 16, 2024 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an overview of recent revisions to the RWA’s Rules and Regulations for Water Service and its Rules, Regulations and Rates Governing the Extension of Water Mains (“Rules”), which included:

1. Pg. 11 Owner Responsibilities: Added Item 6 and included request for approval from seasonal billing to year-round service under Item 7.
2. Pg. 17: Cross Connection Control Item 5: reworded backflow device installation placement
3. Pg. 19 Billing Item 8: Reworded to align interest with enabling legislation amendments approved in H.B. 05277 ([CT HB05277 | 2024 | General Assembly | LegiScan](#))
4. Pg. 23 Meters and Meter Testing Item 1: Incorporated reading device
5. Pg. 24 Meters and Meter Testing Item 4C: reworded meter location compliance and updated bulleting
6. Pg. 27 Meters and Testing Item 19: incorporated Customer supplied meter readings will not be accepted for billing purposes.
7. Pg. 31 Technical Standards Item 20: reworded allowance of polyethylene tubing with approval

Pg 32 Material Specifications Item 1: clarified plastic pipe specifications.

He stated that there were no other changes. The effective date was January 3, 2025.

Committee members discussed copper tubing, customer billing, plastic piping and PFAS, change process, other considerations, and frequency.

Mr. Singh reported that the revised Rules are available to the public on the RWA website www.rwater.com.

Atty. Donofrio, Office of Consumer Affairs, discussed his FY 2026 Budget with committee members. He stated that the proposed budget is \$50,000 with an additional \$10,000 for a consultant, if needed. However, the budget will be contingent on fees that may be associated with Blue Drop for the remainder of FY 2025 and the FY 2026 proposed budget. The budget for FY 2025 is currently on track. He sees no need to increase the budget for FY 2026 currently.

On motion made by Mr. Havrda and seconded by Mr. Mongillo, the Committee voted unanimously to approve the OCA's FY 2026 proposed budget.

Atty. Donofrio reported no pending consumer complaints or outstanding RWA Applications.

Atty. Donofrio reported on a catastrophic water outage in Richmond, Virginia and surrounding areas, lasting four days. The disruption was caused by failing infrastructure and years of ignored audit recommendations, culminating in a power outage that triggered pump and switch gear failures, and insufficient staffing. The outage resulted in the closure of courts, schools, and businesses. Residents faced challenges such as access to drinking water, bathing, cooking, laundry, and sanitation issues. Fire protection was compromised with no water for sprinklers or hydrants, resulting in the closure of restaurants and spoilage of food. Hospitals limited patient intake, elective surgeries were canceled, homeless shelters were closed, and there were impacts on animal shelters. Once the pump system was restored, residents were notified that the infrastructure was in place, but a boil water notice remained for several days, culminating in a total disruption period of approximately one week for the capital and surrounding areas. There is currently an investigation underway.

Atty. Donofrio reported that he is preparing a letter to the board to identify lessons that can be learned from the Virginia catastrophe.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to approve the OCA's December 2024 billing for \$1,176.00.

There was no new business to report.

The next regular meeting is on Monday, February 24, 2025 at 5:30 p.m.

At 6:13 p.m., on motion made by Mr. Mongillo and seconded by Mr. Levine, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair