

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

Regular Meeting of Monday, September 18, 2023 at 5:30 p.m.

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. Approval of Minutes – August 21, 2023 regular meeting
4. Lead & Copper Rule Update: S. Lakshminarayanan and T. Barger
5. Report of OCA: J. Donofrio
6. Approval of OCA invoice for August 2023 for \$2,739.00
7. Volunteers to attend Authority meetings:
 - a. September 28 – Anthony Rescigno
8. New Business
9. Next regular meeting on Monday, October 16, 2023 at 5:30 p.m.
10. Adjourn

<p>** 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 https://tinyurl.com/yaesuzwe. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.</p>

SAFETY MOMENT

PEDESTRIAN SAFETY MONTH

September is Pedestrian Safety Month. Below are tips for pedestrians and drivers:

Pedestrians:

- Ditch the distractions. Keep your eyes up and phones down, especially when crossing the street
- Always use marked crosswalks
- Make eye contact and nod or wave at drivers
- At night, get in the habit of walking with a flashlight or wearing a reflective vest
- Remember to look both ways before crossing

Drivers:

- Slow down on busy streets and intersections
- Avoid distractions such as cell phones, eating and talking to passengers
- At crosswalks, be prepared to stop for pedestrians
- Avoid blocking the crosswalk when making a right hand turn
- Keep headlights on and slow down at night when pedestrians are harder to see

Service – Teamwork – Accountability – Respect – Safety

Tap Into
Safety



Regional Water Authority

PEDESTRIAN SAFETY



Walk on sidewalks whenever they are available.

If there is no sidewalk, walk facing traffic and as far from traffic as possible.



Keep alert at all times, don't be distracted by electronic devices.



Whenever possible, cross streets at crosswalks or intersections, where drivers expect pedestrians.



If a crosswalk or intersection is not available, locate a well-lit area where you have the best view of traffic.

Be visible at all times. Wear bright colored clothing during the day. At night wear reflective materials or use a flashlight.



DRIVER AWARENESS



Look out for pedestrians at all times. Safety is a shared responsibility.

When backing up be aware of your surroundings. Watch for pedestrians.



Yield to pedestrians in crosswalks as well as stopping far back from the crosswalk.

When opening your vehicle door be alert for bicyclists.



Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

Regional Water Authority

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

August 21, 2023

Minutes

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, August 21, 2023, via remote access.

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

Members absent: F. Pepe and R. Smith

RPB: R. Harvey (RPB Chair), C. Havrda, M. Horbal and J. Mowat Young

Authority: M. Ricozzi

RWA: L. Bingaman, R. Kowalski, D. Bochan, R. Kandipilli, S. Lakshminarayanan, J. Hill, and P. Singh

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

RPB Staff: J. Slubowski

Chairman Levine called the meeting to order at 5:32 p.m. He reviewed the Safety Moment distributed to members.

Chair Levine 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. Mongillo, and seconded by Mr. Harvey, the committee voted to approve the minutes of its July 17, 2023 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an RWAY Customer Information System update, which included:

- Schedule & Budget
- Accomplishments
- Decisions, Risks & Issues
- Current Activities
- Next Steps

Mr. Singh stated that the RWA has implemented surveys to get feedback from the team and the results are being used to monitor success. The team is cohesive and are currently managing risks. There are no key issues to report at this time. On the financial side, he reported that the project is on budget.

At 5:48 p.m., Ms. Mowat Young withdrew from the meeting and Mr. Rescigno joined the meeting.

Committee members discussed cloud-based solutions, lessons learned and key takeaways from SAP, change management, progress monitoring, project rollout and checkpoints.

Atty. Donofrio reported on one consumer complaint regarding a New Haven property purchased in foreclosure in 2020. A past due balance was inherited at the time of purchase. He stated that the OCA and

RWA spoke with the customer last week to discuss a resolution for payment of the past due balance and damage done as a result of tampering with the curb box.

On motion made by Mr. Harvey, and seconded by Mr. Mongillo, the Committee voted to approve the OCA's July 2023 billing for \$3,246.00.

Chair Levine reviewed assignments for upcoming Authority meetings, as follows:

- August 24 – Mr. Mongillo
- September 28 –Mr. Rescigno

Committee members discussed upcoming action items related to a possible revote of the Derby Wellfield Chemical Improvements Application and confidential discussion items related to the vote for approval of RWA's Target Two application at the next RPB meeting on August 24, 2023.

There was no new business to report.

The next meeting will be on Monday, September 18, 2023 at 5:30 p.m.

At 6:25 p.m., on motion made by Mr. Rescigno, and seconded by Mr. Mongillo, the committee voted to adjourn the meeting.

Mark Levine, Chairman

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To: RPB Consumer Affairs Committee
Mark Levine, Chair
Naomi Campbell
Stephen Mongillo
Frank Pepe
Anthony Rescigno
Richard Smith

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

From: Tom Barger, Water Quality Manager

Date: September 18, 2023

Subject: Lead and Copper Rule Revisions Update

The RWA continues to work in collaboration with their consultants (CDM Smith and WaterPIO) to complete all compliance requirements of the LCRR due on October 16, 2024. The following is a summary of key areas of focus:

- Communications:
 - RWA is nearing completion of a website related to the identification of the 'homeowner' side service lines which will include, among various educational materials, a detailed sketch of a typical service line, types of materials, self-identification tool and an informational video.
 - Once this website is complete in the next few weeks, a postcard will be mailed to those customers who have been identified as 'unknowns'. The card will request their participation in the self-identification survey (postcard mailing is contingent on the approval of both the RPB and municipal officials). This website will also be promoted on social media and other platforms. The initial targeted cities are New Haven and West Haven as they have been identified in EPA's Accelerator program (please see below) as they might be eligible for reimbursement related to printing and distribution of post cards. The same effort will be rolled out after the initial two cities.
 - Meetings with municipal officials continue to be scheduled to update them on the LCRR project and its various components. Future meetings will focus on the proposed locations of vacuum excavation, and updates pertaining to the field activities.
 - Customers impacted by field investigations/vacuum excavation will receive notices at both 30 days and 10 days prior to the commencement of work. They will also be notified of the determination of their water service line composition.

- GIS/LeadCAST:
 - As part of the RWA's contract with CDM Smith, we are working with CDM's subsidiary, Trinnex, to build and graphically depict the service line inventory as required by the LCRR. As per the LCRR, this information will have to be made public in October 2024.
- Funding:
 - In our most recent DWSRF applications, we submitted our latest cost estimates, including goosenecks and estimated customer side replacement. This assumes approximately 30% of the customer side 'unknowns will turn out to be lead which is approximately 8,500 lines out of a total of 26,000 unknowns.
 - The field verification of the inventory needs to progress to further refine the cost estimate.
 - Based on the Fiscal 2023 DWSRF Intended Use Plan, for the lead line replacement projects the subsidy is 75% with a maximum of \$5 million under the Disadvantaged Communities Assistance Program and 25% and \$1 million for non-DCAP. RWA is intending to phase the project to optimize grants to the benefit the rate payers.
- Field Investigation:
 - The consultant has recommended an initial list of locations for service line material verifications. The list was filtered to areas of New Haven and West Haven using the EPA EJ Screen tool. The location of the vacuum excavations at a given address will be chosen in the field based upon the Vacuum Excavation Effective Procedure Guideline (VE EPG). It is anticipated that 1,000 potholes (500 verification addresses with 2 potholes at each location) will be conducted. Additional addresses will be added as needed to complete 500 addresses.
 - Currently, the RWA is evaluating a proposal for services from the CDM Smith and McVac Environmental Services (McVAC) to conduct pothole investigations. Once the proposal is internally reviewed, it will be sent to CT DPH for their review and acceptance prior to award of contract.
- EPA Accelerator Program:
 - The EPA is collaborating with state partners in a new initiative entitled 'Lead Service Line Replacement Accelerators' to identify and address existing compliance barriers and promote progress toward lead service line identification and replacement. Connecticut was one of four (4) states selected by the EPA to pilot this initiative, and the RWA is one of ten (10) public water utilities in Connecticut selected to participate in this program by CTDPH. We have had a few meetings with the EPA's contracted consultant to complete our specific Needs Assessment Survey.
 - As part of the Accelerator, it is expected that EPA will provide hands-on support to guide communities through the process of lead service line removals, from start to finish. This will include support in developing lead service line replacement plans, conducting inventories to identify lead pipes, increasing community outreach and education efforts, and supporting applications for Bipartisan Infrastructure Law funding.

- As we continue progressing toward the completion of required LCRR components, there are still outstanding issues which have been raised with the regulatory bodies and one of them pertained to the goosenecks.
 - On August 10, 2023, CTDPH announced their intention to expand the existing definition of a lead service line to include lead goosenecks. This significantly expands the number of service lines in our distribution system that will require replacement, both in terms of the number of lead lines but also impacting the number of galvanized services requiring replacement. We are in the process of re-categorizing goosenecks within the service line Inventory and further, assessing the overall impact to our program. the definition of a 'gooseneck' connection and its inclusion/exclusion as a lead service line; this clarification also can significantly impact the number of 'galvanized requiring replacement (GRR)' service lines the RWA will be obligated to replace as the status of the GRR is determined by the presence of upstream lead.