

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

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**AGENDA**

**Regular Meeting of Monday, April 21, 2025 at 5:30 pm**

1. Safety Moment
2. Public Comment: Residents and customers may address the Consumer Affairs 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 – March 17, 2025 regular meeting
4. CIS Go-Live Update: P. Singh and D. Bochan – *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.*
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for March 2025 for \$2,148.00
7. New Business
8. Next meeting: May 19, 2025 at 5:30 p.m.
9. Adjourn

**\*\*Members of the public may attend the meeting in person or via teams using the link at the top of the agenda. To view meeting documents, please visit <https://tinyurl.com/26jtre6x>. For questions, contact the board office at [jslubowski@rwater.com](mailto:jslubowski@rwater.com) or by calling 203-401-2515.**

# SAFETY MOMENT

## YARD CLEANUP TIPS

There are hazards associated with yard cleanups, so take a few minutes to look at these safety tips.

**More than 60,000 people are treated in emergency rooms each year for lawn-mower injuries:**

- Rake before you mow to prevent any stones and loose debris from launching into the air
- Never operate a mower in your bare feet and avoid wearing loose clothing.
- Never start a mower indoors.
- Refueling your mower, make sure the engine is off and cool. Don't spill gasoline on a hot engine - and DON'T SMOKE while pouring gasoline.
- Never leave your mower unattended.
- Don't use electric mowers on wet grass.

**At least 55,000 people each year sustain injuries from trimmers, lawn edgers, pruners and power saws:**

- Read the manufacturer's instructions carefully before using the tools.
- Inspect the product for damage and don't use it if there are problems.
- Make sure blade guards are in place on all cutting equipment.
- Don't let tools get wet unless they are labeled "immersible".
- Unplug all tools when not in use.
- Make sure the tool is in the "off" position before you plug it in.
- Wear safety glasses when you are performing tasks when using hand or power tools.
- Use EXTRA CAUTION when working on ladders

Tap Into  
Safety



Regional Water Authority



Service – Teamwork – Accountability – Respect – Safety

 Regional Water Authority

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

March 17, 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, March 17, 2025 at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

**Members absent:** F. Pepe

**RPB:** R. Harvey(R), P. Betkoski(R), and J. DiCarlo(R)

**Authority:** C. LaMarr(R)

**RWA:** P. Singh and D. Bochan

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

**RPB Staff:** J. Slubowski

Chair Campbell called the meeting to order at 5:32 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 February 24, 2025 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, and Ms. Bochan, the RWA’s Director of Customer Care, provided an update on the customer information system Go-Live, scheduled on April 2, 2025.

They reported that they have been actively targeting customers through various channels, including bill inserts, social media, and direct email campaigns, to communicate changes to payment plans. Customers will be required to re-register for the online portal, but paperless e-bill preferences will remain intact. For security reasons, customers will be required to re-establish their bank and credit card information rather than transferring the information over. In addition to traditional payment options, the new system will support electronic payment methods such as Venmo, Apple Pay, and Google Pay, to enhance user convenience. The RWA team is focused on generating excitement about these updates and collaborating with the communications department to ensure clear and customer-friendly messaging throughout the transition. Some examples included proactive outbound calls to auto-pay customers to clarify the transition implications, as well as utilizing social media, bill inserts, the company website, and targeted emails to guide customers through the portal transition. With the goal of enhancing the overall customer experience during the transition.

Mr. Singh communicated that the past month has included tasking, focusing on the month-end closing for March, and subsequent activities. The team has excelled throughout the preparation by drawing on prior

experiences and implementing lessons learned.

Ms. Bochan stated that training is ongoing but are now shifting to the final stages of the Go-live. Efforts are being directed towards refresher sessions, ensuring that employees are effectively applying their training in their roles. She reported on the training program statistics and noted that many attendees expressed satisfaction, however, concerns were raised which resulted in adjustments to subsequent training to enhance the learning experience.

Committee members discussed online payments, communications, expected issues, and lessons learned.

Atty. Donofrio, OCA, reported on one active complaint related to a property in Derby. He noted that Atty. Dagostine met with the property owner last week to discuss the fee related to RWA extensions and future connections. The RWA regulations state that the extension fee is based on the farthest property line of the last potential customer. The property owner proposed a lower offer on the RWA's standard fee, which the Authority has rejected. The owner is now willing to increase their offer if they decide to connect in the future. The RWA remains firm on its fee but will allowing the owner to take a promissory note that would extend the payment period up to 48 months. Communication has been made regarding this arrangement, and he is waiting for feedback from the customer.

On motion made by Mr. Levine and seconded by Mr. Havrda, the Committee voted to approve the OCA's February 2025 billing for \$1,560.00.

Chair Campbell discussed a future committee meeting with the Customer Care division. Mr. Singh will work with Ms. Campbell to schedule a date.

Chair Campbell reminded members of the following upcoming meetings:

- **Monday, April 7, 2025 at 5:00 p.m.** – Finance Committee meets to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
- **Thursday, April 17, 2025 at 5:30 p.m.** – Joint special meeting of Consumer Affairs Committee and Land Use Committee to review the FY 2026 budget with management. *(All RPB members are invited to attend).*
- **Monday, April 21, 2025 at 5:30 p.m.** – Consumer Affairs Committee regular meeting

Chair Campbell wished members a Happy St. Patrick's Day and thanked members for attending the meeting.

At 6:12 p.m., on motion made by Mr. Mongillo the Committee voted unanimously to adjourn the meeting.

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Naomi Campbell, Chair

(R) = Attended remotely.