

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

May 20, 2024

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, May 20, 2024, via remote access. Chair Levine presided.

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

Members absent: F. Pepe

RPB: R. Harvey, C. Havrda, and J. Mowat Young

Authority: C. LaMarr

RWA: P. Singh, D. Bochan, and J. Hill

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

RPB Staff: J. Slubowski

Chair Levine called the meeting to order at 5:30 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.

Chair Levine stated that it would be appropriate for the Committee to move all voting items on the agenda before the presentation, since some members need to withdraw from the meeting early.

On motion made by Mr. Rescigno, and seconded by Mr. Mongillo, the Committee voted unanimously to approve the OCA’s April invoice for \$4,194.00.

On motion made by Mr. Rescigno, and seconded by Ms. Campbell, the Committee voted unanimously to approve the minutes of the April 15, 2024 joint meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an update on the RWA’s Delivering Service Excellence organization-wide training program, which included:

- Alignment with 5-year Strategic Plan
- Six Point Service Plan Ties to Vision & Strategic Plan
- Employee Survey
- Fiscal Year 2024 Global Metric
- Multi-phase Journey
- Expected Outcomes

Mr. Rescigno commented on the RWA's efforts to improve customer service and expressed his appreciation for making it a priority.

Committee members discussed multilingual technologies, employee suggestions, and ways to reduce escalations.

Attorney Donofrio reported on a complaint that was escalated to the office of the OCA related to matter involving a condominium association in New Haven that filed for Chapter 11 bankruptcy last October. The association owes the RWA in excess of \$100,000, as a result of a long-term leak. Since the association has minimal assets, the RWA is looking at alternative ways to recover the debt. The association plans to pursue a claim against the former management company, which if successful, would create an asset for the bankruptcy that could be used to fund a portion of the balance. Discussions are ongoing to address the situation.

Committee assignments were made for upcoming Authority meetings as follows:

- June 27 – Mr. Havrda
- July 25 – Ms. Campbell
- August 22 – Mr. Levine (*Tentative*)
- September 26 – Ms. Campbell

Chair Levine stated that the Committee's regular meeting scheduled for Monday, July 15, 2024 conflicts with the annual Claire C. Bennett Golf Tournament and would need to be rescheduled. After discussion, it was the consensus of the Committee to change the July meeting date to the following week on Monday, July 22, 2024 at 5:30 p.m.

The next regular meeting is on Monday, June 17, 2024 at 5:30 p.m.

As there was no new business, at 6:18 p.m., the Committee voted to adjourn the meeting.

Mark Levine, Chairman