

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

October 21, 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, October 21, 2024, via remote access. Chair Campbell presided.

Members present: N. Campbell, C. Havrda, M. Levine, and S. Mongillo

Members absent: F. Pepe and R. Smith

RPB: R. Harvey

Authority: M. Ricozzi

RWA: P. Singh and D. Bochan

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:33 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.

Mr. Singh, the RWA’s Chief Information Digital Officer and Vice President of Customer Care, provided an update on the organization's Hybrid Work Model, addressing its influence on workforce dynamics, operational efficiency, and customer service. As of September 30, 2024, the RWA employs a total of 310 full-time employees, 201 of whom work onsite, while 109 operate in a hybrid capacity. Mr. Singh reported that performance metrics, such as productivity, customer satisfaction, and employee engagement, are regularly assessed; to date, the hybrid model has not adversely affected performance. Notably, the model promotes enhanced work-life balance, boosts employee morale and engagement, and strengthens the RWA's ability to attract and retain top talent.

Committee members discussed field personnel and the need for in-house support for new Customer Information System.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to approve the minutes of its September 16, 2024 regular meeting, as presented.

Attorney Donofrio reported no pending consumer complaints.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted unanimously to approve the OCA’s September invoice for \$3,792.00.

Representative Policy Board
Consumer Affairs Committee
October 21, 2024

Chair Campbell acknowledged Ms. Bochan, the RWA's Director of Customer Care, who had nothing further to report.

Chair Campbell stated that the board office will be accepting donations to put together a basket for the RWA's Teacup Auction to support the United Way. Anyone interested in donating should contact the board office for more information.

The Committee's next meeting is on Monday, November 18, 2024, at 5:30 p.m.

At 5:51 p.m., on motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair