

Representative Policy Board  
**Consumer Affairs Committee**  
South Central Connecticut Regional Water District  
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Meeting ID: 213 275 616 989  
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[+1 469-965-2517,,783124732#](#) United States, Dallas  
Phone Conference ID: 783 124 732#

### **AGENDA**

#### **Regular Meeting of May 20, 2024 at 5:30 pm**

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. DSX Training Update: P. Singh
4. Approval of Minutes – April 15, 2024 joint meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for April 2024 for \$4,194.00
7. Volunteers to attend Authority meetings on June 27, July 25, August 22, and September 26
8. Reschedule July 15, 2024 regular meeting date
9. New Business
10. Next regular meeting on Monday, June 17, 2024 at 5:30 p.m.
11. Adjourn

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 <http://tinyurl.com/449v27xt>. For questions, contact the board office at [jslubowski@rwater.com](mailto:jslubowski@rwater.com) or by calling 203-401-2515.

# SAFETY MOMENT

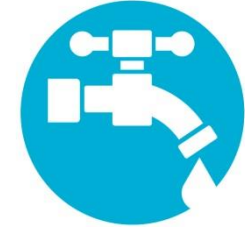
## MAY – HEALTHY VISION MONTH

May is Healthy Vision Month: You can have a comprehensive dilated eye exam to check for common eye problems. If you haven't had an exam in a while, schedule one now.

Below are nine ways you can help protect your vision:

1. Get regular comprehensive dilated eye exams
2. Know your family's eye health history
3. Eat lots of dark leafy greens and fish high in omega-3 fatty acids to protect your sight
4. Maintain a healthy weight
5. Wear protective eyewear when playing sports or doing activities
6. Quit smoking or never start
7. Wash hands before touching your eyes

Tap Into  
Safety



Regional Water Authority



Service – Teamwork – Accountability – Respect – Safety

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  
Land Use Committee  
Joint Meeting**

April 15, 2024

Minutes

A joint meeting of the Consumer Affairs Committee (“CAC”) and the Land Use Committee (“LUC”) of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District (“RWA”) took place on Monday, April 15, 2024 at 90 Sargent Drive, New Haven, Connecticut and via remote access. Chair Levine presided.

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

**LUC Members present:** P. Betkoski(R), B. Eitzer(R), C. Havrda, M. Horbal(R), M. Levine(R), T.G. Malloy, J. Oslander, and J. Mowat Young(R)

**CAC and LUC Members absent:** P. DeSantis and F. Pepe

**RPB:** R. Harvey(R)

**Authority:** C. LaMarr

**RWA:** L. Bingaman, R. Kowalski, D. Bochan(R), C. DelVecchio, J. Hill(R), S. Lakshminarayanan, and P. Singh

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

**RPB Staff:** J. Slubowski

In Chair Levine’s absence, Mr. Rescigno called the meeting to order at 5:36 p.m. He reviewed the Safety Moment distributed to members.

Mr. Rescigno offered the opportunity for members of the public to comment. There were no members of the public present at the meeting.

At 5:37 p.m., on motion made by Mr. Mongillo, and seconded by Mr. Malloy, the Committee voted to go into 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. Present in executive session were Committee members, Atty. Donofrio, Messrs. Bingaman, DelVecchio, Hill, Lakshminarayanan, Singh, and Mss. LaMarr, Kowalski, Bochan and Slubowski.

At 5:55 p.m., Mr. Betkoski entered the meeting.

At 6:09 p.m., Mr. Levine entered the meeting.

At 7:23 p.m., the Committee came out of executive session. No votes were taken in, or as a result of executive session.

On motion made by Mr. Mongillo, and seconded by Ms. Campbell, the Committee voted to approve the minutes of its March 18, 2024 regular meeting, as presented.

Atty. Donofrio, OCA, reported on his involvement with the Target Three application and preparing for the Lake Whitney Water Treatment Plant project application public hearing, scheduled for next week.

He also stated that he has been reviewing the FY 2025 proposed budgets and attended the Finance Committee meeting earlier in the month for the same budget presentation given this evening.

Atty. Donofrio reported on a consumer issue involving a meter vault at a renovated property. The RWA has contacted the customer and is waiting for more information. The issue has not escalated to the OCA but is being closely monitored.

Chair Levine acknowledged Atty. Donofrio for budget related comments. Atty. Donofrio stated that he is currently working on his budget letter, which will be distributed to the RPB next week.

Chair Levine thanked members of management for the presentation of the proposed FY 2025 budget.

After discussion, on motion made by Mr. Mongillo, and seconded by Mr. Rescigno, the Committee voted unanimously to approve the OCA's March 2024 invoice for \$3,918.00.

There was no new business to report.

The next regular meeting is scheduled on Monday, May 20, 2024 at 5:30 p.m.

At 7:30 p.m., on motion made by Mr. Rescigno, and seconded by Mr. Mongillo, the Committee voted to adjourn the meeting.

\_\_\_\_\_  
Mark Levine, CAC Chairman

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Peter Betkoski, LUC Chairman

(R) = Attended remotely.



# Delivering Service Excellence Update

Consumer Affairs Committee

May 20, 2024

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 Regional **Water** Authority

  
M O R A N  
Consulting, Inc.

# Agenda

- **DSX Alignment With RWA Five-Year Strategic Plan**
- **Six-Point Service Plan Ties to CEOs Vision & Strategic Plan**
- **Key Learnings from Employee Survey**
- **Fiscal 2024 Global Metric**
- **Multi-Phase Journey**
- **Expected Outcomes to the Business**



# DSX Alignment With RWA Five-Year Strategic Plan

- **Perspective: Customers & Constituents**

- I. Strategy: Improve Customer Satisfaction

- › A. Goal – Customer Satisfaction: Maintain RWA best-in-class 91.8% Customer Satisfaction Index by May 2025.
    - › B. Goal – Customer Transactions: Introduce transaction surveys and establish a baseline for improvement by May 2025.

- **Perspective: Employee Learning and Growth**

- II. Strategy: Develop Employees by Improving Knowledge, Skills and Abilities

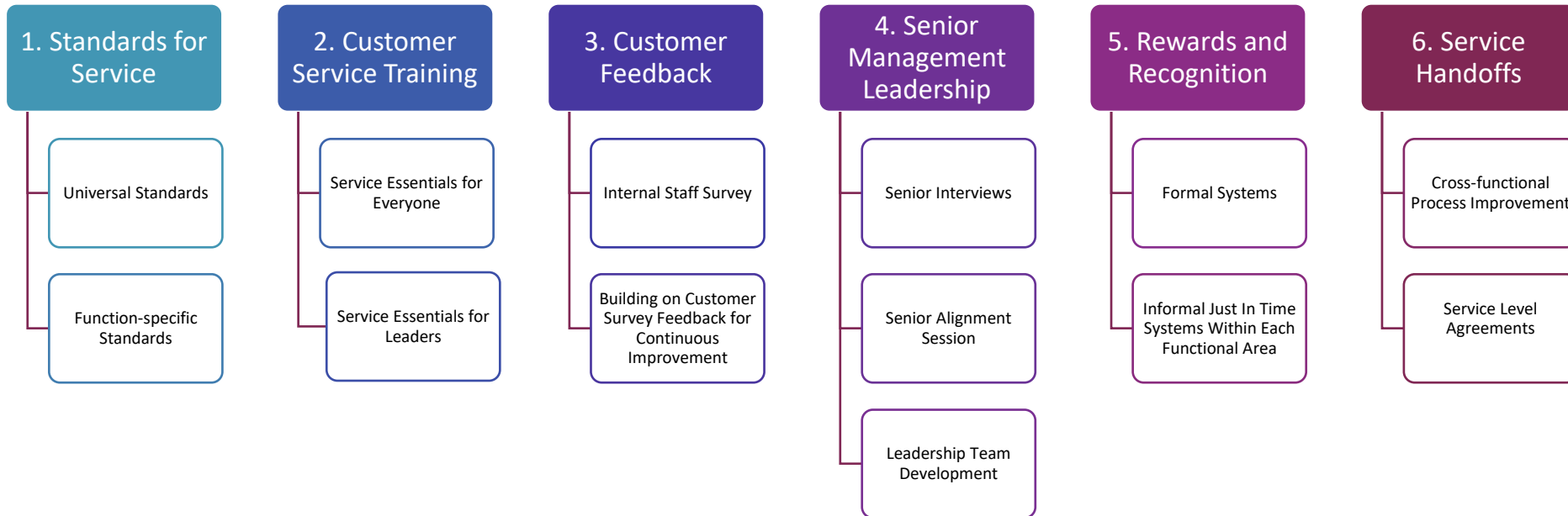
- › B. Goal – Professional Development: Fully execute the Management Training Roadmap by 2025.

- III. Strategy: Foster a Diverse, Inclusive and Engaged Workforce

- › A. Goal – Engagement: Grow workforce engagement to strengthen commitment to the organization and individual success as evidenced by a 20% increase in improved results from an Employee Engagement Survey by May 2025.



# Six-Point Service Plan Ties to CEOs Vision & Strategic Plan





# Key Learnings from Employee Survey

- **Perspective: Customers & Constituents**

- Consistency of messaging
- How to say “no”
- Service hand-offs

- **Perspective: Employee Learning and Growth**

- Inter-departmental communication
- Responsiveness
- Engagement
- Expectations
- Consistency of policy application
- Training



# Fiscal 2024 Global Metric

- **Global Metric:** High-Performance Service Culture
- **Perspective:** Customers & Constituents
- **FY24 Target:** 100% of Employees Trained in Customer Service Standards
- **Description:** Conduct an employee service-assessment survey to establish a baseline with the goal of a 5% improvement within six months of training (FY25) all employees on a high-performance service culture to deliver outstanding internal and external service.
- **Results of Employee-Assessment Survey** conducted in Oct. – Nov. 2023
  - **FY24 Baseline:** 70.5% positive
  - **FY25 Goal:** 75.5% positive



# Multi-Phase Journey



## PHASE I: 2023

- ✓ Leadership Team Interviews
- ✓ All-Employee Service Assessment Survey
- ✓ Employee Focus Groups

## PHASE II: 2024

- ✓ Leadership Team Alignment Session
- ✓ Standards Development
- ✓ Pilot Programs
- ✓ Enterprise-wide Training
  - Leader Training
  - Train-the-Trainer
  - New Employee Onboarding

## PHASE III: 2025 & Beyond

- All-Employee Service Assessment Survey
- Refresher Training
- Service Level Agreements
- Reinforcement, Measuring Success & Continuous Improvement



# Expected Outcomes to the Business

- Behaviors and skills will match the higher purpose, mission, vision, STARS values, and strategic goals and objectives.
- Increased satisfaction levels of internal and external customers.
- Improved brand image, standards, processes, and skills.
- Enhanced work environment to increase employee engagement and productivity.
- Managers and supervisors will feel confident in the ability to empower, measure and recognize great customer service.
- Managers and supervisors will know how to incorporate accountability into daily operations, creating a more positive work environment.



