

SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY

MARCH 27, 2025

MEETING TRANSCRIPTION

David:

All right, it is 12:30, so I will call the Regional Water Authority's meeting for March 27th, 2025 to order. I will note for attendance that Kevin Curseaden is out for the day and Mario Ricoszi will be in and out. He is doing other semi-authority work actually, but he'll try to get in with us. But we have Suzanne and Catherine and myself. All right, with that I will call the meeting to order.

First item is a safety moment, and we have it in here and it's a good one. Stretching. Make sure that you keep yourself good and healthy and that helps prevent injuries.

Second item on the agenda is public comment, and we were aware that we had some people that had wanted to come and speak to us. So I would ask that you folks, if you'd like, you can stand, or I don't know if there's a seat at the end to sit and introduce yourself whatever you're comfortable with. We can move a seat back there if that's better.

Laura:

Wherever you can see me it's fine.

David:

Okay.

Laura:

Can everybody online see me here?

David:

Yes, it's our staff. There's no public. But they're welcome, but there never is.

Laura:

Okay. I'm Laura Cahn. I chair the New Haven Environmental Advisory Council. We are the city board that deals with environmental issues and this is Iris Kaminski, who is one of our officers, and she is a water expert. So, I thank you for everything you do. I saw your new ad on TV last night. I think I've already seen it twice. Great work. We're looking forward to an even better customer experience. So thank you.

And I come here at a bittersweet moment. We're losing Ron Walters, as you know, because he's retiring. I know he's going to keep going with the Mill River Watershed Association and I'm grateful for that. We're grateful for everything he does, and his presentation about his and Evan Moore's protocol for protecting our water that I saw at the last Mill River Watershed meeting. I don't know if you've seen it yet, but if you haven't, you can come to the Zoom meeting of the Environmental Advisory Council Wednesday at 5:15 PM and see it then.

Anyway, a slide in their presentation sent an alarm through my head because it was of a flood that was caused by overflow from a farm in East Haven, a cornfield. Now, I don't know if you know this, but corn seeds are treated with pesticides. They're coated with pesticides. 5% of the pesticides stays on the seed

and 95 runs into the water. So that water ran into the field and ran into water company property, which means the pesticides got into the water source.

So, there is a bill. I work with, the Connecticut Pesticide Reform Coalition, a loose group of many people trying to get pesticide limits passed in the state. So at the moment, we are working on getting neonicotinoid pesticides limited, and those are a big problem with seeds which are not considered pesticides, the coating on the seeds. But anyway, we're trying to get that through but I don't think it'll happen. But there is a neonic bill, so I came here to ask you, as a board and individuals, for support for that bill, for the PFAS Limit Bill, which also affects water, or the 1,4 Dioxane Limit Bill, which Iris can tell you more about.

Those things all affect our water, and I think if I'm correct, the water company is licensed to test for PFAS in the water, and is either in the process, or already licensed, to test for 1,4 dioxane, so those things will help RWA specifically.

Now, the neonics bill is either SB-9, which is an omnibus bill or HB-6316, which is specifically about neonics. The Environment Committee has till tomorrow to pass all their bills out of committee, so I can't give you anything specific yet. And the language could still change, but please consider supporting those.

In addition, I hope you'll consider the Tire Stewardship Bill, if that is still active, because I found a pile of 24 tires next to the West River when I was going to find testimony to submit for this bill. It's HB-6263. And the tires leached toxins into the river. There were ducks right nearby, and you know, it kills fish and whatever. You know about tires. And also the Styrofoam bill because styrofoam polystyrene, the HB-6229, that one also. When styrofoam gets into our water, it stays there and so we want it out. The PFAS Bill is SB-494. There's also a bill to exempt some cookware, Teflon-coated cookware. We oppose that. I urge you to oppose that too. And the 1,4 dioxane limit bill is SB-884, and I think that's it.

I want to mention one more thing, that a huge friend of the water company, Steve Herzog, passed away on February 14th. He was such a great advocate against pesticides, especially at the Yale Golf Course and Maltby Lakes, and all of that. He was the one responsible for letting the water company know that Yale was encroaching on water company property. And so you should just be aware. Anyway, thank you for listening to me. If you have any questions I'll try to answer them, but I'm not an expert in any of this stuff.

David:

We appreciate that. Thank you for bringing that to our attention.

Iris:

Well thank you for having us here, and I support every bill that Laura mentioned. So I'm a water scientist. I'm a co-leader of the Community Engagement Corps for our Superfund Research Center at Yale. We have a Superfund Research Center collaboration between School of Public Health and Engineering, which I think you might all be interested. So, right now I'm advocating for pollution prevention and focusing on 1,4 dioxane. We got Bill 884 and it would be great if water companies would support it. This is such a headache. It's a half a nanometer molecule, 1,4 dioxane, a forever molecule. It doesn't get out of the water system. Maybe through evaporation, but it seeps right through. Get into the groundwater. I don't know what your knowledge is around that.

So what Bill 884 is doing, we're actually copying the bill that passed to New York in 2020. They have two bills, one for limiting 1,4 dioxane in household products like cosmetics and laundry detergent, everything that could get into the environment. And they have a drinking water standard bill, the first in the country for 1,4 dioxane. We don't have data in Connecticut. So, Senator Christian Cohen proposed

this bill, and I think it's a great opportunity because New York one of the largest economies and it would be great if a water company could support it.

I just don't know why people would oppose it. And I understand that it's very easy for the household and cosmetic industry to reformulate this, and we could all benefit from it so it won't be an ongoing stream of toxins to our environment.

And what was the last thing I wanted to say about 1,4 dioxin? It's not a more thing. Anyway, just really, it's also when you use it in your home, you shampoo with it, you have kids bubble bath. We don't have enough understanding about how the human health hazard is. Like it's associated with sicknesses, cancer, and others, but it's still not researched enough. Thank you for listening.

David:

Thank you for the information. We'll ask Sunny to give us a follow-up report because we have a lobbyist at the legislature that is involved in some of these things for protection for water.

Iris:

That would great. And my team with Professor Vasiliou will be happy to talk with you guys. Thank you.

Authority members:

You so much. Thank you.

Laura:

And feel free to contact us anytime. Jennifer has my contact information. Thank you. And if you have any questions about any toxins, we're always happy to- [inaudible 00:11:19]

David:

Thank You. Appreciate your efforts. All right, with that, we'll welcome Mario to the meeting. I didn't want to interrupt. I saw you come on, but we didn't want to interrupt in the middle of our guests. With that, we are at the point in the agenda where I will, well first anybody from the public, Jennifer, online?

Jennifer:

No.

David:

Okay, then we're done with public communication. Go right to item three, meet as Environmental Committee. So who would like to move? I guess we're the only two here.

Catherine:

That we adjourn and meet as the-

David:

Or recess as the Authority and meet as Environmental Health. I'll second that. Mario, are you hearing us?

Mario:

Yes, I can. Can you hear me?

David:

Suzanne stepped out for a minute. So you're the third and quorum making vote. So all those in favor signify by saying aye.

Authority members:

Aye.

David:

Aye. Mario, I assume you want to. Okay, so our Environmental, Health and Safety if you want to.

[ENVIRONMENTAL, HEALTH & SAFETY COMMITTEE MEETS FROM 12:40 PM TO 12:56 PM]

Mario:

Okay. David, it's yours, and I have to go into another meeting, so thank you all very much for your indulgence.

Paul:

Thank you. And I'm leaving, too. Have a good day everybody.

David:

All right, so we'll go to the consent calendar and what's your pleasure, folks?

Suzanne:

Motion to [inaudible 00:28:36].

David:

Sensing you're ready to vote [inaudible 00:28:40] there. [inaudible 00:28:46]. Means work for us.

Did that include the dashboard? Yes, it did. Okay. Getting used to this new agenda online still. Finance. So I guess Rochelle, we're up to finance for you. If you want to give us your report please.

Rochelle:

We'll start with the balance sheet and I'll just talk about some of the key highlights. So you can see that plant and service is actually up by about 3.3 million. Accumulated depreciation is up by about 25.8. Construction work in progress is also up pretty considerably at 25.5. We have a number of very large projects that are still in process. Examples include the CIS program that you're going to be hearing more about, the clarifiers, the filter underdrain, lead service line. So there's a number of items. Some of those will be put in service before the end of the fiscal year and others will remain as part of construction work in progress. From a goodwill perspective just want to mention there that the increase there is really due to HSB and we will be amortizing the goodwill at the end of each fiscal year.

A couple other items from a current asset perspective, you can see that current assets are actually down by about 3.8 million and that is primarily due to the changes in cash and cash equivalents. Cash and cash

equivalents is really down for two key reasons year to date. One is you might recall that we used money from the growth fund. The growth fund is a hundred percent cash and cash equivalent. We use growth fund money for the HSB acquisition along with other sources of funds. And we also have been using some growth fund money to support our blue drop initiatives. So those are the key reasons that that is down year to date and those decreases are partially offset by increases in just our normal revenue fund on a year-over-year basis.

The restricted assets are up year over year and that is primarily due to the increase in the construction fund. So the construction fund as of the end of February did include some unspent bond proceeds from the 39th series. Also, you might recall at the end of the last fiscal year, we did have a pretty significant increase into the construction fund of over 21 million. So the fact that the construction fund is up by 11.2, less all the capital expenditures that we've made over the last 12 months from the February, 2024 to February, 2025 I think is good news and with only, as I mentioned, about 9.7 of that being unspent bond proceeds.

A couple other areas that are impacting the restricted assets is there is some additional money in the debt reserve fund and that's primarily due to the 39th series. Also, year over year West River. The DWSRF financing that we did that happened in May, so it wasn't yet in place as of the end of February in fiscal 2025. Also, the derby tank, some of our other funds are also due to West River and Derby like the capital contingency fund that we fund with our regular financing and our DWSRF financing if it's required. Operating reserve is up is part of the year-end disposition. So those are the key drivers of the increase in restricted assets.

The increase in regulatory assets are some small increases relative to our just regular cost of issuance in the 37th, 38th and 39th series as of the end of February. As well as we are also putting at this point, some blue drop expenditures are falling into that category as a cost of issuance.

Just going down the page of the assets and outflows, the deferred charges, they are amortizations that happen during the course of the year and then when we get the actuarial reports at the end of the fiscal year, there will be changes based on those actuarial reports. And the other thing I just want to mention, as of the end of February, we had not yet closed on the 38th series, which was a very successful, I thought, refunding. So you'll see some other changes in the deferred charges on refunding after that's recorded.

Catherine:

Rochelle, just a quick question. Some expenditures with respect to blue drop is the intention to reimburse those expenses?

Rochelle:

Yes, absolutely.

Catherine:

Okay, thank you.

Rochelle:

Just moving along on the liability side. So a couple things here. Again, the change in the revenue bonds payable, this is as of the 39th series, but prior to the 38th series, so that'll probably be in the next quarterly report. So the revenue bonds payable are actually down year over year. The premiums are also down. The DWSRF loans are actually up. So since February, 2024 we closed on West River, so that

was one of our largest single loan that we've gotten. You might recall we did AMI, but AMI was done in phases, so that was great. We got a grant on that. We also closed on the derby tank and we got a very sizable grant on that relative to the total size of the refinancing.

You might recall from our last actuarial report, our pension liability went down pretty significantly. The OPEB obligation went up just a little bit. Again, that will be adjusted based on the fiscal 2025 actuarial report. And then you see our lease liability and our CBITA liability, which are those new GASB have to follow regarding leases and subscription services.

The current liabilities, you can see that the revenue bond payable, the upcoming payment is up about 1.2 million. Again, this doesn't include the 38th series. DWSRF is just up slightly. Accounts payable is up, primarily due to timing, although there is also an impact of blue drop because we are accruing certain expenses where we're not going to pay until the closing actually happens.

These other key items here are the liabilities payable from our restricted assets. The big driver there is really due to the retainage on some of our large construction projects. And again, the deferred inflows and outflows, that's the amortization that we do throughout the fiscal year and will be updated when we get the actuarial report. And so overall from a net position perspective, you can see that we're up about 44 million on year-over-year basis.

Any questions on the balance sheet? If we go to I would go, Jennifer, you could skip this page. I'm going to just talk to the comments and we'll talk about this and maybe just go down to the bottom first. Oh, that's okay. Go back. Sorry, go back. Yes Yes, go back up to the top.

So again, some of the key takeaways here. So our overall operating revenues are up about 3.7 million. That's roughly 3%. You could see that we are still down a little bit in our metered water. And so that though is being significantly offset by other proprietary. And the key driver there is actually HSV, because you might recall that HSV was not in the original budget. Other miscellaneous charges are also helping with that as well. And you can see that fire service and wholesale is actually up over budget. The other key reminder is our P&L budget, actually any of our budget for fiscal 25 did not include the rate increase. So some of the increases are due to the January rate increase.

Operating expenses are actually down year to date. We are actually, and I'll get into this a little bit more when we look at the detail of O&M. So although we are running under by about 4%, there are definitely some pressures including as we talked about the public benefit charges. We also have an increase in the stop-loss. We have some other pressures related to some of the backfills that are going to be here for a little longer time. So we're watching that very, very closely. The primary reason that the other proprietary expenses is over is also due to HSV. So it's not the expenses not in the revenue.

Let's see. Another key thing I want to mention here, two other key things. As you can see, interest income is up year over year. That's primarily due to the higher interest rate environment that's helping our earnings on our funds. The other item I want to mention is you can see that year to date we actually have a gain on the sale of assets or the disposition and that's due to the recent [inaudible 00:40:34] disposition that we did. So that's helping that.

The other item I want to mention is intergovernmental revenue. The 1.5 million was the grant that we got on the derby tank. So again, that was a large percent of that financing.

If you scroll down, a couple of key things I want to mention here is we are projecting coverage of 1.19. We are, we believe, being conservative on the water sales and a key reason is we are anticipating a [inaudible 00:41:17] aware of this possible disruption that's going to happen towards the end of the fiscal year with the e-payers having to re-sign up and [inaudible 00:41:32] and their team make a commitment to follow up with anyone that hasn't paid and hasn't been registered but there can be a disruption. You might recall that ordinarily and historically, we usually get a really high percent of cash

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receipts in May relative even to other months. So we don't want to count on that at the end of the fiscal year, especially not this fiscal year. So we are sort of knowingly being a bit conservative here.

Suzanne:

Rochelle, there's no way to... Once it comes in and it's all rectified, put it into the fiscal year, it really belongs in. [inaudible 00:42:22]

Rochelle:

Absolutely. So there won't be any impact on the gap based financial reporting, but for the maintenance test it's cash in the data. So that's what we have to just be a bit cautious about that.

Suzanne:

Okay, thank you.

Rochelle:

A couple other things-

Suzanne:

[inaudible 00:42:39] should get it done, right.

Rochelle:

A couple other things, some of the variances like on depreciations, because again, our budget did not include the rate case. So the increase that we had in January to bring that to 10,000,750, it's a partial year for fiscal 2025.

The other thing that I just want to mention, and you may have already read this in the budget narrative, you might recall this also from the auditors. So we are going to have to record a provision for that new GASB 101 on compensated absences. We've only built in a part of what's anticipated into this projection because we do feel this is a one-time initial implementation. So our plan is, to the extent we need to, we'll bring in money from the general funder, the growth fund to cover it so it doesn't adversely impact our maintenance GAS. I just want to make you aware of that.

I think. Any other questions on this [inaudible 00:43:56].

David:

Yes, before you leave the page. Just on the HSV, are we still tracking a little bit better than what we had expected when we put together the budgets?

Rochelle:

Well we are, I think you're all aware of this, that versus the valuation we are actually down because of the additional personnel that we really needed.

David:

Okay, that's what you were [inaudible 00:44:21].

Rochelle:

But it's still doing well.

David:

The net revenue is still...

Rochelle:

It's still positive, just not up to where we wanted it to be prior to realizing that there really is a need for additional people, especially now with the processes that we've learned are quite annual. So there's work going on to automate some of those processes.

David:

Okay. But at least you're working towards [inaudible 00:44:53].

Rochelle:

Here, this analysis is really just to show a couple of things from a maintenance test perspective. It's really to show that even a small change, if you scroll down a little bit, Jennifer, that even a small change with only a quarter to go can still really impact your coverage. So again, this is why we're cautious, especially at the end of the fiscal year. And the upper part of the schedule is to show our forecast from a financial reporting gap-based perspective.

A couple of things that I want to mention here. For the intergovernmental revenues, we are still forecasting to get some additional grant money probably from the CVS because one of our CVS projects we're now up to a point where we can actually process reimbursements and that number could be higher if we actually close on one or two more DWSRF financing. So we are planning on potentially closing, if not by the end of the fiscal year, shortly thereafter for the clarifier project and for the lead service line inventory project. And the lead service line project we should get a very nice grant associated with that. So I think those are really the key things that I want to highlight here. Go to the next page.

Catherine:

Any news about DWSRF and our new administration in terms of the ongoing funding [inaudible 00:46:45]?

Sunny:

Yes, I met a couple of weeks ago with Chris Roy, who's the [inaudible 00:46:51] for DPH as part of CWWA and the [inaudible 00:46:56]. So in that they are also quite concerned as to how the administration will see the disbursement of funds, especially when it comes to PFAS and lead service line.

So as industry we emphasize that certainly there seems to be some more clarity in terms of what they have to have tell us in terms of how they want to properly fund. If that plan wasn't there [inaudible 00:47:20] reasons within DPH, but as well as they don't really have any specific ways to check the pulse on how the new administration is going to disburse the funds in the priority areas. So I mean, during the conversation, DPH did express that they have hired more people based on federal funds coming over and that's been helpful in some cases because we send these applications, the IUPs, sometimes because of the resource constraints, they don't really travel that fast as we like that, right. Recently I think there has been a push to hire more people, which they have done. But again, the ambiguity is still there. They

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are kind of fingers crossed to see how they're going to get some information from DC. We are in conversation, not just as regional, as part of the overall industry as well.

Suzanne:

Do you have any sense of... Do you know how it gets distributed nationally to the states? Is that a quarterly distribution? Does it flow all the time? Does it happen once a week?

Rochelle:

It's based on the IUP, the intended use plan. So it's an allocation that happens on an annual basis.

Suzanne:

And so all of us funnel in our IUPs. They then have a master IUP, and they go, "Hey, we need all this for our states," and then they divvy up what they have.

Sunny:

Right. Typically what we have heard, it's not too encouraging if you are in the state of Connecticut, out of all the DWS Center for Clean Water, where you want to combine all of them as a pie, Connecticut gets 1%. So 10% goes to California. 1% amongst all the 169 towns. And that's divided further into clean water fund, which goes towards the sewer side of it. The drinking water gets whatever portions of it. So everybody's fighting for that small pie, and that's where the grants become less and less.

As Rochelle said, the direct service line was an exceptional in a grant amount to the tune of 5 million. We hope for the next round of replacements we will be able to get the same monies if we can. Nobody has said no yet. We are anticipating that's still out there. But that's how it works. It's a very small, minuscule amount that's given to the state, at least to this state, and out of that, 169 towns fight for it.

Suzanne:

So from a risk management point of view, have we been thinking about this piece of the puzzle and what that does to our debt service and cost to customers?

Rochelle:

We generally don't assume in our planning a significant amount of grants unless we're really comfortable with-

Suzanne:

Okay, all right. Very good. Thank you.

Rochelle:

And I will say, we actually just... I think might have read this in the board report, that we are working on 12 applications. So the work was done in February. We did file 12 applications for March.

Suzanne:

I think you asked for [inaudible 00:50:23]. Good. You can call it an amendment. As long as it's there.

Sunny:

There is a concern.

Rochelle:

Just want to cover some of the key variances. So the fourth column over is the year-to-date variances, and the second part of the schedule is what the projections are. So some of the larger variances are for payroll. We're actually under the O&M budget by a little over half a million. And this is due to a small under-run in headcount but also a mix that we've talked about between O&M and capital. So there's definitely more costs going over to capital as well as the non-core jobbing, which includes HSV. So that's actually helping on the O&M side. The employee benefits is also being impacted by mix. It's also being impacted from another mix that we've talked about, which is the retirees versus the active. So the reimbursement for the retirees is running higher than what we had anticipated at the time of the budget.

Another area though that we talked about is pump power you can see is way over budget, and that is primarily due to the public benefit charges, and unfortunately, especially with season one's coming up, we are projecting that that overage is actually going to increase before we get to the end of the fiscal year.

Outside services is currently running under, although that is actually projected to come in a little bit over budget. That does have to do with some of the issues that I mentioned earlier. Right now another big, relatively large underrun is in maintenance and repair, and a key, one of the drivers of that is that there's more capital replacement for pumps and valves as opposed to O&M as well as other variables. And they are projecting to come in a little bit under budget, but some of that 400,000 underrun is expected to reverse itself partially before the end of the fiscal year. And we are watching this closely just because of things like the unexpected public benefit charges, the increase in the stop loss, so the message has been we want to be very, very cautious about discretionary spending as we reach the end of the fiscal year. Any questions on this?

Suzanne:

So line nine is the alternative to that in terms of rather than it going to O&M, it's going to pump power?

Rochelle:

No, pump power is electric service and it's a portion of electric service that is at the water treatment plants but for the production of the water. So it's all electric service.

Suzanne:

So which line... When you're talking about it's not O&M so it won't be on line 45, which line do you see it for pumps, since it's more-

Rochelle:

So 45, maintenance and repair. It's underrunning currently by 400,000. And so they, in the budget process there's an assumption about like valve and pump repairs, just using that example, but when it's replaced, it's capital, because it's a lot like that.

Suzanne:

Gotcha, okay.

David:

Did you mean the public benefits charge, where it's that-

Suzanne:

No, I thought what I heard her say is that we're going to be under here but the investments are not. It may stay under, the investments are not going to be here, but they're going to be picked up over here. So I was trying to figure out where in the operating budget over there was, but it sounds like the budget is-

Rochelle:

It's half the budget the capital.

Suzanne:

Okay. So number nine is the up considerably because of the public benefits charts, because that's where it shows for us as homeowners, shows for the business there too. Okay, just making sure. It's almost a million dollars.

Rochelle:

For the end of the fiscal year. The projection, yes, we'll go through that. That's going to be part of the budget package on Monday. As far as the capital, I'm just going to talk about the highlights. So first, from an overall perspective, we're projecting to be at 97.6% versus our 96% target. And you could also see that we're really pleased with that. In the RTP dashboard, you can see whereas like last year at this time we had only spent about 48%, and we're now almost at 66%, so we think we're doing really well in trying to mitigate all the pressure that usually happens in a sort of a large May, so that's from an overall perspective. A couple of the key highlights I'll just mention here is you can see that one of our projects that's running well over and we will be doing an amendment for is the Lake Gaillard HSBC upgrades. That's actually a CDS project. So it's finally getting going, and it is running ahead of schedule. The filter underdrain replacement is actually another one that is running ahead of schedule, but it's expected to be on budget at the end of the fiscal year.

Suzanne:

So Rochelle, are those, because they're running ahead, it's a timing issue, and they're over, and you need an amendment, or it's over its-

Rochelle:

It's a timing issue, which we are viewing favorably, because that has to do with all the materials coming in sooner, which is a good thing.

Sunny:

It's planned for '26. We're moving it ahead. A good reason one is we're happy it is coming earlier because the rules, I would say, talk in the industry about the potential tariffs and impact, and contractors typically use any kind of excuse available to overturn the current change in... I think we're happy that as much we can expedite the materials coming in before anything really happens. It helps us to that extent to keep the cost at least not get into this letters back and forth of claims, and it's not-

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Rochelle:

Also the Seymour Wellfield generator replacement project, you can see it is running under, and there is a projected underrun of 542,000. We may use that for an amendment, but that is a supply chain. That's our generator. That's actually another-

Sunny:

Sequence.

Rochelle:

... structural directed spending project, so we will get some reimbursement when the qualifying part gets underway. So there are still some supply line challenges, but generally where we can, we are accelerating projects. If you go to the next page-

Suzanne:

And where you're not, it's up all timing, right? You don't have anything, no surprises with that one.

Rochelle:

Well, when's not time, yes, to have the-

Sunny:

Well, that one is June or July, the generator.

Rochelle:

That's June or July. But there are things like the next item on pipe you can see right now we're running a little bit over, but our projection is under, and that's not time. That's actually an efficiency that had to do in particular with King's Highway project and how the paving was handled. So that's a really positive.

Suzanne:

They just decided not to repave it?

Sunny:

No, typically what we do is we kind of work with the towns to make sure that when they pave... Otherwise they would require us to pave from curb to curb. So we worked with the town, and we budgeted for it. It was almost close to 2.6 million, so it's coming up close to 1.16. So I mean, even last year, if you remember, we did two projects which almost saved us another 450, because we could work with the towns and make sure that we get whatever we think has to be given. They could actually work with their paving schedules.

Catherine:

It's a win-win because you're really not shutting the streets down.

Suzanne:

Exactly.

Prem:

Right, yes.

Sunny:

And leaving the temporary paving on there.

Catherine:

It works so much better.

Suzanne:

Oh yes, it's so crazy to see the road get paved, and then the gas company comes through and takes the whole thing out, yes.

Sunny:

I mean, kudos to the team for working.

Suzanne:

Yes, working with that.

Sunny:

Mike afraid it was going to be... He didn't have the contractor on board when we were doing the project, but he was able to get the contract.

Rochelle:

Just the underrun of the 532,000, that is also, it's a generator replacement, so that's also supply chain related. Just scroll down a little bit more. Go to the next page. Just said a couple things here. We had talked about CIS, so there's some timing relative to that, and you might recall that last month we approved putting some money in reserve for payment and fiscal 2026, and also we are still expecting with the upcoming go live, we are expecting a large payment before the fiscal year. But overall we're pleased where we are and projecting that we're going to exceed the 96%, hopefully with stressful pay.

Sunny:

Larry would have been great with that.

Rochelle:

Yes, he would have been pretty happy.

Sunny:

That is something else he insisted for the last three years on, to get it almost close to the run grades of everyone. We're almost there.

Rochelle:

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I talked about earlier that interest rates have remained higher than anticipated, so it's actually helping on the interest income. So you can see that is contributing to our maintenance tasks, and if you go to the next page you can see that versus budget, we are significantly higher. Also, Paul, the revenue fund perspective, we do have more funds that were interest, not... So that's also-

Suzanne:

Then, any final questions?

David:

So that's your report. Good news. Nearing the end of the fiscal year.

Suzanne:

Yes.

David:

Right, let's get to reports of the committees of existing meetings, so the January through March, before we go into assigning April. It'd be hard to assign and link to more than we should go. See what we can do.

March. I have the report from the Finance Committee. That is not here, and they met... They spent a total of five minutes with the auditor, because they had the same report that we had.

Tim:

Yes, that's the good report. We love it like that.

David:

Yes, and you know that that's pretty straightforward, and they set the work expectation. But then they also spent time reviewing the quarterly reports on the RPP approved projects, which are going smoothly as usual. And that was it. Anything else? No? Okay. So that was what they had. Next meeting was Land Use, on the 12th. Catherine?

Catherine:

I did attend the Land Use Committee meeting. Following the safety moment and the approval of minutes, Cody Savoy provided an update on the Lake Whitney dam and spillway improvements project. These are all things that we've seen multiple times. I don't need to go through all of this. Lots of notes.

One of the things I found interesting that I don't recall is that one of the complications with respect with this project is that there are utility lines that run on both sides of the dam, gas, electric, and sewer lines on both sides of the dam, so there's a lot of engineering complication involved in this bill. After that, John Triana provided his usual comprehensive reports on land and RWA properties. Really not anything else other than that.

David:

Great, thank you. And you also attended Consumer Affairs last Monday?

Catherine:

I did.

Suzanne:

Thank you for being there.

Catherine:

Actually I was interested in that particular topic, so it worked out fine for me. Again, after the usual safety moment to the peripheral minutes, Prim and his team made a presentation on the CIS go live readiness. There are so many moving parts here. Okay, let's see. There are multiple customer communications, I've received on some as well, doing bill inserts, direct mail, email, web portal alerts-

David:

TV.

Catherine:

... media, yes, television as well. Reported on that earlier in our comments. Then there are also internal communications to make sure that employees are aware of what's going on. There's a lot of training and cross-training, internal training teams, making sure that we're ready next week. That's the date. It's next week. Okay. A lot more to talk about, but then if you have questions, I'm sure he answered them.

Suzanne:

Sure.

Catherine:

The OCA report was actually rather interesting. There's a lengthy discussion, probably longer than it needed to have been at public meeting, about the derby property that has been reported in the past where there's an extension for future connection. The OCA's bill was approved, and the chair requested a customer service report in the future. And that is it.

David:

Okay, very good. Thank you.

Suzanne:

As in customer service, that gets done by Prem or customer service from the OCA?

Catherine:

I'm not sure.

Prem:

Suzanne, there's a request to actually come in and take a look at our customer care. Like Naomi was asking, if you have any questions, you take this and, so, okay...

Catherine:

Oh, question, gotcha.

Prem:

I told her I'd take it offline. We can have a conversation at-

Catherine:

Thank you, okay.

David:

Normally that would segue good into the RWAY-CIS report, but we have the April to June to assign first, so let's get that done, and then we'll keep that topic goal in mind because that's first factor. All right, so we've got April. I know Kevin and I will both be attending the finance committee for Monday, April 7th. Anybody else is welcome because that's their review session. But we don't have to assign somebody specific because we'll both be attending, as we usually do, to try to go and see what the comments are. Land use. Who would be interested in the night?

Catherine:

I am in Florida. If it's done remotely, I would do it. But if it's outside here, whatever-

David:

You remember?

Catherine:

No.

Suzanne:

It's remote. April 10 is remote.

David:

Okay. You want to do that one?

Catherine:

I can.

David:

Okay. Consumer affairs?

Catherine:

It's also budget meeting. I'll take.

David:

Okay. Because actually I will not be at that one. I'll be-

Catherine:

Okay, so that will be myself.

David:

And then the regular Consumer Affairs, which is not the budget review, and that is remote, right?

Suzanne:

Yes, right, yes.

David:

All right, for the 21st. So we can leave that for Kevin or Mario, or if somebody is available, either of you ladies on the 21st-

Catherine:

If you need the one, I can do the 21st.

Suzanne:

And I could do the 21st. It would be better than doing the ninth, but whatever.

David:

Well, would you rather do the 21st, and can you do the ninth, land use? And then I think the 17th... I don't want to speak for Kevin. I can't go, and I normally do, right? Kevin-

Catherine:

Kevin's going.

David:

Yes? Okay.

Suzanne:

Okay, let's do that, because then it-

David:

Happy. So we'll put Kevin for the 17th because he generally tries to go to the both budget workshops to get a sense, and I usually do as well, but I just can't make that one. All right, that was the more complicated month. Let's get to May. Finance Committee on the 12th, which is remote. Land Use by then is usually out and about. Kevin will do the 12th?

Suzanne:

Okay, because I can only do it for a half hour if I do it.

Catherine:

Okay, I can do the 12th. The 14th is going to be a bad day.

Suzanne:

I can do the 14th.

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David:

You can do... Okay. Do we want to lead Consumer Affairs to ask Kevin or Mario if either of them could cover that?

Jennifer:

Yes.

David:

All right. And then June. Finance Committee. Normally at this point we say who hasn't been there in a while? At this point, who can go first? As I retire in June or July, I'll start going to more of these in person.

Suzanne:

This same meeting conflicts with this conference that I go to, this thing.

David:

Preference is have you guys go.

Catherine:

I could do Land Use in June.

David:

Land Use in June is the 11th? Okay.

Suzanne:

I can't do June 9th. Again, I can do it from 5:00 to 5:30, but-

David:

No, the ninth and... Well, you know they'll be done by then. But the ninth-

Suzanne:

Well, that's fine if you think it is, if you want me to do it.

David:

Well, they will, but, well we can see if Mario and Kevin, right, because they're not here, and this way... And then the Consumer Affairs on the 16th?

Catherine:

I can do that.

David:

All right, good. There we go. All right.

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Catherine:

June... Wait, June-

David:

June 16th.

Catherine:

Yes.

David:

Monday the 16th.

Catherine:

I got it.

David:

Very good. Thank you for all the easy cooperation. All right, trying my agenda again, because I'm not sure I understand this online thing yet.

Suzanne:

You erased everything?

Catherine:

No, I... The one now.

David:

You wrote it, [inaudible 01:09:48].

Catherine:

No, no, no, I just-

David:

Oh, oh, for that.

Catherine:

Those three, and I was so proud.

David:

All right, well, the next item I have on the written one, then, yay, [inaudible 01:09:59] one, is an update on the business updates on the RWAY, first item. You want to do an overview or do you want to go right into Prem?

Sunny:

No, I think Prem can go right into it, and then I'll go into the monthly report.

David:

Very good. All right sir, you're up.

Prem:

Thank you.

David:

You getting any sleep?

Prem:

A great pressure, trying-

David:

Yes, it is great pressure. I get it.

Prem:

It's like I'm trying to, but I think I'll start off with the great news. So we are on target for April 2nd go by. We start off our core activities on 3-21, so it has been I think almost a thousand tasks on the list to pre-cover and then cover task. And where we are right now is we have completed all our data migration. So it gets us to doing visual validation of the data as the team is working on it. The target is to complete today. We are ahead of the game 24 hours, so we are well in advance of what we have planned for. In terms of reconciliation, we did a mock cut over. We had around 82 records that was cut and excised. Happy to report that-

Suzanne:

Say that again? You had how many records to what?

Prem:

82 records that were to be reconciled out of a million.

Suzanne:

Okay, a hundred and something valid, or out of millions.

Prem:

Millions.

David:

That's wonderful.

Prem:

So all the records come again. But where we are right now is with the actual goal line, we have gotten up to zero on the record reconciliation. So, which is good, when the team had to do something on the numbers side, we have, we can tell it to the penny. So we have done a good job there. The team has done a great job, and again, thanks to the whole finance team. They'll be think about, so they're happy. Obviously the team pored through all the details so well. So, fingers crossed, everybody is feeling pumped up, cheered, trying to get to the finish line. We are targeting, of course, thanks to Catherine, all the messaging for the customer. You heard from the public comments, so it's almost like it's been going really well on that front. There's still more to do. We're still kind of communicating, and to Rochelle's point earlier, we are making sure that all the concern that we have is for all of the customers to bring them back on.

So we have put a plan B and a plan C to really make sure that we are getting everybody on board. So we're going to do some calling, as well, to ring out that. So a lot of good work going on, so fingers crossed, we are waiting for that whole thing to move forward. I mentioned I will recover a task. We still have yet to do 651 task, very tedious. It's going to go to peak on Saturday, Sunday, and Monday of this upcoming week. I think I mentioned earlier we are out of [inaudible 01:12:32], which means close to April 1st, all English should be done. We worked through that. So all good news.

But there are things that now we are watching, so I just want to mention so it's not all green. There are areas we are focused on in terms of... Obviously me and Rochelle, there... Green are go ahead with a project, because we have a full list of go, no go check list we go through and we looked at certain defects that we have. We still haven't fixed those ones. But the good news is that Dean has workarounds. So that's the good news. But we are monitoring that, we're trying to stay close to that. Making sure especially that something we are reporting and stuff, we're going to make sure that we are looking at everything we can sell to the point that we want. So some work, some pressure there. But we are working through that.

Overall, I think from perspective of getting ready for April 2nd, I would mention that we have a whole big on-floor plan. So, the whole team is here, Olive, partners, our team, everybody's working through that. So the idea is that we will be doing some smoke testing as we [inaudible 01:13:38] the system. We actually have some plans, this was very creative of us, that we are taking some of the employee customers to do some of the customer task. So we won't release it to all our customer. I'm actually anticipating some... Walk into a Wal-Mart, make a payment, and see how that works. So it really kind of went to the point of how a customer will proceed and will pay. So not just my employee perspective.

So all that is happening. We did a smoke test and we're really getting ready. And help me out. There's a [inaudible 01:14:07] outrageous question last time that [inaudible 01:14:09] in celebration on April 2nd, once we go live. So we are anticipating that everything will go well. We have fingers crossed. So that's the very high-level.

Budget-wise I think we're almost there. So we're going to make sure [inaudible 01:14:23] one in the pack, working close off. Then there are a couple things on travel. We anticipated some number of travel that would happen is slightly higher because we don't want to [inaudible 01:14:33] on the last minute. Want to make sure everybody's there, making sure this is [inaudible 01:14:37] go live. But we are monitoring that. We are staying at still 16 [inaudible 01:14:41] 01. So that is my report, and I [inaudible 01:14:45]. But any question for me?

Suzanne:

In our size organization, it's not tiny but it's not huge, there is usually one or two stars in a certain area. You got a dozen or so people [inaudible 01:14:56] that really understand that, really like it, and can be a mentor to others. Do you have that here?

Prem:

Oh, certainly, yes.

Suzanne:

Good.

Prem:

And they're the ones going to be best for something where they'll be more than [inaudible 01:15:05] say, 'Hey, I'm stuck. Mr. Smith called me and I don't know what to do. [inaudible 01:15:09]." And they walk over to look at the [inaudible 01:15:11]. They say, "No, this is what you do." So we do have people that are comfortable with it that will be able to help them?

We have big grass and little grass, just to [inaudible 01:15:19] to say this. But actually will raise flag and people walk around and they help them, so we actually have plan of this is actually good, and I think we are very much more comfortable, and [inaudible 01:15:29] because we were under a lot of pressure last month. And now, I think we are looking at data and things, so it's really a little bit more comfortable. We still have a lot to be done, but I want to make sure that everything we are doing are coming together. 651 tasks, it's mind-boggling.

So we are really looking through that, but, absolutely, you're making sure the whole of the next week, people are going to be here, making sure that people are actually being helped. Training actually [inaudible 01:15:57] is going to help. That was our biggest concern, the option in training. So the training has been going well.

There are certain things that certainly me and you should probably have some discussions on, making sure that people are really being supported, people really know, like I said, one of the things we are going to do is making sure that employee customer calls, we have people take the call. Things are flowing as we think, really clearing all of those tasks. And while there are little bit of [inaudible 01:16:21] thing we expect, right? Everybody totally 100% comfortable, we need to make sure that they are. It's a journey. It's not going to happen overnight. So we are having professional trainings. They're [inaudible 01:16:31] doing that.

We had a little bit of [inaudible 01:16:34], but we had come around on making sure we can address [inaudible 01:16:37]. But training has been really [inaudible 01:16:39] best plan. There are certain things we are yet to do, maybe had responses. You had some discussion [inaudible 01:16:46] just signing onto second, because that's the best practice. We don't want to just start it off and then have other problems. So we have kind of [inaudible 01:16:53] regarding experience. I upgraded so many times that I'm just making sure that the builds are all good, builds are all working, everything is fine, call are coming in. Then we have a staff doing the [inaudible 01:17:03] as per the [inaudible 01:17:04] plan.

David:

60 day, get comfortable with everything, and make sure we're right?

Prem:

Yes, exactly.

David:

You don't want to shut by mistake.

Prem:

Yes, so I think you're planning through that, just to make sure that we are really ready so we can turn it on. So that's the idea. We did do some good stuff. Like you're going to go up and you'll probably see that, yes, [inaudible 01:17:22]. We have been doing a great job on collecting monies.

You know? It's been pretty good [inaudible 01:17:29].

David:

Yes.

Prem:

It's very, very low. But just to prepare ourselves in case there is a little disruption.

David:

It's going to build a little bit because of the time.

Prem:

Exactly.

David:

But we don't want the nightmare like we had last time.

Prem:

Yes, exact point.

Catherine:

That was my question.

Prem:

Yes.

Catherine:

So you're anticipating an impact on accounting too?

Prem:

Yes. We need to expect because after all the involvement that is the best [inaudible 01:17:56]. But we have good plan. We have plan C in place. We are thanking all those [inaudible 01:18:01], make sure. The theme is working really hard. I can see that. I can see that they are constantly thinking of what to do, what to do, right? So we'll be okay. Yes.

David:

When does the nucleus of the ones that had been working the 60 and 70 hour weeks, when does that end? About two weeks after?

Prem:

Correct.

David:

Will they be able to breathe by middle of April?

Prem:

Yes. So there is a good plan that we have put in place. You remember, Michelle's comment, we had some people come in to help. We need to adapt our own plan. We got this [inaudible 01:18:33] here, so we are going to be doing that as part of it. I mean, let's just be honest right there. Not only they're doing things, plus the months they're only still learning, but we actually have some help that's going to be there for the next couple weeks that they'll be hand holding, all of [inaudible 01:18:37] need that to happen. And [inaudible 01:18:37] they're having people to work with us that we're looking at the data, compare apples to apples. So by then, we have plans on [inaudible 01:18:37].

So that's going to start happening probably after two weeks in [inaudible 01:18:37]. But [inaudible 01:18:37] we go down, we have our own 14 people that we have identified that's good [inaudible 01:18:37]. So what that means is if you don't know how we back flow them, our people, it's a reverse logic problem. When they leave, they need to transition, but all is back lost.

That's what our people [inaudible 01:19:19]. So there is a good plan in place. We [inaudible 01:19:26] people like people who's doing [inaudible 01:19:26] on the go. So we're going to moderate that. So, by [inaudible 01:19:27] that sometime around June, everything, it should be done. By end of the fiscal year, most of them will be gone. Yes, so that's the idea.

David:

Okay. Thanks.

Prem:

I'm sorry. I think it is a lot. Right, and they did a lot for us to absolve and give change for the [inaudible 01:19:43]. We have all hands [inaudible 01:19:47], everybody just to get [inaudible 01:19:49] promising them that we won't go live until you guys tell us that we can go live. So we had a whole [inaudible 01:19:54]. They are playing that people can't [inaudible 01:19:59]. They brought it to us. We had to address that behind the scenes, just making sure that you're really ready. So you asked a question of [inaudible 01:20:08]. Are you really ready? I'm like, "That's a big question."

David:

More now than you were last.

Prem:

Any time we [inaudible 01:20:17], so I told them so.

David:

Yes.

Prem:

Yes, 100%.

David:

Next Wednesday you will have been ready.

Prem:

Yes. Right. Yes. Thank you, brothers.

David:

Sure.

Suzanne:

So, financially, the civics teams is what we planned for the project, and the use of 100% of the contingency, top of the RPB approval.

David:

Right, that's the revamped budget that we have planned, yes.

Suzanne:

Second thing is when you did the testing, that was all in a testing environment, right? We didn't pilot the program anywhere?

Prem:

[inaudible 01:20:50]. But what we did do is we did what we call a shadow billing. So we end up coming up on and how you see people do it, and how the new system will do it, and you compare them. See if it's really happening the way we want it to happen. So we have all that.

Suzanne:

Right. Right.

Prem:

[inaudible 01:21:03] all in testing, yes.

Suzanne:

Right. In a testing environment. So, is there any reason why this sort of new [inaudible 01:21:11] at this point, is there any reason why we didn't pilot it in a community?

Prem:

Oh, I think piloting is, again, in [inaudible 01:21:20] it's a whole different concept. But the challenge is that a lot of times you [inaudible 01:21:22] is that because there are 16 different systems talking like that, every system is [inaudible 01:21:28].

Suzanne:

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Right.

Prem:

So there are things [inaudible 01:21:29] sort of stuff, so you can only do one feed, even though you all prefer another [inaudible 01:21:35] integration.

It'll be hard to really connect it to our production system, and then the 16 system socket, right? So that's why we do all of these things in a testing environment. But the good news is the use production data. So it's almost like you are testing in a testing environment, but the data is from production.

So you are really testing the real stuff.

Suzanne:

Right.

Prem:

And then obviously, you know, some of pilots that we got before, it's very hard once you about it. The reality is this, it's always hard to go backwards. So for one reason, let's say we do the pilot and we think it's all working. But you got to go back to the old system. We do have clean backup if we have to do that, but think with all the [inaudible 01:22:12] stuff that we're able to bring it back up to the level, to that point in time. So typically is that technology guys don't do it, unless they get disaster.

Suzanne:

Right. And then lastly, on the billing piece, since that seems to be a very critical [inaudible 01:22:28]. Is there any way that we can just ask, you know, rather than the customer having to go in and be registered, can we just say, "Give us affirmative confirmation that you want to carry this over? And do we have the information in the system to be able to just do that for them?"

Prem:

No, I think we tried that. And that's the PCA compliance thing. We cannot [inaudible 01:22:49] information. And also we cannot do that, so that's the real industry works.

Suzanne:

[inaudible 01:22:56].

Prem:

Most likely [inaudible 01:22:57] is that we were able to get them, the email customers, for example, we are able to transfer the email customers from the old system to the new system. That's okay. But what's not okay is that [inaudible 01:23:07] eBay customers. They cannot do that. So we have to have them do, because we don't collect critical information, we don't store it. So now the customers have to go back and they themselves have to do it. Nobody [inaudible 01:23:19].

Suzanne:

So I think that was just pickups.

Prem:

Yes, [inaudible 01:23:24].

Suzanne:

Okay, it's not autopay. Okay.

Prem:

Yes.

Suzanne:

Okay.

Prem:

Exactly, yes. But we tried that. I think I tried all kinds of ways, talking to corporate. But they're also going from [inaudible 01:23:30] with a payment provider to a payment test with a new payment provider. So, there's all kinds of compliance around it. They don't allow that, they don't share the information. So, it's actually protecting customer.

David:

As a customer, I thought I had to redo everything. But I guess I don't, only the payment part. But I only finally signed up a year ago, and then how I have to redo it, you can send an email [inaudible 01:23:51].

Prem:

You have the activation code, so you just have [inaudible 01:23:51] and it bring everything back for you. You'll be fine.

David:

I'll have to read the old emails.

Prem:

Yes. But the very occurrence [inaudible 01:24:03].

David:

Right, yes, okay. Okay.

Prem:

Yes. No, but there are some good things we're also doing, like we're starting [inaudible 01:24:09]. We'll be talking to the team, right, because the new system is very much automated. So, we will be looking around, maybe [inaudible 01:24:18]. But the things we did narrowly, like today [inaudible 01:24:20], those things will not be done tomorrow.

Suzanne:

And everyone's on a slightly different billing cycle, or does everyone get billed at the same time?

Prem:

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All right, so they, by the town, and then we'll be having the cycles.

Suzanne:

Okay. And so, if I don't sign up in the first billing cycle-

Prem:

You'll get a call.

Suzanne:

But that and my [inaudible 01:24:41] bill won't get paid, right?

Prem:

Yes. Yes.

Suzanne:

And we'll [inaudible 01:24:49] then protocols about applying for [inaudible 01:24:49].

Prem:

Yes.

Suzanne:

So they'll get a call?

Prem:

Yes.

Suzanne:

Okay. That's pretty... I [inaudible 01:24:54], all right.

Prem:

Yes. Going to get a call. We are sending people notifications. We put in [inaudible 01:24:59] lines, we did all kinds of things, yes.

Suzanne:

You know, the low techy people like me will just get the bill in the mail, and that'll be fine?

Prem:

Yes. [inaudible 01:25:08].

David:

[inaudible 01:25:08] Michelle talk all the times [inaudible 01:25:09].

Prem:

[inaudible 01:25:11].

Suzanne:

I just dropped mine off completely. Instead of [inaudible 01:25:16] to with anything between March 21st and April 2nd, I want to encourage people to make other payment arrangements, like up here or send it [inaudible 01:25:25]. Or otherwise you're [inaudible 01:25:27] a long period of time [inaudible 01:25:30].

Prem:

Exactly.

Suzanne:

I tried to get my bill. I think it's autopay. Gotta file it away. But that's [inaudible 01:25:37]. I mean, we have heard that because you're not necessarily looking at a means to correspondence, so we need to be really careful, because we don't have a lot running really between now to the end of the fiscal year.

David:

I just get a communication every time there touching the month. I mean, seriously, they tell you they're going to take it. You wait for them to take it. They haven't taken it yet, then it goes.

Suzanne:

It does, but if those were missing, would you ever know it? Like if you weren't getting those anymore.

David:

No. I don't, yes.

Suzanne:

My only pitfall was that maybe I'll ask the question if it's okay, they're not intruding. I attempted to make a one-time payment, but they said I couldn't, I'm already on autopay. So I just felt, well, that's got to be a trap a thousand people are in. And so I guess some of the instructions I guess we have to ignore.

Prem:

Yes, yes. Exactly, yes. I mean, what we can assure is that we will be calling people, sure, because all we ask the team to do is literally pull everybody. Some people don't use phone numbers, but [inaudible 01:26:41]. We have robocall, we have a manned call. We reach other people. We really check then run through post to see. They're really stuck with autopay and they are not, so [inaudible 01:26:50]. So that's the whole campaign that we go by.

So we'll be working, but unfortunate we can't do all those things before goal line. We [inaudible 01:26:57] and their system is still old system. So we have to call over.

Suzanne:

Do you have people who receive e-bills, or I guess if they receive a paper bill, are we putting the special notice on the outside on the envelope that says you are auto unless you put your new credit card in? Your autopay is off if you just open this bill and pay this bill and [inaudible 01:27:22]?

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Prem:

Yes. We have [inaudible 01:27:23] messaging. The prior month, have done it before, we actually had to include some of the [inaudible 01:27:27] we covered. So we actually have [inaudible 01:27:30] customers [inaudible 01:27:31], and best people [inaudible 01:27:33]. So we are trying to remind them again. So [inaudible 01:27:37].

Suzanne:

[inaudible 01:27:36] you know, the outside of the envelope, when I get the bill, that's the only thing would get my attention is that, "Your auto payment needs renewal." Yes.

Prem:

I don't think we did on the envelope, though. But hope so.

Suzanne:

Thank you.

Prem:

Yes.

Suzanne:

Yes, otherwise for me, it's just going [inaudible 01:27:50].

Prem:

I know.

Suzanne:

My world's going 90 miles an hour. I don't care what's going on. I got the mail, I pay the bill, I file it away. It's all good until three months later I'm like, "Why is my bill not being paid?"

Prem:

Yes, I think what we are trying, like that's a great example too, because some [inaudible 01:28:06] that's more the [inaudible 01:28:06] customers too. So we are planning the actual basically message, of that [inaudible 01:28:14], just to say that, "Hey, we are calling." And so, there are specific messages that [inaudible 01:28:17] going in as well, along with the whole other messaging. So let's say right now, if somebody never pays that, never sees, they saw the envelope, [inaudible 01:28:27]. But if they don't get a call, like they don't [inaudible 01:28:28], you know?

Suzanne:

Right.

Prem:

And now they will obviously come close to getting on the bandwagon. But there's also so [inaudible 01:28:37] we are applying after the fact. So, it's almost like it's not just for the customers, but all the

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amount of people, also the customers who can be. So there's all kinds of [inaudible 01:28:47] playing up there.

Suzanne:

Right, that's true.

Prem:

And we are calling from other companies [inaudible 01:28:52]. They always don't pick up. The numbers end up, so I'm fingers crossed how much we go up.

Suzanne:

Yes. You know, and the other piece of the puzzle you have as a risk is that now you get something about your PayPal account, your Amazon account, and it's a scam. So, people are also sort of known to hearing, "Your stuff is being [inaudible 01:29:13]." So, it's a tricky environment to get their attention on something that they think is done.

Prem:

Yes, yes, you're absolutely right, [inaudible 01:29:20]. Very busy on all those statement challenge too, so if you like those ones, you can pick. We got this one, we got that one, we got everything.

Suzanne:

Okay.

Prem:

[inaudible 01:29:24].

David:

All right. [inaudible 01:29:24].

Suzanne:

I just said no. We paid for that [inaudible 01:29:24].

Prem:

No, I'd say [inaudible 01:29:24]. It's not [inaudible 01:29:24] people. It's not [inaudible 01:29:24]. But there is a fee, right? Then, yes, and actually people [inaudible 01:29:24].

Suzanne:

Yes.

Prem:

They just process. [inaudible 01:29:24], yes. It's so better than you're paying to a credit card. You have to pay a credit card processing fee. Here it's going to be less than [inaudible 01:29:24].

Suzanne:

Okay.

Prem:

That is up higher, so they don't think that's going to help. That's [inaudible 01:29:24].

Suzanne:

Yes.

David:

All right, anything else on this? All right, thank you.

Suzanne:

No.

David:

Good luck.

Suzanne:

Thank you and good luck.

Prem:

Yes. Thank you, yes.

David:

Right. And Sunny, your business update?

Sunny:

Yes, it's just highlights. I'm going to just go quickly into the [inaudible 01:30:10] update report after I just go over all these highlights. Original supply strategy, I think original might have been extremely busy in the last, I would say, month. We almost had [inaudible 01:30:20] meetings [inaudible 01:30:21]. So we still have a few more to go for [inaudible 01:30:28], as well as for [inaudible 01:30:28], a few other towns lined up for the next few weeks. So that's [inaudible 01:30:32]. Overall, I think whether we're making a significant, I would say, moment towards [inaudible 01:30:37], but I think at least they're getting the message. And as well as they're understanding what the authority is. So I think to that extent, whatever [inaudible 01:30:48] first, but at least kind of understanding that whatever you read on the headlines don't necessarily translating to what the actual fact sheet states of whether [inaudible 01:30:57]. So that's been going pretty well.

In terms of the regular authority filings for Connecticut, Mass, and New Hampshire, we are getting ready, and should be going through those motions very soon. And once that's done, we will wait for [inaudible 01:31:12] to make decisions across all three states, or the [inaudible 01:31:16]. In terms of the commercial service, I think Rochelle mentioned that just we've seen we are kind of closing down on the post integration efforts. The lab acquisition, we still have calm relations with them. That was something we did yesterday as well. That might come to you maybe in the next month or two, depending on how it's stated [inaudible 01:31:40].

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The bond refund thing, Rochelle touched upon it, it was extremely successful, as shown here, to a 4.1 million present value savings, and almost 326,000 each here. So that was extremely well. It was over subscribed by almost five time at one time, [inaudible 01:32:01].

Sunny:

So, very successful. In terms of the next one, the world order day, I kind of sent an article that came in yesterday newspapers, as well as it was an email that had sent over to the employees. This report, even though it's available online, I predict mine, so that's so sustainable. But any questions of this, you can always [inaudible 01:32:29]. There's plenty of information here. Right? Mario did give me one I would just addition on this, and even through, so the next time [inaudible 01:32:37].

In terms of the meeting [inaudible 01:32:39], I did meet with Garrett Sheehan, who is the president and CEO for the New Haven Chamber of Commerce. We do sponsor acquisition there who actually does [inaudible 01:32:50] level of activities, both for the chamber as well as working closely with us, so we had an update what happened during the last [inaudible 01:32:59]. So that's the numbers, what our meetings reflects.

In terms of the high schools and 2000 students, that's the [inaudible 01:33:08] discussions. Liz and her group participated in discussing some of those opportunities with these school students as well. So I think that's pretty much thing. Overall it's tentative on [inaudible 01:33:19].

David:

With that, we do need to talk about Blue Drop. And we do need the have that in executive session.

Sunny:

Right.

Tim:

Thank you for having me.

David:

Thanks for joining and see you tonight. All right, would like to enter motion to go into executive session for the purpose of discussing Blue drop.

Suzanne:

I move we go into executive session to discuss Blue drop for the reasons listed on the agenda.

David:

Okay. Second?

Catherine:

Second.

David:

All those in favor signify by saying aye. Aye.

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Authority members:

Aye.

[EXECUTIVE SESSION FROM 2:02 PM TO 2:46 PM]

David:

We are now out of executive session. Next, I'll ask that we recess as the Authority and meet as the Commercial Business Committee.

Suzanne:

So moved.

Catherine:

Second.

David:

All those in favor signal by saying aye. Aye.

Authority members:

Aye.

[COMMERCIAL BUSINESS COMMITTEE MEETS FROM 2:47 PM TO 2:48 PM]

David:

Aye. All right. We are back as the Authority. There is no action on matters arising from committee meetings, so we are all set to adjourn the Authority meeting.

Catherine:

Mr. Chair I motion that we be adjourned.

Suzanne:

I second.

David:

All those in favor, aye.

Authority members:

Aye.