

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

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AGENDA

Regular Meeting of August 19, 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. Cyber Technology Update: P. Singh - *Upon 2/3 vote, convene in executive session pursuant to C.G.S. Section 1-200(6)(E) for matters covered by Section 1-210(b)(19)(i)(ii), pertaining to security risk.*
4. Approval of Minutes – July 22, 2024 special meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for July 2024 for \$4,581.00
7. Volunteers to attend Authority meetings:
 - August 22 – Mr. Levine
 - September 26 – Ms. Campbell
8. New Business
9. Next meeting on Monday, September 16, 2024, at 5:30 p.m.
10. 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 or by calling 203-401-2515.

SAFETY MOMENT

OCCUPATIONAL WELLNESS

Occupational wellness is the ability to achieve a balance between work and leisure in a way that promotes health, a sense of personal satisfaction and is (for most) financially rewarding.

Signs of unwellness include stress, burnout, unmotivation, decreased productivity, low concentration, digestive issues, low communication, negativity, disorganization, anxiety and depression.

Below are some tips to help improve your occupational wellness:

- Don't settle, keep motivated, and work towards what you want
- Increase your knowledge and skills to accomplish your goals
- Find the benefits and positives in your current job
- Enjoy what you do, do what you enjoy
- Create connections with your co-workers
- Write out goals, create a plan to execute them, and then start working on your plan
- Look for something new and/or talk to a counselor if you feel stuck or unhappy

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

South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, Connecticut 06511-5966

<http://www.rwater.com>

To: Consumer Affairs Committee
From: Prem Singh, VP Customer Care & Chief Information Digital Officer
Date: **August 19, 2024**
Subject: **FY24 Critical Cybersecurity Update Memorandum - Confidential**

What cybersecurity measures were conducted in FY 2024 that help keep SCCRWA safe from cyber threats?

- Implemented company-wide phishing training using HR LMS training modules and performed four phishing simulation campaigns.
- Partnered in all monthly State of CT Cyber Committee meetings. Important insights and best practices gathered from these meetings were discussed with the SCCRWA Cyber Governance team.
- Implemented secure communications and cyber protections for new and existing commercial acquisitions.
- Participated in the National CISA Cyber Dam Sector drill exercise.
- BCP performed for SCCRWA ransomware drill / Emergency Operations Center (EOC) test at Gaillard.
- Continuation of weekly DHS penetration tests for vulnerabilities and implementing best practices (Services performed by DHS-CISA for SCCRWA).
- Performed internal vulnerability scans and remediations of all workstations/servers/network equipment. Also performed ethical hacking (external penetration testing) to bolster confidence.
- Continued publishing our monthly Cyber News flyer, which includes information about malicious cyber trends, best practices for employees, and phishing protections.

How has SCCRWA improved its cyber record(s) / documentation in FY 2024?

- Refreshed all network and security infrastructure drawings. These illustrate IT/OT/Cloud SAAS vendor connections.
- Completed the 2024 EPA Cybersecurity Checklist for Sanitary Surveys.
- Developed and implemented an official SCCRWA cybersecurity plan to bolster our overall cybersecurity posture with all digital and infrastructure assets.

What new technologies has SCCRWA implemented in FY 2024?

- Realtime monitoring- Implemented Tenable OT vulnerability scanning and network monitoring in our SCADA environment.
- Deployed FortiDeceptor – Internal honey pot sensor that listens for and alerts us to insider threats.
- Rolled out EDR (Endpoint Detection and Response) malware protection on all SCCRWA workstations. EDR leverages artificial intelligence and machine learning capabilities to maximize workstation cyber defense.

What, if any, third-party assessments were performed for SCCRWA in FY 2024?

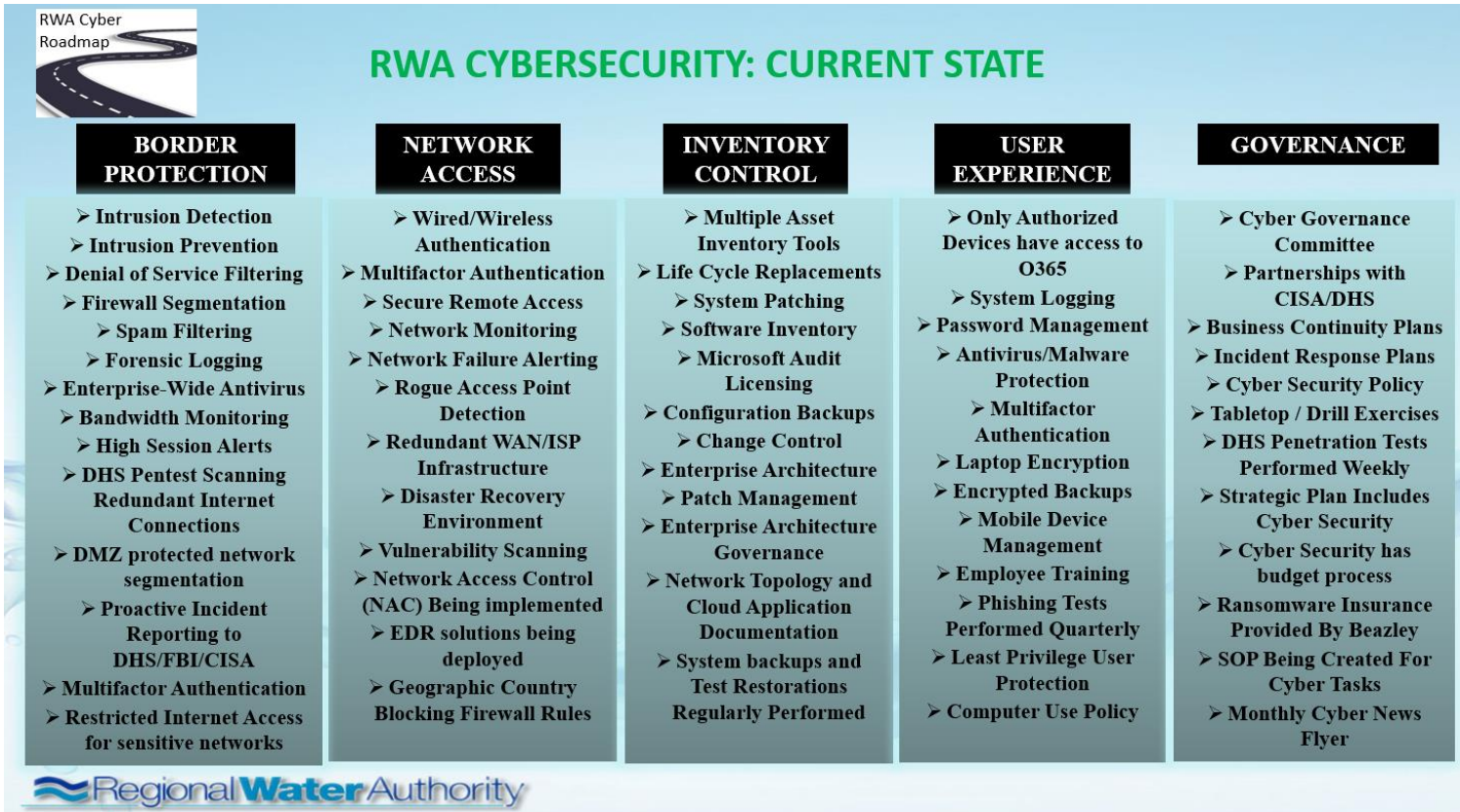
An external assessment and penetration test was performed by Clifton Larson Allen (CLA) in March 2024. The objective of the External Penetration Test (EPT) was to identify potential vulnerabilities on the external network perimeter that could be exploited to gain unauthorized access to confidential information, modify/destroy data, or operate trusted business systems for non-business purposes.

CLA Penetration Test Summary:

1. During the EPT testing, all of CLA's test spam messages were blocked by SCCRWA's email spam filters.
2. CLA was unable to gain access to sensitive information.
3. CLA was unable to gain access to any administrator or user privileges.
4. CLA reported that no high or critical vulnerabilities were found.

What are some of the other ongoing protections that fortify SCCRWA from a cybersecurity perspective?

See the chart below, which details SCCRWA’s current cybersecurity state, and the robust protection plan we have in place.



How can the Authority & Representative Policy Board support the RWA Leadership for Cyber governance?

Continue to engage in SCCRWA critical cyber security initiatives/discussions and continue to support the capital plan.

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

July 22, 2024

Minutes

A special 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, July 22, 2024, via remote access. Chair Levine presided.

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

Members absent: F. Pepe and R. Smith

RPB: R. Harvey and J. Mowat Young

Authority: S. Sack

RWA: P. Singh and D. Bochan

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

RPB Staff: J. Slubowski

Chair Levine called the meeting to order at 5:00 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.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an update on the RWA’s Customer Satisfaction and Brand Image Survey. He mentioned that a survey by Great Blue was conducted through phone and online methods, reaching over 900 customers. Mr. Singh reported that despite results being lower than the pre-pandemic survey, the RWA still achieved its goal, compared to competitor results dropping almost ten percentage points. Factors influencing this included customer expectations, remote capabilities, call center interaction, and usage. Overall, the RWA ranked within the top five percentile compared to other companies.

He also reported that the survey included a brand image survey which resulted in 74.1%, compared to pre-pandemic, which was 70.9%. Some positive gains included water quality preservation, HazWaste, and protection of open spaces.

Discussion took place regarding survey cost, telephonic vs. online surveys, and recommendations.

On motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted to approve the minutes of its June 17, 2024 regular meeting, as presented.

Attorney Donofrio provided an update on the Winters Run Condominium Association bill dispute. The RWA has settled with the customer and informed the bankruptcy lawyer. They are now awaiting final paperwork from the bankruptcy court. Attorney Donofrio described the outcome as reasonable.

He also reported that he is expecting two applications from the Authority in the upcoming week: a Rate Application and an acquisition application.

On motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted unanimously to approve the OCA's June invoice for \$3,138.00.

Chair Levine confirmed Authority meeting assignments for July, August, and September 2024.

Chair Levine notified Committee members that he was recently elected as Land Use Committee chair for the upcoming year and would be resigning as chair of the Consumer Affairs Committee. He solicited nominations from the Committee members. Hearing none, he nominated Ms. Campbell for the position of Committee chair for 2024-2025, Mr. Mongillo seconded the motion, and the Committee voted unanimously to elect Ms. Campbell as chair of the Consumer Affairs Committee for 2024-2025.

There was no new business to report.

The Committee's next meeting is on Monday, August 19, 2024, at 5:30 p.m., via teams.

At 5:53 p.m., on motion made by Mr. Mongillo and seconded by Mr. Rescigno, the Committee voted to adjourn the meeting.

Mark Levine, Chair

UNAPPROVED