

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

May 19, 2025

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 19, 2025, at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

Members present: N. Campbell, C. Havrda, M. Levine(R), S. Mongillo(R), and R. Smith(R)

Members absent: F. Pepe

RPB: R. Harvey(R), J. DiCarlo(R), C. Mancini(R), G. Malloy

Authority: K. Curseaden(R)

RWA: P. Singh, J. Hill(R), D. Bochan, B. Hoskie, and J. Triana(R)

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:31 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.

On motion made by Mr. Levine and seconded by Mr. Havrda, the Committee voted to approve the minutes of its April 17, 2025, special meeting, as presented.

On motion made by Mr. Havrda and seconded by Mr. Levine, the Committee voted to approve the minutes of its April 21, 2025, regular meeting, as presented.

Mr. Triana, the RWA’s Real Estate Manager, provided an update of the RWA’s Recreation Program. He stated that this summer’s program includes boats rentals for recreation permit holders at Lake Saltonstall on Tuesdays, Fridays, Saturdays, and Sundays. Recreation staff will conduct daily trail inspections at all locations to ensure compliance with the Department of Public Health. While fewer special events take place during the summer months, there will be at least one event each month, including Trails Day in Prospect, featuring a collaborative walk with the Prospect Land Trust along the extended Quinnipiac Trail.

The Connecticut Botanical Society offers walks, with leadership from the Connecticut Butterfly Association, and Jeff Yale, the RWA’s Program Specialist, organizes an annual Archery for Kids event, providing equipment for youth to engage in archery. Efforts have been made to involve young children in outdoor activities during summer by coordinating with camps, although challenges have arisen regarding their availability and transportation. Last year and this year, partnerships have continued with organizations such as the New Haven Police Athletic League, the Milford Boys and Girls Club, and Hamden Hall.

Committee members discussed staffing, communications, and RWA police force.

Atty. Donofrio, OCA, reported that much of his time spent in April was dedicated to a review of the FY 2026 Budget, as well as ongoing consumer matters reported last month. He provided an update on last month's report related to a Derby customer who sought to negotiate a better deal on a payment extension related to a connection. The office of the OCA is currently finalizing a memorandum with a recommendation that will be distributed to the consumer and the RWA. If the customer is not satisfied with the OCA's recommendation it is likely that a consumer hearing would be required.

The same consumer also raised concerns about a commercial property that currently has one tenant and has two meters. The tenant utilizes and is responsible for their own meter and utility bills. However, there is an ongoing issue with one of the meters being broken, and efforts are being made to install a new meter. Approximately five years ago a service representative recommended removing the meter. Since it has been five years since the last inspection, the RWA will conduct a field visit to determine if there is an active connection. Currently, the OCA has no further action to take regarding this property.

Atty. Donofrio also provided an update on the status of a homeowner in East Haven who experienced a significant increase in a water bill after operating a valve inside the home, which directed water to a vacant area of her property that is not monitored. When the valve is closed, the water flow stops, indicating that the excess usage was linked to private plumbing rather than the Authority's system. Although the Authority granted a waste adjustment and removed interest charges, the customer believes that it was the Authority's responsibility to alert customers of high water usage.

The customer was presented with a 24-month, interest-free payment plan for the adjusted balance, which was declined. The customer seeks to have all interest, fees, and the waste adjustment waived, in addition to halving the bills. The Authority provided a final offer, which was conveyed last week. If unsatisfactory, the OCA will issue a memorandum with a recommendation that would be submitted to the customer and the RWA. If the customer is not satisfied with the OCA's recommendation it is likely that a consumer hearing would be required.

Committee members discussed notification requirements for continuous use. Mr. Singh and Ms. Bochan will review the records to determine the length of time of continuous use for this property and report back to Committee members.

On motion made by Mr. Levine and seconded by Mr. Havrda, the Committee voted to approve the OCA's April 2025 billing for \$5,319.00.

Committee members discussed the status of the new customer information system, wait times, bill pay options, staffing, training, and troubleshooting.

The next regular meeting is on Monday, June 16, 2025, at 5:30 p.m.

At 6:26 p.m., Mr. Havrda motioned to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.