

Representative Policy Board

South Central Connecticut Regional Water District
90 Sargent Drive, New Haven, Connecticut
Or

****Call in (audio only)**

[+1 469-965-2517](tel:+14699652517), [459488455#](tel:+1459488455) United States, Dallas
Phone Conference ID: 459 488 455#

AGENDA

Regular Meeting of Thursday, January 25, 2024 at 6:30 p.m.

- I Safety Moment
- II Public Comment: The time limit granted to each speaker shall be three (3) minutes. Residents and customers may address the Board.
- III Approval of Minutes – December 21, 2023 meeting
- IV Communications
 - A. Standard Mileage Rate – Effective January 1, 2024
 - B. RPB Quarterly Dashboard Report
- V Items for Consideration and Action
 - A. Representative Policy Board Fourth Quarter 2023 Compensation
- VI Reports
 - A. Finance Committee
 - B. Land Use Committee
 - C. Consumer Affairs Committee
 - D. Executive Committee
 - E. Authority/Management
- VII Adjourn

****Members of the public may attend the meeting in person or by conference call. To view meeting documents please visit <http://tinyurl.com/yyxk7xcs>. For questions, contact the board office at 203-401-2515 or by email at jslubowski@rwater.com.**

SAFETY MOMENT

Slow down! It's harder to control or stop your vehicle on a slick or snow-covered surface. In fact, in 2021, an estimated 121,156 police-reported crashes occurred when there were snow/sleet conditions at the time of the crash. On the road, increase your following distance enough to have plenty of time to stop for vehicles ahead and keep your vehicle stocked with safety items.

**Tap Into
Safety**



Regional Water Authority

What to do in an emergency:

- Stay in your car
- Let your car be seen with bright markers
- Be mindful of carbon monoxide poisoning

Safety Technologies:

- Know whether your vehicle has an antilock brake system
- Check headlights, brake lights, turn signals & emergency flashers
- Inspect oil and wiper fluid levels before driving
- Check tires for damage, inflation levels and tread quality



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
Minutes of December 21, 2023 Meeting**

The regular meeting of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District took place on Thursday, December 21, 2023, at the South Central Connecticut Regional Water Authority, 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chairman Harvey presided.

PRESENT

RPB

Ansonia	Thomas P. Clifford III (remote)
Beacon Falls	Peter Betkoski
Bethany	Brian Eitzer (remote)
Cheshire	Timothy Slocum
Guilford	Charles Havrda
Hamden	Stephen Mongillo (remote)
Killingworth	Jamie Mowat Young
Madison	Joseph A. Oslander
Milford	Richard Smith (remote)
New Haven	Naomi Campbell (remote)
North Haven	Anthony P. Rescigno (remote)
Orange	Jasper J. Jaser
Prospect	Robert E. Harvey, Jr.
Woodbridge	Mark Levine
Governor’s Rep	Vincent M. Marino (remote)

Regional Water Authority

David Borowy
Kevin Curseaden
Catherine LaMarr
Mario Ricozzi
Suzanne Sack

Management

Larry L. Bingaman
Rochelle Kowalski
Elizabeth Calo
Jim Hill
Sunny Lakshminarayanan
Premjith Lakshman Singh
Adrian Cosma
Charles DelVecchio
Nicoletta Blevins

Counsel

Bruce McDermott

Office of Consumer Affairs

Jeffrey Donofrio, Esq.

Absent

Branford	Vacant
Derby	Frank Pepe
East Haven	Michelle Verderame
North Branford	Peter DeSantis
Seymour	Michael H. Horbal
West Haven	T. Gregory Malloy

Staff

Jennifer Slubowski

Call to Order

Chair Harvey called the meeting to order at 6:32 p.m.

Safety Moment

Chair Harvey reviewed the Safety Moment handout distributed to members.

Public Comment

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

Minutes

On motion made by Mr. Levine, and seconded by Mr. Oslander, the RPB approved the minutes of its November 16, 2023 meeting as distributed, with 60 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Aye
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Vacant	Madison (6)	Aye	Seymour (1)	Absent
Cheshire (4)	Aye	Milford (11)	Abstain	West Haven (8)	Absent
Derby (2)	Absent	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Absent	Gov. Rep. (1)	Aye

Communications

Chair Harvey stated that the RPB committee meetings to review the FY 2025 Budget with management have been scheduled, as follows:

- **Finance Committee** – Monday, April 8, 2023 @ 5:00 p.m. (regular meeting)
- **Consumer Affairs Committee (regular meeting) and Land Use Committee (special meeting)** - Monday, April 15, 2023 at 5:30 p.m.

RPB members are welcome to attend either meeting.

Items for consideration and action

Mr. Levine, Chair of the RPB Joint Committee for Enabling Legislation, reported on the meeting that took place earlier in the week. He reviewed and discussed the final changes that were voted on and passed unanimously by the Committee for recommendation to the RPB. He moved for approval of the following resolution:

WHEREAS, on November 30, 2023 the Joint Committee on Enabling Legislation (“Joint Committee”) met at a special meeting to review and discuss proposed changes to the enabling legislation of the South Central Connecticut Regional Water Authority (“Authority or RWA”), which included technical corrections, spelling, critical amendments, and various other updates, where it was determined that members of the Authority, members of the RPB, and management would work together on the proposed changes, and that this topic would be on the December meeting agenda for each RPB Committee; and

WHEREAS, members of the RPB, members of the Authority, and management worked together to discuss and refine proposed amendments; and

WHEREAS, on December 20, 2023, the Joint Committee met at a special meeting to review comments and input from the December RPB committee meetings; and after a thorough review of the updated proposed changes, the Joint Committee voted to recommend the changes to the RPB at its December 21, 2023 regular meeting; and

WHEREAS, the RPB has reviewed the proposed changes to the enabling legislation.

NOW THEREFORE BE IT:

RESOLVED, that the RPB consensus regarding the proposed amendments to the South Central Connecticut Regional Water Authority’s enabling legislation, attached hereto as Exhibit A, is that they are reasonable and supported and the RPB is in favor of the proposed changes for submission by the RWA to the legislature for the 2024 session.

Mr. Slocum seconded the motion and the RPB voted in support of the proposed amendments, as presented. The Chair called for the vote and the resolution was adopted with 70 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Aye
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Vacant	Madison (6)	Aye	Seymour (1)	Absent
Cheshire (4)	Aye	Milford (11)	Aye	West Haven (8)	Absent
Derby (2)	Absent	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Absent	Gov. Rep. (1)	Aye

Members of the RPB complimented the Joint Committee for Enabling Legislation and the RPB members for working together and supporting the RWA to assist with the development of the proposed changes.

Reports:

Finance Committee – Mr. Marino, Chair of the Finance Committee, reported on the meeting earlier in the month. The Committee met with management and members of the Authority to discuss proposed changes to the RWA’s Enabling Legislation and were satisfied with the changes as proposed. The Committee also reviewed the Authority’s quarterly report on RPB approved projects, and confirmed the meeting for the FY 2025 Budget review.

The next meeting is on Monday, January 8, 2024 at 5:00 p.m., and will be hybrid.

Land Use Committee – Mr. Betkoski, Chair of the Land Use Committee, reported on the meeting earlier in the month. The Committee met with management and members of the Authority to discuss proposed changes to the RWA’s Enabling Legislation. The Committee also confirmed its meeting for the FY 2025 Budget review on April 15, 2024 with the Consumer Affairs Committee and received land and related updates from management.

The next meeting is on Wednesday, January 10, 2024 at 5:30 p.m.

Consumer Affairs Committee – Mr. Levine, Chair of the RPB Consumer Affairs Committee, reported that at the Committee meeting last month the Committee met in executive session with management to review the Ten Year Model. The Committee also received an update from the Office of Consumer Affairs on pending consumer complaints. He noted that Atty. Donofrio would meet with the RPB Executive Committee and management in January 2024 to discuss Commercial Business. The Committee also scheduled its meeting to review the FY 2025 Budget on Monday, April 15, 2024.

Mr. Levine reported that the Committee also met earlier in the week to discuss proposed changes to the RWA’s Enabling Legislation with management. The Office of Consumer Affairs reported no consumer complaints.

Joint Committee on Enabling Legislation - Mr. Levine, Chair of the RPB Joint Committee on Enabling Legislation, had nothing further to report.

Authority/Management – Mr. Borowy, Chair of the Authority, reported on the Authority meeting earlier in the day. He stated that the Authority also met as the Audit-Risk Committee and the Commercial Business Committee.

Ms. LaMarr, Chair of the Authority’s Audit-Risk Committee, reported on the meeting earlier in the day. The Committee conducted most of its business in executive session to discuss internal controls associated with the fraud risk assessment update from CohnReznick and management. The Committee also held a discussion in executive session regarding the RWA’s Cyber Technology Resiliency.

Mr. Curseaden, Chair of the Authority’s Commercial Business Committee, reported on the meeting earlier in the day and met the new Director of Business Development. The Committee discussed the commercial business structure, branding, and a framework for assessing M&A opportunities. In executive session, the Committee discussed the Q2 FY 2024 business results; planned enhancements associated with protection plans, and received an update on potential acquisitions and partnerships. Management will discuss the commercial business with the RPB Executive Committee and Atty. Donofrio, OCA in January. Mr. Borowy also reported that at the Authority meeting earlier in the day, the Authority also voted to amend the General Bond Resolution. Mr. Curseaden, Vice Chair, and Ms. LaMarr, Secretary/Treasurer, were re-elected to serve another term in their officer roles. He was also elected to serve another two-year term as Chairman of the Authority, all effective as of January 1, 2024.

Mr. Bingaman, the RWA’s President & Chief Executive Officer, reviewed revenues, operating and maintenance expenses for the month ended November 30, 2023 and stated the projected maintenance test for FY 2024 is 116%, with no shortfall. He stated that due to low production levels, water revenues are projected to be under budget due to the wet summer; however, interest income is helping to offset the decline in water revenues. Also, the timing of Drinking Water State Revolving Fund (DWSRF) financing is having a favorable impact as financing was expected to close earlier in the fiscal year and we are taking actions to mitigate the impact of the cool wet summer. Mr. Bingaman also mentioned the state of the economy.

He also reported that raw water storage levels as of December 18, 2023, were at 91%, compared to the long-term average of 69%.

Mr. Bingaman introduced Adrian Cosma, the new Director of Business Development.

Chair Harvey acknowledged Atty. Donofrio, who offered holiday historical comments.

Chair Harvey reported that the next meeting is on Thursday, January 25, 2024. He thanked the RPB, Authority and members of management for their work with the enabling legislation changes and wished everyone a Merry Christmas and Happy New Year.

At 7:11 p.m., on motion made by Mr. Levine, and seconded by Mr. Betkoski, the RPB voted to adjourn the meeting with 70 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Aye
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Vacant	Madison (6)	Aye	Seymour (1)	Absent
Cheshire (4)	Aye	Milford (11)	Aye	West Haven (8)	Absent
Derby (2)	Absent	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Absent	Gov. Rep. (1)	Aye

Representative Policy Board
December 21, 2023

Respectfully submitted,

Jamie Mowat Young, Secretary

Attachment:

1. Exhibit A, Changes to the RWA's Enabling Legislation.

UNAPPROVED

EXHIBIT A

Summary of Enabling Legislation Amendments

1. **Section 2**, page 3, allowing RWA to conduct its non-core business outside of Connecticut.
 - In May we asked Murtha Cullina whether the RWA could acquire a noncore business if the business has operations outside of the RWA service territory and if some or all of the operations of the business are located outside of Connecticut. Memo attached.
 - As you will see in the attached that while Murtha concluded that the Enabling Legislation does not establish geographic boundaries in which a business must be located in order for it to qualify as a noncore business, Murtha also noted that the absence of guidance as to geographical limits for noncore acquisitions also means that the Enabling Legislation's provisions may be interpreted differently – particularly when the noncore business to be acquired has minimal or no Connecticut nexus. The revisions to the Enable Legislation now proposed is simply designed to make it explicitly clear that there is no geographic limitations for the non-core business.
2. **Section 4**, page 5, setting the Authority shall meet at least quarterly with the RPB. (This is just the reference that requires the RPB to meet quarterly with the Authority. (See below proposed change #5 – regarding Authority board meetings.)
3. **Section 4**, Page 6 correction of typo (the word timber)
4. **Section 5**, page 7, increasing the Authority board to seven members, providing exclusions to appointment (see below – not proposed for the Enabling Legislation), no less than 5 members shall be residents of the district and all shall be residents of the State of Connecticut. The increase to seven board members will be applicable in January 2025. The 6th member will be for an initial three year term and the 7th member for an initial five year term. No change to the full five-year term. See attached example. (The Enabling Legislation currently sets the term at five years.)
5. **Section 9**, page 8, allowing the Authority to meet at least quarterly. Also, setting that four members of Authority are a quorum applicable to when the board is more than five members.
6. **Section 14**, page 17, setting that interest rate can be applied to past due bills after the 28th day and allowing the RPB the ability to change the number of days. Also, fixing consistency within Section 14 regarding the interest rate charged not being more than the maximum allowed for unpaid taxes.
7. **Section 18**, page 21 and 22, combining (c) with (b) moving paragraph (c). Section 18, page 25, first paragraph, adding a period after the word records.
8. **Section 19**, page 24 and 25, adjust the \$2 million threshold for RPB approval of capital project as well as the non-core \$1 million threshold and allow for future adjustment based on a CPI factor, subject to RPB approval. The current proposal is to increase the \$2 million to \$3.5 million and the \$1 million to \$1.5 million, future CPI adjustments, subject to RPB approval. Also comports section 19 to section 18

when calculating the total weighted votes of the RPB membership need to approve various items. (Also see below new proposals.)

9. **Section 21**, page 25 & 26, looked at if the word “improvements” should be defined to eliminate questions about the applicability of certain provisions. Upon review, not proposing to further define improvements but to add “affiliated business entity” to Section 21.
10. **Section 22**, page 30, correcting the spelling of the word “all”.
11. **Section 30**, page 34, relates to the threshold for RPB approval of a project. See also #8 above. Proposal is to increase capital projects to \$3.5M and be adjusted, subject to RPB approval, by a CPI factor every three years.
12. **Special Act 03-12**, page 39, correcting the word “affect” to “effect”.

New Proposed Amendments

13. **Section 2**, page 3, add “sustainable manufacturing support” to allowed non-core business activity

Additional Information:

The EPA defines Sustainable manufacturing as “the creation of manufactured products through economically-sound processes that minimize negative environmental impacts while conserving energy and natural resources.”

As an example, a lab that provides analytical services critical to support sustainable manufacturing by enabling the lab’s manufacturing clients to operate their processes at the highest level of efficiency. An optimized manufacturing process minimizes process waste generation, minimizes energy usage, and minimizes scrap product.

Further, an optimized manufacturing process results in the highest throughput at the lowest possible operating cost while minimizing process waste generation and scrap. CT Manufacturers can thus produce the highest quality product with a competitive, compliant operation.

14. **Section 22** (b), page 27 remove “not exceeding forty years from their respective dates”
15. **Section 22** (h), page 30 remove “any bonds issued by it at a price of not more than the principal amount thereof and accrued interest”
16. **Section 4**, page 4 and 5, RPB compensation – update to base compensation amount (proposal is \$250), change to every third vs. fifth year, and update referenced dates
17. **Section 5**, page 7, Authority board consecutive term limits - 4 full terms, inclusive of existing members
18. **Section 5**, page 7, consider including a CPI factor for Authority board member compensation, applicable every three years, subject to RPB approval

Regarding #4 above, exclusions to appointments, handle through the rules and regulations vs. the Enabling Legislation, consider including the Authority board Chair as a non-voting member of the nominating committee

19. Total weighted votes for approval. Examples below are from the current wording:

Section 1: Increasing the 5% cap for non-core, is majority of total weighted votes of the RPB.

Section 5: Majority of votes present but two-thirds of the weighted votes need to be present. This is for approving Authority board members.

Section 18: Related to land sales is majority of total weighted votes, excluding vacancies. With land over 20 acres needing three-fourths of the total weighted votes, excluding vacancies. This currently addresses vacancies but not absences.

Section 19: Related to capital programs – is majority of total weighted votes. As currently written does not address vacancies or absences.

Section 14: Related to rate changes, does not specify the vote.

Proposed to change for the purpose of addressing vacancies:

Section 1: Increasing the 5% cap for non-core, majority of total weighted votes, excluding vacancies.

Section 5: Majority of votes present but two-thirds of the weighted votes need to be present.

Section 18: Related to land sales - majority of total weighted votes – excluding vacancies. With land over 20 acres - three-fourths of the total weighted votes excluding vacancies. (No change – already excludes vacancies)

Section 19: Related to capital programs – majority of total weighted votes, excluding vacancies.

Section 14: Related to rate changes, does not specify the vote. Proposal is to leave as this is covered in the by-laws.

Note: There is no proposed change to the quorum requirement for RPB meetings

20. **Section 20** – change the requirement to publish a concise financial statement in a newspaper to allowing it to be posted on the Authority’s website. Also, remove the reference to providing a copy of the audit to the “public utilities control authority” - no longer required.

21. **Section 28** – the reference to the annual PURA report under 16-29 should be removed.

(We do file our audit with OMP)



IRS issues standard mileage rates for 2024; mileage rate increases to 67 cents a mile, up 1.5 cents from 2023

IR-2023-239, Dec. 14, 2023

WASHINGTON — The Internal Revenue Service today issued the 2024 optional standard mileage rates used to calculate the deductible costs of operating an automobile for business, charitable, medical or moving purposes.

Beginning on Jan. 1, 2024, the standard mileage rates for the use of a car (also vans, pickups or panel trucks) will be:

- 67 cents per mile driven for business use, up 1.5 cents from 2023.
- 21 cents per mile driven for medical or moving purposes for qualified active-duty members of the Armed Forces, a decrease of 1 cent from 2023.
- 14 cents per mile driven in service of charitable organizations; the rate is set by statute and remains unchanged from 2023.


These rates apply to electric and hybrid-electric automobiles as well as gasoline and diesel-powered vehicles.

The standard mileage rate for business use is based on an annual study of the fixed and variable costs of operating an automobile. The rate for medical and moving purposes is based on the variable costs.

It is important to note that under the Tax Cuts and Jobs Act, taxpayers cannot claim a miscellaneous itemized deduction for unreimbursed employee travel expenses. Taxpayers also cannot claim a deduction for moving expenses, unless they are members of the Armed Forces on active duty moving under orders to a permanent change of station. For more details see [Moving expenses for members of the armed forces](#).

Taxpayers always have the option of calculating the actual costs of using their vehicle rather than using the standard mileage rates.

Taxpayers can use the standard mileage rate but generally must opt to use it in the first year the car is available for business use. Then, in later years, they can choose either the standard mileage rate or actual expenses. Leased vehicles must use the standard mileage rate method for the entire lease period (including renewals) if the standard mileage rate is chosen.

[Notice 2024-08](#)  contains the optional 2024 standard mileage rates, as well as the maximum automobile cost used to calculate the allowance under a fixed and variable rate (FAVR) plan. In addition, the notice provides the maximum fair market value of employer-provided automobiles first made available to employees for personal use in calendar year 2024 for which employers may use the fleet-average valuation rule in or the vehicle cents-per-mile valuation rule.

Representative Policy Board
Dashboard Metric - 2Q FY24

Metrics	Quarter ended 11/30/22 (2Q FY 2023)	Quarter ended 05/31/23 (4Q FY 2023)	Quarter ended 08/31/23 (1Q FY 2024)	Quarter ended 11/30/23 (2Q FY 2024)
Financial Metrics				
<i>Coverage</i>	Budget: 1.14 w/o draw	Budget: 1.14 w/o draw	Budget: 1.14 w/o draw	Budget: 1.14 w/o draw
	Projected: 1.23 w/o draw	Projected: 1.41 w/o draw	Projected: 1.14 w/o draw	Projected: 1.16 w/o draw
<i>Draw Requirement</i>	Budget: \$0 million	Budget: \$0 million	Budget: \$0 million	Budget: \$0 million
	Projected: \$0 million	Projected: \$0 million	Projected: \$0 million	Projected: \$0 million
<i>Capital Expenditures to Budget (Note 1)</i>	Budget: \$20.726 million	Budget: \$41.320 million	Budget: \$52.520 million	Budget: \$52.520 million
	Result: \$14.232 million/26.0% of total fiscal year budget	Result: \$41.233 million/99.8% of total fiscal year budget	Result: \$8.032 million/15.3% of total fiscal year budget	Result: \$17.021 million/32.43% of total fiscal year budget
<i>Aged Account Receivables - Total Water (Note 2)</i>	Feb 2020: \$6,659,551	Feb 2020: \$6,659,551	Feb 2020: \$6,659,551	Feb 2020: \$6,659,551
	Nov. 2022 : \$8,799,889 (+32.1%)	May 2023 : \$7,517,465 (+12.9%)	Aug 2023 : \$7,137,670 (+7.2%)	Nov. 2023 : \$6,744,597 (1.3%)
<i>Aged Account Receivables - Residential (Note 2)</i>	Feb 2020: \$5,833,160	Feb 2020: \$5,833,160	Feb 2020: \$5,833,160	Feb 2020: \$5,833,160
	Nov. 2022 : \$8,236,243 (+41.2%)	May 2023 : \$7,067,920 (+21.2%)	August 2023 : \$6,755,012 (+15.8%)	Nov. 2023 : \$6,353,667 (+8.9%)
<i>Pension Market Values (Note 3)</i>	Oct. Mkt Value: \$62,396,715	May 2023 Mkt. Value: \$66,990,538	Aug 2023 Mkt. Value: \$68,995,451	Nov 2023 Mkt. Value \$69,091,124
	Sept 2022 Mkt. Value: \$60,072,550	March 2023 Mkt. Value: \$65,549,028	June 2023 Mkt. Value: \$68,894,215	Sept. 2023 Mkt. Value: 66,646,763
	Sept Return: Negative 9.8%	March Return: .1% Fiscal	June Return: 8.85% Cal	Sept Return: 3.49% Cal/.17% Fiscal
	Actuarial Return Assumption: 6.75%	Actuarial Return Assumption: 6.75%	Actuarial Return Assumption: 6.75%	Actuarial Return Assumption: 6.75%

Representative Policy Board
Dashboard Metric - 2Q FY24

Metrics	Quarter ended 11/30/22 (2Q FY 2023)	Quarter ended 05/31/23 (4Q FY 2023)	Quarter ended 08/31/23 (1Q FY 2024)	Quarter ended 11/30/23 (2Q FY 2024)
System Metrics				
<i>Average Daily Production (Draft) to Budget (MGD)/Prior Year (MGD)</i>	Prior Year: 48.344 MGD	Prior Year: 43.329 MGD	Prior Year: 55.730 MGD	Prior Year: 48.344 MGD
	Result: 48.863 MGD	Result: 43.680 MGD	Result: 49.111 MGD	Result: 45.669 MGD
<i>Disinfection By-products</i>	Target: 100%	Target: 100%	Target: 100%	Target: 100%
	Result: 100%*	Result: 100%*	Result: 100%*	Result: 100%*
	* As of Sept. 30, 2022, updated	* As of March 31, 2023, updated	* As of June 30, 2023, updated	* As of Sept, 2023, updated
<i>Net Unaccounted For Water (annualized)</i>	Target: 10.0%	Target: 10.0%	Target: 10.0%	Target: 10.0%
	Result: 12.04% for the annualized period of Sept. 2021 to August 2022	Result: 11.58% for the annualized period of March 2022 to Feb 2023	Result: 11.65% for the annualized period of June 2022 to May 2023	Result: 11.41% net for the annualized period of Sept 2022 to Aug 2023
<i>Service Disruptions (Notes 4 and 5): Due to Main Breaks</i>				
<i>Number of Disruptions</i>	Result: 6	Result: 5	Result: 4	Result: 10
<i>Number of Customers Impacted</i>	Result: 48	Result: 62	Result: 78	Result: 140
<i>Avg. Period Customers are w/o Water (hrs.)</i>	Target: 6	Target: 6	Target: 6	Target: 6
	Result: 3.1	Result: 2.1	Result: 3.44	Result: 3.63
<i>Water Quality (Notes 5 and 6): Discolored Water - System/Hydraulics</i>				
<i>Number of Complaints</i>	Result: 91	Result: 73	Result: 105	Result: 154

Month	October										November						December													
	2	3	11	16	18	23	26	26			8	13	14	16	16	20	30			11	13	18	19	20	21	21				
T. P. CLIFFORD III	X	X									X			XX						X				X		XX				
P. BETKOSKI			X		X					X				XX							X						XX			
B. EITZER		X	X					XX		X	X		X	XX								X					XX			
T. SLOCUM	X	X						XX			X			XX		X				X				X		XX				
F. PEPE																														
M. VERDERAME	X							XX			X			XX						X										
C. HAVRDA		X	X					XX		X	X			XX	X	X				X	X	X		X		XX				
S. A. MONGILLO				X	X			XX						XX	X							X		X		XX				
JAMIE MOWAT YOUNG		X	X		X			XX		X	X			XX							X			X		XX				
J. A. OSLANDER			X					XX		X				XX	X						X			X		XX				
R. SMITH				X				XX														X				XX				
N. CAMPBELL				X				XX							X					X		X		X		XX				
PETER DESANTIS								XX		X					X						X									
A. P. RESCIGNO				X				XX						XX	X	X						X		X		XX				
J. J. JASER	X							XX			X			XX						X				X		XX				
R. HARVEY	X		X	X	X	X		XX		X	X	X		XX	X	X				X	X	X	X	X		XX				
M. HORBAL			X					XX		X				XX							X	X								
T. G. MALLOY			X					XX						XX							X									
M. LEVINE			X	X	X		X	XX		X				XX	X	X				X	X	X	X	X	X	XX				
V. M. MARINO	X				X						X			XX		X								X		XX				
PURPOSE	F	N	L	C	E	A	RW	R		L	F	A	RW	R	C	A				F	L	C	A	A	RW	R				