

Representative Policy Board
Consumer Affairs Committee

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

*<https://teams.microsoft.com/meet/27304145058983?p=PwiwOa4kQEHRVaXJod>

Meeting ID: 273 041 450 589 83

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Or

Dial in by phone

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Phone conference ID: 119 397 266#

AGENDA

Regular Meeting of Monday, June 15, 2026 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the Consumer Affairs Committee regarding agenda items or other issues. Discussion is limited to the presentation of information for consideration and comment on agenda items.
3. Approval of Minutes – May 18, 2026
4. Enterprise Risk Management Update: P. Singh
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for May 2026 for \$960.00
7. Volunteers to attend Authority meetings on:
 - June 25, 2026 – Ms. Campbell
 - July 23, 2026 – Mr. Levine
 - August 27 2026 – Mr. Havrda
 - September 24, 2026 – Mr. Mongillo (tentatively)
8. New Business
9. Next meeting on Monday, July 20, 2026 at 5:30 p.m.
10. Adjourn

*Members of the public may attend the meeting in person or via teams using the link at the top of the agenda. To view meeting documents, please visit <https://tinyurl.com/3en8fmx>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.

SAFETY MOMENT

SUSTAINABLE GASTRONOMY DAY

June 18th has been designated by the United Nations General Assembly as Sustainable Gastronomy Day.

What is Sustainable Gastronomy?

Gastronomy is sometimes called the art of food. It can also refer to a style of cooking from a particular region. In other words, gastronomy often refers to local food and cuisine. Sustainability is the idea that something (e.g. agriculture, fishing or even preparation of food) is done in a way that is not wasteful of our natural resources and can be continued into the future without being detrimental to our environment or health.

Sustainable gastronomy, therefore, means cuisine that takes into account where the ingredients are from, how the food is grown and how it gets to our markets and eventually to our plates.

What can we do?

- Help reduce malnutrition in all its forms, cut food waste and improve nutrition
- Make *#NotWasting* food a personal resolution
- Promote green culture diets
- Promote clean energy for local restaurants
- Raise public awareness



Service – Teamwork – Accountability – Respect – Safety

Tap Into
Safety



Regional Water Authority

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

May 18, 2026

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, April 20, 2026 at the South Central Connecticut Regional Water Authority, 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

Members present: N. Campbell, D. Allard(R), C. Havrda, M. Levine(R), G. Malloy(R), S. Mongillo(R), and B. Nesteriak(R)

Members absent: R. Smith

RPB: R. Harvey(R), P. Betkoski(R), T. Clifford(R), J. DiCarlo(R), S. Iacuone, C. Mancini(R)

Authority: T. Cort(R)

RWA: P. Singh, R. Kowalski(R), E. Calo, B. Hoskie, J. Hill(R)

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:30 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. Havrda and seconded by Mr. Malloy, the Committee voted to approve the minutes of its April 16, 2026 special meeting, as presented.

On motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to approve the minutes of its April 20, 2026 regular meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an overview of revisions to the RWA’s Rules and Regulations for Water Service and its Rules, Regulations and Rates Governing the Extension of Water Mains (“Rules”), which included:

A. Rules and Regulations for Water Service:

1. Pg. 4 Introduction: Incorporated sentence in last paragraph where customers are responsible for complying with Rules & Regulations.
2. Pg. 5 General Principles Item 5: Reworded paragraph about owner providing tenant water without prior permission.
3. Pg. 6 General Principles Item 10: Reworded paragraph stating RWA provides water monitoring tools as a courtesy and does not create any liability.
4. Pg. 11 RWA Ownership and Responsibilities Item 7: Incorporated that RWA will follow funding requirements of state and/or federal regarding repair or replacement.

5. Pg. 18 Cross Connection Control Item 7: Reworded backflow prevention device discretionary use.
 6. Pg. 20 Billing Item 1: Reworded billing of used or wasted water except with exceptions as described in RWA's One-Time Waste Adjustment Policy.
 7. Pg. 20 Billing Item 4: Reworded seasonal metered service billing and customer water meter removal responsibility.
 8. Pg. 22 Billing Item 8: Reworded incurring interest rate per month and customers responsibility of collections cost.
 9. Pg. 22 Billing Item 9: Reworded if meter fails to register, it will be repaired and customer charged based on average daily consumption.
 10. Pg. 23 Billing Item 10: Reworded unmetered service charge.
 11. Pg. 24 Billing Item 12: Reworded RWA billing the property owner directly if tenant fails to pay.
 12. Pg. 24 Billing Item 14: Reworded shared service billing is responsibility of property owner.
 13. Pg. 24 Adjustment of Bills Item 1: Reworded adjusting billing if meter in service has over registered more than 2%.
 14. Pg. 24 Adjustment of Bills Item 2: Reworded adjusting billing if meter found not to register; will use historical consumption.
 15. Pg. 26 Adjustment of Bills Item 4: Reworded billing customer who has been undercharged due to incorrect meter reading.
 16. Pg. 27 Termination of Service Item 1C: Incorporated that customer is responsible for following Rules and Regulations, maintaining customer-owned service lines and reasonable access to RWA equipment.
 17. Pg. 27 Termination of Service Item 4B-J: Reworded RWA right to refuse service with 7 days written notice if customer tampers with pipes or meters.
 18. Pg. 28 Termination of Service Item 5A-C: Reworded RWA right to refuse service with 15 days written notice if customer is delinquent by 33 days from billing date.
 19. Pg. 30 Termination of Service Item 7: Reworded conditions under which service will not be terminated.
 20. Pg. 35 Applications for Service Item 1: Reworded application requirement might include multiple forms of identification.
 21. Pg. 38 Applications for Service Item 15: Reworded need to apply to convert from seasonal to year-round service.
- B. Rules, Regulations, and Rates Governing the Extension of Water Mains: No changes.

Committee members discussed reimbursement procedure and access to Rules and Regulation on RWA website.

Attorney Donofrio, Office of Consumer Affairs ("OCA"), requested that a notification be provided to customers on an annual basis that RWA's Rules and Regulations are posted on the RWA website and offer customers the opportunity review procedures in advance of any issues.

Mr. Singh confirmed that reminders would be issued multiple times throughout the year to advise

customers that the Rules and Regulations are available to the public on RWA's website, www.rwater.com.

Ms. Calo, the RWA's General Manager & Head of Human Resources, provided an RWA Workforce update, which included:

- Talent acquisition metrics
- Priority vacancies
- Labor relations update
- Hybrid/remote flexibility
- Internship program
- Learning & Development
- Implementation and timeline of new HRIS
- Leadership engagement
- Culture and Recognition

Committee members discussed remote scheduling and leadership transparency.

Attorney Donofrio reported a customer escalation concerning a property in East Haven that sustained significant damage due to a pipe burst at a nearby property in February 2026. The incident reportedly impacted a well-known entity and resulted in property damage.

Initially, the customer contacted the OCA, who then escalated the matter to the RWA. The RWA is currently investigating the claim, including determining ownership of the property where the pipe burst originated.

The OCA has requested that the RWA provide an update directly to the customer prior to the Memorial Day holiday.

On motion made by Mr. Havrda and seconded by Mr. Mongillo, the Committee voted to approve the OCA's April 2026 billing for \$4,842.00.

Chair Campbell discussed committee assignments for upcoming Authority meetings, as follows:

- June 25, 2026 – Ms. Campbell
- July 23, 2026 – Mr. Levine
- August 27, 2026 – Mr. Havrda
- September 24, 2026 – Mr. Mongillo (tentatively)

The Committee had no new business to report.

The next meeting is on Monday, June 15, 2026 at 5:30 p.m., via hybrid.

At 6:19 p.m., on motion made by Mr. Havrda and seconded by Mr. Mongillo, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.

South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, Connecticut 06511-5966
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To: Consumer Affairs Committee
Naomi Campbell, Chair
Deena Allard
Charles Havrda
Stephen Mongillo
Richard Smith
Mark Levine
Greg Malloy
Beth Nesteriak

Cc: Prem Singh, Chief Information Digital Officer & VP Customer Care
Elizabeth Calo, General Mgr. & Head of Human Resources

From: Amanda Schenkle, Safety & Risk Manager

Date: June 15, 2026

Subject: Enterprise Risk Management Update

The Regional Water Authority has established a Risk Mitigation Team which strategically identifies risks impacting RWAs ability to deliver products and services to our customers and constituents. The Risk Mitigation Team's mission is to oversee the Enterprise Risk Management Operational Strategy, identifying the impact of potential risks to the Authority and maintaining controls and action plans to reduce the probability and impact of identified risks.

Overview of Enterprise Risk Management Program

- Risks are organized by the four balanced scorecard perspectives: Customer/Constituents, Employee Learning & Growth, Financial and Internal Business
- Utilize the COSO Enterprise Risk Management (ERM) framework to rate each risk by gross, current and residual risk (impact & likelihood)
- Monitoring 53 risks regularly which are stored in the Risk Register:
 - Customer/Constituents: 11 risks
 - Employee Learning & Growth: 6 risks
 - Financial: 16 risks
 - Internal Business: 20 risks

Strategic Focus

The strategic focus in FY2026 was to ensure that Regional Water Authority's risk mitigation controls and corresponding actions remain aligned with the current risk environment. To support this objective, assessments were conducted with Risk Perspective Owners to review the enterprise risk landscape and to obtain updates on operational processes that most significantly influence the effectiveness of existing controls and mitigation actions within the program.

The following chart presents the top 10 risks by residual risk level, highlights overarching risk concerns, and outlines the control actions currently being implemented.

	Risk Category	Global Concerns	FY2026 Controls and Actions
1	Cyber Risk	<ul style="list-style-type: none"> • Increasing digitalization and automation • Legacy systems lacking security updates • Changing threat actors 	<ul style="list-style-type: none"> • Creation of AI Policy and Governance • Deploying enhanced cybersecurity technologies to protect digital assets • Increased testing and education of employees • Updated insurance limits and coverage.
2	New and Updated Regulatory Risk	<ul style="list-style-type: none"> • Political and regulatory shifts • Evolving public health science 	<ul style="list-style-type: none"> • Continued work on identification and removal plans under LCRI • Updates to internal practices as outlined by LCRI • Monitoring and pilot programs on PFAS
3	Physical Security	<ul style="list-style-type: none"> • Unmanned facilities and remote locations • Increasing critical infrastructure exposure 	<ul style="list-style-type: none"> • Assess remote location security measures • Canvas facilities to test situational awareness • Updates to Emergency Response Plans based on AWIA assessment.
4	Business Continuity Planning	<ul style="list-style-type: none"> • Climate change events • Cyber attacks • Infrastructure failures 	<ul style="list-style-type: none"> • Revised management system for tracking continual action items from drills, real life events etc. • Updates to all department level plans • Revision to overarching Business Continuity Plan and Incident Management Plan
5	Natural Resource Impairment	<ul style="list-style-type: none"> • Climate Change Impacts • Competing water demands 	<ul style="list-style-type: none"> • Completion of water supply operations and drought exercise to test drought triggers and response • Lake Watrous aeration system oxygen upgrade • Upgrades to storm water treatment systems to improve water quality • Active watershed inspection program to protect watershed and drinking water resources
6	Financial Risk	<ul style="list-style-type: none"> • Declining consumption trends • Inflation • Increased costs of infrastructure improvements 	<ul style="list-style-type: none"> • Revenue enhancements and operating efficiency strategies to help mitigate declining consumption • Pursuing refinancings, debt sculpting, grants and lower cost financing and optimizing capital program

			<ul style="list-style-type: none"> • Shifting focus on compliance with tax-exempt spend down requirements to ensuring compliance with requirements associated with federally funded grants
7	Succession planning, recruitment, and retention	<ul style="list-style-type: none"> • Aging workforce • Loss of Institutional knowledge 	<ul style="list-style-type: none"> • Development and on-going work on Individual development plans • Improved technology for updates to SOPs • Critical employee Identification
8	Commercial Business Risk	<ul style="list-style-type: none"> • Market Competition • Customer demand variability • Rising costs 	<ul style="list-style-type: none"> • Expanded M&A integration • Adopting best practices across all business units • Planned automation processes • Improvements through UMAX platform
9	Critical Component Failure	<ul style="list-style-type: none"> • Availability of materials • Age of assets, deferred maintenance • Lack of redundancy 	<ul style="list-style-type: none"> • Updates to critical component failure plans • Improvements to project evaluation • Participation in continued education for Dam owners
10	Regulatory Compliance and Litigation Risk	<ul style="list-style-type: none"> • Changing regulatory requirements • Compliance failures • Political environment 	<ul style="list-style-type: none"> • Renewed focus on audit of internal practices • Continued education to customers and constituents on regulatory requirements

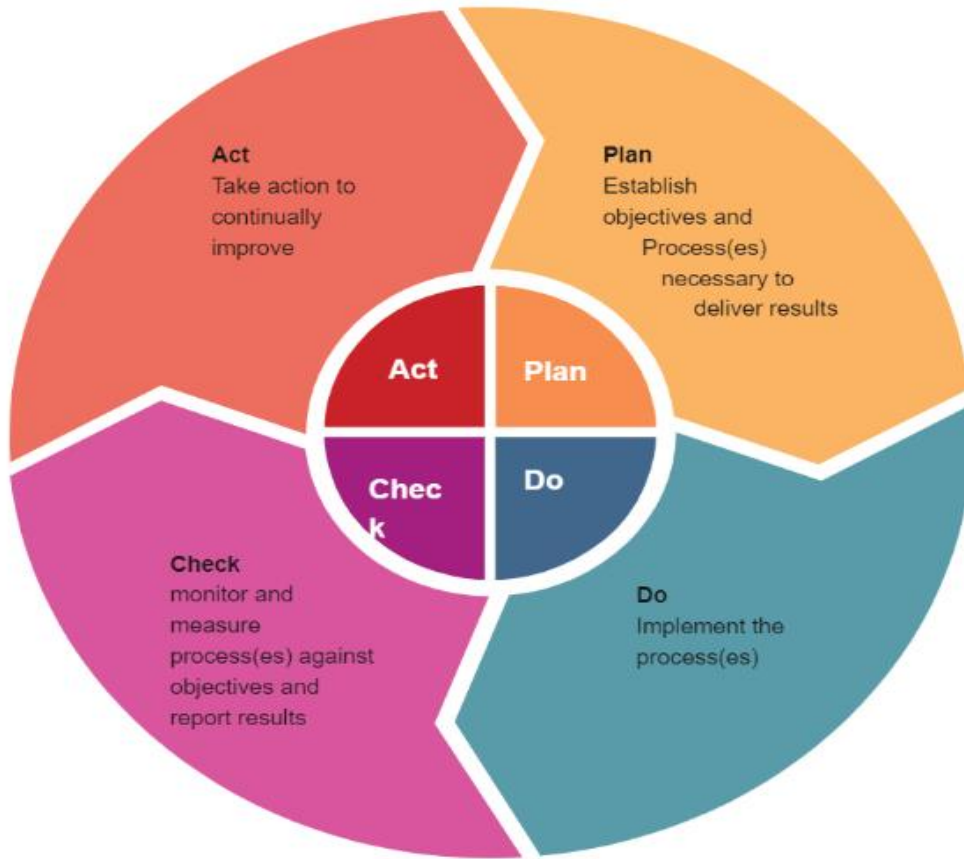
Risk Management Standards

In order to ensure our Enterprise Risk Management program integrates risk management into governance, decision-making, continual improvement, and leadership accountability, RWA’s Risk Mitigation Team benchmarked our current program against ISO 31000 and ANSI/ASSP Z10 and Z310.1 standards.

Key Principles in both standards include:

- Defined Leadership/Ownership
- Integration into Operations
- Designed to examine risk
- Implementation of controls and actions
- Evaluation of controls and actions
- Improvements of controls and actions

Our Enterprise Risk Management program does meet the best practices within both standards; further work can be done on process documentation related to the review process of the program. The latest information from the ANSI/ASSP Z10 and Z310.1 includes a Plan>Do>Check>Act cycle.



FORWARD PLANNING

The FY2027 Risk Mitigation work plan will continue to enhance the organization's ability to proactively identify, evaluate, and address new and emerging risks. A key focus will be the development and implementation of process flows to ensure a well-documented review cycle within the Enterprise Risk Management (ERM) framework. Additionally, the Risk Mitigation Team will prioritize the reassessment of existing risk perspectives to address potential gaps and ensure alignment with current operational strategy. These efforts will support the continued maturation of the ERM program and focusing on the Plan-Do-Check-Act (PDCA) cycle as a driver of continuous improvement.