Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District
90 Sargent Drive, New Haven, Connecticut
https://teams.microsoft.com/meet/288101222127082?p=csTCWZOUZQP51nXoDD
Meeting ID: 288 101 222 127 082
Passcode: XE2ZK6yX
Or
Dial in by phone
+1 469-965-2517,,687324554# United States, Northlake
Phone conference ID: 687 324 554#

AGENDA

Regular Meeting of July 20, 2026 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. Approval of Minutes – June 15, 2026 regular meeting

4. FY26 Global Metrics Results and FY27 Customer Service Strategic Plan: P. Singh

5. Report of OCA – J. Donofrio

6. Approval of OCA invoice for June 2026 for $2,061.00

7. Volunteers to attend Authority meetings:
   - July 23 – Mr. Levine
   - August 27 – Mr. Havrda
   - September 24 – Mr. Mongillo

8. Elect Committee Chair for 2026-2027

9. New Business

10. Next meeting on Monday, August 17, 2026, at 5:30 p.m.

11. 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/3en8fmxb. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.

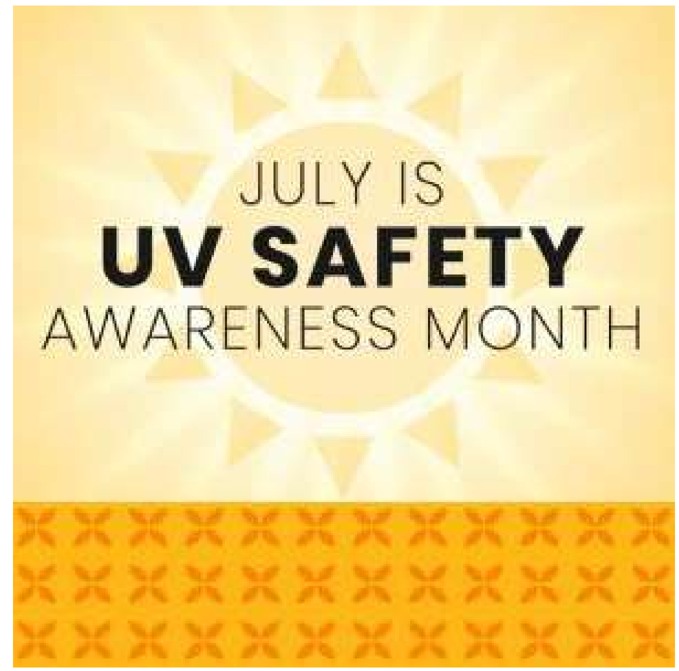
SAFETY MOMENT

UV Safety Awareness

UV Safety awareness emphasizes protecting your skin and eyes from harmful ultraviolet (UV) radiation to prevent skin cancer, premature aging, and eye damage.

PRACTICAL SUN SAFETY TIPS:

1. Apply sunscreen with SPF 30 or higher every day, even cloudy days
2. Wear protective clothing when in the sun
3. Limit direct sun exposure by seeking shade, especially between 10 am and 4 pm
4. Avoid tanning beds
5. Monitor your skin for unusual moles or changes and consult a dermatologist for early detection of skin cancer



TapInto Safety

Regional Water Authority

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

June 15, 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, June 15, 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(R), D. Allard(R), C. Havrda, M. Levine(R), G. Malloy, S. Mongillo(R), and B. Nesteriak(R)

Members absent: R. Smith

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

Authority: M. Ricozzi(R)

RWA: P. Singh, J. Hill(R), B. Hoskie, and A. Schenkle(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. Malloy and seconded by Mr. Havrda, the Committee voted to approve the minutes of its May 18, 2026 meeting, as amended.

Mr. Singh, the RWA's Chief Information Digital Officer & Vice President of Customer Care, introduced Ms. Schenkle, the RWA's Safety & Risk Manager, who provided an update of the RWA's Risk Assessment Program. She reported that the assessment encompasses a total of 53 identified risks organized by four balanced scorecard perspectives: Customer/Constituents, Employee Learning & Growth, Financial, and Internal Business. The update included an overview of associated controls and mitigation actions, risk management standards, and forward planning efforts.

Ms. Schenkle also reviewed the top three of ten risks based on residual risk levels and provided an overview of the controls currently in place. She noted that the Enterprise Risk Management (ERM) program has been benchmarked against industry standards and was found to align with best practices.

Mr. Singh communicated that fiscal year 2027 would include a risk audit update enhancing proactive identification and management of emerging risks and focusing on developing standardized process flows.

The Committee discussed regulatory compliance and litigation, affordability, top risks, Data Centers, aging workforce, succession planning, and other long-term potential issues.

Attorney Donofrio reported on one active consumer matter in Ansonia related to a fire service extension agreement. The customer executed an agreement outlining the scope of work, associated costs, and the designated point of connection. However, during construction, the point of connection was altered without any formal change orders. The OCA is currently coordinating with the RWA and will follow up with the customer to discuss the matter when more information is available.

Attorney Donofrio also provided an overview of emerging concerns related to Data Centers, referencing recent developments in Northern Virginia. Key topics discussed included water consumption demands, use of reclaimed wastewater, ownership structures, fee and rate considerations, conservation impacts, and potential effects on municipal property assessments.

Additionally, he noted at the close of FY 2026, the OCA's fees totaled approximately $46,000, coming in below an approved budget of $60,000.

On motion made by Mr. Malloy and seconded by Ms. Allard, the Committee voted to approve the OCA's May 2026 billing for $960.00.

The Committee reviewed 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

There was no new business to report.

The next meeting is on Monday, July 20, 2026 at 5:30 p.m., via hybrid.

At 6:22 p.m., on motion made by Mr. Levine and seconded by Mr. Malloy, the Committee voted to adjourn the meeting.

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Naomi Campbell, Chair

(R) = Attended remotely.

FY26 Year End Results
FY27 Strategic Plan-Customer Care Goals

Presentation to the Consumer Affairs Committee

July 20, 2026

Regional Water Authority

Agenda

- FY26 Year-end Results
- FY27 Strategic Plan -Customer Care Goals
- FY27 Global Metrics

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FY2026 Global Metrics Results

KPI	Description	Target	YE Result
Customer Service	• Complaints logged by customer care representatives in billing and service.	$\leq$1,500 Complaints	**250**
Water Quality Compliance	• Ensure 0 violations of water quality standards issued by state health regulators.	0	**0**
Safety	• DART Rate of $\leq$1.8 (Days Away Restricted or Transferred as a safety metric measuring the severity of work-related injuries and illnesses)	$\leq$1.8	**1.78**
Employee Engagement	• Maintain a competitive employee turnover rate of $\leq$10%.	$\leq$10%	**7.25%**
Coverage	• Meet 118% coverage with no shortfall.	$\geq$118% Coverage	**144%**
Capital Efficiency	• Ensure at least 96% of capital budget benefits customers.	96%	**97.9%**

3.33 x 7.50 in

Regional Water Authority

Area of Excellence: Customer Service

MISSION & OUTCOMES

RWA provides the highest standards of customer service.

Outcomes to Business

- ***Improved productivity and reduced costs***
- ***Enhanced customer experience***
- ***Increased revenue and retention***
- ***Reduced support volume***

GOALS, STRATEGIES & MEASURES

Goal #1 Transform customer service into a digital-first, high-efficiency operation.

- Strategy #1: Begin processes to streamline customer service by automating workflows, going paperless by FY2028, and reducing processing time by 20%.
- Strategy #2: Implement a 4-hour, self-service online booking system with automated notifications to shift 25% of scheduling to digital and reduce call volume by 15%.
- Strategy #3: Launch AI support in FY2027 with 24/7 automation and daytime live chat (8am–5pm) to cut top call drivers by 10%.

Goal #2 Update all customer accounts to ensure accuracy of contact information and account type.

- Strategy #1: Boost communication reliability and emergency readiness by mandating contact verification to ensure 70% of active residential accounts have verified email/mobile records.
- Strategy #2: Redesign and publish updated, consistent SOPs for all core customer service functions.
- Strategy #3: Implement a standardized program using post-call surveys for monthly trend reporting, targeted coaching, and measurable customer satisfaction improvements.

Goal #3 Maximize revenue assurance and operational efficiency.

- Strategy #1: Expand Code 10 outreach (letters, visits, terminations) by 15% to accelerate collections and reduce aged debt.
- Strategy #2: By FY2028, map all courtesy credits directly to their specific charge accounts (e.g., late fees, interest) rather than a general "Customer Relations" account to improve tracking and root cause analysis.
- Strategy #3: Standardize a workflow for the call center and field crews to screen 70% of calls and work orders for AMI/FlexNet anomalies (leaks, zero usage, etc.), routing issues for investigation within 5 business days.

FY2027 Global Metrics

KPI	Description	Target
Customer Sentiment	• Achieve positive customer sentiment score of 60% or higher to drive customer trust and service excellence.	$\geq$ 60%
Water Quality Compliance	• Ensure 100% regulatory compliance with all disinfection byproducts samples.	100%
Safety	• Maintain a Total Recordable Incident Rate (TRIR) of 2.3 or lower to ensure a high standard of workplace safety.	$\leq$ 2.3
Coverage	• Maintain a net revenue that is at least 1.18 times the amount of annual debt service, ensuring all financial commitments are fully met without a deficit.	$\geq$ 118%
Operating Savings	• Implement efficiency and productivity initiatives to realize a $535,000 reduction in annual operating expenses.	$535,000
Capital Efficiencies	• Ensure 96% of capital expenditures drive efficiency and tangible value for our customers.	96%

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