

Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District
90 Sargent Drive, New Haven, Connecticut
[*https://teams.microsoft.com/meet/281293980716767?p=AFRWhq6dQF00l8YrY9](https://teams.microsoft.com/meet/281293980716767?p=AFRWhq6dQF00l8YrY9)
Meeting ID: 281 293 980 716 767
Passcode: 8Tw3dP6m
Or
Dial in by phone
[+1 469-965-2517](tel:+14699652517), [46615054#](tel:+146615054) United States, Northlake
Phone conference ID: 466 150 54#

AGENDA

Regular Meeting of August 17, 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 – July 20, 2026 regular meeting
4. Discussion re RWA Notification System
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for July 2026 for \$2,289.00
7. Volunteers to attend Authority meetings:
 - August 27 – Mr. Havrda
 - September 24 – Mr. Mongillo
8. New Business
9. Next meeting on Monday, September 21, 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/3en8fmxh>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.

SAFETY MOMENT

DRIVING SAFETY FOR ANIMAL CROSSINGS

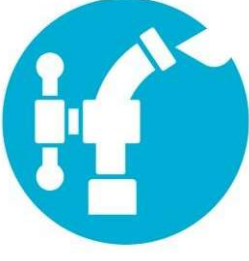
As tragic as it is to discuss, the summer is a dangerous time for drivers when animals cross our roadways. To prevent unnecessary accidents, below are some helpful driving safety tips:

- Watch for animal crossing signs
- Be extra alert when driving, especially at dusk and dawn
- If you see one animal, slow down, there may be more following behind
- Use high beams when driving at night and when appropriate
- Increase following distance

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.

TapInto
Safety



Regional Water Authority



Regional **Water** Authority

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

July 20, 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, July 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(R), D. Allard(R), C. Havrda, M. Levine(R), G. Malloy, S. Mongillo, and B. Nesteriak(R)

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

Authority: S. Sack(R)

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

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 June 15, 2026 meeting.

At 5:35 p.m., Ms. Allard entered the meeting.

Mr. Singh, the RWA's Chief Information Digital Officer and Vice President of Customer Care, and Ms. Hoskie, the RWA's Director of Customer Care, provided an update of the FY 2026 Year-End Results for Customer Care, which included:

- FY 2026 Customer Care Global Metrics Results, which met or exceeded targets in areas of customer service, water quality compliance, safety, employee engagement, coverage, and capital efficiency; and
- Goals, strategies, and performance measures that improved productivity, reduced costs, enhanced customer experience, increased revenue, and lowered support volume, while consistently delivering the highest standards of customer service.

They also reviewed the RWA's FY 2027 Global Metrics in areas of customer sentiment, water quality compliance, safety, coverage, operating savings, and capital efficiencies.

Committee members discussed town and board notification procedures, customer call permissions, alerts, staffing, and employee feedback. After discussion, it was the consensus of the Committee that

Ms. Sack discuss board notifications with the Authority at its next meeting and report back to the committee.

Attorney Donofrio of the Office of Consumer Affairs reported on an ongoing customer dispute concerning a property located in Ansonia related to the installation of a 6-inch fire service connection from an RWA water main.

RWA initially provided the customer with a cost estimate based on connecting the service to a location on Bridge Street. During the course of the project, further investigation revealed the presence of gas mains, a culvert, and a duct bank in the area. As a result, RWA determined that the connection would need to be installed at an alternative location off Main Street.

The revised installation resulted in costs that exceeded the original estimate. The customer was notified of the increased costs; however, a revised contract was not executed. Notwithstanding the additional expenses incurred, RWA charged the customer only the amount reflected in the original estimate. The customer is disputing the charge, claiming that the connection should have been installed at the location originally proposed. A bill has been sent to the customer and Attorney Donofrio is waiting for a reply.

Attorney Donofrio also reported on a recent meeting with Aquarion Water Authority Customer Care executives. He explained that the meeting served as an introductory discussion to review roles, standard operating procedures, and communication protocols. Following the discussion, the participants agreed to establish ongoing monthly meetings to facilitate continued coordination and communication.

On motion made by Mr. Malloy and seconded by Mr. Mongillo, the Committee voted to approve the OCA's June 2026 billing for \$2,061.00.

The Committee reviewed assignments for upcoming Authority meetings, as follows:

- July 23, 2026 – Mr. Malloy
- August 27, 2026 – Mr. Havrda
- September 24, 2026 – Mr. Mongillo

Chair Campbell stated it would be appropriate to elect the Committee Chair for the upcoming year. She called for nominations. Hearing none, Mr. Levine moved to nominate Ms. Campbell as Chair of the Consumer Affairs Committee for another term. Mr. Mongillo seconded the motion, and the Committee voted unanimously to elect Ms. Campbell as Chair of the Consumer Affairs Committee for the upcoming year.

Ms. Campbell thanked Committee members for her reappointment.

At 6:19 p.m., Chair Campbell withdrew from the meeting.

Committee members discussed recent E.coli found in the Connecticut Water region and its effect on the RWA and surrounding areas.

The next meeting is on Monday, August 17, 2026 at 5:30 p.m., via hybrid.

At 6:28 p.m., on motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.

UNAPPROVED

CIULLA & DONOFRIO, LLP

127 WASHINGTON AVENUE
P. O. BOX 219
NORTH HAVEN, CONNECTICUT 06473

TELEPHONE (203) 239-9828

FACSIMILE (203) 234-0379

www.cd-law.com

JEFFREY M. DONOFRIO
DIRECT DIAL: (203) 239-9829

LOUIS J. DAGOSTINE
DIRECT DIAL: (203) 234-2699

JENNIFER N. COPPOLA
DIRECT DIAL: (203) 239-3642

August 5, 2026

jslubowski@rwater.com

Jennifer Slubowski, Executive Administrator
South Central Connecticut Regional Water District
Representative Policy Board
90 Sargent Drive
New Haven, CT 06511-5966

Re: Consumer Affairs Officer / Office of Consumer Affairs

Dear Ms. Slubowski:

Enclosed herewith is our invoice for services rendered through and including July 31, 2026. Please contact me with any questions.

Thank you.

Very truly yours,

Jeffrey M. Donofrio

JMD:st

Enclosure

cc: Naomi Campbell – RPB Chair
Charles Havrda
Mark Levine
Beth Nesteriak
Greg Malloy
Stephen Mongillo
Richard Smith
Deena Allard

CIULLA & DONOFRIO, LLP

127 WASHINGTON AVENUE

P. O. BOX 219

NORTH HAVEN, CONNECTICUT 06473

TELEPHONE (203) 239-9828

FACSIMILE (203) 234-0379

FEDERAL TAX I.D. 06-1465137

Invoice submitted to:

South Central Connecticut Regional Water Authority

90 Sargent Drive

New Haven, CT 06511

August 3, 2026

In Reference To: Office of Consumer Affairs

Invoice #26950

Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
7/1/2026	JMD	Review and reply to RWA re potential new escalation (Branford customer)	0.08 300.00/hr	24.00
7/6/2026	JMD	Attend (remotely) RPB Finance Committee meeting; review correspondence from B. Hoskie re Lisa Lee (Milford) customer concern/potential escalation	0.71 300.00/hr	213.00
7/9/2026	JMD	Review correspondence from Mr. Boyarsky and draft correspondence to RWA re same	0.17 300.00/hr	51.00
7/15/2026	JMD	Review and reply to correspondence from B. Hoskie and draft correspondence to Mr. Boyarsky	0.33 300.00/hr	99.00
7/16/2026	LJD	Review documents relating to consumer complaints dealt with by Acquarion	0.17 300.00/hr	51.00
7/20/2026	JMD	Attend monthly RPB CAC meeting	1.00 300.00/hr	300.00
7/21/2026	JMD	Review and reply to correspondence from Mr. DuBord (North Haven resident) and draft correspondence to RWA re same	0.25 300.00/hr	75.00
7/23/2026	JMD	Attend monthly RPB meeting	0.67 300.00/hr	201.00
7/24/2026	JMD	Review and reply to correspondence from A. Shepard re E. DuBord (North Haven customer) complaint; correspondence to Mr. DuBord; review and reply to correspondence from Mr. Boyarsky and correspondence to RWA re same	0.75 300.00/hr	225.00

		<u>Hrs/Rate</u>	<u>Amount</u>
7/27/2026	JMD Review new escalation from RWA: Y. Redding (New Haven); correspondence with customer and with RWA, respectively	0.50 300.00/hr	150.00
7/29/2026	JMD Attend (remotely) RPB ExComm meeting	1.25 300.00/hr	375.00
7/30/2026	JMD Review and reply to multiple emails from RWA re AI Annunziata; research online (Assessor's card, building permit records) re same (269 Humphrey Street, New Haven)	0.75 300.00/hr	225.00
7/31/2026	JMD Correspondence with RWA re 269 Humphrey/Annunziata and remote meeting with Jim Hill, Adrian Shepard, B. Hoskie, et al. re same; online research re Whitney Avenue property	1.00 300.00/hr	300.00
	Subtotal of charges		2,285.92
	Miscellaneous Adjustments		3.08
	For professional services rendered	7.63	2,289.00
	Previous balance		2,061.00
8/3/2026	Payment - thank you		(2,061.00)
	Total payments and adjustments		(2,061.00)
	Balance due		2,289.00