

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

January 26, 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, January 26, 2026, via remote access. Chair Campbell presided.

Members present: N. Campbell, D. Allard, C. Havrda, G. Malloy, S. Mongillo, B. Nesteriak, and Rich Smith

Members absent: M. Levine

RPB: R. Harvey, J. DiCarlo, S. Iacuone, J. Jaser, and C. Mancini

Authority: T. Cort

RWA: R. Kowalski, P. Singh, 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 December 15, 2025 meeting, as presented.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, and Ms. Hoskie, the RWA’s Director of Customer Care, provided an update on the RWA’s Customer Assistance Program highlighting the Dollar Energy Program; self-funded by the RWA, and the federally funded Low Income Household Water Assistance program, which recently provided assistance up to \$1,000 to low-income households but is now currently halted.

Updates to the Dollar Energy Program include new eligibility criteria and customers with state median income between 61% up to 75% can receive up to \$225, while customers earning income under \$62,460 can receive up to \$300. For 2025, the program allocated up to \$50,000, compared to \$28,500 spent in 2024.

Committee members discussed funding sources for competitor programs, total applications received, and senior applicants.

Attorney Donofrio, Office of Consumer Affairs (“OCA”), reported on the OCA’s FY 2027 budget preparation. He stated that the OCA’s budget has remained unchanged since his appointment in 2008, initially set at \$50,000 and which later increased to \$60,000 to be used for hiring consultants, if necessary. While the OCA typically spends \$35,000–\$40,000 annually on routine services, the remaining

budget serves as a placeholder for unexpected consultant expenses. Atty. Donofrio highlighted that he does not bill for all the time spent on research and review, as he considers it part of his role and aims to minimize costs for ratepayers. He emphasized that the current budget is sufficient to meet the needs of the consumers and does not require any changes for 2027.

After discussion, on motion made by Mr. Mongillo and seconded by Ms. Allard, the Committee voted unanimously to approve the OCA's budget for FY 2027.

Attorney Donofrio, Office of Consumer Affairs, reported no pending escalations or consumer complaints. He provided an update on a previous issue concerning a business customer in Milford who requested the removal of a hydrant, which received approval from the fire marshal. The hydrant was successfully removed. In addition, the customer was also seeking a refund from the RWA, who contacted the client and has since resolved the matter.

Additionally, Atty. Donofrio attended the public hearing last week to issue his report for the Route 80 Control Valve Replacement Project. He reminded Committee members that a Rate Application was approved for review by the RPB at last week's Authority meeting and will soon be forwarded to the full RPB for consideration.

On motion made by Mr. Malloy and seconded by Ms. Allard, the Committee voted to approve the OCA's December 2025 billing for \$2,121.00.

Chair Campbell stated that in the upcoming months a field trip to view the new Customer Information System will be scheduled for RPB members. Dates for the field trip have been distributed to members, and they should respond promptly so a date can be scheduled.

At 5:53 p.m., Mr. Smith entered the meeting.

The next regular meeting is on Monday, February 16, 2026, at 5:30 p.m.

At 5:56 p.m., the Committee meeting adjourned.

Naomi Campbell, Chair

(R) = Attended remotely.