

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

March 16, 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, March 16, 2026, at the South Central Connecticut Regional Water Authority, 90 Sargent Drive, New Haven, 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), B. Nesteriak(R), and R. Smith(R)

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

**Authority:** T. Cort(R) and K. Curseaden(R)

**RWA:** P. Singh and 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. Levine, the Committee voted to approve the minutes of its February 16, 2026 meeting, as presented.

At 5:33 p.m., Ms. Nesteriak entered the meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care, provided an overview of the Customer Care site tour held earlier in the month, which was attended by nine RPB members. The tour provided members with the opportunity to view the new customer information system live. He highlighted the system’s ability to assist customer care agents by offering services such as generating automated emails to address core issues and utilizing the chatbot auto-recognition service. Additionally, the service will offer a live chat feature, expected to be deployed by the end of the year.

The Committee expressed its appreciation for the opportunity to see the new system in action. Members noted the value of meeting and interacting with the staff, who were described as committed, enthusiastic, knowledgeable, and supportive. The new system was commended for its sophistication, technological advancements, and its ability to assist customer care agents to provide outstanding service to RWA customers.

At 5:46 p.m. Mr. Smith entered the meeting.

Mr. Singh also commented that the new system offers customers more options and is cost-effective to operate. He announced the revival of the customer assistance program, which allows payment

arrangements ranging from 6 to 24 months. He further noted that additional enhancements to the system are forthcoming. He stated that he will be providing a presentation to the Committee next month on the new system benefits.

The Committee also discussed billing and collections, unaccounted-for water, and on-site support. A second tour will be scheduled for RPB members who were unable to attend the initial session.

Attorney Donofrio from the Office of Consumer Affairs reported no active consumer complaints. He is currently reviewing the Authority's Rate Application and drafting his opinion and recommendation, which will be submitted to the RPB later this week.

He provided an update on the Connecticut Energy and Technology Committee's recent house bill aimed at rescinding changes to the Authority's 2024 enabling legislation, noting that he recently testified and addressed committee questions. Additionally, he reported that the Connecticut Public Utilities Regulatory Authority issued a draft decision on March 6<sup>th</sup> for the Aquarion Water Authority transaction, which was met with opposition through oral arguments from the Office of Consumer Counsel (OCC), Attorney General, and Council of Governments. Concerns raised by intervenors included the OCA's structure, lack of independence, staffing, cost to ratepayers, budget, and the OCC's concerns regarding the OCA's resource availability.

On motion made by Mr. Levine and seconded by Mr. Malloy, the Committee voted to approve the OCA's February 2026 billing for \$5,628.00.

There was no new business to report.

Chair Campbell reported on the following upcoming meetings:

- Monday, April 13, 2026 at 5:00 p.m. (*Finance Committee regular meeting to review FY 2027 Budget*)
- Thursday, April 16, 2026 at 5:00 p.m. (*CAC special joint meeting with Land Use Committee to review FY 2027 Budget*)
- Monday, April 20, 2026 at 5:30 p.m. (*CAC Regular meeting*)

She stated that members may attend either or both budget review meetings.

At 6:10 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.