

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, May 18, 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.