

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. Ricoszi(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.

Naomi Campbell, Chair

(R) = Attended remotely.