

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