

SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY

JULY 23, 2026

MEETING TRANSCRIPT

David:

All right. I will call to order the July 23rd, 2026 meeting of South Central Connecticut Regional Water Authority, and note that in our attendance that Kevin's stepped out for a while. And safety moment, I believe, was about water, which is always good. Jennifer, anybody from the public here?

Jennifer:

No, there's not.

David:

Okay. Then we'll move right on to meet as Pension and Benefit Committee. Who would like to open a motion for the Authority to meet as the Pension and Benefit Committee?

Mario:

So moved.

David:

Suzanne? Sorry.

Mario:

[inaudible 00:06:40] not answering.

David:

Okay. Well, hopefully she can hear us.

[MEET AS RWA PENSION & BENEFIT COMMITTEE FROM 1:45 P.M. TO 2:36 P.M.]

David:

All right, thank you very much. Thank you, Suzanne. Without my computer, you're going to need a charger. You're going at 5% [inaudible 00:57:23] the old-fashioned way. Consent calendar is next. What's your pleasure?

Catherine:

I move acceptance of the consent calendar.

David:

Is there a second?

Mario:

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Second.

David:

All right. Any points of clarification or any items you want removed? All right. Sensing you're all ready to vote, signify all those in favor signify by saying aye.

Authority members:

Aye.

David:

Aye. Thank you, Suzanne. All right, we'll move right to RPB committee reports. We are in July. Mario is listed there as finance committee for Monday.

Mario:

Yes.

David:

All right. All right.

Mario:

Thank you, Jennifer, very much for the minutes.

Jennifer:

You're welcome.

Mario:

It was so long ago, I can't remember. So meeting was shifted because of the lawyership fund meeting committee. Sharon Marino mentioned one of the items was discussion about the authority member compensation, and that was tabled as they're expecting additional information. So they moved to table that until its August meeting on August 10th. They discussed a three-year engagement with Clifton Larson Howe as our auditor, and that's eligible for a renewal, and they moved that forward. Rochelle gave them the year-end financial report, which we had previewed out at our meeting, so that was accepted by them. And then there was a heated, violent attempt at selecting a chair, and Mr. Marino came out once again on top. I'll say that that was the gist of the meeting. It was one of their longer meetings. It actually lasted 40 minutes.

Catherine:

Oh my goodness.

Mario:

It's because I attended the [inaudible 00:59:51].

David:

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Former chairman of the finance committee attended, and he was always long meetings. Question? All right, thank you. Land use. Todd was the official representative there. He got the site field trip.

Todd:

Yes, David was there as well. So we, as committee, met the Lake Saltonstall water treatment plant. We had the opportunity to watch the harvesters of water chestnut, which is, as everyone knows, an invasive species, which is entertaining for a couple minutes.

Greg:

[inaudible 01:00:32].

Todd:

But yeah, the actual work of the committee was straightforward. They approved the meeting, or they approved the minutes from the previous meeting. They reelected Mr. Levine as the chair of the committee for another year. No other nominations were presented, as I recall. And then we had the... I should say they do give it data and statistics on the water chestnut infestation, so we did call it that, which is they've been at this for at least six years, five or six years, and have seen steady progress on removing it from the Furnace Pond in Lake Saltonstall.

There are also small patches in Lake Saltonstall itself, which have been regularly removed by hand. And as the authority has heard before, there's also a small infestation in the upper part of Lake Whitney, and some there they've now mapped and probably will start the treatment, which is physically pulling it out soon. Otherwise, we had the update, the regular update on land use committee issues. I don't think there's anything material for the authority to know there, so I won't present any specific items. I mean, we all drove a while to get there, so it lasted a little over 30 minutes. So that was worthwhile. That's it.

David:

All right. Thank you. Suzanne, were you able to attend the consumer affairs on Monday?

Suzanne:

Yes, I was. Thank you, David. It started off with a conversation and presentation from Prem about the KPIs, which had some Q&A, nothing significant. At the end of the conversation, they got to talking a little bit about the Connecticut water boil alert and some other brown water alerts that went out from RWA. And there was some sentiment on the committee saying that they would like to receive information about any time we send out an alert, and they would've loved to have gotten information about the Connecticut alert, even though it's not our thing, but it wasn't unanimous. So one of the things I think we might pass along... Is Naomi on the call right now? Who's the RPB member on the call right now?

David:

No, Greg is here with us. [inaudible 01:03:15]-

Suzanne:

Greg, so one of the things that probably would be helpful in the RPBs is to when the requests are made of the RWA, is just make sure the committee itself agrees rather than one person making a suggestion, us going running off doing something, because not everybody agreed they should receive all these emails and alerts. So I would ask that somebody follow up with Naomi from the RWA to just check in

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and see what she thinks her committee needs and wants as it relates to alerts for the RPB when we send out alerts. So what Prem did inform them was that when it's in the Ansonia, the Ansonia RPB person gets it, and so does the RWA. So she may be able to provide some help about what it is they want or don't want, because there was some varying opinions about that.

Two is there were... What does this mean? Sometimes I can't read my notes and know what they mean. They talked a little bit about a consumer. We just talked about that. Hang on. They had their consumer report about a person who had some work done by the RWA. The details of the work were that the way we approached putting in the service that we agreed with the customer and had a contract with the customer changed, came from a different road, and the dispute is over how much it finally costs. What we did is honored what we charged them in the contract, said we were going to charge them in the contract, even though we spent, I think, two to three times what it was, simply because we never went back and adjusted the contract. But the person still believes that it should cost less. So Jeff is helping them see the information of what it actually costs so that they can be satisfied that they got a good deal on the whole thing.

He talked a little bit about his role as AWA Consumer Affairs. There was a little surprise in the group that he would serve in that capacity as well. And he advised them that that is what the legislation says, and he went over their expenses. And he also talked about the strategy of getting up to speed with the AWA, the customer advocate, and there's a consumer experience person and start to meet once a month just to get to know each other, get to know protocols, get to know the kinds of things that are on their mind and their customer's minds, kind of complaints they get, et cetera, et cetera. What their experience was with PURA, how that was set up, and kind of debriefed how it works now through this particular process.

There was some dialogue about something that happened with people's automatic pay popping off the system. And I'm not really sure; maybe Prem can report more detail about that, what actually happened and what the solution was, but there was some concern that people's auto-pay on their bills came off and would that impact income? And at front 5:30, they adjourned, but not before they unanimously and enthusiastically re-voted in Naomi to be the chair.

Prem:

Yes, yes. Yeah. Thank you, Suzanne. Thank you. This was very detailed, right? And I will follow up with Naomi for one of the things, like you said, for the communication plan. So I know Sunny and I kind of talked about it, so we will follow through that. Just a quick note on the auto pay situation there. There was a one-time issue that we had in the system where there was a new figure ID that was created [inaudible 01:07:18] that we have. They should be... The DevOps team is working through that. But one thing we want to really make sure it's your tap or because [inaudible 01:07:25] for us, but Cameron brought up this issue because she was part of that small group that was impacted. But right now, I think our plans really work with the bank, and correct that issue for long-term solutions. But that was the one-time issue that we had.

Catherine:

Is this a particular bank where there were multiple customers?

Prem:

Yeah, there was a group of 50 customers that we had on that specific we call it small payment [inaudible 01:07:51], and it comes in, but actually settles on the accounts. So what happened was in the bank,

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there this payment log; they actually have duplicate ID and paid on their side, and they're not supposed to retain anything because of audit stuff. So we actually had them resend the file because it for us it legal and minor issue, but Kevin was involved unfortunately. So he kind of mentioned to her that the issue's resolved, but [inaudible 01:08:14]. But Jack is helping us on that [inaudible 01:08:18]. So not a big issue.

David:

Okay. Good.

Prem:

So sorry.

David:

Not a large enough issue, honestly, to worry as a board. Okay, that's fair. Thank you for that. Thank you, Suzanne. Other questions? All right, then we will move on to business. Oh.

Suzanne:

Oh. I just have to say, I thought that I missed a meeting last month because it wasn't scheduled to do one. You can't let me not go to a meeting for a month. It's just like, what did I do?

David:

[inaudible 01:08:47].

Mario:

Yeah, I don't know. [inaudible 01:08:49].

David:

And then when the other RPV gets set up, and I know we'll have more members, but we'll still have-

Suzanne:

Right. It's okay. I'll stick with my schedule.

David:

Yeah, there you go. All right. With that, we'll move on to business updates.

Sunny:

Yeah, the major one, I think we already touched base on the AWA transaction as well as the CEO priorities. The PFAS would be the one that was a significant, I would say, milestone. Jim, if you want to talk about the DPH approving that was a significant milestone last month for us.

Jim:

Yes. So essentially, the DPH has enough faith in us. So we didn't have to wait. They allowed us to operate the system into the production. So it's running right now. We're running it through its paces to see how we can make it fail because we have to take this technology and having people use it to

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develop processes so it's bulletproof when other [inaudible 01:09:52]. So far so good. You can turn it on and off, no problem. All those kinds of things that you might worry about for a system that's freaking PFAS.

Sunny:

Yeah, I would recommend that the board members do, I would say, observe this because I think the chair visited over two months ago. So we walked through the system. Tomorrow we're meeting with Lucy and the team to explore the same option for AWN with, I would say, Jeff and Dan, as well as Jim and I meeting with Lucy. So we'll explore how we can exploit this technology we can use AWS.

Suzanne:

I think that's fantastic. I'd love to see it. Where do I go?

Sunny:

Sure. Sure.

Jim:

Like, IP and you let in.

Jennifer:

I have IP. Will you let me in?

Jim:

Yes. Yes.

David:

Coordinate with Jim or Sunny, and that way [inaudible 01:10:32] might not be anyway there. It's not a stacked location.

Jennifer:

Okay. [inaudible 01:10:48].

Sunny:

We can have a lab use meeting soon.

David:

Oh, that's a good idea.

Sunny:

[inaudible 01:10:52].

David:

That would be great.

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Todd:

Sorry, I have an ignorant question. So you're running this at scale on delivered water right now?

Sunny:

Yeah. [inaudible 01:11:00].

Jennifer:

Congratulations. [inaudible 01:11:05]-

Sunny:

Yeah, thank you.

Jennifer:

It's a really wonderful thing.

David:

Big money saver.

Jim:

Yeah. Big money saver.

Sunny:

Yes, it's the size.

Jim:

Yeah, small. [inaudible 01:11:16]-

David:

It is a trailer.

Catherine:

Yeah. And potentially your revenue producer.

Sunny:

Yeah, we mentioned talking with [inaudible 01:11:21]. So I think that's the major [inaudible 01:11:30] covered. I think the only thing which I would highlight on monthly report is the unaccounted for water. There was a note there. So it was a couple of anomalies in some of the readings where there was almost like 700 million in fuel. So they seem to have consumed all the water we have in from Gaillard, so it seems [inaudible 01:11:49]. One consumer seems to have consumed a lot. [inaudible 01:11:52]. He pretty much took the entire storage of Gaillard's water. We'll come back to that for water in a few months. I think Prem's team is working on it to resolving. [inaudible 01:12:07]-

Jim:

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But the bill didn't go on according-

Prem:

No, they felt perfect, which is the bill, but I think we will face [inaudible 01:12:13]-

Sunny:

Some data now since we have to. So we'll come back to that. The only highlights apart from the usual. [inaudible 01:12:20].

Jim:

Rainfall.

Sunny:

Yeah, storage was doing reasonably well. Jim, you want to add this composition to the cost?

Jim:

Yeah, so we recently got a report that said it was 80%. That was [inaudible 01:12:36]. So we're probably right at long-term levels right now.

David:

Okay, thank you.

Sunny:

We are keeping it in suspense for the evening [inaudible 01:12:47].

David:

I know. I wanted it advance.

Sunny:

[inaudible 01:12:50].

David:

All right. With that, we're set for compensation committee, and I know Kevin worked with Sunny on that. So let's wait a few minutes, if you don't mind. It's the next two items we really... I mean, I can give you an update on nine, but then we got... That's going to be last item; somebody's going to leave. So let's just wait a few minutes and see if Kevin gets back here as he had hoped in about an hour. All right? So we're in recess for a little bit.

[BREAK FROM 2:53 P.M. TO 3:08 P.M.]

David:

I'll call the meeting back to order and ask if someone would like to move that we recess as the Authority and meet as the compensation committee.

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Mario:
I would.

Catherine:
Second.

Suzanne:
Second.

David:
All those in favor signify by saying aye.

Authority members:
Aye.

David:
Passes unanimous. Mr. Chairman, it's all yours.

[COMPENSATION COMMITTEE MEETS FROM 3:08 P.M. TO 3:45 P.M.]

[THE AUTHORITY MEETING RECONVENED AT 3:45 P.M.]

PLEASE SEE MINUTES FOR REMAINDER OF MEETING.