

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

August 17, 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, August 17, 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, S. Mongillo, and B. Nesteriak(R)

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

Authority: T. Cort(R)

RWA: P. Singh, J. Hill(R), and B. Hoskie(R)

Office of Consumer Affairs: Attorney Donofrio (OCA)

RPB Staff: J. Slubowski(R)

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 July 20, 2026 meeting.

Chair Campbell reported that she met with Mr. Singh, RWA Chief Information and Digital Officer and Vice President of Customer Care, regarding the Committee's questions related to the RWA's notification system. Following the discussion, it was determined that the current procedure would remain in place for standard issues that arise, while significant issues and/or emergency situations would be communicated to all RPB members.

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

The Committee discussed text notifications and town notifications.

Attorney Donofrio reported that the Office of Consumer Affairs ("OCA") is monitoring an ongoing customer dispute concerning a property in Ansonia related to the installation of a 6-inch fire service connection from an RWA water main. Although the project cost was more than quoted, the RWA honored the estimate provided to the customer. Discussions regarding the matter are ongoing.

He also reported on a customer in North Haven who received an automated letter from the RWA regarding suspected meter tampering. The customer felt the letter was accusatory and contacted the OCA to express his concerns. In response, the RWA sent the customer an apology regarding the tone of the letter.

Attorney Donofrio reported that he was working on an escalation with a multi-family housing developer in New Haven who was seeking to obtain a certificate of occupancy. In addition to the water connection for the development, the customer was also seeking to include the installation of tanks and a domestic service line. For safety reasons and cross-contamination risks, the RWA does not permit this type of connection. The matter has since evolved into a legal dispute and is currently being handled by RWA's legal counsel.

Attorney Donofrio also stated that he had a call with the Aquarion Water Authority customer service leadership team.

Chair Campbell introduced Ms. Doyle, the RPB's Milford representative, and welcomed her to the meeting.

On motion made by Mr. Mongillo and seconded by Mr. Havrda, the Committee voted to approve the OCA's RWA July 2026 billing for \$2,289.00.

On motion made by Mr. Malloy and seconded by Ms. Allard, the Committee voted to approve the OCA's AWA July 2026 billing for \$513.10.

The Committee reviewed assignments for upcoming Authority meetings, as follows:

- August 27, 2026 – Mr. Havrda
- September 24, 2026 – Mr. Mongillo

Committee members discussed PipeSafe and possible mentorship program for new AWA RPB members.

The next meeting is on Monday, September 21, 2026 at 5:30 p.m., via hybrid.

At 5:52 p.m., the Committee voted unanimously to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.