

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

September 28, 2026

Minutes

The regular meeting of the Consumer Affairs Committee (“Committee”) of the Representative Policy Board (RPB) of the South Central Connecticut Regional Water District (“RWA”) took place on Monday, September 28, 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, and S. Mongillo(R)

Members absent: B. Nesteriak

RPB: R. Harvey, J. DiCarlo(R), J. Engelhardt(R), C. Mancini(R), and J. Mowat Young(R)

Authority: T. Cort(R)

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

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.

Mr. Singh, RWA’s Chief Information Digital Officer & Vice President of Customer Care, and Ms. Hoskie, RWA’s Director of Customer Care, provided an update on RWA’s Customer Service Payment Arrangement Plan program, a self-service portal for customers with an inability to pay due to financial or unusual hardships. They noted prior challenges such as agent interaction, monitoring, follow-up, inefficiencies, and manual tracking.

Mr. Singh stated that with the introduction of the new UMAX system, the new process for accounts receivable collections has been effective.

Ms. Hoskie reported on digital solutions, benefits, financial results, and payment arrangement outcomes, which included:

- 4,000 plans were created compared to less than 100 before new the new system
- Payment plan billing arrangements
- Collection process

Attorney Donofrio, Office of Consumer Affairs, shared his support for RWA’s payment plan program, noting that customer inability to pay is a common source of escalations. He stated that the new system provides greater flexibility, including longer payment periods for unique circumstances, and allows customers to establish payment plans online. He thanked RWA for these improvements.

Committee members discussed data by towns, employee requirement and overtime, chat bot, monthly billing impact, continuous consumption notification, and water conservation educational programs.

Following discussion, it was determined that management would provide data by town and investigate opportunities to educate customers on water conservation and report back to the Committee.

On motion made by and seconded by Mr. Malloy and seconded by Mr. Havrda, the Committee voted unanimously to approve the minutes of its August 17, 2026 meeting.

Attorney Donofrio introduced the discussion regarding the Office of Consumer Affairs' (OCA) request for an increase in its legal retainer. He noted that the last increase occurred 3.5 years ago and reviewed the historical rates, which were established at \$225 per hour in 2008, increased to \$250 per hour in 2018, and to \$300 per hour in 2023.

Attorney Donofrio explained that the formation of the Aquarion Water Authority ("AWA"), along with additional responsibilities and increased the OCA's workload and will require more, which would reduce his availability for other work. He noted that the OCA's legal rate would be the same for both the RWA and AWA. He suggested that the Committee review and compare the legal fees paid to other RWA attorneys to evaluate the request.

The Committee noted that the OCA's commitment to the RWA is an unusual legal specialty and discussed the process going forward.

Following discussion, on motion made by Mr. Havrda and seconded by Mr. Malloy, the Committee voted unanimously to authorize Chair Campbell to work with RWA management to gather and review information on rates paid by the RWA to other legal entities and report back to the Committee for discussion and possible consideration.

Attorney Donofrio reported on two recent consumer escalations. The first, involved a customer in Hamden disputing a \$173 bill, who claimed no consumption between July 2025 to the end of 2025. The RWA has offered a bill adjustment of \$115 and is currently waiting for a reply from the customer.

The second escalation involves a New Haven customer who owns an occupied three-family residence and has an outstanding balance of approximately \$6,000. The last payment was received in July 2023. The customer filed for receivership and recently moved for a continuance, postponing the matter until October. Harris Beach Murtha consented to the continuance. Additional updates will be provided as information becomes available.

On motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to approve the OCA's RWA August 2026 billing for \$3,336.00.

Mr. Mongillo reported that he attended the Authority meeting on September 24, 2026.

The Committee inquired about work being done between Guilford and Branford and Mr. Singh confirmed that it is not related to a connection or issue.

The Committee discussed an annual outing for RWA employees and management confirmed that the RWA will be hosting its annual xmas tree cutting at Lake Gaillard this year. More details to follow.

The next meeting is on Monday, October 19, 2026 at 5:30 p.m., via hybrid.

At 6:33 p.m., on motion made by Mr. Malloy and seconded by Ms. Allard, the Committee voted unanimously to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.

UNAPPROVED