

**South Central Connecticut Regional Water Authority  
Strategic Planning Committee**

**Minutes of the November 17, 2022 Meeting**

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, November 17, 2022, via remote access. Chair Borowy presided.

Present: Committee Members Present– Messrs. Borowy, DiSalvo, Curseaden, LaMarr and Ms. Sack  
Management – Mss. Kowalski, Calo, and Augur, and Messrs. Bingaman, Donovan, Lakshminarayanan, and Singh  
RPB – Mr. Oslander  
Staff – Mrs. Slubowski

The Chair called the meeting to order at 1:19 p.m.

On motion made by Mr. Curseaden, seconded by Ms. Sack, and unanimously carried, the committee approved the minutes of its August 25, 2022 meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Service, provided an overview of the RWA’s FY 2023 second quarter business improvements update, which included:

- Intranet improvements
- Commercial business field implementation
- Construction and jobbing improvements
- Capital Planning Improvements
- Improvements to the RWA’s Integrated Voice Response system
- Lab/Laboratory Information Management System improvements

Committee members discussed cost/benefit analysis, opportunities, industry best practice and standards, prioritization approach, process areas, and performance metrics.

At 1:45 p.m., on motion made by Mr. DiSalvo, seconded by Ms. LaMarr, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

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David Borowy, Chairman