

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

Minutes of the December 20, 2021 Meeting

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RPB”) took place on Monday, December 20, 2021, via remote access. Committee members present: S. Mongillo, N. Campbell, M. Levine, F. Pepe, A. Rescigno and R. Smith.

RWA members present: L. Bingaman, R. Kowalski, P. Singh, L. Gonzalez and D. Bochan

Office of Consumer Affairs: Jeffrey Donofrio, Esq. (“OCA”)

RPB Staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:34 p.m. He reviewed the Safety Moment distributed to members.

On motion made by Mr. Rescigno, seconded by Mr. Smith, the committee voted to approve the minutes of its November 15, 2021 meeting, as presented.

At 5:39 p.m., Ms. Campbell entered the meeting.

At 5:51 p.m., Mr. Pepe entered the meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer and Vice President of Customer Care, Ms. Gonzalez, the RWA’s Director of Service, and Ms. Bochan, the RWA’s Business Transformation Director, provided a presentation of Customer Care Improvements and CIS timeline, which included:

- Continuous consumption notification update
- Customer escalations dashboard
- Critical customer project/initiatives highlights
- CIS RFP Update

Discussion ensued regarding the RWA’s newly launched well safe program and CIS timeline.

At 6:40 p.m., Mr. Bingaman and Ms. Bochan withdrew from the meeting.

Atty. Donofrio, OCA, reported no pending consumer issues. He commented on an escalation raised regarding work done in North Haven. The customer and the RWA reached an agreement and the customer signed a release. The matter has not been referred to the OCA.

On motion made by Ms. Campbell, seconded by Mr. Smith, and unanimously carried, the Committee approved the OCA’s November 2021 billing (\$850.00).

The next meeting of the Consumer Affairs Committee is Monday, January 24, 2022 at 5:30 p.m.

There was no new business to report.

At 6:44 p.m., on motion made by Mr. Levine, seconded by Mr. Pepe, and unanimously carried, the meeting adjourned.

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UNAPPROVED DRAFT

Stephen Mongillo, Chairman