**Representative Policy Board**

**Consumer Affairs Committee**

RESOLUTIONS

February 24, 2020

 **WHEREAS**, Prof. Radha R.M. Narumanchi, CPA of 657 Middletown Avenue, New Haven, Connecticut (the “Consumer”) objected, on December 24, 2019, to a Report of the Office of Consumer Affairs (“OCA”), dated December 19, 2019, regarding a billing dispute between the Consumer and the South Central Connecticut Regional Water Authority (“RWA”); and

 **WHEREAS**, pursuant to Section 42 of the Representative Policy Board Rules of Practice, the Consumer Affairs Committee called a hearing to order on February 24, 2020 at 5:00 p.m.

 **WHEREAS**, notice of the hearing was mailed to the Consumer on January 31, 2020, via certified mail, to the RWA via email, and to the OCA via U.S. mail; and

 **WHEREAS,** all parties notified in the notice of the hearing were present on February 24, 2020 and were provided sufficient time to present evidence; and

 **WHEREAS**, the Consumer Affairs Committee met and discussed the argument of the Consumer and reviewed the evidence of the Office of Consumer Affairs (“OCA”) and the RWA at the hearing.

 **NOW THEREFORE BE IT RESOLVED,** that the Consumer Affairs Committee votes to uphold the decision, findings, and recommendations of the OCA for the RWA to waive interest associated with the account in the amount of $8.90 as of December 12, 2019. The OCA also recommends that the Authority extend a reasonable payment plan to the Consumer for payment of his current outstanding bill.

 **RESOLVED FURTHER**, that the Consumer Affairs Committee believes that the foregoing administrative decision is a fair and equitable resolution of the issue based on consideration of the full record, evidence and testimony presented at the February 24, 2020 hearing of the Committee.