

**Representative Policy Board  
Consumer Affairs Committee (Regular Meeting)  
And  
Land Use Committee (Special Meeting)  
South Central Connecticut Regional Water District  
Via Remote Access\*\***

**AGENDA**

**Joint Meeting of Wednesday, April 20, 2020 at 5:30 pm**

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1. Safety Moment
2. Approval of Minutes:
  - a. February 24, 2020 meeting
  - b. March 16, 2020 meeting
3. Consumer Affairs Committee report of OCA – J. Donofrio
4. Consumer Affairs Committee approval of OCA invoices:
  - a. February 2020 - \$3,122.40
  - b. March 2020 - \$2,132.50
5. Next meeting of Consumer Affairs Committee – May 18, 2020 at 5:30 p.m.
6. Executive Session to review the proposed Regional Water Authority Operating and Capital Budgets for Fiscal Year 2021 (June 1, 2020 – May 31, 2021)
7. Adjourn

**\*\*In accordance with the Governor Lamont's, Executive Order No. 7B for the Protection of Public Health and Safety during COVID-19 Pandemic and Response, the public hearing will be held remotely under the requirements of Paragraph 1 of Executive Order No. 7B - Suspension of In-Person Open Meeting Requirements. Members of the public may attend the meeting via conference call, videoconference or other technology. For information on attending the meeting via remote access, and to view meeting documents, please visit <https://www.rwater.com/about-us/our-boards/board-meetings-minutes?year=2020&category=1435&meettype=&page=>. For questions, contact the board office at 203-401-2515.**

**Topic: RPB Consumer Affairs Committee and Land Use Committee Joint Meeting**

Time: Apr 20, 2020 05:30 PM Eastern Time (US and Canada)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 408 638 0968 US (San Jose)

Meeting ID: 973 2499 1536

Password: 152115

Find your local number: <https://zoom.us/j/abz2m1OXsY>

Questions regarding the meeting can be submitted to Jennifer Slubowski at the board office at [jslubowski@rwater.com](mailto:jslubowski@rwater.com) or you can call 203-401-2515.

# SAFETY MOMENT

## How to cope with Social Distancing

- **Limit news consumption to reliable sources** – balance your time spent watching news and on social media. Try reading, listening to music or learning something new.
- **Create and follow a daily routine** – maintaining a daily routine can help both adults and children preserve a sense of order and purpose in their lives.
- **Stay virtually connected with others** – use phone calls, text messages, and video chat to access social support networks.
- **Rely on pets for emotional support**
- **Maintain a healthy lifestyle** – get enough sleep, eat well and get plenty of exercise
- **Avoid using alcohol or drugs** to cope with the stress of social distancing
- **Use strategies to manage stress and stay positive** – focus on what you can do to help others, use techniques such as meditation and relaxation exercises.

**Tap Into  
Safety**



Regional Water Authority



Service – Teamwork – Accountability – Respect – Safety

Safety is a core company value at the Regional Water Authority .  
It is our goal to reduce workplace injuries to zero.

 Regional Water Authority

**UNAPPROVED DRAFT**

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

**Minutes of the February 24, 2020 Meeting**

A 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, February 24, 2020 at the Regional Water Authority ("RWA") office, 90 Sargent Drive, New Haven, Connecticut. Committee members present were N. Campbell, M. Levine, S. Mongillo and F. Pepe.

RWA members present were Larry Bingaman, Linda Discepolo and Laura Gonzalez. Suzanne Sack attended from the Authority, Louis J. Dagostine, Esq. and Jeff Donofrio, Esq. from the Office of Consumer Affairs ("OCA"), and Jennifer Slubowski, RPB Staff.

Chairman Stephen Mongillo of the Consumer Affairs Committee, called the meeting to order at 5:50 P.M. He reviewed the safety moment distributed to members.

On motion made by Mark Levine, seconded by Frank Pepe, and unanimously carried, the Committee approved the minutes of its January 27, 2020 meeting, as presented.

A discussion followed regarding the Consumer Hearing held just prior to the CAC meeting. Frank Pepe presided as the Hearing Officer. Professor Narumanchi was given the opportunity to present information that would alter the findings and determination of the OCA's Report dated December 19, 2019. Although he spoke for nearly 45 minutes, and was questioned by all CAC members, no new information was introduced to support his objection to the determination of the OCA.

A Resolution was read by Chairman Mongillo upholding the determination of the OCA. On motion made by Mark Levine and seconded by Frank Pepe, the attached resolution was unanimously adopted.

Atty. Donofrio reported that currently, there are no consumer complaints.

On motion made by Mark Levine, seconded by Frank Pepe, and unanimously carried, the Committee approved the OCA's January 2020 billing (\$1,986.30).

The next regular meeting is Monday, March 16, 2020 at 5:30 P.M.

The Committee meeting adjourned at 6:10 P.M.

Respectfully submitted,

Stephen Mongillo  
CAC Chairman

Attachment: Resolutions dated February 24, 2020

**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.

**UNAPPROVED DRAFT**

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

**Minutes of the March 16, 2020 Meeting**

A 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, March 16, 2020 at the Regional Water Authority ("RWA") office, 90 Sargent Drive, New Haven, Connecticut. Committee members present were S. Mongillo, F. Pepe and R. Smith. A quorum was not present.

RWA members present were Linda Discepolo and Premjith Lakshman Singh. David Borowy attended from the Authority, and Jeff Donofrio, Esq. from the Office of Consumer Affairs ("OCA").

Chairman Stephen Mongillo of the Consumer Affairs Committee, called the meeting to order at 5:40 p.m. He reviewed the safety moment distributed to members.

The Committee will vote on the minutes at its April, 2020 meeting.

Linda Discepolo and Mr. Singh, RWA's Vice President – Chief Information and Digital Officer, provided an update of the RWA's PipeSafe Program:

- The RWA PipeSafe Program currently offers four service options to customers. They include protection for emergency repairs to water lines, sewer lines, septic lines and home plumbing.
- Details of each service provided were discussed.
- Business aspects of each service were also discussed to include strengths, weaknesses, future opportunities, potential new offerings and existing competition.
- Additional efforts are planned to expand IT and advertising resources to these programs.

Report of the OCA:

- A Consumer Hearing was held for Mr. Narumanchi on February 24, 2020. Committee members questioned Mr. Narumanchi and provided every opportunity for him to present supporting evidence for his position in opposition to the determination of the OCA. He did not provide any new or additional information. At our CAC meeting on the same date, the CAC upheld, by resolution, the final determination of the OCA.
- There are no consumer issues currently pending.

The CAC will consider approval of the OCA's February 2020 billing (\$3,122.40) at its next meeting.

The next regular meeting is Monday, April 20, 2020 at 5:30 p.m., and is a joint meeting with the Land Use Committee to review management's FY 2021 Capital and Operating Budgets.

Representative Policy Board  
Consumer Affairs Committee  
March 16, 2020

**UNAPPROVED DRAFT**

*The Finance Committee will also meet on Wednesday, April 22, 2020 at 5:00 p.m. to review management's FY 2021 Capital and Operating Budgets.*

Members may attend either meeting.

The Committee meeting adjourned at 6:25 p.m.

Respectfully submitted,

Stephen Mongillo  
CAC Chairman

**CIULLA & DONOFRIO, LLP**

127 WASHINGTON AVENUE

P. O. BOX 219

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RECEIVED  
3/6/20

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DIRECT DIAL: (203) 234-0380  
OF COUNSEL

March 3, 2020

Jennifer Slubowski, Executive Administrator  
South Central Connecticut Regional Water District  
Representative Policy Board  
90 Sargent Drive  
New Haven, CT 06511-5966

**Re: Consumer Affairs Officer / Office of Consumer Affairs**

Dear Ms. Slubowski:

Enclosed herewith is our invoice for services rendered and out-of-pocket expenses incurred through and including February 29, 2020. Please contact me with any questions. Thank you.

Very truly yours,

Jeffrey M. Donoffrio

JMD:st

Enclosure

cc: Mario Ricoszi, RPB Chair  
Mark Levine  
Anthony P. Rescigno  
Stephen A. Mongillo  
Naomi Campbell  
Richard Smith  
Frank Pepe



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FEDERAL TAX I.D. 06-1465137

Invoice submitted to:  
South Central Connecticut Regional Water Authority  
90 Sargent Drive  
New Haven, CT 06511

March 2, 2020

In Reference To: Office of Consumer Affairs

Invoice #21907

## Professional Services

		<u>Hrs/Rate</u>	<u>Amount</u>
2/3/2020	LJD Review documents to prepare for conversation with customer regarding Trumbull Street (New Haven); draft email to customer; teleconference with customer; draft email to RWA	0.58 250.00/hr	145.00
2/4/2020	LJD Exchange emails with RWA regarding Trumbull Street (New Haven)	0.17 250.00/hr	42.50
2/5/2020	JMD Review correspondence re Rimmon Road, Seymour Application re: UST	0.17 250.00/hr	42.50
	LJD Exchange emails with customer regarding Trumbull Street (New Haven); draft email to RWA regarding resolution of matter; review documents in connection with same	0.25 250.00/hr	62.50
2/6/2020	JMD Teleconference with Linda Discepelo	0.17 250.00/hr	42.50
2/10/2020	JMD Review materials in preparation for and attend monthly meeting of RPB's Finance Committee	0.75 250.00/hr	187.50
2/18/2020	LJD Receipt and review meeting minutes and agenda from RWA regarding upcoming hearing and CAC meeting; draft email to customer regarding hearing on Middletown Avenue (New Haven)	0.25 250.00/hr	62.50
2/20/2020	JMD Review materials for and Attend monthly meeting of RPB; attend RPB hearing on RWA Application to dispose of property in Seymour	2.50 250.00/hr	625.00

		<u>Hrs/Rate</u>	<u>Amount</u>
2/20/2020	LJD Plan and prepare for hearing regarding customer's objection to OCA's report and recommendation relating to Middletown Avenue, including review of documents from prior complaint and hearing and current complaint	2.50 250.00/hr	625.00
2/24/2020	LJD Attend hearing regarding customer's complaint involving Middletown Avenue (New Haven); attend CAC meeting	1.75 250.00/hr	437.50
	JMD Attend CAC hearing on Prof. Naramanchu appeal; attend monthly meeting of CAC	1.75 250.00/hr	437.50
2/27/2020	JMD Review Application to RPB for approval of project to complete the Branford Hill Service Area Improvements	1.50 250.00/hr	375.00
	For professional services rendered	12.34	\$3,085.00
	Additional Charges :		
2/20/2020	Copy expense for documents relating to hearing regarding customer's objection to OCA's report and recommendation relating to Middletown Avenue		22.40
2/24/2020	Mileage for attendance at RPB meeting/hearing		15.00
	Total costs		\$37.40
	Total amount of this bill		\$3,122.40
	Previous balance		\$3,921.50
2/10/2020	Payment - thank you		(\$1,935.20)
	Total payments and adjustments		(\$1,935.20)
	Balance due		\$5,108.70

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April 1, 2020

Jennifer Slubowski, Executive Administrator  
South Central Connecticut Regional Water District  
Representative Policy Board  
90 Sargent Drive  
New Haven, CT 06511-5966

**Re: Consumer Affairs Officer / Office of Consumer Affairs**

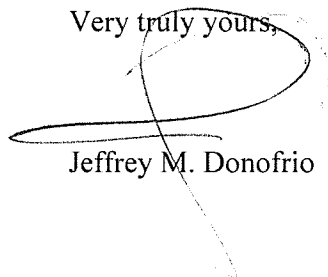
Dear Ms. Slubowski:

Enclosed herewith is our invoice for services rendered and out-of-pocket expenses incurred through and including March 31, 2020.

Please be assured that we are open for business and fully operational; the Governor's Executive Order classifies legal services as essential services. We are, of course, ready and able to assist you during these challenging times. Stay safe and healthy.

Please contact me with any questions. Thank you.

Very truly yours,

A handwritten signature in dark ink, appearing to be "Jeffrey M. Donofrio", written over a horizontal line.

Jeffrey M. Donofrio

JMD:st

Enclosure

cc: Mario Ricoszi, RPB Chair  
Mark Levine  
Anthony P. Rescigno  
Stephen A. Mongillo  
Naomi Campbell  
Richard Smith  
Frank Pepe

Mario Ricoszi, RPB Chair  
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FEDERAL TAX I.D. 06-1465137

Invoice submitted to:  
South Central Connecticut Regional Water Authority  
90 Sargent Drive  
New Haven, CT 06511

April 1, 2020

In Reference To: Office of Consumer Affairs

Invoice #21975

## Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
3/2/2020	JMD	Review proposed findings of fact and conclusions of law from RWA relative to Application to dispose of Rimmon Road/Seymour property	0.33 250.00/hr	82.50
3/6/2020	JMD	Teleconference with Larry Bingaman re Town of Woodbridge issue	0.12 250.00/hr	30.00
	LJD	Receipt and review CAC's decision regarding customer's complaint following hearing (Middletwon Avenue)	0.17 250.00/hr	42.50
3/9/2020	JMD	Review correspondence from Authority re Town of Woodbridge billing dispute; review materials in preparation for and attend RPB Finance Committee meeting	1.50 250.00/hr	375.00
3/16/2020	JMD	Attend RPB CAC meeting	1.00 250.00/hr	250.00
3/19/2020	JMD	RPB meeting	0.65 250.00/hr	162.50
3/23/2020	JMD	Begin review of Application by RWA re North Sleeping Giant Wellfield Chemical Improvements	0.50 250.00/hr	125.00
3/25/2020	JMD	Finish review of RWA's Application for approval of Application for approval of project to complete the Branford Hill Service Area Improvements and begin drafting Memorandum to RPB re same; attend (telephonically) RPB By-Laws and Rules Committee meeting	2.07 250.00/hr	517.50

	<u>Hrs/Rate</u>	<u>Amount</u>
3/26/2020 JMD Continue drafting Memorandum to RPB re RWA Application to RPB re Branford Hill Service Area Improvements Project	1.60 250.00/hr	400.00
3/30/2020 JMD RPB Executive Committee meeting (via Zoom)	0.59 250.00/hr	147.50
For professional services rendered	8.53	\$2,132.50
Previous balance		\$5,108.70
3/9/2020 Payment - thank you		(\$1,986.30)
Total payments and adjustments		(\$1,986.30)
Balance due		<u>\$5,254.90</u>