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

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/u/abz2m1OXsY

Questions regarding the meeting can be submitted to Jennifer Slubowski at the board office at 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 or 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.

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.
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.
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.
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
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. Donofrio

JMD:st

Enclosure

cc: Mario Ricozzi, RPB Chair
Mark Levine
Anthony P. Rescigno
Stephen A. Mongillo
Naomi Campbell
Richard Smith
Frank Pepe
Ciulla & Donofrio, LLP
127 Washington Avenue
P. O. Box 219
North Haven, Connecticut 06473

Telephone (203) 239-9828
Facsimile (203) 234-0379
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

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<td>2/3/2020</td>
<td>Review documents to prepare for conversation with customer regarding Trumbull Street (New Haven); draft email to customer; teleconference with customer; draft email to RWA</td>
<td>0.58</td>
<td>145.00</td>
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<td>2/4/2020</td>
<td>Exchange emails with RWA regarding Trumbull Street (New Haven)</td>
<td>0.17</td>
<td>42.50</td>
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<td>2/5/2020</td>
<td>Review correspondence re Rimmon Road, Seymour Application re: UST</td>
<td>0.17</td>
<td>42.50</td>
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<td></td>
<td>LJD Exchange emails with customer regarding Trumbull Street (New Haven); draft email to RWA regarding resolution of matter; review documents in connection with same</td>
<td>0.25</td>
<td>62.50</td>
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<tr>
<td>2/6/2020</td>
<td>Teleconference with Linda Discepelo</td>
<td>0.17</td>
<td>42.50</td>
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<td>2/10/2020</td>
<td>Review materials in preparation for and attend monthly meeting of RPB’s Finance Committee</td>
<td>0.75</td>
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<td>2/18/2020</td>
<td>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)</td>
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<td>62.50</td>
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<tr>
<td>2/20/2020</td>
<td>Review materials for and Attend monthly meeting of RPB; attend RPB hearing on RWA Application to dispose of property in Seymour</td>
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<td>2/20/2020</td>
<td>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</td>
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<td>625.00</td>
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<td>2/24/2020</td>
<td>LJD Attend hearing regarding customer's complaint involving Middletown Avenue (New Haven); attend CAC meeting</td>
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<td>JMD Attend CAC hearing on Prof. Naramanchu appeal; attend monthly meeting of CAC</td>
<td>1.75</td>
<td>437.50</td>
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<td>2/27/2020</td>
<td>JMD Review Application to RPB for approval of project to complete the Branford Hill Service Area Improvements</td>
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<td>For professional services rendered</td>
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<td>Additional Charges :</td>
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<td>2/20/2020</td>
<td>Copy expense for documents relating to hearing regarding customer's objection to OCA's report and recommendation relating to Middletown Avenue</td>
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<td>22.40</td>
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<td>Mileage for attendance at RPB meeting/hearing</td>
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<td>$3,921.50</td>
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<td>($1,935.20)</td>
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<td>Total payments and adjustments</td>
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<td>$5,108.70</td>
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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,

Jeffrey M. Donofrio

JMD:st

Enclosure

cc: Mario Ricozzi, RPB Chair
    Mark Levine
    Anthony P. Rescigno
    Stephen A. Mongillo
    Naomi Campbell
    Richard Smith
    Frank Pepe
Mario Ricozzi, RPB Chair
22 7th Avenue
Branford, CT 06405-5446

Mark Levine
8 Dillon Road
Woodbridge, CT 06525

Anthony P. Rescigno
7 Beach Lane
North Haven, CT 06473

Stephen A. Mongillo
54 Filbert Street
Hamden, CT 06517

Naomi Campbell
37 Artizan Street
New Haven, CT 06511

Richard Smith
59 Sixth Avenue
Milford, CT 06460

Frank Pepe
36 Commerce Street
Derby, CT 06418
### Professional Services

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<td>3/2/2020</td>
<td>JMD Review proposed findings of fact and conclusions of law from RWA</td>
<td>0.33</td>
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<td>relative to Application to dispose of Rimmon Road/Seymour property</td>
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<td>3/6/2020</td>
<td>JMD Teleconference with Larry Bingaman re Town of Woodbridge issue</td>
<td>0.12</td>
<td>250.00</td>
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<td>3/6/2020</td>
<td>LJD Receipt and review CAC's decision regarding customer's complaint</td>
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<td>250.00</td>
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<td>following hearing (Middletwon Avenue)</td>
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<td>3/9/2020</td>
<td>JMD Review correspondence from Authority re Town of Woodbridge billing</td>
<td>1.50</td>
<td>250.00</td>
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<td>dispute; review materials in preparation for and attend RPB Finance</td>
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<td>Committee meeting</td>
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<td>Wellfield Chemical Improvements</td>
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<td>JMD Finish review of RWA's Application for approval of Application for</td>
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<td>approval of project to complete the Branford Hill Service Area</td>
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<td>Improvements and begin drafting Memorandum to RPB re same; attend</td>
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<td>(telephonically) RPB By-Laws and Rules Committee meeting</td>
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<td>3/26/2020</td>
<td>JMD Continue drafting Memorandum to RPB re RWA Application to RPB re Branford Hill Service Area Improvements Project</td>
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<td>JMD RPB Executive Committee meeting (via Zoom)</td>
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<td>For professional services rendered</td>
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<td>$2,132.50</td>
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<td>Previous balance</td>
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<td>$5,108.70</td>
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<td>3/9/2020</td>
<td>Payment - thank you</td>
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