

**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.

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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