

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

AGENDA

Regular Meeting of Monday, July 20, 2020 at 5:30 pm

The Consumer Affairs Committee will consider and act upon:

1. Elect Committee Chair for 2020-2021
2. Safety Moment
3. Approval of Minutes – June 15, 2020
4. Special Topic – Customer Technology Improvements: P. Singh
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for June 2020 for \$2,262.50
7. Authority meeting volunteers:
 - a. July 16, 2020 – S. Mongillo
 - b. August 20, 2020 – M. Levine
 - c. September 17, 2020 - TBD
8. Next meeting – Monday, August 17, 2020 at 5:30 p.m.
9. 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 CAC Meeting

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

Join Meeting (*via conference call*)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Germantown)

+1 346 248 7799 US (Houston)

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 856 8068 3447

Password: 462436

Find your local number: <https://us02web.zoom.us/j/kdeDexNQV2>

SAFETY MOMENT

JULY – TIPS FOR PREVENTING POISON IVY:

Before performing outdoor work where poison ivy may be present, do a thorough hazard assessment to identify if poison ivy is present, do not allow employees that are allergic to poison ivy to do the job. Don't use string trimmers to remove poison ivy. Employees that are allergic to poison ivy can be severely affected by poison ivy and should not be exposed.

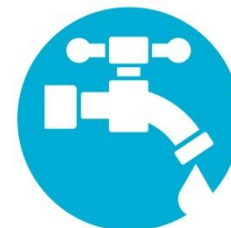
Here are some tips for avoiding getting poison ivy rashes:

- As soon as you suspect that you have been exposed to urushiol, the oil found in poison ivy leaves, wash thoroughly with lots of warm water and soap (hot water opens the pores, and may transiently increase exposure).
- If you don't have water, use rubbing alcohol.
- Don't use a washcloth, since this tends to spread the oil to other patches of skin.
- Once the oil has been removed, the rash from poison oak or poison ivy is not contagious. Even the oozing blisters are not contagious, although they look like they should be.
- As long as the oil is no longer present, scratching does not make the rash spread. Scratching does make the already intense itching even more unbearable and can also cause the rash to get infected.

The best way to prevent an outbreak of poison oak is to avoid any contact with the oil in the first place. Teach your employees to recognize the poisonous plants of your area, and remove the plants by mechanical means without personal exposure or use proper ppe. Use roundup herbicide to eliminate the plants.

Service – Teamwork – Accountability – Respect – Safety

TapInto
Safety



Regional Water Authority



 Regional Water Authority

UNAPPROVED DRAFT

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

Minutes of the June 15, 2020 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, June 15, 2020 via remote access. Committee members present were: N. Campbell, M. Levine, S. Mongillo and T. Rescigno.

Also present were: M. Ricoszi, Joseph Oslander, and Jay Jaser (RPB), J. Donofrio (Office of Consumer Affairs – “OCA”), L. Discepolo, L. Gonzalez, R. Kowalski and P. Singh (RWA), and J. Slubowski (RPB Staff)

Chairman Mongillo called the meeting to order at 5:30 p.m. He reviewed the Safety Moment distributed to members.

On motion made by Mr. Rescigno, seconded by Mr. Levine, and unanimously carried, the Committee approved the minutes of its May 18, 2020 meeting.

At 5:32 p.m., Mr. Ricoszi entered the meeting.

Ms. Kowalski, the RWA’s Vice President of Finance and Controller, discussed Governor Lamont’s Executive Order 7W regarding an interest rate reduction program for the benefit of customers of quasi-municipal organizations. She reported that the RWA has not been charging customers interest since mid-March. Ms. Kowalski stated that the program, as written, would end July 1, 2020 but due to the current economic conditions for residents and commercial accounts the RWA would like to extend its zero interest billing beyond the deadline to December 31, 2020. The extension would require the Consumer Affairs Committee, together with the Finance Committee, to authorize and recommend the extension to the RPB for a vote at its June meeting. Ms. Kowalski reported that the Finance Committee met earlier in the month and was supportive of the recommendation.

Discussion took place regarding pandemic impact, interest forgiveness, financial impact, and eligibility. OCA, Jeffrey Donofrio, reported that the interest adjustment is not expected to have a material adverse impact financially on the Authority but would make a difference on customers who may be struggling financially. After discussion, it was the consensus of the committee to recommend to the RPB the proposed zero interest rate extension beyond the July 1, 2020 deadline to December 31, 2020.

Attorney Donofrio, OCA, reported on two pending consumer complaints. He also reported that as of May 31, 2020, the end of the Authority’s fiscal year, the OCA came in below budget by about 50%.

Chair Mongillo asked Attorney Donofrio about the procedure for approving minutes of final ad hoc committees. Attorney Donofrio stated that as a rule, in order to comply with the Freedom of Information Act all minutes should be formally approved.

On motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the Committee voted to approve the OCA’s invoice for May 2020 in the amount of \$1,345.00.

Chair Mongillo stated that next month’s meeting will include the annual election of Committee Chair.

CAC member attendance at July and August Authority meetings was made. Attendance for September will be on the Committee's July agenda.

Chair Mongillo reported that the next regular meeting is Monday, July 20, 2020 at 5:30 p.m.

At 6:00 p.m., on motion made by Mr. Levine, seconded by Ms. Campbell, and unanimously carried, the meeting adjourned.

Respectfully submitted,

Stephen Mongillo
CAC Chairman

Customer Technology Improvements

July 20, 2020

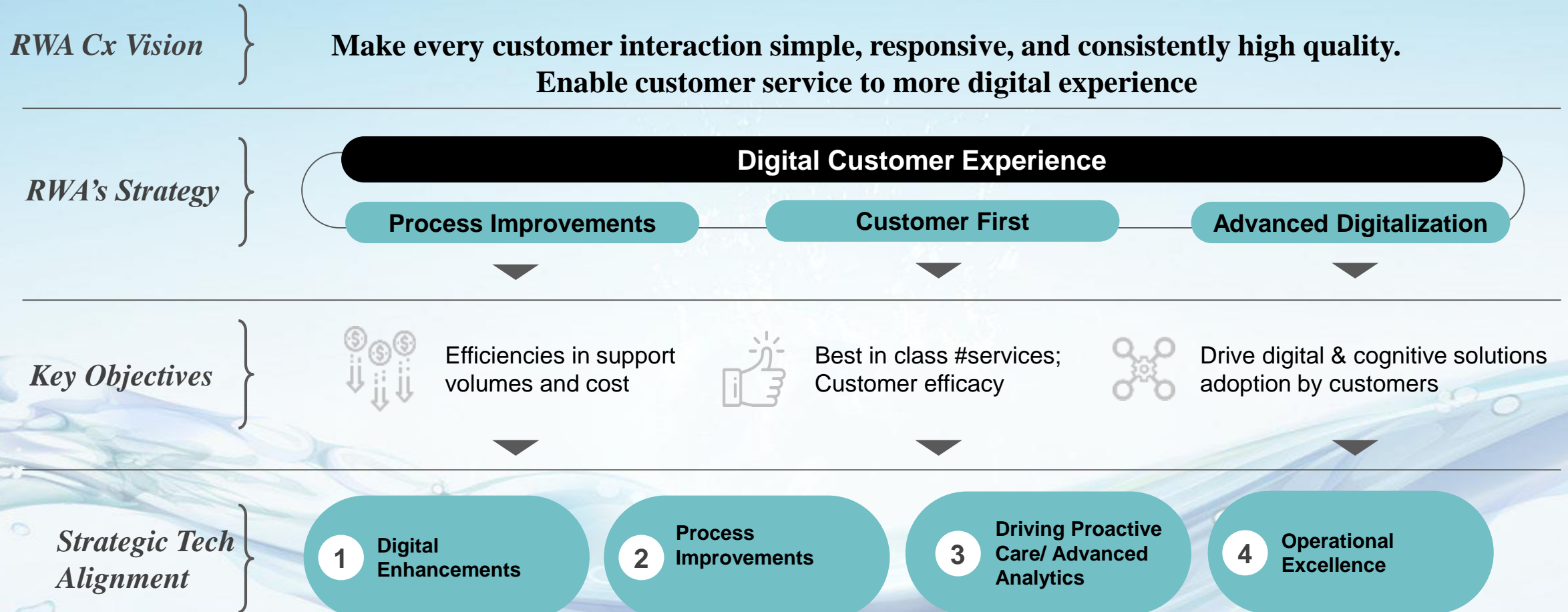
Safety Moment

- Safety topic is about wearing cloth face pieces or surgical masks to prevent the spread of coronavirus.
- These types of masks have been proven to reduce the spread of coronavirus by up to 89 percent.
- The key to reaching this level of efficiency is that everyone must wear one when moving about in spaces with other persons.
- These types of masks reduce the amount of aerosols produced by individuals that can spread in the environment.
- Please practice 6 foot social distancing to reduce your risk. Please review our guidelines for use of masks.

Agenda

- Customer Experience Strategy (Cx)
- What's New
 - Ebill/Epay
 - WaterWatch
 - Property Closings Online
 - Tenant/Landlord Forms
 - COVID Impacts Dashboard
- What's Coming
 - Lien Automation
 - Non-Core Solution Development
 - Mobile App

RWA Cx Strategy: Seamless Customer Experience



Kubra Ebill/Epay

- Oct 2019: Upgrade of Kubra
 - Usability & Branding Improvements
- Ebill Enrollment 29K+ (25%)
 - Increased ~8K since upgrade
 - Current Growth ~700/mo
- Epayments
 - Self Service & Auto-payments are increasing
 - IVR: +10%
 - Recurring: +16%
 - Manual & One-time Payments are decreasing
 - CSR: -14%
 - One time: -12%



E-Bill Statistics

Year	Month	Payment Source	Total Count	Approved	Approved Amount	Rejected	Returned / Refunded
2020	June	CSR	221	201	110,133.95	13	7
2020	June	IVR	2978	2914	644,867.59	53	11
2020	June	ONE	5570	5437	1,052,965.33	113	20
2020	June	VBS	5620	5387	1,131,076.33	184	49

E-Bill Current Statistics - Total June 2020

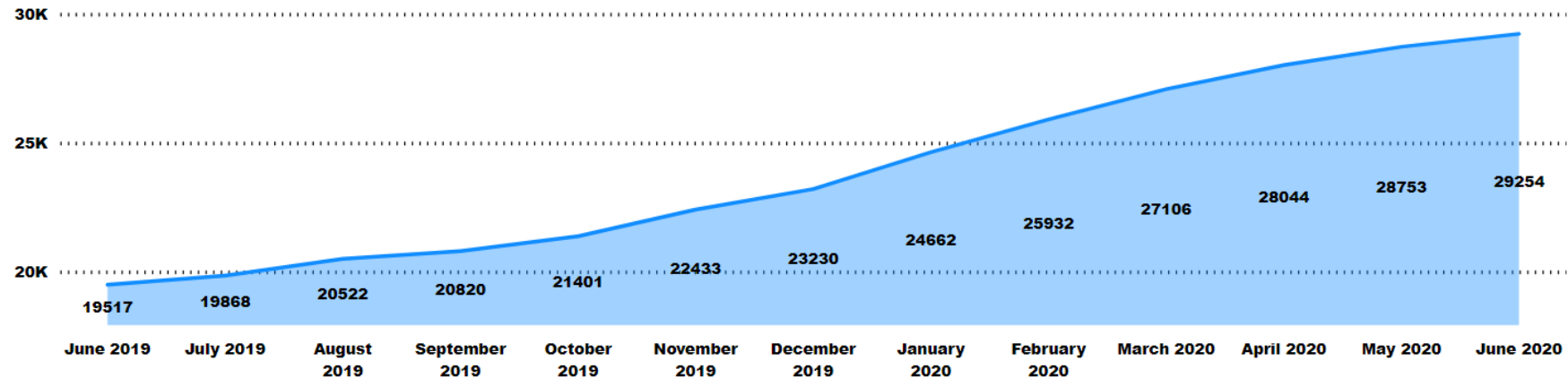
29254

Total Enrolled

Fiscal YTD

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CSR	221	201	110,133.95	13	7
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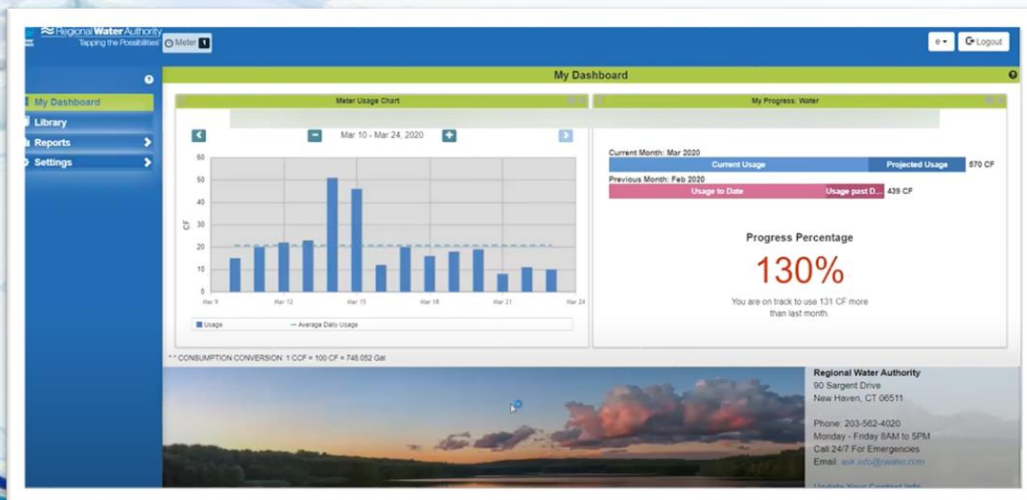
Kubra Total Enrolled



Water Watch

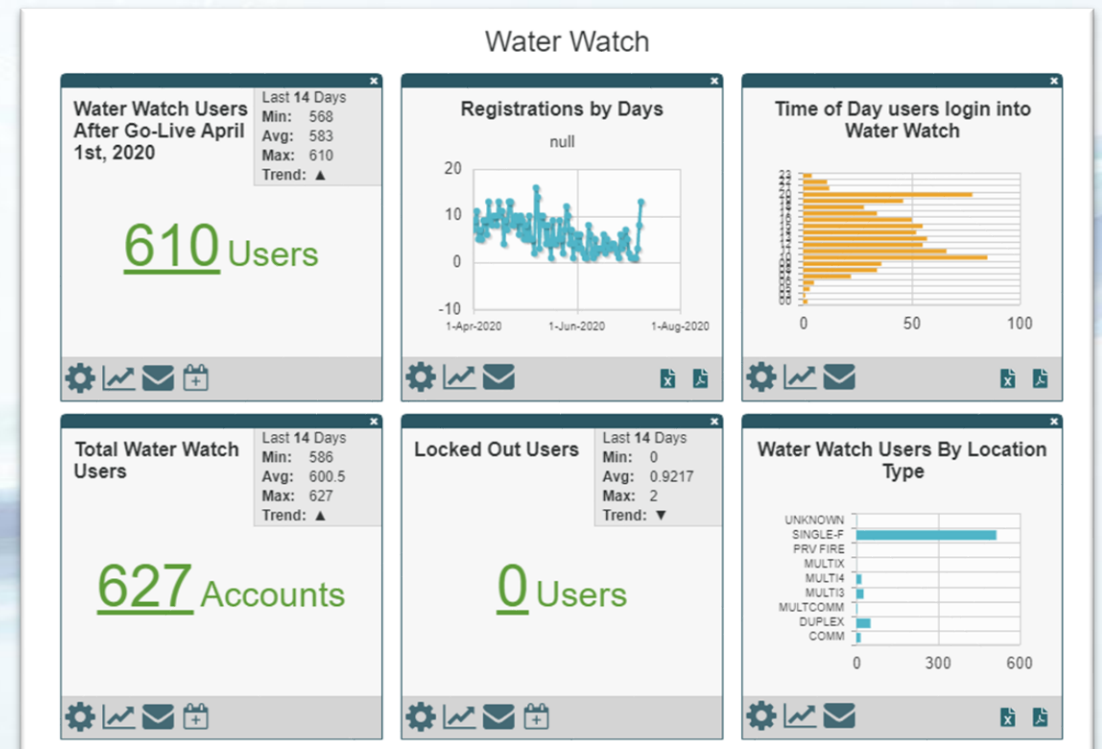
Customer Portal

- Launched to customers on April 1
- View consumption history
- See trends & patterns to better manage usage
- Set up automated notifications to be alerted to unusual consumption activity



Operational Dashboard

- Built using AMI data and tools
- Monitor enrollment trends
- Proactively resolve lockouts



Additional Recent Deployments

- Launched online electronic forms
 - Property Closing Statement Requests
 - Tenant/Landlord Responsibility Form
- COVID-19 Impacts Dashboard
 - PowerBI



What's Coming

FY21


- Liens automation
 - SAP process and screen enhancements
 - Eliminate manual tracking previously done in Excel
- Non-Core technology solution
 - Billing Integration
 - Non-core product/services billing flexibility.

Future

- Mobile Apps
 - Ease of Use
 - Single sign-on
 - Agile deployment of new functionalities
- Non-Core technology solution
 - Marketing, Sales & Contract Management
 - Lead Management
 - Campaign Tracking
 - Service Fulfillment
 - Work Order processes
 - Cost tracking

Mobile Application for Self-Service



-  Manage profile & contact information
-  View Bills
-  Make & View Payments
-  FAQs & Ask.info
-  Property Closings
-  Service/Appointment requests
-  Water Quality or Disruption
-  NonCore Service Enrollments/Service Request
-  Consumptions charts & notifications

Questions / Future Topics



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OF COUNSEL

July 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 June 30, 2020.

Please contact me with any questions. Thank you.

Very truly yours,

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

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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

July 1, 2020

In Reference To: Office of Consumer Affairs

Invoice #22156

Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
6/1/2020	LJD	Teleconference with customer regarding meter test for Oak Ridge Drive (New Haven); draft email to RWA	0.25 250.00/hr	62.50
6/2/2020	LJD	Receipt and review email and photographs from RWA regarding meter replacement at Oak Ridge Drive (New Haven)	0.17 250.00/hr	42.50
6/3/2020	LJD	Receipt and review test results from RWA regarding Oak Ridge Drive (New Haven); exchange emails with RWA	0.17 250.00/hr	42.50
	JMD	Review materials for and attend RPB Nominating Committee meeting	0.50 250.00/hr	125.00
6/4/2020	LJD	Receipt and review email and document from customer regarding water bill for Clark Street (Milford); draft email to customer	0.25 250.00/hr	62.50
6/5/2020	JMD	Review Interrogatories submitted to RWA by RPB Member M. Horbal Horbal re: the two pending proposed Applications for non-substantial Land Use Plan Amendments; review new consumer complaint by T. Mercado (Clark Commons Association, Milford)	0.33 250.00/hr	82.50
	LJD	Exchange emails with customer regarding water bill for Clark Street (Milford); review information regarding property; draft email to RWA	0.33 250.00/hr	82.50
6/8/2020	JMD	RPB Finance Committee meeting via Zoom	0.33 250.00/hr	82.50
	LJD	Exchange emails with customer regarding Clark Street (Milford) matter; exchange emails with RWA; review documents in connection with different account numbers	0.33 250.00/hr	82.50

			<u>Hrs/Rate</u>	<u>Amount</u>
6/8/2020	LJD	Teleconference with customer regarding Oak Ridge Road (New Haven); continue review of meter test results; draft email to customer; prepare questions or customer regarding Clark Street (Milford); teleconference with customer regarding Clark Street complaint	1.00 250.00/hr	250.00
6/10/2020	JMD	Review and reply to correspondence from Jennifer Slubowski re proposed decision, findings of fact and conclusions of law relative to Application for Approval of Project For North Sleeping Giant Wellfield Chemical Improvements	0.25 250.00/hr	62.50
6/11/2020	JMD	Review RWA's responses to Interrogatories re proposed amendments to LUP	0.13 250.00/hr	32.50
6/15/2020	LJD	Review pending customer complaints in connection with CAC meeting	0.25 250.00/hr	62.50
	JMD	Attend (via Zoom) monthly meeting of RPB's CAC	0.67 250.00/hr	167.50
6/16/2020	LJD	Receipt and preliminary review of email and documents from RWA regarding Clark Road (Milford)	0.25 250.00/hr	62.50
6/18/2020	LJD	Exchange emails with customer regarding Oak Ridge Road (Milford)	0.17 250.00/hr	42.50
	JMD	RPB meeting (via Zoom)	0.83 250.00/hr	207.50
6/22/2020	JMD	Review materials provided by RWA re Mercaldo complaint	0.25 250.00/hr	62.50
	LJD	Continue review of documents provided by RWA and customer regarding Clark Street (Milford); continue review of information regarding property; draft email to RWA; teleconference with customer	1.50 250.00/hr	375.00
6/25/2020	JMD	Review correspondence from RWA re proposed resolution of Clark Commons Association complaint	0.25 250.00/hr	62.50
	LJD	Exchange emails with RWA regarding Clark Street (Milford); receipt and review additional documents from RWA; compare/contrast with documents previously received	0.50 250.00/hr	125.00
6/26/2020	LJD	Telephone call to customer regarding Clark Street (Milford))	0.17 250.00/hr	42.50
6/30/2020	LJD	Exchange emails with RWA regarding Clark Street (Milford)	0.17 250.00/hr	42.50
		For professional services rendered	9.05	\$2,262.50
		Previous balance		\$5,841.06

	<u>Amount</u>
6/8/2020 Payment - thank you	(\$4,496.06)
6/29/2020 Payment - thank you	<u>(\$1,345.00)</u>
Total payments and adjustments	(\$5,841.06)
Balance due	<u><u>\$2,262.50</u></u>