

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

AGENDA

Regular Meeting of Monday, August 17, 2020 at 5:30 pm

The Consumer Affairs Committee will consider and act upon:

1. Safety Moment
2. Approval of Minutes – July 20, 2020
3. Special Topic – Monthly Billing Project: P. Singh
4. Report of OCA – J. Donofrio
5. Approval of OCA invoice for July 2020 for \$1,755.00
6. Authority meeting volunteers:
 - a. August 20, 2020 – M. Levine
 - b. September 17, 2020 – N. Campbell
7. Next meeting – Monday, September 21, 2020 at 5:30 p.m.
8. 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: Aug 17, 2020 05:30 PM Eastern Time (US and Canada)

Join Meeting (*via conference call*)

Dial by your location

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+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: 850 9594 3243

Passcode: 185708

Find your local number: <https://us02web.zoom.us/j/ke8Ci9q9N>

SAFETY MOMENT

AUGUST – HEAT ILLNESS PREVENTION

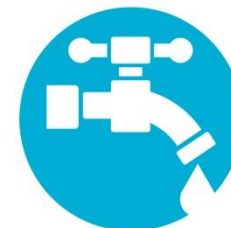
As the summer progresses, the possibility of heat related illness increases. Below are signs and symptoms of heat related illnesses, and methods to prevent them.

Heat Cramps are painful muscle spasms caused by sweating while performing strenuous physical labor in a hot environment. To prevent heat cramps eat regular light meals and stay hydrated.

Heat Exhaustion is the body's response to an extensive loss of water and salt, usually through excessive sweating. Symptoms include: extreme weakness and fatigue, dizziness, confusion, nausea, clammy moist skin, pale or flushed complexion, elevated body temperature, and fast and shallow breathing. To prevent heat exhaustion rest in a cool, shaded or air-conditioned area, cool down with wet towels or water spray and drink plenty of water or other cool, non-alcoholic beverage.

Heat Stroke is the most serious heat-related disorder. It occurs when the body becomes unable to control its temperature. When heat stroke occurs, the body temperature can rise to 106 degrees or higher within 10 to 15 minutes. Symptoms include: hot, dry skin, hallucinations, chills, headache, high body temperature, confusion and slurred speech. To prevent heat stroke move to a cool shaded area, soak clothes with cold water, use fans, use ice packs or ice under the arms, offer water if the person is conscious.

Tap Into
Safety



Regional Water Authority



Service – Teamwork – Accountability – Respect – Safety

 Regional Water Authority

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

Minutes of the July 20, 2020 Meeting

The regular meeting of the Consumer Affairs Committee of the Representative Policy Board of the South Central Connecticut Regional Water District ("RPB") took place on Monday, July 20, 2020, via remote access. Committee members present were N. Campbell, F. Pepe, R. Smith, and A. Rescigno.

Also present were M. Ricoszi, (RPB Chair), K. Curseaden (Authority member), J. Donofrio (Office of Consumer Affairs), L. Discepolo and P. Singh (RWA).

In Mr. Mongillo's absence, Mr. Ricoszi presided as acting Chair. He called the meeting to order at 5:30 p.m. Mr. Ricoszi proposed reordering the agenda to move the election of Committee Chair to the end of the agenda. It was the consensus of the committee to move the election of Committee Chair after Item 6, *Approval of OCA Invoice for June 2020*.

Mr. Ricoszi reviewed the safety moment distributed to members.

On motion made by Mr. Levine, seconded by Mr. Pepe, and unanimously carried, the Committee approved the minutes of its June 15, 2020 meeting, as presented.

Mr. Singh, RWA's Vice President of Customer Service & Chief Information and Digital Officer, provided an update of Customer Technology Improvements, which included:

- Customer Experience
- EBill/EPay Upgrades
- Water Watch
- Recent Deployments
- Next Steps

Discussion took place regarding customer surveys, cost versus benefit of upgrades, and customer payment inquiries.

The Office of Consumer Affairs provided an update on two pending issues since last month. The first, a billing issue on a property in New Haven. The matter is resolved; the customer accepted the RWA's adjustment and will begin paying in monthly installments. The second, a billing issue at a condominium complex in Milford, as a result of 71% increase in billing. A one-time waste adjustment was offered to the customer. The customer returned with a request for a multi-year waste adjustment, which the RWA denied. The OCA is waiting for a reply from the customer as to whether or not they will accept the one-time adjustment.

On motion made by Mr. Levine, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA's June 2020 billing (\$2,262.50).

Mr. Ricoszi reported on Authority meeting assignments for August and September.

On motion made by Mr. Levine, seconded by Mr. Pepe, and unanimously carried, the committee voted to elect Mr. Mongillo as committee Chair for 2020-2021.

The next regular meeting is Monday, August 17, 2020 at 5:30 p.m.

As there was no other business, the committee adjourned at 6:28 p.m.

Respectfully submitted,

Mario Ricoszi, Acting Chairman

Monthly Billing Conversion Update

Consumer Affairs Committee Presentation

August 17, 2020

Agenda

- AMI Alignment
- Benefits of Monthly Billing
- Financial Walk-Through
- Cost Impact Summary

AMI Benefits Plan

Summary of Application to RPB
for Installation of
Advanced Metering Infrastructure

Regional Water Authority Meeting
March 20, 2014
Ted Norris, Jean Zanella-Dyer

Executive Summary/Statement of Application

- AMI will:
 - Enable monthly billing
 - Reduces the size of customers' bills & easier to pay
 - Reduces arrears and collections
 - Enhances cash flow
 - Timely information to customers regarding water use
 - Potentially reduces calls regarding high bill
 - Customer can budget monthly
 - Compare water against other monthly utility bills

 Regional Water Authority

- Initiatives in Support of AMI Project Objectives
 - Billing Process Enhancements FY20
 - Water Watch (HomeConnect) FY20
 - Revenue Recovery FY21
 - Water Loss Calculation Tool FY21
 - Flexnet Deployment FY21
 - Bill Presentment & Redesign FY21
 - **Monthly Billing Conversion** **FY22**
- Monthly Billing brings service, process, and financial benefits to both customers and the company
- Monthly Billing aligns with our strategic goals
 - Goal 5: Embrace innovation and adopt state of the art technology to drive performance. Operationalize and optimize AMI for customer experience

Benefits of Monthly Billing

Business Case Overview

Monthly Billing Delivers a Positive Customer Billing Experience, Realizes a Key AMI Project Objective and Supports Increased Technology Utilization

Better Customer Experience

- Increased communication opportunities for marketing & engagement
- Smaller, more affordable bills
- Increased customer satisfaction
- Bill Redesign - Simpler, easier to understand bill

Company Benefits

- Increased cash flow
- Reduced A/R and bad debt expense
- Reduction of leak adjustments
- Less time on bill explanations & bill research/resolution

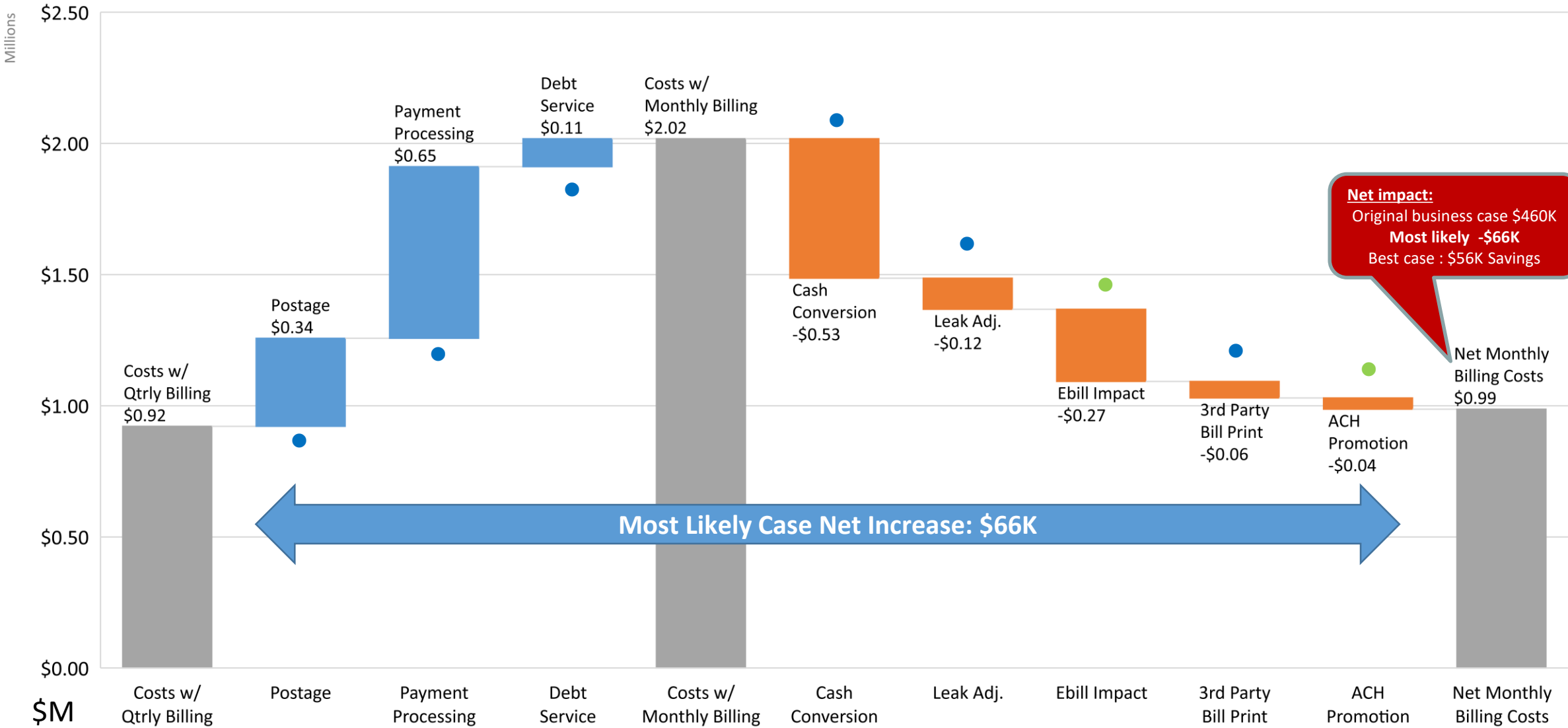
Strategic Initiatives

- Proactive communications to offset calls
- Increase Ebill participation (+17%)
- Optimize payment processing w/ACH promotion (+20%)
- Evaluate in-house printing capability needs

Monthly Billing Financial Walk-through: August 2020

Confidence Level:
High: ●
Med: ●
Low: ●

■ Increase ■ Decrease ■ Total



Conversion O&M Cost Impacts

	Original Business Case*	Year 1	Year 2	Most Likely Case	Best Case
Annual Costs: Quarterly Billing Cycle		\$921,147	\$921,147	\$921,147	\$921,147
Postage				\$336,000	\$336,000
Payment Processing				\$654,000	\$654,000
Debt Service				\$106,286	\$103,034
Cash Conversion				\$(531,000)	\$(611,000)
Leak Adj.				\$(118,963)	\$(118,963)
Ebill Impact		\$(189,937)	\$(225,297)	\$(274,800)	\$(303,088)
3rd Party Bill Print				\$(62,820)	\$(62,820)
ACH Promotion		\$(25,580)	\$(31,975)	\$(38,371)	\$(49,029)
Annual Costs: Monthly Billing Cycle		\$1,089,133	\$1,047,378	\$987,216	\$865,017
Net Annual O&M Impact	\$460,000	\$167,986	\$126,231	\$66,069	(\$56,130)

CIULLA & DONOFRIO, LLP

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NORTH HAVEN, CONNECTICUT 06473

RECEIVED
8/11/20

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RICHARD F. CONNORS
DIRECT DIAL: (203) 234-0380
OF COUNSEL

August 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 July 31, 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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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

August 3, 2020

In Reference To: Office of Consumer Affairs

Invoice #22223

Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
7/1/2020	LJD	Teleconference with customer regarding Oak Ridge Drive (New Haven); review documents in connection with same; draft email to RWA regarding potential resolution	0.42 250.00/hr	105.00
	LJD	Teleconference with customer regarding Clark Commons (New Haven); prepare for teleconference; draft email to customer regarding invoices	0.67 250.00/hr	167.50
7/6/2020	LJD	Exchange emails with RWA regarding resolution of consumer complaint involving Oak Ridge Road (New Haven)	0.17 250.00/hr	42.50
7/8/2020	LJD	Draft letter to customer regarding resolution of complaint in Oak Ridge Road (New Haven) matter	0.25 250.00/hr	62.50
7/13/2020	JMD	RPB Finance Committee meeting (via Zoom)	1.00 250.00/hr	250.00
7/14/2020	LJD	Receipt and review letter from RWA's counsel regarding complaint involving Middletown Avenue (New haven)	0.17 250.00/hr	42.50
	JMD	Review correspondence from Bruce McDermott to Prof. Narumanchi	0.17 250.00/hr	42.50
7/16/2020	JMD	Telephone from Jonathan Johnson re water source at Bayview Park in New Haven and draft correspondence to client re same; attend RPB meeting (Zoom)	1.00 250.00/hr	250.00
	LJD	Exchange emails with customer regarding Clark Road (Milford); exchange emails with RWA; review file documents in connection with complaint; receipt and review documents from customer and RWA	0.50 250.00/hr	125.00

			<u>Hrs/Rate</u>	<u>Amount</u>
7/17/2020	LJD	Exchange emails with RWA regarding Clark Road (Milford)	0.17 250.00/hr	42.50
7/20/2020	JMD	Review materials for and attend (via Zoom) monthly RPB CAC meeting	1.25 250.00/hr	312.50
	LJD	Review pending complaints; draft email to customer regarding Clark Road (Milford)	0.25 250.00/hr	62.50
7/22/2020	JMD	Review correspondence from Linda Discepelo re LCI/Bay View Park issue (not turning water on because no one wants to pay)	0.08 250.00/hr	20.00
	LJD	Exchange emails with RWA regarding Clark Road (Milford); draft email to customer	0.17 250.00/hr	42.50
7/24/2020	JMD	Review correspondence from T. Mercaldo to LJD	0.17 250.00/hr	42.50
	LJD	Prepare for conversation with customer regarding Clark Road (Milford); teleconference with customer regarding Clark Road; draft email to RWA	0.58 250.00/hr	145.00
		For professional services rendered	7.02	\$1,755.00
		Previous balance		\$2,262.50
		Balance due		<u>\$4,017.50</u>