

**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.

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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