

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

Minutes of the August 17, 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, August 17, 2020, via remote access. Committee members present were N. Campbell, M. Levine, S. Mongillo, F. Pepe, R. Smith, and A. Rescigno.

Also present were M. Ricozzi, (RPB Chair), J. Cermola (Authority member), J. Donofrio (Office of Consumer Affairs), L. Bingaman, L. Gonzalez, R. Kowalski, and P. Singh (RWA), and J. Slubowski (RPB Staff).

Chair Mongillo called the meeting to order at 5:30 p.m. He thanked committee members for re-electing him as Chairman last month for the upcoming year.

Chair Mongillo reviewed the safety moment distributed to members.

On motion made by Mr. Rescigno, seconded by Mr. Pepe, the Committee approved the minutes of its July 20, 2020 meeting, as presented, with Mr. Smith abstaining.

Mr. Singh, RWA's Vice President of Customer Service & Chief Information and Digital Officer, provided a Monthly Billing Project update, which included:

- AMI original business case (Initiatives in support of the project objectives including enhancements to the billing process, other online services, revenue recovery, water loss calculation, bill redesign and monthly billing conversion.)
- Business case overview for monthly billing (Customer experience, Company benefits and Strategic initiatives)
- Impact of innovation and technology
- Monthly billing financial walk-through
- O&M cost impacts

Discussion took place regarding impact on staff, in-house capabilities, low cost payment options, collections, and customer experience.

The OCA noted that the presentation was comprehensive, helpful and easy to follow.

The Office of Consumer Affairs provided an update on one pending involving a condominium complex in Milford, as a result of an increase in billing. A one-time waste adjustment of \$417 was offered to the customer. 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. Pepe, seconded by Mr. Smith, and unanimously carried, the Committee approved the OCA's July 2020 billing (\$1,755.00).

Chair Mongillo reported on Authority meeting assignments for August and September.

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The next regular meeting is scheduled for Monday, September 21, 2020 at 5:30 p.m.

As there was no other business, the meeting adjourned at 6:38 p.m.

Respectfully submitted,

Stephen Mongillo, Chairman