

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

AGENDA

Regular Meeting of Monday, November 16, 2020 at 5:30 pm

1. Safety Moment
2. Approval of Minutes – October 19, 2020 meeting
3. Special Topic – FY 2021 Business Continuity Work Plan: T. Norris
4. Discussion regarding RPB Dashboard Report
5. Report of OCA – J. Donofrio
6. Approval of OCA Invoice for October 2020 for \$1,385.00
7. Set Calendar Year 2021 Meeting Dates
8. Next regular meeting – Monday, December 21, 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 Consumer Affairs Committee Meeting

Time: Nov 16, 2020 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting (*via conference call*)

Dial by your location

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 408 638 0968 US (San Jose)

Meeting ID: 861 8260 0897

Passcode: 845026

Find your local number: <https://us02web.zoom.us/j/kDKHF4Xvz>

SAFETY MOMENT



NOVEMBER – DAYLIGHT SAVING TIME

On November 1st most of us will turn our clocks back one hour for the end of Daylight Saving Time. During this time there is statistically an increase in safety.

With the end of daylight savings time comes an increase in darkness around the time of rush hour, when traffic is at its peak.

A couple things to keep in mind when switching back to standard time are:

- Fatigue
- Accidents
- Decreased visibility
- Pedestrians walking at dusk

Use Daylight Saving Time to:

- Check and replace batteries in your smoke and carbon monoxide alarms
- Prepare a winter emergency kit for your automobile
- Check your fire extinguishers



Service – Teamwork – Accountability – Respect – Safety

Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

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

Minutes of the October 19, 2020 Meeting

The regular meeting of the Consumer Affairs Committee of the Representative Policy Board of the South Central Connecticut Regional Water District (“Committee”) took place on Monday, October 19, 2020, via remote access. Committee members present were N. Campbell, S. Mongillo, F. Pepe, and R. Smith.

Also present were P. DeSantis, B. Eitzer, B. Harvey, C. Havrda, J. Oslander, and M. Ricozzi (RPB), K. Curseaden (Authority member), J. Donofrio (Office of Consumer Affairs), L. Bingaman, L. Gonzalez, R. Kowalski, B. Nesteriak, and P. Singh (RWA), and J. Slubowski (RPB Staff).

Chair Mongillo called the meeting to order at 5:32 p.m. He reviewed the safety moment distributed to members.

Chair Mongillo stated that the regular meeting was open to all RPB members to accommodate the presentation of the Ten Year Model from management. Introductory remarks were made by Mr. Bingaman, the RWA’s President and Chief Executive Officer. Ms. Kowalski, RWA’s Vice President of Financial Services, presented the Base Case review of the 10 Year Financial Model.

- The Base Case review included: Underlying assumptions, Issuance test summary results, Components of increases, Capital planning update, Leverage and Opportunities and vulnerabilities.
- Key assumptions are to keep the Rate Stabilization Fund at 10M, Keep the General Fund at 10M and keep coverage at 114%.
- Also discussed were revenue, expenses and financing considerations.
- Key takeaway from Capital Planning considerations is to balance risk, resiliency and redundancy.
- The trend for Leverage will be for it to decrease slowly over time.
- Under opportunities, she stated RWA's continued commitment to mitigate rate increases.
- Recommendations would aim to balance rate impacts with financial stability.
- Additional scenarios were then discussed and their impact on other financial aspects. Consideration of other scenarios helps to make informed decisions and recommendations. It also allows for adjustments based on current circumstances.
- Next steps are aimed at closely monitoring the current financial situation and planning the 2022 budget and next rate increase.

On motion made by Mr. Smith, seconded by Mr. Pepe, and unanimously carried, the Committee approved the minutes of its September 21, 2020 meeting, as presented.

The Office of Consumer Affairs (“OCA”) reported no active consumer complaints.

The OCA commented on the presentation of the Ten-Year Model. He appreciated the levels of balance that the management provided and stated that the best case scenario, suggested by management, appears to be the superior scenario.

Representative Policy Board
Consumer Affairs Committee
October 19, 2020

UNAPPROVED DRAFT

On motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA's September 2020 billing (\$2,870.00).

The next regular meeting of the Committee is Monday, November 16, 2020 at 5:30 p.m.

As there was no other business, the meeting adjourned at 6:26 p.m.

Respectfully submitted

Stephen Mongillo, Chairman

**Presentation to the RPB Consumer Affairs
Committee
Environmental, Health & Safety Committee**

November 16, 2020

FY2021 Business Continuity Work Plan



**Ted Norris
Vice President Asset Management**

Business Continuity Training and Exercise Update – FY2021

Activities Planned for FY2021

- AWIA Emergency Response Plan Certification
- Lake Gaillard WTP Table Top On-Site Exercise
- Division/Departmental Level Table Top Exercises
- Planning Activities
- Consultant: Kate Novick, P.E., C.S.P.

Lake Gaillard WTP Table Top On-Site Exercise

- Testing Simulation: WTP is down, raw water bypass implementation
- Table Top:
 - Staff Readiness
 - Incident Command
 - Review Documents
- Field Exercise:
 - Review Start to Finish Activation of Raw Water
 - Review Disinfectant Implementation
- Evaluation and Lessons Learned/Actions Needed

Division/Departmental Level Table Top Exercises

- Testing: Up to Five Division or Large Department Business Continuity Plans
- Exercise Response Actions
- Review Incident Command Procedures
- Evaluation and Lessons Learned/Actions Needed

Planning Activities

- Business Continuity Subcommittee typically meets 3 to 4 times per year for training and review of plans and assessments.
 - Meetings suspended until Fall.
- Smaller Training and Exercise Team meets as needed to support training and exercises.

Questions

CONSUMER AFFAIRS COMMITTEE
Potential Dashboard Categories

Calls to Customer Service

- number per day/month
- billing
- taste and odor
- resolved on 1st call

Number of Shut Offs per month

Water Rate Comparison

Website/Social Media Performance

- Bills paid electronically
- Number of contacts

Main Breaks/ Other Incidents

CIULLA & DONOFRIO, LLP

127 WASHINGTON AVENUE
P. O. BOX 219
NORTH HAVEN, CONNECTICUT 06473

TELEPHONE (203) 239-9828
FACSIMILE (203) 234-0379
www.cd-law.com

JEFFREY M. DONOFRIO
DIRECT DIAL: (203) 239-9829

LOUIS J. DAGOSTINE
DIRECT DIAL: (203) 234-2699

JENNIFER N. COPPOLA
DIRECT DIAL: (203) 239-3642

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

November 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 October 31, 2020.

Please contact me with any questions. Thank you.

Very truly yours,


Jeffrey M. Donofrio

JMD:st

Enclosure

cc: Mario Ricozzi, RPB Chair
Mark Levine
Anthony P. Rescigno
Stephen A. Mongillo
Naomi Campbell
Richard Smith
Frank Pepe

CIULLA & DONOFRIO, LLP

127 WASHINGTON AVENUE
P. O. BOX 219
NORTH HAVEN, CONNECTICUT 06473

TELEPHONE (203) 239-9828

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

November 2, 2020

In Reference To: Office of Consumer Affairs

Invoice #22405

Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
10/5/2020	JMD	Review materials for and attend remote SCCRWA RPB Finance Committee meeting	1.33 250.00/hr	332.50
10/6/2020	JMD	Attend remote meeting of SCCRWA ExCom with RWA re billing frequency for fire protection charges	0.58 250.00/hr	145.00
10/7/2020	JMD	Meeting (remote) of RPB By Laws Committee	1.02 250.00/hr	255.00
10/8/2020	JMD	Teleconference with Larry Bingaman	0.36 250.00/hr	90.00
10/14/2020	LJD	Receipt and review email and documents relating to upcoming RPB meeting	0.25 250.00/hr	62.50
10/15/2020	LJD	Attend remote RPB meeting	0.75 250.00/hr	187.50
10/16/2020	JMD	Review 10 year model prepared by RWA	0.25 250.00/hr	62.50
10/19/2020	JMD	Attend remote meeting of RPB CAC	1.00 250.00/hr	250.00
		For professional services rendered	<u>5.54</u>	<u>\$1,385.00</u>
		Previous balance		\$2,870.00
10/26/2020		Payment - thank you		(\$2,870.00)

	<u>Amount</u>
Total payments and adjustments	(\$2,870.00)
Balance due	<u>\$1,385.00</u>

Representative Policy Board
Consumer Affairs Committee
Proposed Calendar of 2021 Regular Meeting Dates

(Meeting dates are the third Monday at 5:30 p.m. unless otherwise indicated below)

January 25*
February 22**
March 15
April 19
May 17
June 21
July 19
August 16
September 20
October 18
November 15
December 20

Moved due to:

** MLK Holiday*

***President's Day*