

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

Minutes of the December 21, 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, December 21, 2020, via remote access. Committee members present were N. Campbell, M. Levine, S. Mongillo, A. Rescigno, and R. Smith.

Also present were: Michael Horbal (RPB), D. Borowy (Authority), J. Donofrio (Office of Consumer Affairs), L. Bingaman, L. Burns, R. Kowalski, B. Nesteriak, and J. Slubowski (RPB Staff).

Chair Mongillo called the meeting to order at 5:31 p.m. He reviewed the safety moment distributed to members.

On motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the Committee approved the minutes of its November 16, 2020 meeting, as presented.

Ms. Nesteriak, RWA’s Executive Vice President and Chief Operating Officer, introduced Ms. Burns, RWA’s Director of Operations, who provided a Risk, Resiliency & Redundancy, Water Distribution Update, which included:

- System Overview
- Operating Strategy
- Near and long-term visions for risk, resiliency and redundancy
- Operations Summary

Discussion took place regarding low pressure fire flow, risk management, communications, succession planning and cross training.

Chair Mongillo commented that the 3R’s are the driving force of the organization and it would be helpful if management could provide the Representative Policy Board with this perspective as projects are presented.

Mr. Bingaman, RWA’s President and Chief Executive Officer, reported that he has had conversations with New Haven regarding an apprenticeship program and is scheduled to meet with the Executive Director in January to discuss further.

At 6:07 p.m., Mr. Bingaman and Mss. Nesteriak and Burns withdrew from the meeting.

Chair Mongillo confirmed the date of committee’s joint meeting with the Land Use Committee for the FY 2022 budget review with management on Monday, April 19, 2021 at 5:30 p.m.

Attorney Donofrio reported that he currently has no active complaints. However, he received correspondence from a customer in North Haven regarding a bill. RWA’s customer service managers took action and clarified the complaint, which turned out to be a bank error.

Attorney Donofrio is also reviewing the application for the West River Water Treatment Plant Improvements Project.

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On motion made by Ms. Campbell, seconded by Mr. Rescigno, and unanimously carried, the Committee approved the OCA's October 2020 billing (\$1,187.50).

The next regular meeting of the Committee is Monday, January 25, 2021 at 5:30 p.m.

At 6:11 p.m., the meeting adjourned.

Respectfully submitted

Stephen Mongillo, Chairman