

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

AGENDA

Regular Meeting of Monday, March 15, 2021 at 5:30 pm

The Consumer Affairs Committee will consider and act upon:

1. Safety Moment
2. Approval of Minutes – February 22, 2021 meeting
3. Liaison Program: D. Doyle
4. Report of OCA – J. Donofrio
5. Approval of OCA invoice for February 2021 for \$1,687.50
6. Next meeting – April 19, 2021 at 5:30 p.m. - Special Joint meeting with LUC to review FY 2022 Budget
7. 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 meeting will be held remotely. 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=2021&category=1435&meettype=&page=>. For questions, contact the board office at 203-401-2515.**

Topic: RPB Consumer Affairs Committee Meeting

Time: Mar 15, 2021 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 DC)

+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: 835 1866 0003

Passcode: 061071

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

SAFETY MOMENT

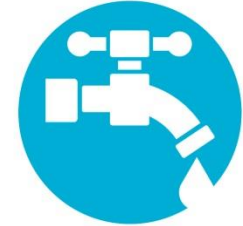
MARCH – MOLD PREVENTION

Molds are part of the natural environment. Outdoors, mold breaks down dead organic matter such as fallen leaves and dead trees, but indoors, mold spores can cause health problems such as allergic reactions, asthma attacks and irritate the eyes, nose, skin and lungs.

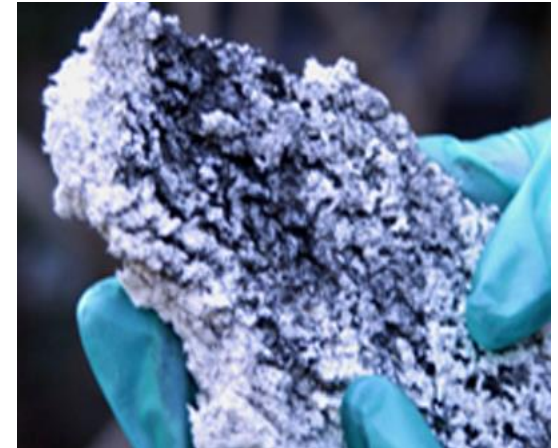
Tips to Prevent Mold:

- Repair water leaks quickly
- Clean and repair roof gutters regularly
- Keep air conditioning drip pans clean
- Keep indoor humidity low
- Wipe down condensation that collects around windows and doors.

TapInto
Safety



Regional Water Authority



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.

 Regional Water Authority

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

Minutes of the February 22, 2021 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, February 22, 2021, via remote access. Committee members present were N. Campbell, M. Levine, S. Mongillo, F. Pepe, A. Rescigno, and R. Smith.

Also present were: E. Durnin (SCSU), M. Ricozzi, R. Smith, and J. Young (RPB), A. DiSalvo (Authority), J. Donofrio (Office of Consumer Affairs), L. Bingaman, L. Gonzalez, R. Kowalski, Premjith Lakshman Singh (RWA), 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. Pepe, seconded by Ms. Campbell, and unanimously carried, the Committee approved the minutes of its January 25, 2021 meeting, as presented.

Mr. Bingaman, the RWA's President and Chief Executive Officer, introduced Ms. Durnin, Dean Emeritus of the School of Business, who provided an update on the Public Utilities Management Program (PUM) at Southern Connecticut State University (SCSU), which included:

- Program background
- Leadership Advisory Board
- Multiple Pathways
- Courses offered
- About the Students
- Mission of Program

Discussion took place regarding number of students enrolled in program, current recruitment efforts, class delivery mode, demographics and job recipients.

She stated that the PUM is offered as a concentration as part of the Business Administration program at Gateways Community College (GWCC), as a two-year program and at SCSU, as of four-year program. Students have the option of starting the program at GWCC and then continuing at SCSU if they choose. Currently, there are 9-10 students enrolled in the program primarily from southern Connecticut, which consists of 25% adult learners. Due to the pandemic, the classes are hybrid but she expects a return to normal by the fall. The school is currently looking into a full-time online program.

Ms. Durnin highlighted that in the spring of 2021 the State of Connecticut will open its first net-zero emissions building at SCSU for the School of Business and the PUM program. Also, that the PUM program recently received permanent licensure from the Board of Regents.

Ms. Durnin noted that the Employer Advisory Board is also in contact with a diverse representation of industry managers regarding job opportunities for students graduating from the program.

At 6:05 p.m., Ms. Durnin withdrew from the meeting.

Attorney Donofrio, OCA, reported on two new customer issues. He reported on a customer in Branford who had low water pressure. The customer was enrolled in the pipe safe program and the issue was resolved last week.

He was also contacted by Mr. Smith, the Representative Policy Board's Milford Representative, about a Milford resident who had a billing issue regarding a rental property owned in West Haven. Attorney Donofrio will speak with the customer this week and report the outcome at next month's committee meeting.

On motion made by Mr. Pepe, seconded by Mr. Rescigno, and unanimously carried, the Committee approved the OCA's December 2020 billing (\$2,640.00).

The next regular meeting of the Committee is Monday, March 15, 2021 at 5:30 p.m.

At 6:15 p.m., the meeting adjourned.

Respectfully submitted

Stephen Mongillo, Chairman

Community Liaison Program

Presentation to the Consumer Affairs Committee

March 15, 2021



Dan Doyle, Manager of Corporate Communications

Objectives

- Build Relationships
- Establish Regular Communications
- Improve Collaboration



Assignments

- Dan Doyle: 203-859-0782; ddoyle@rwater.com
- Kate Rayner: 203-641-1048; krayner@rwater.com
- Lori Vitagliano: 203-889-1981; lvitagliano@rwater.com

Dan Doyle	Kate Rayner	Lori Vitagliano
Ansonia	Bethany	East Haven
Branford	Cheshire	North Branford
Hamden	Derby	North Haven
Milford	Orange	West Haven
New Haven	Seymour	Woodbridge

Communication Schedule

- Biannual Meetings
- Biannual Email Updates
- Periodic Check-Ins
- Information Sharing on Municipal Websites



Questions?

Dan Doyle
Manager of Corporate Communications
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203-859-0782

CIULLA & DONOFRIO, LLP

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RECEIVED
3/5/21

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OF COUNSEL

March 3, 2021

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 through and including February 28, 2021.

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

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FEDERAL TAX I.D. 06-1465137

Invoice submitted to:
South Central Connecticut Regional Water Authority
90 Sargent Drive
New Haven, CT 06511

March 1, 2021

In Reference To: Office of Consumer Affairs

Invoice #22696

Professional Services

			<u>Hrs/Rate</u>	<u>Amount</u>
2/8/2021	JMD	RPB Finance Committee meeting (remote)	0.85 250.00/hr	212.50
2/11/2021	JMD	Revise/finalize/issue OCA's Memorandum to RPB re RWA's Application for a Project at the West River WTP	0.50 250.00/hr	125.00
	LJD	Draft email to customer regarding Willow Street (West Haven)	0.17 250.00/hr	42.50
	LJD	Receipt and review email and documents relating to consumer complaint (Willow Street, West Haven); review information relating to property in preparation for telephone call with customer	0.50 250.00/hr	125.00
2/16/2021	JMD	Review complaint by Angela Grammatico (Branford customer)	0.08 250.00/hr	20.00
	LJD	Receipt and review email from customer regarding Sunset Hill (Branford); review information relating to property; draft email to RWA	0.33 250.00/hr	82.50
2/18/2021	JMD	Prepare for hearing on Authority's Application for Approval of a Project at the West River WTP; attend remote RPB meeting and remote hearing on West River WTP Application (ADD TIME)	2.25 250.00/hr	562.50
2/19/2021	JMD	Teleconference with Mario Rizzo re Angela Grammatico complaint; Teleconference with Prem; correspondence to Mario Rizzo	0.47 250.00/hr	117.50
	LJD	Review file documents relating to consumer complaint (West Haven); draft email to Rich Smith	0.17 250.00/hr	42.50

			<u>Hrs/Rate</u>	<u>Amount</u>
2/20/2021	LJD	Exchange emails with customer regarding complaint (Willow Street; West Haven)	0.17 250.00/hr	42.50
2/22/2021	JMD	RPB CAC Meeting (remote)	0.76 250.00/hr	190.00
	LJD	Plan and prepare for conversation with customer regarding Willow Street (West Haven); telephone call to customer	0.33 250.00/hr	82.50
2/24/2021	LJD	Receipt and review voice message from customer; telephone call to customer regarding Willow Street (West Haven); telephone call to customer	0.17 250.00/hr	42.50
		For professional services rendered	<u>6.75</u>	<u>\$1,687.50</u>
		Previous balance		\$4,245.00
2/1/2021		Payment - thank you		<u>(\$1,605.00)</u>
		Total payments and adjustments		<u>(\$1,605.00)</u>
		Balance due		<u>\$4,327.50</u>