

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

Minutes of the March 15, 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, March 15, 2021, via remote access. Committee members present were N. Campbell, S. Mongillo, F. Pepe, and A. Rescigno.

Also present were: K. Curseaden (Authority), J. Donofrio (Office of Consumer Affairs), L. Bingaman, D. Doyle, L. Gonzalez, R. Kowalski, Jeanine Reckdenwald, Premjith Lakshman Singh (RWA), and J. Slubowski (RPB Staff).

Chair Mongillo called the meeting to order at 5:30 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 February 22, 2021 meeting, as presented.

Mr. Doyle, RWA’s Manager of Corporate Communications, provided an update of the RWA’s Community Liaison Program, which included:

- Objectives
- Assignments
- Communication Schedule

Mr. Doyle stated that this is a new communications program which began last fall. The next round of town meetings are expected to take place in the summer. The RWA continues to work with RPB members to partner with community towns to communicate work projects, emergencies, and upcoming events.

Discussion took place regarding how information was received, types of information provided to towns, responsiveness, South Central Regional Council of Government communications, and website sharing.

Mr. Singh stated that the program is also based on RWA’s strategic plan. Mr. Doyle is currently working on strategic projects such as a communications plan for the monthly billing project. He is reaching out to local towns to educate them about the program and making sure that the RWA is providing useful information.

At 5:55 p.m., Mr. Doyle withdrew from the meeting.

Attorney Donofrio, OCA, reported on one pending billing issue. The customer is a Milford resident who contacted the RPB Milford Representative about a billing issue he had with a rental property he owns in West Haven. Attorney Donofrio spoke with the customer and communicated the information to the RWA. He is waiting for the RWA to respond.

Ms. Gonzalez, the RWA’s Director of Service, reported that the matter is under currently being investigated by the Escalation Manager.

Attorney Donofrio will report the outcome to the committee at its next meeting.

On motion made by Mr. Pepe, seconded by Ms. Rescigno, and unanimously carried, the Committee approved the OCA’s December 2020 billing (\$1,687.50).

Representative Policy Board
Consumer Affairs Committee
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UNAPPROVED DRAFT

The next regular meeting of the Committee will be on April 19, 2021 at 5:30 p.m. The meeting will be a joint meeting with the Land Use Committee to review the RWA's FY 2022 proposed budget.

At 6:01 p.m., the meeting adjourned.

Respectfully submitted

Stephen Mongillo, Chairman