

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

Minutes of the May 17, 2021 Meeting

A meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RPB”) took place on Monday, May 17, 2021, via remote access. Committee members present were: N. Campbell, M. Levine, S. Mongillo, F. Pepe, T. Rescigno, and R. Smith.

RWA members present were: D. Bochan, L. Gonzalez, and P. Singh.

S. Sack attended from the Authority, and Jeff Donofrio, Esq., from the Office of Consumer Affairs (“OCA”).

RPB staff present: J. Slubowski.

Chairman Stephen Mongillo of the CAC, called the meeting to order at 5:30 p.m. He reviewed the Safety Moment distributed to members.

On motion made by Mr. Rescigno, seconded by Mr. Pepe, and unanimously carried, the committee voted to approve the minutes of its April 19, 2021 meeting, with Mr. Smith abstaining.

Mr. Singh, the RWA’s Chief Information Digital Officer and Vice President of Customer Care, Ms. Bochan, the RWA’s Business Transformation Director, and Ms. Gonzalez, the RWA’s Director of Service, provided a Customer Care Realignment Transformation Update, which included:

- Customer care vision & experience strategy
- RWA Current landscape and impacts on service
- Customer Journey & Roadmap
- Customer Care Roadmap – Key Activities & Milestones
- Opportunities for RWA /Customers & Potential for Self-Service Mobile Application

At 6:15 p.m., Mr. Rescigno withdrew from the meeting and Mr. Levine entered the meeting.

Discussion took place regarding purpose, goals and measures, baselines, personnel, reduced costs, implementation and resources, vulnerability, cost savings, and cost avoidance.

At 6:48 p.m., Mss. Bochan and Gonzalez withdrew from the meeting.

Atty. Donofrio reported on one consumer matter regarding a rental property in West Haven, owned by a Milford resident. He stated that the matter has been resolved to the customer’s and RWA’s satisfaction.

He also commented on his FY 2022 budget letter distributed to RPB members, which was discussed at the Finance Committee meeting earlier in the month.

Atty. Donofrio commented on the customer realignment presentation earlier and thought the discussion concerning the customer experience vs. cost was thorough.

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UNAPPROVED DRAFT

On motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA's April 2021 billing (\$3,305.00).

CAC member attendance at the June and July Authority meetings were made. Assignments for August and September will be discussed at the committee's next meeting.

The Committee's next meeting is scheduled for Monday, June 21, 2021 at 5:30 p.m.

At 7:00 p.m., on motion made by Mr. Pepe, seconded by Mr. Smith, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman