

**Representative Policy Board
South Central Connecticut Regional Water District
AGENDA**

Regular Meeting of Thursday, July 15, 2021 at 6:30 p.m.
Via Remote Access**

- I Safety Moment
- II Approval of Minutes – June 17, 2021 meeting
- III Communications
 - A. Notification of Candidacy for Authority Member
 - B. Standing Committee Appointments
 - C. RPB Reappointment Update
- IV Items for Consideration and Action
 - A. Final Decision: Authority's Application for the disposition of 95 Ives Street in Hamden
 - B. Representative Policy Board Second Quarter 2021 Compensation
- V Reports
 - A. Finance Committee
 - B. Land Use Committee
 - C. Consumer Affairs Committee
 - D. Authority/Management
- VI Customer Care Realignment: P. Singh, D. Bochan and L. Gonzalez
- VII Adjourn

******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 Regular Meeting

Time: Jul 15, 2021 06:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/87029681255?pwd=NlFkK0lxUHNoY2lrY20wdFQwOFdjQT09>

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Washington DC)

+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: 870 2968 1255

Passcode: 539115

Find your local number: <https://us02web.zoom.us/j/kc5W3s2U8>

SAFETY MOMENT

Pesticides and Food: Healthy, Sensible Food Practices

Because pesticides have many uses, we may be exposed to them in a variety of ways; through food, water, and air. You may reduce the amount of pesticides you consume by:

- Washing all fresh fruits and vegetables to remove bacteria and traces of chemicals
- Peeling fruits and vegetables to reduce dirt, bacteria, and pesticides
- Discarding outer leaves of leafy vegetables
- Trimming fat from meat and skin from poultry and fish
- Eating a variety of foods for a better mix of nutrients and to reduce likelihood of exposure to a single pesticide
- Buying organic and locally grown fruit and vegetables
- Growing your own produce
- Using non-toxic methods for controlling insects in the home and garden



**Tap Into
Safety**



Regional Water Authority

Service – Teamwork – Accountability – Respect – Safety

 Regional Water Authority

**Representative Policy Board
South Central Connecticut Regional Water District**

Minutes of June 17, 2021 Meeting

A regular meeting of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District took place on Thursday, June 17, 2021, via remote access. Chairman Ricoszi presided.

PRESENT

RPB

Ansonia	Thomas P. Clifford III
Beacon Falls	Peter Betkoski
Bethany	Brian Eitzer
Branford	Mario Ricoszi
Cheshire	Timothy Slocum
Derby	Frank Pepe
East Haven	Michelle Verderame
Guilford	Charles Havrda
Hamden	Stephen A. Mongillo
Killingworth	Jamie Mowat Young
Madison	Joseph Oslander
Milford	Richard Smith
New Haven	Naomi Campbell
North Branford	Peter DeSantis
North Haven	Anthony Rescigno
Orange	Jasper J. Jaser
Prospect	Robert E. Harvey, Jr.
Seymour	Michael H. Horbal
West Haven	T. Gregory Malloy
Woodbridge	Mark Levine
Governor’s Rep	Vincent M. Marino

Regional Water Authority

David Borowy
Kevin Curseaden
Anthony DiSalvo
Catherine LaMarr
Suzanne Sack

Management

Larry L. Bingham
Rochelle Kowalski
Beth Nesteriak
Ted Norris
Jeanine Reckdenwald
Prem Singh
John Triana

Office of Consumer Affairs

Jeffrey M. Donofrio

Murtha Cullina LLP

Bruce McDermott

3 Public Members

Staff

Jennifer Slubowski

Chair Ricoszi called the meeting to order at 6:30 p.m.

He reviewed the safety moment distributed to members.

Minutes

On motion made by Mr. Malloy, seconded by Mr. Pepe, the RPB approved the minutes of its May 20, 2021 meeting, as distributed, with 82 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Absent
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (10)	Aye	West Haven (8)	Aye
Derby (2)	Aye	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Aye	Gov. Rep. (1)	Aye

Communications

Chair Riconzi reported:

- that the FY 2022 RPB Weighted Vote Computation has been distributed to members. There is one change to Milford, which has decreased by 1 for a total of 10 weighted votes.
- Stated that members should submit their committee choice to the board office prior to the start of the July committee meetings.

Items for Consideration and Actions

Mr. Clifford, Chair of the RPB Nominating Committee, reported that the committee met twice. Due to time constraints RPB members are directed to the RWA website if they wish to review the minutes. He moved for approval of the following resolution:

RESOLVED, that the following officers are hereby elected to serve for the year July 1, 2021 through June 30, 2022, or until their respective successors are duly elected and qualified:

Chairperson:	Mario Riconzi
Vice Chairperson:	Robert E. Harvey, Jr.
Secretary:	Charles Havrda
Treasurer:	Jasper J. Jaser

Mr. Malloy seconded and the resolution. The Chair called for the vote and the RPB adopted the resolution, with 82 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Absent
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (10)	Aye	West Haven (8)	Aye
Derby (2)	Aye	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Aye	Gov. Rep. (1)	Aye

Mr. Slocum, Chair of the RPB Finance Committee, moved for approval of the following resolution:

WHEREAS, Executive Order 7W, which extended Executive Order 7S Section 6 applicable to municipalities, to quasi-municipal corporations, extending the tax deferral and the interest rate reduction program to water charges among other types charges (e.g., sewer and electric), and which Executive Order has ended; and

WHEREAS, management recommended extending the time period concerning abatement of interest (a zero interest rate) through December 31, 2020 and presented such recommendation at the Representative Policy Board ("RPB") Finance Committee meeting on June 8, 2020 and at the RPB Consumer Affairs Committee meeting on June 15, 2020; and

WHEREAS, the RPB Finance Committee and RPB Consumer Affairs Committee agreed to recommend to the full RPB, management's recommendation, and concurred that it was the right approach in light of the COVID-19 pandemic and associated economic impact; and

WHEREAS, on June 18, 2020, the full RPB approved a zero interest rate through December 31, 2020; and

WHEREAS, on December 14, 2020, the RPB Finance Committee recommended to the full RPB, management's recommendation, and concurred that it was the right approach in light of the COVID-19 pandemic and associated economic impacts; and

WHEREAS, on December 17, 2020, the full RPB approved a zero interest rate extension through March 31, 2021 and not longer than May 31, 2021; and

WHEREAS, the COVID-19 pandemic continues to have associated economic impacts and Executive Order 12 B extended the protection of public health and safety during the COVID-19 pandemic to July 20th; and

WHEREAS, on June 14, 2021, the RPB Finance Committee further recommended, to the full RPB, management's recommendation, and concurred with its recommendation.

NOW THEREFORE BE IT RESOLVED that the full RPB approves the continuation of the abatement of interest on arrears, authorizing a zero interest rate through July 20, 2021 or later, at management's discretion, if there is a further extension via Executive Order.

Ms. Mowat Young seconded the motion. The Chair called for the vote and the RPB adopted the motion with 82 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Absent
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (10)	Aye	West Haven (8)	Aye
Derby (2)	Aye	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Absent	No. Branford (8)	Aye	Gov. Rep. (1)	Aye

At 6:41 p.m., Ms. Verderame entered the meeting.

Mr. Betkoski, Chair of the RPB Land Use Committee, moved for approval of the following resolution:

WHEREAS, the South Central Connecticut Regional Water Authority ("RWA"), on May 20, 2021, filed an Application to the Representative Policy Board ("RPB") for the approval of a Non-Substantial Amendment to the Land Use Plan to create trails on Authority property at Lake Chamberlain in Bethany ("Application"); and

WHEREAS, the Land Use Committee of the RPB reviewed the Application and recommends that it be accepted as complete and considered non-substantial without a public hearing required; and

WHEREAS, the RPB concludes that the Amendment is non-substantial and the proposed action is consistent with and advances the policies and goals of the RWA, has no expected impact on the public water supply, no conflict with the existing Land Use Plan designation of "Forest" and "Recreation," and no financial impact on the Authority.

NOW, THEREFORE BE IT RESOLVED, that the RPB hereby accepts the Application as complete and approves, without a public hearing, the RWA's Application for a Non-Substantial Amendment to the Land Use Plan to create eight new trails on Authority property at Lake Chamberlain in Bethany, filed May 20, 2021, in accordance with Section 18 of Connecticut Special Act 77-98, as amended.

Mr. Eitzer seconded the motion. The Chair called for the vote and the RPB adopted the motion with 88 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Aye	Hamden (10)	Aye	Orange (3)	Absent
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (10)	Aye	West Haven (8)	Aye
Derby (2)	Aye	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Aye	No. Branford (8)	Aye	Gov. Rep. (1)	Aye

Mr. Eitzer, RPB Bethany Representative, commented that the plan looks reasonable and allows easier access for fishing.

Reports

Finance Committee – Mr. Slocum reported on the committee meeting earlier in the week. The committee received a presentation from the Alliance for Water Efficiency, received an update from management on RPB approved projects, and discussed the status of the RPB increase freeze from January 1, 2020 to December 31, 2020.

Land Use Committee – Mr. Betkoski, Chair of the Land Use Committee, reported on the Committee meeting earlier in the month. The committee met at Lake Hammonasset in Killingworth and received an overview of the Lake Hammonasset reservoir, discussed the Lake Chamberlain non-substantial application, and received Land Use updates.

At 6:55 p.m., Mr. Jaser entered the meeting.

Consumer Affairs Committee – Mr. Mongillo, Chair of the Consumer Affairs Committee, reported that the committee is scheduled to meet next week. The Committee will receive a presentation from the Alliance for Water Efficiency. All RPB members are invited to attend.

Nominating Committee – Mr. Clifford, Chair of the Nominating Committee, had nothing further to report.

Authority/Management – Mr. Borowy, Chair of the Authority, congratulated the new slate of RPB officers. He reported that at the Authority meeting earlier in the day the Authority met as the Commercial Business Committee and approved management's request to move forward with an asset purchase that will increase services offered by the RWA. He stated that due to time constraints, Mr. Curseaden, Chair of the Committee, will forward a report of the committee meeting to the full RPB.

He also reported that at the Authority meeting during the day, the Committee also met as the Strategic Planning Committee. Mr. Borowy stated that the committee reviewed the RWA's revised 2020-2025 Strategic Plan.

Mr. Borowy also noted that as of May 31, 2021 the end of year disposition is approximately \$17 million.

Mr. Bingaman, President and Chief Executive Officer, reported that as of Monday, June 14, 2021, reservoir levels are at 96%, compared to the long-term average of 90%.

Mr. Bingaman, RWA's President and Chief Executive Officer, reviewed revenues, operating and maintenance expenses as of May 2021 and stated the projected maintenance test for FY 2021 is 126%

without a shortfall, with operating and maintenance expenses at a reduced level and higher than expected revenues.

Chair Ricozzi and board members thanked Beth Nesteriak for her service and assistance during her time at the RWA.

Attorney Donofrio, Office of Consumer Affairs, had nothing to report.

At 7:00 p.m., the meeting adjourned.

Robert E. Harvey, Jr., Secretary

RPB Committee Assignments
July 1, 2021 to June 30, 2022

Finance	Land Use	Consumer Affairs
Tom Clifford	Peter Betkoski	Naomi Campbell
Charles Havrda	Peter DeSantis	Mark Levine
Jay Jaser	Brian Eitzer	Stephen Mongillo
Vin Marino	Bob Harvey	Frank Pepe
Tim Slocum	Mike Horbal	Tony Rescigno
Michelle Verderame	Mark Levine	Rich Smith
	Greg Malloy	
	Joe Oslander	
	Jamie Mowat Young	

Representative Policy Board
South Central Connecticut Regional Water District

Application for the disposition of 0.92 acres	:	
located south of Ives Street in Hamden that	:	July 15, 2021
is part of Land Unit HA 13	:	

Findings of Fact, Conclusions of Law and
Final Decision of the Representative Policy Board

A. The Applicant's Request

On March 18, 2021, the South Central Connecticut Regional Water Authority (“RWA” or the “Applicant”), through its five-member Authority, submitted an application to the Representative Policy Board (“RPB”) for approval of the disposition of 0.92 acres of improved Class I and II land located south of Ives Street in Hamden, Connecticut, that is part of Land Unit HA 13 (the “Subject Property”), conforming to any and all approvals that may be granted by the regulatory agencies of the Town of Hamden. The parcel has been subdivided from the larger tract at Ives Street and Broadway, which is approximately 10 acres and has been sized to meet Hamden’s minimum lot size for its zone. The Subject Property contains a 1-½ story house of 1,965 square feet that was built circa 1790, which has been renovated multiple times throughout the years and includes a detached garage located behind the house. The Subject Property is classified as Class I and II land and is within the Lake Whitney watershed. It is approximately 10 feet from the Mill River, which drains into Lake Whitney. The lake is over 3.4 miles from the property. The Subject Property will be subject to restrictive covenants placed upon it as noted in the language of Special Act 03-12, as amended by Section 9 of Special Act 13-20. The purchase price shall not be less than \$19,000. The application included a Preliminary Assessment by Evans Associates Environmental Consulting, Inc., dated March 9, 2020, which provided consideration of the potential impacts on specific aspects of the environment. The Preliminary Assessment concluded that there would be no impact to the public water supply by the proposed action; however, with new ownership and considering the Subject Property’s proximity to the river, watershed inspections will be increased.

B. Participants

In addition to the RWA, the district’s Office of Consumer Affairs (the “OCA”) also participated in this proceeding. The OCA is authorized by Section 15 of Special Act No. 77-98, as amended, to act as the advocate for consumer interests in all matters that may affect water customers in the district.

C. Statutory Standard

Pursuant to the legislation cited in paragraph A above, the RWA is required to obtain approval of a majority of the weighted votes of all of the members of the RPB to sell or otherwise transfer a parcel of real property of twenty acres or less, except in certain circumstances not relevant to this application. Section 18(c) of the legislation stipulates that the RPB shall not approve such a sale unless it determines, following a public hearing, that the proposed action (1) conforms to the established standards and policies of the RWA, (2) is not likely to affect the environment adversely, particularly with respect to the purity and adequacy of both present and future water supply, and (3) is in the public interest, giving due consideration, among other factors, to the financial impact of the proposed action on the customers of the authority and on the municipality in which the real property is located. In addition, Special Act 03-12, as amended by Section 9 of Special Act 13-20, provides additional safeguards for selling Class I or II land on which a single-family dwelling or barn is situated.

D. Notice and Procedures

On March 14, 2020, Governor Lamont issued Executive Order 7B concerning Protection of Public Health and Safety During COVID-19 Pandemic and Response – Further Suspension or Modification of Statutes. In accordance with Executive Order 7B, as amended, the RPB was permitted hold the hearing on the Subject Property by conference call, videoconference, or other technology remotely provided and various procedural requirements were met.

On April 15, 2021, the RPB voted unanimously to accept the application as complete and called a public hearing for Thursday, June 17, 2021 at 7:00 p.m., via remote access. The RPB designated Stephen Mongillo (Hamden) to serve as Presiding Member at the public hearing.

As required by Section 10 of Special Act No. 77-98, as amended, the RPB published in the Connecticut Post and the New Haven Register the date, time and place of the public hearing to be held by the RPB to consider the application. The date of publication was May 27, 2021. A copy of this notice was also filed in the Office of the Clerk of each city and town within the district, with the Office of the Secretary of the State of Connecticut, and on the RWA's website.

As required by Section 18(f) of Special Act No. 77-98, as amended, the RPB submitted the application, with attached Preliminary Assessment, to various state and local agencies for comment and review.

E. Public Hearing

At the public hearing on June 17, 2021, the Applicant provided sworn testimony from RWA employees Edward O. Norris III, the RWA's Vice President of Asset Management, and Mr. Triana, the RWA's Real

Estate Manager, who provided a handout and gave a presentation of the proposed disposition. Mr. Triana highlighted various aspects of the application including relevant provisions of the RWA's Enabling Legislation and Special Act 03-12, as amended by Section 9 of Special Act 13-20, deed restrictions, application overview, disposition objectives, preliminary assessment, historical information, alternatives considered, minimum sale price, location and structure, and RWA policies enumerated in the 2007 initiative, "*The Land We Need for the Water We Use*," for the disposal of Class I and II land and its use of proceeds to buy watershed property.

Members of the RPB asked questions of the Applicant with respect to demolition, environmental testing, Hamden Historical Society, conservation easement, historical value, cost savings, renovation requirements, structural damage, proximity to Mill River, and land restrictions.

The OCA found the proposed transaction described in the application to be consistent with the Land Use Plan and in the public's interest. The OCA recommended approval of the application, as noted in a memorandum dated June 9, 2021.

Three members of the public attended the public hearing. Two members were neighbors to the Subject Property and Mr. Wigren, Deputy Director of Preservation Connecticut, stated that he submitted written testimony on June 16, 2021, stating his approval of the disposition and offered his expertise to assist the RWA with its sale.

F. Analysis

After considering all of the evidence presented, the RPB believes that the proposed disposition of the Subject Property is in accordance with the RWA's Land Use Plan, would financially benefit the RWA, is in accordance with established standards and policies of the RWA, is not likely to affect the environment adversely and is in the public interest. Further, the RWA stated it has no use for the Subject Property for water supply protection or administration. Finally, the proposed disposition satisfies the legal requirements of Section 18(c) of the Enabling Legislation as well as the requirements of Special Act 03-12, as amended by Section 9 of Special Act 13-20.

G. Conclusion

We, therefore, conclude that the application for approval of the disposition of 0.92 acres of improved Class I and II land located south of Ives Street in Hamden that is part of Land Unit HA 13 be approved. Separately stated Findings of Fact and Conclusions of Law are attached hereto as Exhibit A.

Exhibit A

Representative Policy Board

South Central Connecticut Regional Water District

Application for the disposition of 0.92 acres	:	
located south of Ives Street in Hamden	:	July 15, 2021
that is part of Land Unit HA 13	:	

Findings of Fact

1. The RWA, through its five-member Authority, submitted an application to the RPB for approval of the disposition of 0.92 acres of improved Class I and II land located south of Ives Street in Hamden, Connecticut that is part of Land Unit HA 13 (the “Subject Property”), on March 18, 2021.
2. The sale of the Subject Property is in conformity with the Authority’s Land Use Plan.
3. The Subject Property is designated as Non-Water System Land.
4. The sale of the Subject Property will have no adverse impact on the public water supply.
5. The Subject Property’s current use as a single-family residence will continue.
6. Under the proposed action, the Subject Property will be sold through a public bidding process for not less than \$19,000.
7. Net proceeds of the sale will be used to finance the Authority’s long-range plan to acquire and protect watershed property, thereby ensuring the protection of the public water supply.
8. The sale of the Subject Property is consistent with the Authority’s policies enumerated in the 2007 initiative, “*The Land We Need for the Water We Use.*”
9. The OCA recommended approval of the application.

Conclusions of Law

1. The RWA's application for approval of the disposition of 0.92 acres of improved Class I and II land located south of Ives Street in Hamden, Connecticut that is part of Land Unit HA 13 (the "Subject Property"), was filed pursuant to the statutory authority set forth in Section 18 of Special Act No. 77-98, as amended.
2. Notice of the public hearing to consider the Application and to allow interested persons, including water users and property owners within the district, to be heard, was properly made pursuant to Section 10 of Special Act No. 77-98, as amended.
3. The Application, with attached Preliminary Assessment, was properly submitted to State and local agencies for comment and review, and made available for public inspection pursuant to Section 18(e) of Special Act No. 77-98, as amended.
4. The public hearing was held on June 17, 2021, via remote access, in accordance with Section 10 of Special Act No. 77-98, as amended, and in accordance with Governor Ned Lamont's Executive Order 7B, dated March 14, 2020, as amended.
5. Based upon the above Findings of Fact, the RPB concludes that the RWA's application for approval of the disposition of 0.92 acres of improved Class I and II land located south of Ives Street in Hamden, Connecticut that is part of Land Unit HA 13, meets all requirements for approval.

THE REPRESENTATIVE POLICY BOARD
OF THE
SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY
PROPOSED RESOLUTION

July 15, 2021

*(Authority's Application for the disposition of 0.92 acres of improved Class I and II land in
Hamden, Connecticut that is part of Land Unit HA 13)*

RESOLVED, that the proposed Findings of Fact, Conclusions of Law and Final Decision of the Representative Policy Board with respect to the South Central Connecticut Regional Water Authority's Application for the disposition of 0.92 acres of improved Class I and II land in Hamden, Connecticut that is part of Land Unit HA 13, a copy of which is attached to these minutes, be and hereby is, approved in the form submitted to the meeting.

REPRESENTATIVE POLICY BOARD - QUARTERLY COMPENSATION - 2021																																											
Month	April											May											June																				
Dates	12	13	14	15	15	19	20	28			10	11	12	17	18	20	25	26			9	14	15	15	17	17	21	22															
T. P. CLIFFORD III	X				XX		X	X			X					XX		X				X				XX																	
P. BETKOSKI			X		XX	X							X			XX					X					XX																	
B. EITZER			X		XX	X							X			XX										XX	X																
M. RICOZZI	X	X			XX	X	X								X	XX							X			XX	X																
T. SLOCUM	X				XX		X				X		X			XX	X					X				XX																	
F. PEPE					XX	X							X			XX										XX	X																
M. VERDERAME	X				XX		X	X			X					XX		X					X			XX																	
C. HAVRDA	X			X	XX	X	X				X					XX						X				XX	X																
S. A. MONGILLO					XX	X		X					X			XX		X								XX	X																
JAMIE MOWAT YOUNG			X		XX	X							X			XX	X				X					XX	X																
J. A. OSLANDER			X		XX	X		X					X			XX		X			X					XX	X																
R. SMITH					XX								X			XX										XX	X																
N. CAMPBELL					XX	X							X			XX										XX	X																
PETER DESANTIS			X		XX	X						X	X			XX	X				X					XX		X															
A. P. RESCIGNO					XX	X							X			XX										XX		X															
J. J. JASER	X				XX		X				X					XX						X				XX																	
R. HARVEY			X		XX	X							X			XX					X					XX																	
M. HORBAL			X		XX	X							X			XX					X					XX																	
T. G. MALLOY			X		XX		X	X					X			XX		X			X																						

Customer Care Realignment & Transformation

**RPB Meeting
July 2021**

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01 RWA Customer Care Vision

**Make every customer interaction simple, responsive, and consistently high quality.
Enable customer service to deliver more digital experiences and self service options.**

- Best **Value** for environmental services and a brand *customers can Trust*
- Making it **Easier** for customers to contact RWA as and when they want to
- Improving **Speed** and **Quality** of response resulting in improved customer service levels
- Innovative **Customer Engagement** on key product/services to reflect what matter to them
- Enhance customer **Self-Service** functionality to enable customer choice with multi-channel options
- **Monitor, Measure** and Digitize most important **Customer Journeys**
- Better use of Social Media data & transactional surveys to *respond to customers Effectively*
- Deliver **Proactive** customer-focused service through robust processes and increased revenue
- Build a **Resilient** resource model allowing the organization to deliver in an **Efficient & Cost Effective** manner

RWA Current Landscape

~150k
transactions

Voice, Mail
Email, Fax, Web

High Manual Effort, Little Automation/AI or Technology

Recently Reorganized to focus on Operational Efficiency and Customer Experience

- 8 in-house contact center personnel (plus 2 vacancies)
- 8 back office customer service operations personnel
- Customer Experience Manager role newly created

Front Office & Back Office Functions

- Hours of Operation 8 a.m. to 5 p.m. (Mon-Fri)
- Language support services for non-English speaking customers
- Supporting over 100k inbound calls per year
 - Average Speed of Answer <70 seconds
 - Abandonment Rate < 5%
 - First Call Resolution Metric in development

Collections and Billing

- High bill resolution, billing exception processing, payment processing
- Collections Master Plan in place
- Lien process was streamlined and resulted in the placement of 237 liens with a value of \$955k
- Top 100 Delinquent AR review process resulted \$950k of recoveries since October 2020

Services Provided to 225K+ Customers

- Water Services (116K+); Market Offerings (105K+); Recreation (~5K), Lab Services (~150), Fleet (~1K)
- Processing over 6,000 property closings per year
- Field Service Appointment scheduling: Meter Exchanges; AMI installations, Seasonal meters, Leaks
- CBYD; ask.info; Social media
- E-billing 28% adoption rate with a best in class 42% goal by 2025; 400 customers targeted in March e-billing promotion

Contact Center System Landscape

Current Technologies

- SAP CIS, Avaya, Nuance, Nice, Redbox, Smartsheet, IVR
- SAP uPerform knowledge management system

Opportunities

- Lack of Omni channel capability, Remote agent
- Lack of modern technologies such as ChatBots etc.
- Low self serve penetration levels

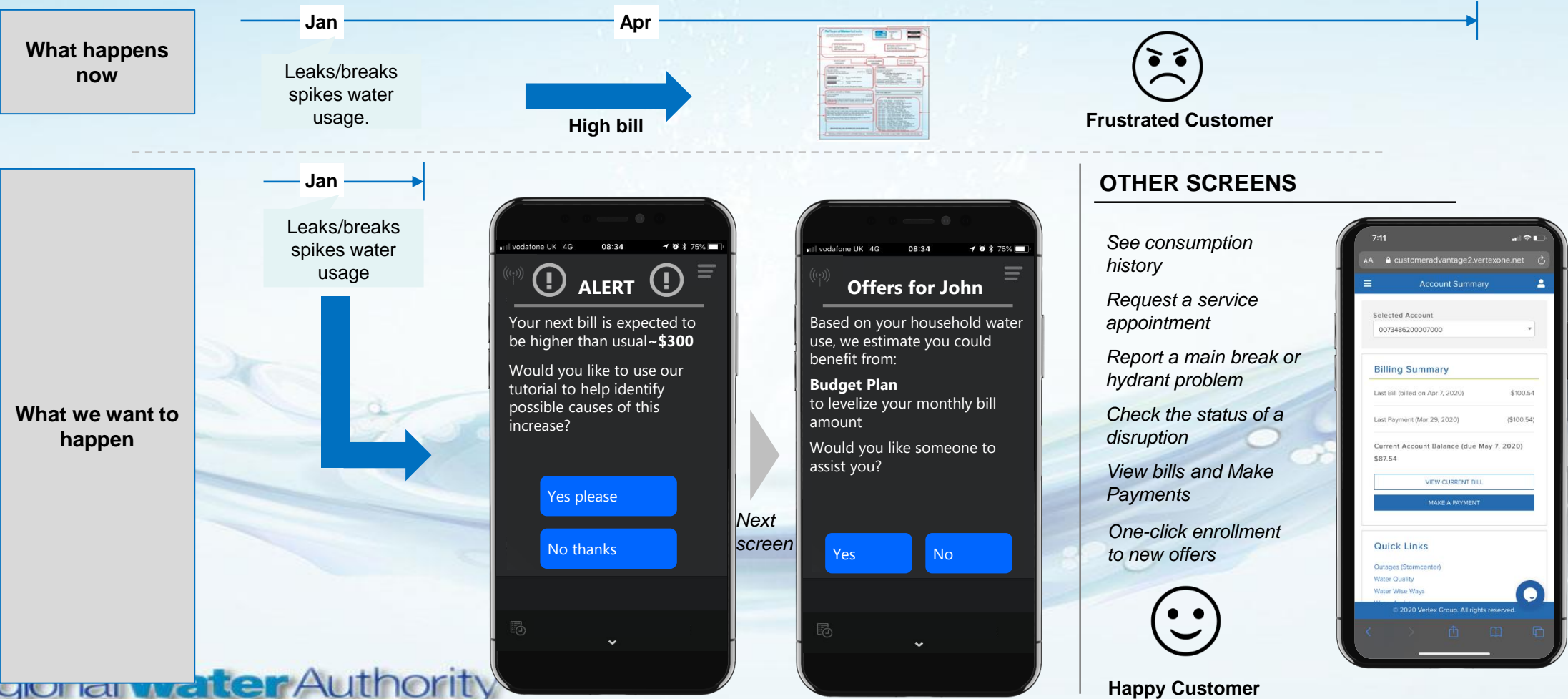
Customer Journey

What do our customers want today? What will they value (pay for) in the future?
(Value proposition by customer segment)

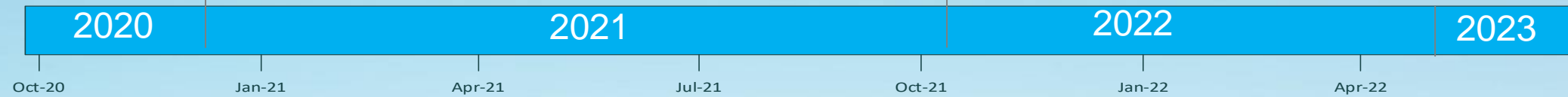
An example customer circumstance & journey

Residential customer in New Haven, cold January spikes water usage, 3 months from today in April this customer will receive a bill that is an order of magnitude higher than before to a degree that may even put pressure on ability to pay bills.

RWA customer experience with High Bill...



Customer Care Roadmap – Key Activities & Milestones



Bill Presentment/Print

Launch Redesigned Bill
Print/Mail
Outsourcing

Oct '20 – Apr '21



Go-Live (April)

Customer Portal & Non-Core Solution

Release 1: Customer Portal

Customer Portal
Link with RWater.com

Oct '20 – Jan '21

Jan '21 – May '21



Release 1: Portal Go-Live (May)

Release 2A: SAP Non-Core Solution

New Product Structure
Price Promo/Bundling
New Product Offerings

Oct '20 – Mar '21

Mar '21 – Aug '21



Release 2A: Non-Core Go-Live (September)

Release 2B: SAP Non-Core Solution / Mobile App

Enhanced Customer Portal
Mobile App
Communication Advantage
Document Advantage
Product Advantage

Oct '20 – May '21

June '21 – Dec '21



Release 2B: Enhanced Portal Go Live (December)

Monthly Billing Conversion

Portion/Route Design
Billing and Dunning Process Changes
Conversion Execution

Oct '20 – May '21

June '21 - Nov '21

~2 mo.
Buffer



Go-live Jan '22

CIS Roadmap

RFP
RPB Application*
Project Execution

Jun '21 – March '22

RPB Application
~Fall 2021*

May '22 - Jun '23



Go-live
(Jul '23)

*Tentative