

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

AGENDA

Regular Meeting of Monday, July 19, 2021 at 5:30 pm

1. Safety Moment
2. Approval of Minutes – June 21, 2021 meeting
3. 2025 Strategic Plan/Objectives – P. Singh
4. Consumer Affairs Committee report of OCA – J. Donofrio
5. Approval of OCA invoice for June 2021 for \$1,397.50
6. Volunteer to attend Authority meeting on August 20, 2021
 - a. August 19, 2021 – Mark Levine
 - b. September 16, 2021 – TBD
7. Elect Committee Chair 2021-2022
8. Next meeting of Consumer Affairs Committee – August 16, 2021 at 5:30 p.m.
9. 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 CAC Meeting

Time: Jul 19, 2021 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/88149829722?pwd=Q2Jkc1RnSzlSa3JuSmJJeWhsOVowQT09>

Dial by your location

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+1 646 876 9923 US (New York)

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+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 881 4982 9722

Passcode: 355449

Find your local number: <https://us02web.zoom.us/j/88149829722>

SAFETY MOMENT

Bicycle Safety

Bicycling is one of the best ways to get exercise, see the sights and reduce your carbon footprint. However, bicyclists face a host of hazards. They often must share the road with vehicles, and injuries can happen, even on a designated path. How can you stay safe:

- Inspect your bike prior to riding
- Wear a helmet
- Get acquainted with traffic laws; bicyclists must follow the same rules as motorists
- Ride single-file in the direction of traffic
- Remain alert; watch for opening car doors and other hazards
- Use hand signals and take extra care at intersections
- Never hitch onto cars



Tap Into
Safety



Regional Water Authority

Service – Teamwork – Accountability – Respect – Safety

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

Minutes of the June 21, 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, June 21, 2021, via remote access. Committee members present were: N. Campbell, M. Levine, S. Mongillo, F. Pepe and R. Smith.

RPB members present: M. Ricozzi, RPB Chair, C. Havrda, B. Eitzer, G. Malloy, J. Oslander, and J. Mowat Young

RWA members present: L. Bingaman, L. Gonzalez, R. Kowalski and P. Singh

FMA members present: A. DiSalvo and C. LaMarr

Alliance for Water Efficiency: M. Dickinson

Office of Consumer Affairs: Jeff Donofrio, Esq. (“OCA”)

RPB staff: J. Slubowski

Chairman 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 voted to approve the minutes of its May 17, 2021 meeting.

Ms. Dickinson, Technical Advisor for the Alliance for Water Efficiency (“AFWE”), provided a presentation on the AFWE’s water conservation program, developed to assist utilities experiencing increasing costs as a result of declining demand, which included:

- Revenue stability
- Consumer Price Index trends
- Water flow and flow of economic logic
- Conservation tracking tool
- Key concepts and problems
- Financing
- Building an efficiency-oriented rate structure
- Rate Model for forecasting sales
- Affordability and drought pricing
- Communications
- Public engagement

Discussion took place regarding average rate increase for similar utilities, supply and demand, state drivers, affordability, customer growth, assessment fees, and penalties.

The OCA stated the importance of conservation and RWA’s interest compared to other water utilities and processes designed to mitigate rate increases.

At 6:35 p.m., Mss. Dickinson, Gonzalez, Young and Messrs. Bingaman, Eitzer, Malloy, and Oslander withdrew from the meeting.

Atty. Donofrio reported no pending complaints. He also noted that he attended the public hearing for the disposition of Ives Street in Hamden last week.

On motion made by Ms. Campbell, seconded by Mr. Ricoszi, and unanimously carried, the Committee approved the OCA's May 2021 billing (\$1,165.00).

Chair Mongillo stated that next month's CAC meeting will include the election of Committee Chair. Interested candidates should contact him to discuss.

CAC member attendance at the Authority's September meeting was made. The assignment for August will be discussed at the committee's next meeting.

The Committee's next meeting is scheduled for Monday, July 19, 2021 at 5:30 p.m.

At 6:38 p.m., on motion made by Mr. Ricoszi, seconded by Ms. Campbell, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman

Consumer Affairs Committee Presentation

July 19, 2021



Five Year Strategic Plan

Fiscal Years 2020-2025

Updated June 2021



Agenda

- Safety Moment
- 2050 Blue Sky & 2025 Strategic Plan Refresh
- 2020-2025 Strategic Plan
- FY2022 Action Plan & Global Metrics

The Journey

- Megatrend Exercise
- 2025 Strategic Plan Refresh
 - Reviewed each goal
 - Objectives and Targets
 - Refined direction and focus



Rise of
Technology

Forced Agility

Telecommuting
as a Norm

Greater
Government
Involvement

Financial
Integrity
Threats

Generational
Changes for
Customers

Generational
Changes for
Employees

Greater Focus
on Clean, Safe
Water for All

2020-2025 Strategic Plan

PERSPECTIVE	SUMMARY OF FIVE-YEAR STRATEGIES
Customers/Constituents	<ul style="list-style-type: none">• Improve customer satisfaction• Utilize technology to enhance the customer experience• Increase constituent support of the RWA
Employee Learning & Growth	<ul style="list-style-type: none">• Advance workforce safety• Develop employees by improving knowledge, skills and abilities• Foster a diverse, inclusive and engaged workforce
Financial	<ul style="list-style-type: none">• Expand commercial revenue sources to mitigate rate increases• Improve the financial operating performance of the RWA• Strengthen pension and retirement funding
Internal Business Process	<ul style="list-style-type: none">• Effectively manage and maintain our core business• Sustainably manage our natural resources to deliver reliable, safe water• Embrace innovation and new technology

2020-2025 Strategic Plan

PERSPECTIVE			SUMMARY OF FIVE-YEAR GOAL AREAS		
Customers/Constituents			<ul style="list-style-type: none">• Customer satisfaction• Customer transactions• First-contact resolution• Self service		
Employee Learning & Growth			<ul style="list-style-type: none">• Safety• Succession planning• Professional development		
Financial			<ul style="list-style-type: none">• Commercial enterprises• Fiscal efficiency• Capital efficiency		
Internal Business Process			<ul style="list-style-type: none">• 3Rs (Risk, Resiliency, Redundancy)• Asset management• Water quality• Unaccounted for water		

Fiscal 2022 Global Metrics

GLOBAL METRIC	FY22 TARGET	DESCRIPTION
E-Bill Participation Rate	30%	Increase the number of residential, commercial and industrial customers who receive their RWA bill electronically.
Safety	0 Preventable Injuries	Achieve zero preventable injuries and lead safety initiatives to promote a culture of prevention.
Capital Planning Management	5%	Unplanned capital expenditures will represent no more than 5% of the FY22 capital budget.
Disinfection By-Products	90%	Maintain 100% compliance with drinking water standards by ensuring that 90% of disinfection by-product tests are at least 10% below maximum drinking water thresholds
Process Improvement	4 Improvements	Implement four process improvements to achieve efficiencies.
Coverage	114% No Shortfall	Meet 114% coverage without a draw from discretionary funds.
Commercial Enterprise Growth	2 Acquisitions	Acquire two profitable acquisitions to contribute to mitigating rates.
Capital Budget Management	96%	Ensure that at least 96% of the FY22 capital budget is put to work efficiently for the benefit of our customers.

Discussion/Questions