

**South Central Connecticut Regional Water Authority**  
Via Remote Access\*\*

**AGENDA**

**Regular Meeting of Thursday, November 18, 2021 at 12:30 p.m.**

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- A. Safety Moment
- B. Environmental, Health & Safety Committee: K. Curseaden
  - 1. Approve minutes – August 19, 2021 meeting
  - 2. Health and Safety Initiatives Update: A. Schenkle
  - 3. 2022 Legislative Session Outlook: L. Vitagliano
- C. Consent Agenda
  - 1. Approve minutes – October 21, 2021 meeting
  - 2. Capital Budget Authorization - December 2021
  - 3. Capital Budget Transfer Notifications (no action required) – December 2021
  - 4. Monthly Financial Report – October 2021
  - 5. Accounts Receivable Update – October 2021
  - 6. Adopt schedule of Calendar Year 2022 regular board and committee meetings
- D. Finance: R. Kowalski
  - 1. Fiscal Year 2023 Budget Schedule
  - 2. Consider and act on the Preliminary Official Statement & Supplemental Resolutions for the 36<sup>th</sup> Series Bonds & Refunding Bonds
- E. Reports on RPB Committee Meetings
- F. Strategic Planning Committee: D. Borowy
  - 1. Approve minutes – August 19, 2021 meeting
  - 2. Internal Business Process Improvements Update: P. Singh
- G. Act on matters arising from Committee meetings
- H. Consider and act on resolution pertaining to subsidiary companies of RWA Commercial Enterprises, LLC: R. Kowalski
- I. Updates: L. Bingaman
  - 1. COVID Update: J. Reckdenwald
  - 2. \*Board Letter Highlights – Including Possible Executive Session: L. Bingaman

<p><b>**</b> Members of the public may attend the meeting via conference call. For information on attending the meeting and to view meeting documents, please visit <a href="https://www.rwater.com/about-us/our-boards/board-meetings-minutes?year=2021&amp;category=1422&amp;meettype=&amp;page=">https://www.rwater.com/about-us/our-boards/board-meetings-minutes?year=2021&amp;category=1422&amp;meettype=&amp;page=</a>. For questions, contact the board office at <a href="mailto:jslubowski@rwater.com">jslubowski@rwater.com</a> or call 203-401-2515.</p>
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*\*RPB member (J. Oslander) will be excused at Item I.2*

**Topic: Authority Regular Meeting** (including Strategic Planning Committee)

Time: Nov 18, 2021 12:30 PM Eastern Time (US and Canada)

Join Meeting (*via conference call*)

Dial by your location

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Meeting ID: 826 0502 5028

Passcode: 205516

For more information, please contact the board office at 203-401-2515 or by email at [jslubowski@rwater.com](mailto:jslubowski@rwater.com)

**South Central Connecticut Regional Water Authority  
Strategic Planning Committee**

**Minutes of the August 19, 2021 Meeting**

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, August 19, 2021, via remote access. Chair Borowy presided.

Present: Committee Members Present– Messrs. Borowy, Curseaden, DiSalvo and Ms. LaMarr  
Management – Mss. Kowalski and Reckdenwald and Messrs. Bingaman, Courchaine, Norris, and Singh  
Staff – Mrs. Slubowski

The Chair called the meeting to order at 2:52 p.m.

On motion made by Mr. DiSalvo, seconded by Ms. LaMarr, and unanimously carried, the Strategic Planning Committee voted to approve the minutes of its June 17, 2021 meeting.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Absent

Chair Borowy reported the FY 2021 Authority Self-Assessment results with committee members. He stated that after reviewing the results, the Authority is on-target and is as good or better than in the past; however, there were some items the Authority should continue to monitor.

He reported that he has been working with RWA management on a list of special topics for future discussions. Mr. Borowy asked committee members to review the self-assessment form for updates and changes for future surveys.

At 3:03 p.m., on motion made by Mr. Curseaden, seconded by Ms. LaMarr, and unanimously carried the committee voted to go into executive session to discuss personnel matters. Present in executive session were committee members, Messrs. Bingaman, Courchaine, Norris, Singh and Mss. Kowalski, Reckdenwald and Slubowski.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Absent

At 3:35 p.m., on motion made by Ms. LaMarr, seconded by Mr. Curseaden, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Absent

South Central Connecticut Regional Water Authority  
Strategic Planning Committee  
August 19, 2021

**UNAPPROVED DRAFT**

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David Borowy, Chairman

# Internal Business Process Improvements Update

November 2021

# Executive Summary

- FY22 Key Performance Indicators are tracked quarterly and are on target.
- Internal Business Process Improvements with an emphasis on customer and employee experience are continued to be delivered.
- Critical Project initiatives for commercial business, Customer portal/Mobile app deployment and Monthly Billing are being executed as planned.

## FY22 Key Performance Indicators (KPI)

KPI	FY22 Target	Description	Perspective
<b>Electronic Bill Delivery</b>	30% Participation Rate	Increase the number of residential, commercial and industrial customers who receive their RWA bill electronically.	Customer/Constituents
<b>Safety</b>	0 Preventable Injuries	Achieve zero preventable injuries and lead safety initiatives to promote a culture of prevention.	Employee Learning & Growth
<b>Capital Planning Management</b>	≤5% of Capital Budget	Unplanned capital expenditures will represent no more than 5% of the FY22 capital budget.	Internal Business Process
Water System Needs	Review 5 Existing & Develop 3 New EPGs	Review five existing Effective Practice Guidelines (EPG) for efficacy and develop three new EPGs to maintain top performance of business practices.	Internal Business Process
<b>Disinfection By-products</b>	100% Compliance	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.	Internal Business Process
<b>Process Improvement</b>	4 Process Improvements	Implement four process improvements to achieve efficiencies.	Internal Business Process
Cybersecurity	4 Cybersecurity Improvements	Complete external cybersecurity SCADA assessment and implement all four critical recommendations for improvement.	Internal Business Process
<b>Coverage</b>	114% Coverage	Meet 114% coverage without a draw from discretionary funds.	Financial
<b>Commercial Enterprises Growth</b>	\$6.0 Million in EBITDA	Achieve commercial businesses EBITDA of \$6.0M in FY22 to support overall target of \$9.2M for FY25.	Financial
<b>Capital Budget Management</b>	96% of FY22 Capital Budget	Ensure that at least 96% of the FY22 capital budget is put to work efficiently for the benefit of our customers.	Financial

# Internal Business Process improvements

## Accomplishments – Customer experience

- ✓ Continuous Consumption proactive Alerts(Outbound auto calls, emails and letters)
- ✓ Customer Escalation Dashboard(Baseline for first contact resolution in FY23 )

## In Progress

- Transactional survey Launch – Feb 21
- AMI remote shuts – prototype – End of FY21
- Flushing Innovations: NoDes process

## Accomplishments – Employee experience

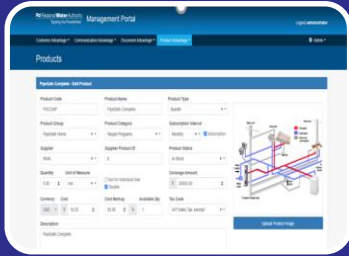
- ✓ Remote Telecommute policy
- ✓ Records retention initiative complete for Technology, Customer care and Finance in progress.

## In Progress

- Capital Planning & Budgeting improvements
- eRequisition as part of Central procurement initiative.
- Employee OnBoarding/Offboarding improvements: simplified tracking and workflow automations



# Critical Customer Project/Initiatives Highlights



Commercial Business Launch – Nov Go-Live – On Target  
PipeSafe (flexible bundling options) – Nov 15th  
WellSafe Soft Launch – Nov 29th



Customer Portal / Mobile App – Dec Launch – On Target



Monthly Billing – Jan Go Live – On Target

# Questions

