

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

Minutes of the November 18, 2021 Meeting

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, November 18, 2021, via remote access. Chair Borowy presided.

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

The Chair called the meeting to order at 1:30 p.m.

On motion made by Ms. Sack, seconded by Ms. LaMarr, and unanimously carried, the committee approved the minutes of its August 19, 2021 meeting.

Mr. Bingaman, the RWA’s President and Chief Executive Officer, provided an executive summary of key items of the internal business process improvements presentation. He also provided a high-level review of Key Performance Indicators (KPIs) and reported on two new KPIs, which included water system needs and cybersecurity.

Mr. Singh, RWA’s Chief Information Digital Officer and Vice President of Customer Care, provided an internal business process improvements update, which included improvements to the customer and employee experience and highlights of critical customer projects/initiatives, including the commercial billing project launch.

At 1:53 p.m., on motion made by Mr. Curseaden, seconded by Ms. LaMarr, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

David Borowy, Chairman