

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

AGENDA

Regular Meeting of Monday, December 20, 2021 at 5:30 pm

1. Safety Moment
2. Approval of Minutes – November 15, 2021 meeting
3. Customer Care Improvements and CIS Timeline: Dana Bochan and Laura Gonzalez
4. Confirm date for joint committee meeting to review the proposed FY 2023 budget – Monday, April 18, 2022 at 5:30 p.m. (Regular meeting for CAC/Special meeting for LUC)
5. Report of OCA – J. Donofrio
6. Approval of OCA Invoice for November 2021 for \$850.00
7. Next regular meeting – Monday, January 24, 2022 at 5:30 p.m.
8. New Business
9. Adjourn

****Members of the public may attend the meeting via remote access. For information on attending the meeting 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: Consumer Affairs Committee Meeting

Time: Dec 20, 2021 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting (*via conference call*)

Dial by your location

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Meeting ID: 873 6323 2830

Passcode: 115322

Contact the board office with any questions at 203-401-2515 or by email at jslubowski@rwater.com

SAFETY MOMENT

PROTECTING THE ENVIRONMENT IN WINTER WEATHER

As snow and ice accumulate it becomes contaminated with salt, litter, dirt, and other pollutants. During the spring thaw those pollutants are washed away and can clog storm drains and contaminate waterways. The emissions from idling car engines, gas-fueled equipment like snow blowers, and wood-burning fires can negatively impact air quality and harm human health.

WHAT YOU CAN DO

- Do your best to remove snow before it becomes compacted.
- Look for eco-friendly and pet-safe ice melt for a safer alternative.
- Use battery, electric, or hybrid-powered snow blowers.
- Minimize how many wood-burning fires you make this winter or switch to gas or electric fireplaces.

Service – Teamwork – Accountability – Respect – Safety

Tap Into
Safety



Regional Water Authority



 Regional Water Authority

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

Minutes of the November 15, 2021 Meeting

The regular 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, November 15, 2021, via remote access. Committee members present: N. Campbell, M. Levine, S. Mongillo, and F. Pepe.

RPB members present: R. Harvey and P. DeSantis

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

FMA member present: K. Curseaden

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

RPB staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:40 p.m. He reviewed the Safety Moment distributed to members.

Chair Mongillo stated that it would be appropriate to reorder the agenda to receive the presentation of the Ten-Year Model (“Model”) before committee business, as a quorum was not yet present.

Mr. Bingaman, the RWA’s President and Chief Executive Officer provided introductory remarks on the presentation of the Model. He stated that the presentation would include an overview of the base case model, the target model, opportunities and vulnerabilities, scenarios and sensitivities, and next steps. Mr. Bingaman noted that the Model was developed using the projected capital program and the target Model included steps to mitigate future rate increases. The capital program used in the Model includes updates associated with water treatment plant upgrades and dam upgrades.

At 5:44 p.m., Mr. Pepe entered the meeting.

Ms. Kowalski, RWA’s Vice President of Financial Reporting and Analysis, presented the RWA’s budget forecasting and ten-year rate modeling to the committee. Ms. Kowalski reviewed key differences between the base case financial Model and the target Model, which included:

- Key assumptions and takeaways
- Issuance test summary results
- Components of rate increases
- Capital planning update
- Leverage trends

Ms. Kowalski also reviewed opportunities and vulnerabilities and additional alternative scenarios. Next steps included the focus and execution of the RWA’s Strategic Plan, preparing for the FY 2023 budget process, monitoring the FY 2023 budget versus the rate application and Model assumptions, and continued communications with stakeholders.

Discussion took place regarding grant opportunities, loans, DWSRF project funding, infrastructure bill, future challenges, and financial forecasting.

Chair Mongillo thanked management for the review of the Model.

On motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the committee voted to approve the minutes of its October 18, 2021 meeting, as presented.

At 6:40 p.m., Messrs. Harvey and DeSantis withdrew from the meeting.

Atty. Donofrio, OCA, reported that there are no consumer issues pending. He commented on questions raised after the presentation of the Model. He stated that his review of rate applications included looking at the overall picture, how rates fit into the long-term plan, a review of the capital program, and a review of business case analyses.

On motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA's October 2021 billing (\$1,200.00).

The committee reviewed and discussed its proposed 2022 Calendar Year regular meeting dates. On motion made by Mr. Levine, seconded by Mr. Pepe, and unanimously carried, the committee voted to approve the FY 2022 regular meeting dates, as presented.

The next meeting of the Consumer Affairs Committee is Monday, December 20, 2021 at 5:30 p.m.

At 6:47 p.m., on motion made by Mr. Pepe, seconded by Ms. Campbell, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman

Customer Care Improvements Update

Consumer affairs Committee

December 2021

Agenda

- Continuous consumption notification Update
- Customer Escalations Dashboard
- Critical Customer Project/Initiatives Highlights
- CIS RFP Update

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

Continuous consumption notification Update

- Continuous Consumption Alerts: Process, Frequency, and Channel.
 - ✓ Rules and Regulations were updated and approved
 - ✓ 1,170 Letters have generated beginning 10/19
 - ✓ 958 Outbound auto calls were launched

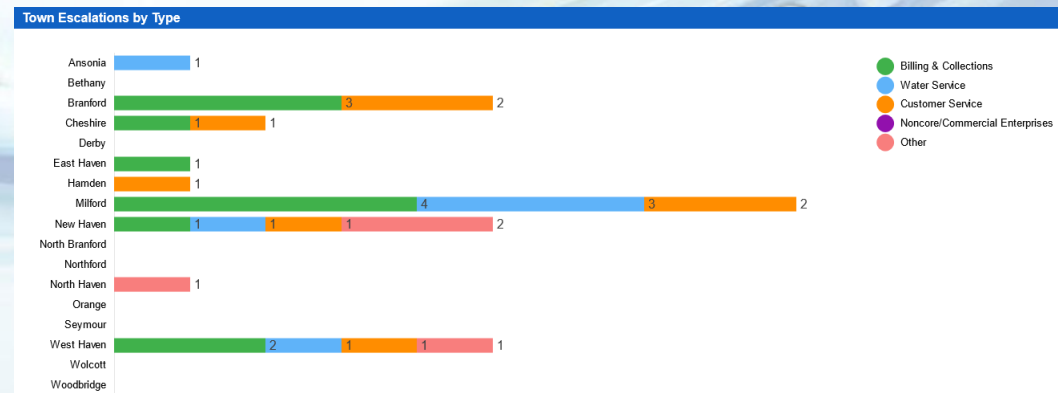
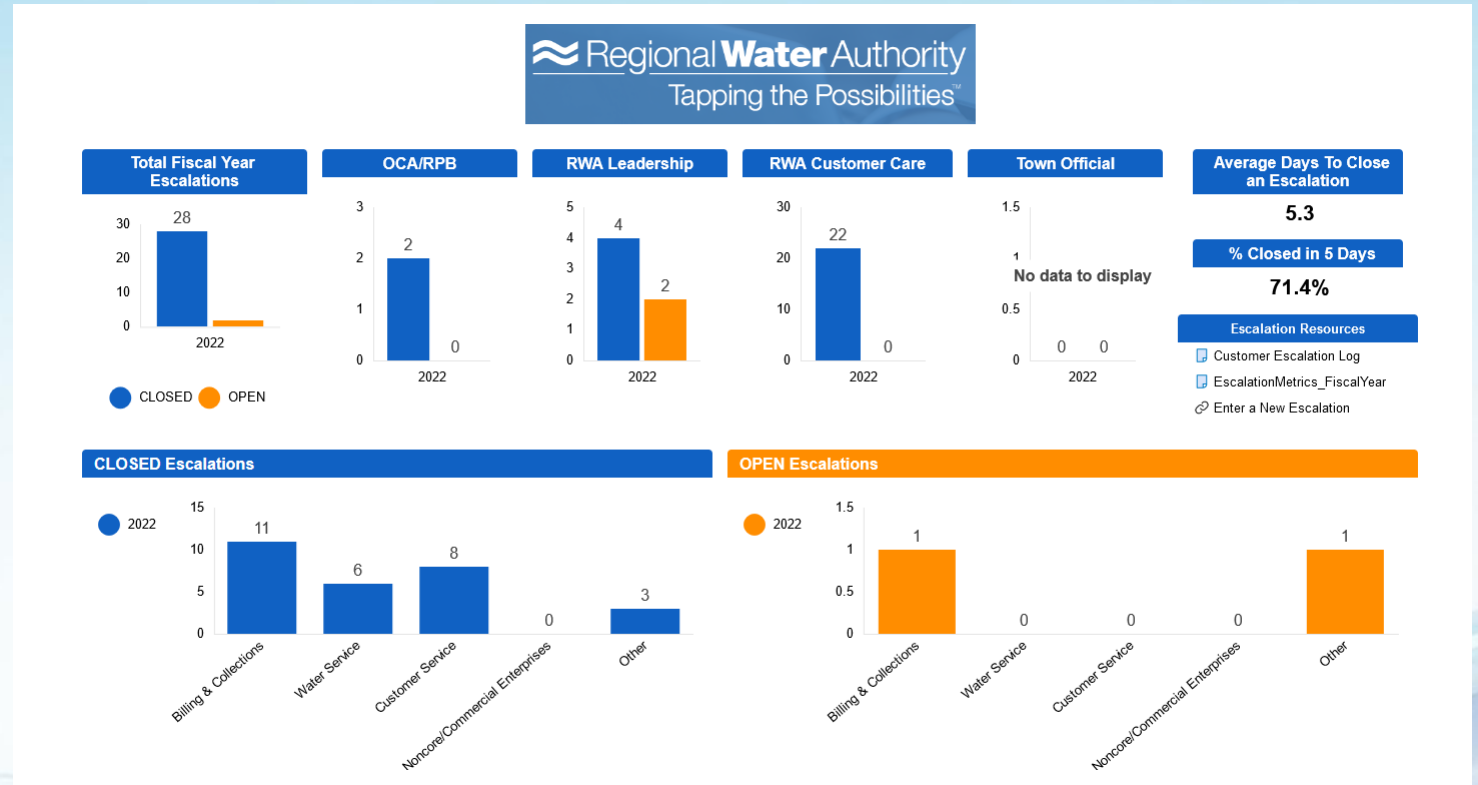
Customer Escalation Dashboard

The Customer Experience Manager tracks and resolves these escalations.

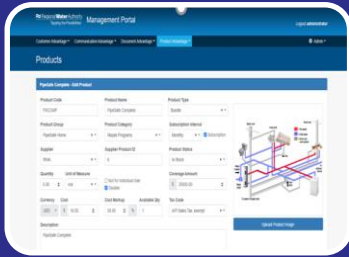
- Escalations will be tracked by type as well as by the source of the escalation
- Escalations will be tracked by the status and the average # of day to resolve (the goal is 5 business days)
- Escalations will be tracked by town and type

This dashboard will help us better understand the volume and the why but may also identify training needs or process enhancements that will improve the customer experience.

FY22 will be the baseline for establishing a future KPI on customer escalations



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

CIS RFP Update

Accomplishments

- Completed and sent RFP 9/23/2021
- Discovery Sessions Completed 10/11/2021
- Shortlist Vendors Notified 12/10/2021

Risks & Issues

None

Current Activities

- Finalize core selection team
- Legal review of Technology Master Service Agreement

Next Steps

- Complete response scoring template
- Demos 1/10/2022
- RPB Application in February

Questions

