

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

AGENDA

Regular Meeting of Monday, January 24, 2022 at 5:30 pm

1. Safety Moment
2. Approval of Minutes – December 20, 2021 meeting
3. Billed Consumption Update: R. Kowalski
4. Report of OCA – J. Donofrio
5. Approval of OCA Invoice for December 2021 for \$1,017.40
6. Approval of OCA Budget for 2023
7. Next regular meeting – Monday, February 28, 2022 at 5:30 p.m.
8. New Business
9. Adjourn

<p>**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=2022&category=1435&meettype=1461&page=. For questions, contact the board office at 203-401-2515.</p>
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Topic: RPB Consumer Affairs Committee meeting

Time: Jan 24, 2022 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting (*via conference call*)

Dial by your location

+1 646 876 9923 US (New York)

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Meeting ID: 889 3336 7131

Passcode: 788802

For questions contact the board office at 203-401-2515 or by email at jslubowski@rwater.com

SAFETY MOMENT

IMPROVING INDOOR AIR QUALITY DURING THE WINTER MONTHS

The cold season is one of the worst times of the year for indoor air quality, either at home or work. People huddle inside tightly-sealed buildings and trade ventilation for heating. This traps pollutants and moisture in, which is a recipe for bad air.

WHAT MAKES IT WORSE?

- Inadequate ventilation
- Smoke from fireplaces
- Over-humidifying
- Prolonged presence indoors

WHAT TO DO?

- Periodically open a window for 10 to 15 minutes to keep indoor air clean.
- Change furnace and air filters as needed and clean air ducts often.
- Safely store toxic chemicals outdoors.

Service – Teamwork – Accountability – Respect – Safety

**TapInto
Safety**



Regional Water Authority



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

Minutes of the December 20, 2021 Meeting

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RWB”) took place on Monday, December 20, 2021, via remote access. Committee members present: S. Mongillo, N. Campbell, M. Levine, F. Pepe, A. Rescigno and R. Smith.

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

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

RPB Staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:34 p.m. He reviewed the Safety Moment distributed to members.

On motion made by Mr. Rescigno, seconded by Mr. Smith, the committee voted to approve the minutes of its November 15, 2021 meeting, as presented.

At 5:39 p.m., Ms. Campbell entered the meeting.

At 5:51 p.m., Mr. Pepe entered the meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer and Vice President of Customer Care, Ms. Gonzalez, the RWA’s Director of Service, and Ms. Bochan, the RWA’s Business Transformation Director, provided a presentation of Customer Care Improvements and CIS timeline, which included:

- Continuous consumption notification update
- Customer escalations dashboard
- Critical customer project/initiatives highlights
- CIS RFP Update

Discussion ensued regarding the RWA’s newly launched well safe program and CIS timeline.

At 6:40 p.m., Mr. Bingaman and Ms. Bochan withdrew from the meeting.

Atty. Donofrio, OCA, reported no pending consumer issues. He commented on an escalation raised regarding work done in North Haven. The customer and the RWA reached an agreement and the customer signed a release. The matter has not been referred to the OCA.

On motion made by Ms. Campbell, seconded by Mr. Smith, and unanimously carried, the Committee approved the OCA’s November 2021 billing (\$850.00).

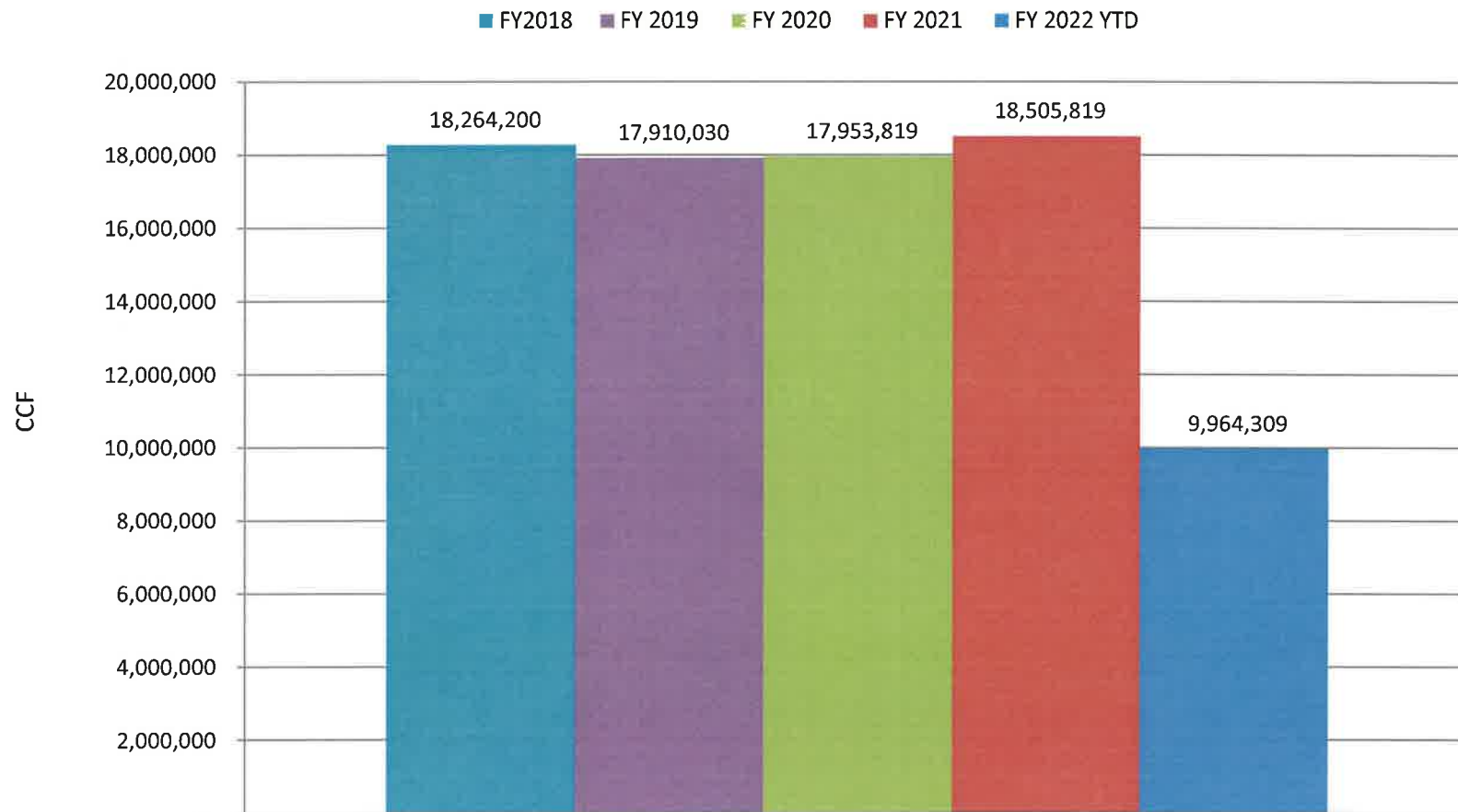
The next meeting of the Consumer Affairs Committee is Monday, January 24, 2022 at 5:30 p.m.

There was no new business to report.

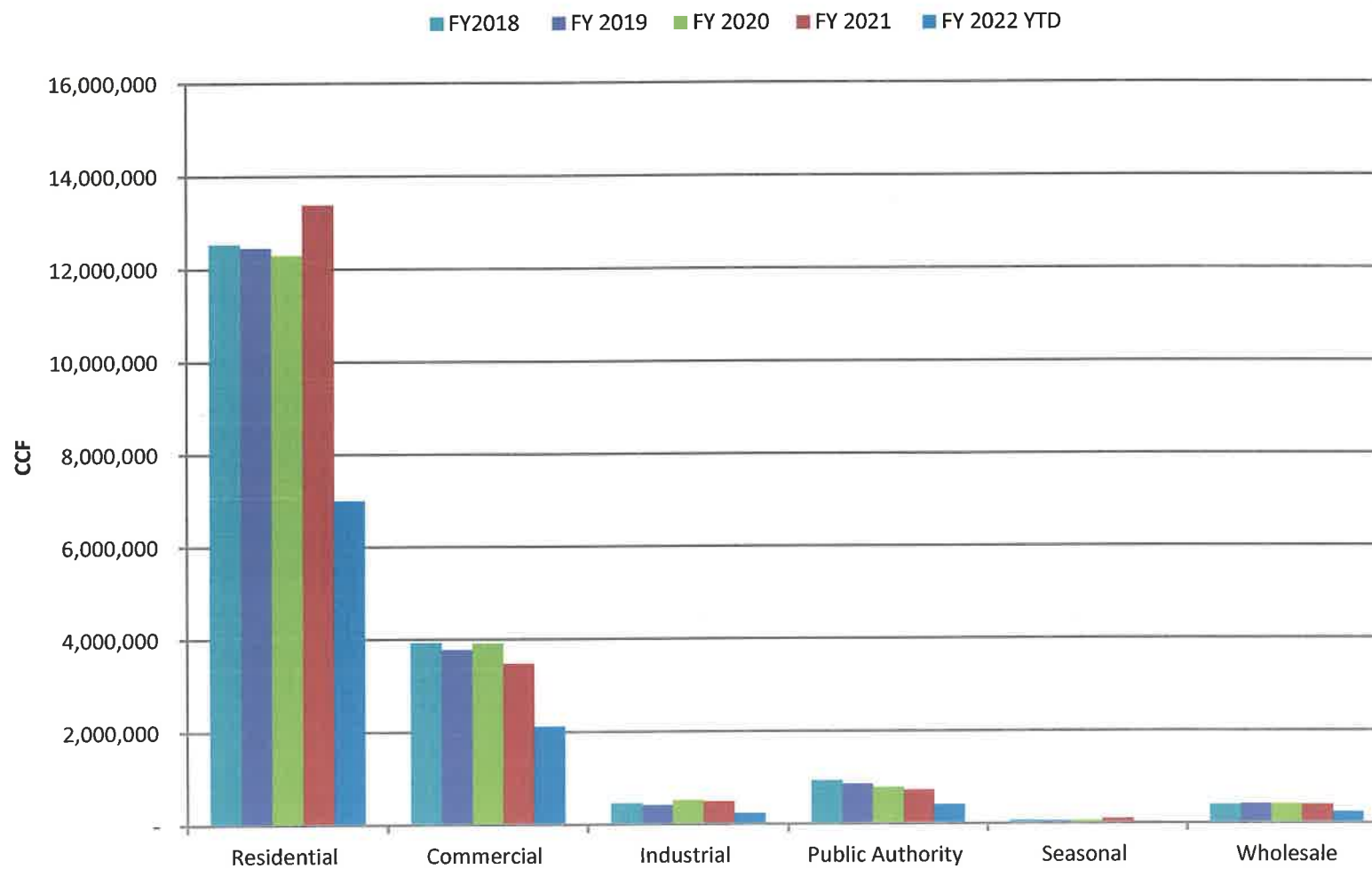
At 6:44 p.m., on motion made by Mr. Levine, seconded by Mr. Pepe, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman

Total Billed Consumption by Fiscal Year



Total Billed Consumption by Class & Fiscal Year



Total Billed Consumption by Month & Fiscal Year

