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**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

Strategic Planning Committee

FY2023 Work Plan

The Strategic Planning Committee, in collaboration with the CEO and management team, develops and recommends the overall strategic direction for the enterprise, monitors progress, reviews results as a basis for setting new strategy, and recommends actions to the Regional Water Authority (RWA) consistent with the Strategic Plan.

June 2022

- Review FY22 Year-End Strategic Action Plan Update & Global Metrics
- Review FY23 Strategic Action Plan & Global Metrics

August 2022

- Succession Planning Efforts Update

November 2022

- Internal Business Process Improvements Update

February 2023

- 6-Month Progress Review - FY23 Strategic Action Plan Update & Global Metrics

LET YOUR VOICE BE HEARD!

FISCAL 2023 STRATEGIC ACTION PLANNING

As part of Fiscal 2023 strategic planning, the Leadership Team is looking for your input on Fiscal 2023 action initiatives to help advance the RWA's 2020-2025 Strategic Plan.

Sign up for one of the following Employee Action Planning focus groups, co-facilitated by your RWA colleagues and our friends at Leading Culture Solutions (LCS). This is your opportunity to provide direct input into the strategic initiatives the RWA will pursue in Fiscal 2023!

Thursday, February 3, 10-11am via Teams; co-led by Prem Singh, VP Customer Care & CIDO, and LCS

Thursday, February 3, 2-3pm via Teams; co-led by Rochelle Kowalski, VP Financial Reporting & Analysis, and LCS

Thursday, February 10, 10:30-11:30am via Teams; co-led by Laura Gonzalez, Director of Customer Care, and LCS

Thursday, February 10, 2:30-3:30pm via Teams; co-led by Dennis Donovan, Director of Business Development, and LCS

Thursday, February 17, 7-8am in the Welch Room; co-led by Jim Hill, Director of Operations, and LCS

Thursday, February 17, 2-3pm in the Welch Room; co-led by Sunny Lakshminarayanan, VP Engineering & Environmental Services, and LCS

Thursday, February 24, 1-2pm in the Welch Room; co-led by Peter Bocciarelli, Director of Procurement, and LCS

Thursday, February 24, 3-4pm in the Welch Room; co-led by April Capone, Director of Public Affairs, and LCS

[CLICK HERE](#)

to register for a session

Your input is vital and we want to hear from you! Please get your supervisor's OK to attend one of the sessions and sign up today.

Fiscal 2023 Strategic Action Themes

PERSPECTIVE	TOP THEMES/ACTIONS
Customers/Constituents	<ul style="list-style-type: none">• External/internal customer experience• Self-service options for customers• Key stakeholder outreach
Employee Learning & Growth	<ul style="list-style-type: none">• Succession planning, cross training and knowledge transfer• Workplace flexibility for attraction and retention• Professional training and development
Financial	<ul style="list-style-type: none">• Commercial enterprises in support of the utility• Financial and capital management of resources• Alternative employment incentives for retirement
Internal Business Process	<ul style="list-style-type: none">• Process and project management• Resource planning and timing to fully complete transformative projects• Sharing of key information across functional areas; breakdown silos