

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

Minutes of the September 19, 2022 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, September 19, 2022, via remote access. **Committee members present:** S. Mongillo, N. Campbell, M. Levine, A. Rescigno, and R. Smith.

Committee members absent: F. Pepe

RPB: M. Ricoszi

Authority: C. LaMarr

RWA: L. Bingaman, R. Kowalski, P. Singh, J. Hill, and D. Bochan

Office of Consumer Affairs: Attorney Donofrio (“OCA”)

RPB Staff: J. Slubowski

Chairman Mongillo called the meeting to order at 5:32 p.m. He reviewed the Safety Moment distributed to members.

On motion made by Mr. Rescigno, and seconded by Mr. Smith, the committee voted to approve the minutes of its August 15, 2022 meeting, as presented.

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

Mr. Singh, the RWA’s Chief Information Digital Office & Vice President of Customer Care, and Ms. Bochan, the RWA’s Director of Customer Care, provided a Customer Care Business Update, which included:

- Customer Care Director Transition
- Key Business Activities
- Customer Escalations
- Celebrations & Customer Appreciation
- Customer Care Indicators

Committee members discussed Ms. Bochan’s new role and responsibilities, automated voice system, and collection activities, interactive voice response including number of calls per day, queuing, average speed of answer and abandoned calls.

Atty. Donofrio, Office of Consumer Affairs, reported that much of his time in August was spent reviewing the Customer Information System Solution Application for the preparation of his memorandum and appropriateness for an upgraded system. He reported no pending consumer complaints.

Atty. Donofrio provided an update of the New Haven Environmental Advisory Council’s meeting on September 7, 2022 that he attended, as a result of RWA’s public service announcement for water conservation efforts during the drought. He reported that the discussion elevated towards a conservation oriented rate structure. Atty. Donofrio discussed his role as OCA and his concerns of equitable rates for customers.

At 6:38 p.m., Mr. Levine withdrew from the meeting.

Chair Mongillo, Ms. Campbell and Ms. LaMarr also attended the meeting. Ms. LaMarr, Authority member, stated that there was a lack of understanding and the RWA needs to find alternatives to inform customers in the region of the regulatory structure.

Ms. Campbell, RPB New Haven Representative, noted that the RWA should be better prepared in the future to discuss regulatory procedures. She stated that it would be appropriate for the committee to receive information on new customers with the improvements taking place in New Haven.

On motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the Committee approved the OCA's August 2022 billing of \$15,682.50, which includes a \$10,000 consultation fee for the CIS project.

Chair Mongillo reviewed the volunteer schedule for upcoming Authority meeting on Thursday, September 22, 2022.

The next regular meeting is on Monday, October 17, 2022 at 5:30 p.m.

As there was no new business to report, at 6:45 p.m., on motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman