

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

AGENDA

Regular Meeting of Monday, September 19, 2022 at 5:30 pm

1. Safety Moment
2. Approval of Minutes – August 15, 2022 meeting
3. Special Topic: Customer Care Business Update – P. Singh and Dana Bochan
4. Report of OCA – J. Donofrio
5. Approval of OCA invoice for August 2022 for \$15,682.50 (includes consultant fee - CIS Application)
6. Volunteer to attend upcoming Authority meeting:
 - a. September 22, 2022 – A. Rescigno
7. Next meeting of Consumer Affairs Committee – October 17, 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://tinyurl.com/43bzj4dk>. For questions, contact the board office at 203-401-2515 or email jslubowski@rwater.com.**

Representative Policy Board
CONSUMER AFFAIRS COMMITTEE MEETING
Monday, September 19, 2022 at 5:30 p.m.

Remote meeting information:

Call in (*audio only*)

[+1 469-965-2517,,989800722#](tel:+14699652517989800722) United States, Dallas

Phone Conference ID: 989 800 722#

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

SAFETY MOMENT

AUTUMN SAFETY



**CHECK
SMOKE
DETECTORS**

ONCE PER MONTH TO
ENSURE THEY WORK



**KEEP ALL FALL
DECORATIONS**

AWAY FROM LIT CANDLES
& ALL OPEN FLAMES

**CLEAN AND
INSPECT**

YOUR CHIMNEY ON A
REGULAR BASIS



**DON'T
OVERLOAD
OUTLETS**

WITH TOO MANY
PLUG-IN
DECORATIONS



**Tap Into
Safety**



Service – Teamwork – Accountability – Respect – Safety

Regional Water Authority

Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

 Regional Water Authority

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

Minutes of the August 15, 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, August 15, 2022, via remote access. Committee members present: S. Mongillo, N. Campbell, M. Levine, A. Rescigno, and R. Smith.

Committee members absent: F. Pepe

RWA: R. Kowalski, P. Singh, D. Donovan, and D. Bochan

Office of Consumer Affairs: Attorney Donofrio (“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.

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

Ms. Kowalski, RWA’s Vice President and Chief Financial Officer, provided a presentation of the upcoming Ten Year Model Potential Scenarios, which included key focus areas and considerations and base case and target case approaches. She asked committee members for comments and input on scenarios that they would like to see in the upcoming year.

At 5:52 p.m., Ms. Bochan entered the meeting.

At 6:01 p.m., Mr. Rescigno entered the meeting.

Committee members discussed commercial business income, customer base and costs, water use patterns, monthly billing, capital project priorities, and pension funding goals.

Ms. Kowalski stated that the Ten-Year Model would be presented to the RPB committees in November.

On motion made by Mr. Levine, and seconded by Mr. Rescigno, the committee voted to approve the minutes of its July 18, 2022 meeting, as presented.

Atty. Donofrio reported that he has been reviewing the Customer Information System Solution Application to prepare his memorandum in preparation of the continued public hearing on August 25, 2022. The memorandum was distributed to members earlier in the day. He noted that he engaged a consultant to assist in the review of the application and responses to the information provided.

Atty. Donofrio reported no customer escalations or complaints as this time.

Chair Mongillo reported on a Hamden customer who contacted him with a concern. He contacted Mr. Singh, the RWA’s Chief Information Digital Officer and Vice President of Customer care, who assisted the customer. No further action is required.

On motion made by Ms. Campbell, seconded by Mr. Rescigno, and unanimously carried, the Committee approved the OCA's July 2022 billing of \$2,332.50.

Chair Mongillo reviewed the volunteer schedule for upcoming Authority meetings:

August 25, 2022 – Mr. Levine
September 22, 2022 – Mr. Rescigno

The next regular meeting is on Monday, September 19, 2022 at 5:30 p.m.

As there was no new business, at 6:12 p.m., on motion made by Ms. Campbell, seconded by Mr. Rescigno, and unanimously carried, the meeting adjourned.

Stephen Mongillo, Chairman

Customer Care Business Update

Presentation to the Consumer Affairs Committee



September 19, 2022

Agenda

- Customer Care Director Transition
- Business Activities
- Customer Escalations & Kudos
- Key Customer Metrics

Customer Care Director Transition

- Laura Gonzalez retirement effective August 31, 2022
- Transition activities on-going since April 2022
 - Systems & operational overviews including SOP's
 - Partnering on key decisions
 - Vendor introductions
 - Team assessments and final reviews
- One-on-one meetings with all department employees(Management & Union)
- Connecting with cross functional departments & other stakeholders.

Key Business Activities

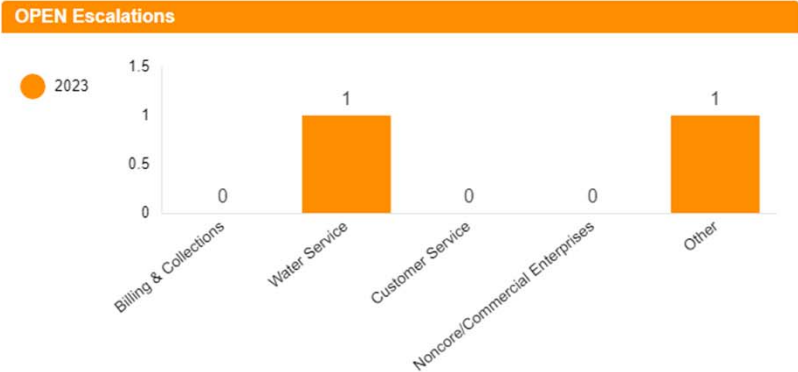
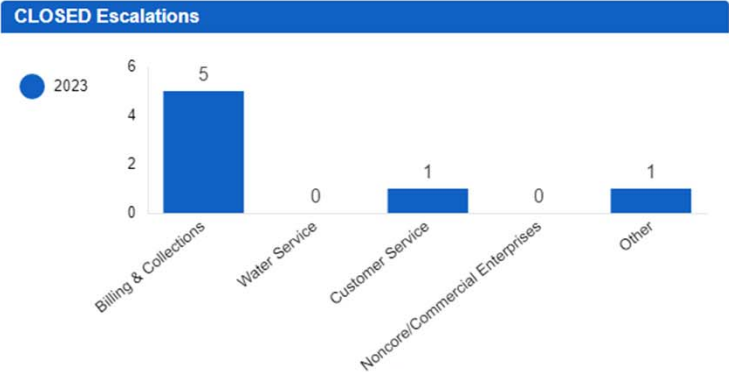
- Filling Open Positions
- Collections Strategy
 - Refreshing collections strategy
 - Resume collections activities
- Telephony Initiatives
 - Launched customer survey
 - Queuing Strategies
 - IVR Analysis
 - Self-service Diagnostics

Customer Escalations



Fiscal Year Escalations Dashboard for Leadership

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Celebrations & Customer Appreciations:



Another Customer Shout out! This satisfied customer sent in a written compliment for Jean Aldrich! Mr. Bill Parisi of Hamden, CT who called to review monthly billing, *he says the phone agent was very knowledgeable and helpful.*

What I find most impressive upon review of the account is we have not heard from Mr. Parisi since November 2018. Upon ending his call with Jean he felt the need to share his positive experience in a note to her Supervisor.

Nice Job JEAN!!!



Thank you!

Shout out to Sharon Gilbert who spoke to Dr. Edward Martin of Milford, CT

Sharon was wonderful, she was expediential, she was quintessential!!!

Thanks TEAM for representing the RWA.



Just wanted to pass along a good story that a customer relayed to Kevin yesterday: Ms. Peggy Johnson of 229 Daniel Rd, Hamden called in to **thank the care team on the continuous consumption letter she received...SAY WHAT?**



She was calling to thank us for sending her that letter because although she **“fluffed it off”** originally, when she re-read the letter she saw that it said **continuous consumption!**

She then spoke to someone who said “ have you looked in your basement?” and she said “No” and sure enough her **hot water heater had broken!**



She was calling to give us thanks for sending that letter because we saved her “ a lot of headache” and that she is thankful and really appreciates US!

It's the little things that matter and we appreciate it when customers take the time to call us with good news. I hope this makes you continue to beam with pride!

Customer Care Indicators

through August 31, 2022

- Calls Handled 18,073
- Invoices Sent 355,725
- eBilling (Paperless) 32.1%
- 60-Day Receivables \$4.1 million
- Net Past-Due Accounts 38%
- Property Closings Processed 2,201
- Recreation Permits Issued 885

Thank You!