

**Representative Policy Board  
South Central Connecticut Regional Water District**

**AGENDA**

**Regular Meeting of Thursday, September 22, 2022 at 6:30 p.m.**  
Via Remote Access\*\*

- I Safety Moment
- II Approval of Minutes – August 25, 2022 meeting
- III Communications
  - A. Nominating Committee’s recommendation regarding Criteria to be Utilized in Recommending Appointment of a Candidate to the Five Member Authority for the Term Beginning 12/31/2022
- IV Items for Consideration and Action
  - A. Final Decision: Customer Information System Solution Application
- V Reports
  - A. Finance Committee
  - B. Land Use Committee
  - C. Consumer Affairs Committee
  - D. Nominating Committee
  - E. Authority/Management
    - 1. Possible Executive Session- *Upon 2/3 vote, convene in executive session pursuant to C.G.S. Section 1-200(6)(C) to receive a briefing and discuss security strategies and implementation.*
- VI Adjourn

<p>**Members of the public may attend the meeting via conference call. For information on attending the meeting and to view meeting documents, please <a href="https://tinyurl.com/4z6mujwr">https://tinyurl.com/4z6mujwr</a>. For questions, contact the board office at 203-401-2515.</p>
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**Representative Policy Board**  
Regular Meeting  
Thursday, September 22, 2022 at 6:30 p.m.

Remote Meeting Instructions

**Call in (*audio only*)**

[+1 469-965-2517,,682050202#](tel:+14699652517682050202) United States, Dallas

Phone Conference ID: 682 050 202#

For questions, contact the board office at 203-401-2515 or by email at [jslubowski@rwater.com](mailto:jslubowski@rwater.com)

# SAFETY MOMENT

## Fall Driving Dangers & Tips to Stay Safe

With the fall season approaching, it is time to shift gears on driving safety. Fall brings its own set of hazards that can result in damage or injury if you are inattentive when behind the wheel.

**Below are possible threats that require special attention in this season:**

1. Darkness – make sure car headlights are working properly
2. Animals – be aware of deer and other small animals crossing roadways
3. Leaves – wet leaves can cause slippery roads, leave plenty of stopping distance
4. Tires – check tire pressure and traction
5. Dampness – be aware of puddles on the roadway
6. Glare – have sunglasses handy and keep windshields clean
7. Fog – use low beams in addition to headlights



**Tap Into  
Safety**



Regional Water Authority

Service – **Teamwork** – Accountability – **Respect** – Safety

Safety is a core value at the RWA. It is our goal to reduce preventable workplace injuries to zero.

 **Regional Water Authority**

**Representative Policy Board  
South Central Connecticut Regional Water District**

**Minutes of August 25, 2022 Meeting**

A regular meeting of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District took place on Thursday, August 25, 2022, via remote access. Chair Ricozzi presided.

**PRESENT**

**RPB**

Ansonia	Thomas P. Clifford III
Bethany	Brian Eitzer
Branford	Mario Ricozzi
Cheshire	Timothy Slocum
East Haven	Michelle Verderame
Guilford	Charles Havrda
Hamden	Stephen Mongillo
Killingworth	Jamie Mowat Young
Madison	Joseph A. Oslander
Milford	Richard Smith
New Haven	Naomi Campbell
North Haven	Anthony Rescigno
Orange	Jasper J. Jaser
Prospect	Robert E. Harvey, Jr.
Seymour	Michael H. Horbal
West Haven	T. Gregory Malloy
Woodbridge	Mark Levine

**Regional Water Authority**

David Borowy  
Kevin Curseaden  
Anthony DiSalvo  
Catherine LaMarr

**Management**

Larry L. Bingaman  
Rochelle Kowalski  
Jim Hill  
Sunny Lakshminarayanan  
Premjith Lakshman Singh  
Donna Verdisco  
Dana Bochan  
Deborah Bradley  
Rita DelVasto  
Laura Gonzalez  
Trevor Hansen  
Jackie Lynn  
Andrea Maldonado  
Robert Olejarczyk  
Anthony Perugini  
Sree Prathigadapa  
Brenda Valentin  
Larry Woodward

**Counsel**

Bruce McDermott

**Office of Consumer Affairs**

Jeffrey M. Donofrio

**AAC Utility Partners**

Lyndal Haddox  
Steve Wenke

**Staff**

Jennifer Slubowski

**Absent**

Beacon Falls	Peter Betkoski
Derby	Frank Pepe
North Branford	Peter DeSantis
Governor’s Rep	Vincent M. Marino

**Call to Order**

Chair Ricozzi called the meeting to order at 6:33 p.m.

## **Safety Moment**

Chair Ricozzi reviewed the Safety Moment distributed to members.

## **Minutes**

On motion made by Mr. Eitzer, seconded by Mr. Horbal, the RPB approved the minutes of its July 28, 2022 meeting as distributed, with 80 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Absent	Hamden (10)	Absent	Orange (3)	Aye
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (11)	Aye	West Haven (8)	Aye
Derby (2)	Absent	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Aye	No. Branford (8)	Absent	Gov. Rep. (1)	Absent

## **Communications**

Chair Ricozzi:

- Reported on the Nominating Committee for the appointment of Authority member. The committee has been established with Mr. Eitzer as Chairman, and includes Ms. Verderame and Messrs. Havrda, Malloy, Mongillo and Slocum. The committee's first meeting is on Monday, August 29, 2022.
- Stated that the RPB Quarterly Dashboard Report has been distributed to members. Questions should be directed to Mr. Slocum, Chair of the RPB Finance Committee.
- Provided an update on RPB term expirations and reappointments. East Haven, North Haven, and Governors Representative are still pending confirmation.

At 6:36 p.m., Mr. Mongillo and Atty. Donofrio entered the meeting.

## **Reports**

**Finance Committee** – Mr. Slocum, Chair of the Finance Committee, reported that the Committee met earlier in the month and met with management to discuss potential Ten Year Model scenarios. The next meeting is on September 12, 2022.

**Land Use Committee** – In Mr. Betkoski's absence, Mr. Harvey reported that the Committee met earlier in the month at Maple Tree Dairy Farm in East Haven. The committee met with the RWA's tenant, Mr. Page, to discuss the recent drought, its effect on hay and corn production along with the ATV's and dirt bikes and what he is doing to keep people off the property he leases.

**Consumer Affairs Committee** – Mr. Mongillo, Chair of the Consumer Affairs Committee, reported on the committee meeting that took place earlier in the month. The committee met with management to discuss Ten Year Model scenarios. The OCA reported that he spent much of his time preparing his August 15<sup>th</sup> memorandum and evaluation. He also stated that there were no consumer issues pending. The next meeting is on September 19, 2022.

**Authority/Management** – Mr. Borowy, Chair of the Authority, reported on the Authority Meeting earlier in the day. He stated that the Authority met as the Environmental, Health & Safety Committee and as the Strategic Planning Committee.

Mr. Curseaden, Chair of the Environmental, Health & Safety Committee, reported that the Committee met earlier in the day. He stated that much of the meeting was held in executive session to receive a

physical security update from management, which included a status of security on watershed land and facilities. The update also included a discussion of a recent assessment, vulnerabilities, recommendations, and budgeting. It looks like we will be increasing our budget this year by about \$400,000 allocated towards increasing security and going towards the recommendations approved by the board. This is a security matter but there are current proactive plans that will be put in place to help address the issue and a recommendation for next year. He reported that the committee also had two updates on HazWaste Central and Business Continuity that were included as consent agenda items.

Mr. Borowy, Chair of the Strategic Planning Committee, reported that the Committee met earlier in the day and held much of the meeting in executive session to discuss personnel matters, including succession planning and training.

Mr. Bingaman, RWA's President and Chief Executive Officer, reviewed revenues, and operating and maintenance expenses for the month ended July 31, 2022, and stated that the projected maintenance test for FY 2023 is 114%, with no draw from the Rate Stabilization Fund. He stated that there is still uncertainty due to the state of the economy and the pandemic.

He also provided an update on the status of COVID at the RWA.

Mr. Bingaman reported that as of August 15, 2022 raw storage levels are at 78%, compared to the long-term average of 78%.

At 7:10 p.m., on motion made by Mr. Jaser, seconded by Mr. Rescigno, the RPB voted to adjourn the meeting with 90 total weighted votes cast in the affirmative.

Ansonia (3)	Aye	Guilford (4)	Aye	No. Haven (5)	Aye
Beacon Falls (0)	Absent	Hamden (10)	Aye	Orange (3)	Aye
Bethany (5)	Aye	Killingworth (2)	Aye	Prospect (1)	Aye
Branford (6)	Aye	Madison (6)	Aye	Seymour (1)	Aye
Cheshire (4)	Aye	Milford (11)	Aye	West Haven (8)	Aye
Derby (2)	Absent	New Haven (13)	Aye	Woodbridge (3)	Aye
East Haven (6)	Aye	No. Branford (8)	Absent	Gov. Rep. (1)	Absent

Respectfully submitted,

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Charles Havrda, Secretary

## **RPB NOMINATING COMMITTEE**

### **CRITERIA TO BE UTILIZED IN RECOMMENDING APPOINTMENT OF A CANDIDATE TO THE FIVE MEMBER AUTHORITY FOR THE TERM BEGINNING 12/31/2022**

In developing the criteria or guidelines by which the qualifications of candidates for appointment to the Five Member Authority will be evaluated, consideration will be given to the Authority's current and future challenges and the organizations commitment to diversity. The successful candidate must be a dedicated and focused individual who will take a highly professional approach to the responsibilities of the position. It is expected that the candidate be a person of the highest personal integrity. It will be made clear to applicants that this is a twelve-month a year position that anticipates physical presence at meetings so that effective interaction between colleagues can take place. The following criteria are submitted for your review and comments.

#### **Behavior/Characteristics Required**

1. Ability to dissect and understand complex, multifaceted problems.
2. Ability to sense the "bigger picture" and maintain a strategic overview in addressing problems and planning solutions.
3. Ability to communicate ideas in a convincing and influential manner.
4. Ability to interact comfortably and effectively with a wide variety of people.
5. Ability and willingness to make timely and effective decisions.
6. Ability to function as a team member and modify plans and behavior when necessary to meet organizational goals.

#### **Educational Background**

1. Graduation from a four-year college or university, or equivalent experience.

#### **Work and Organization Background**

1. Applicants must have board or advisory board experience in either a for-profit or not-for-profit environment.
2. Applicants should have significant credentials in two or more of the following areas:
  - a. Private and/or public sector experience at the senior management level.
  - b. Direct responsibility for or significant involvement with capital projects, programs, and capital and operating budgets.
  - c. High-level public utility experience.
  - d. Political, legislative or regulatory agency involvement.
  - e. Environment, conservation land use experience or involvement.
  - f. Corporate finance and/or significant budget experience.
  - g. Substantial relevant legal experience.
  - h. Possess good communication skills in both in-person and remote working environments.
  - i. Have a working knowledge of Technical and Engineering processes.

**Representative Policy Board  
South Central Connecticut Regional Water District**

**Application for Approval of the** :  
**Customer Information System** : **September 22, 2022**  
**Solution Project** :

**Final Decision, Findings of Fact and Conclusions of Law  
of the Representative Policy Board**

A. The Applicant’s Request

On May 26, 2022, the South Central Connecticut Regional Water Authority (“RWA” or the “Applicant”), through its five-member Authority, submitted an application for approval of a Customer Information System (“CIS”) Solution Project (“Application”). The Application is a proposed business software implementation project that will eliminate the risks associated with the impending technology obsolescence of the Authority’s current CIS solution while improving the quality and efficiency of the utility and other billing, service and delivery, and field service business functions. The project will include a full replacement of the SAP CIS and all its related components, with a new comprehensive CIS solution with out-of-the-box functionality that meet the RWA’s business and technical capability requirements. The project includes the configuration of a new CIS, including reporting and related tools, field mobile work management (“FMWM”), and optional Customer Relationship Management (“CRM”) features. The maximum anticipated project cost is \$14.808 million and includes a 10% contingency. The project costs are based on the Request for Proposal (“RFP”) requirements, vendor solution capabilities and costs, additional confirmation sessions, as well as estimates for RWA staffing requirements and third-party integration costs.

The Application for approval of the project was filed pursuant to the statutory authority set forth in Section 19 of Special Act No. 77-98, as amended.

B. Participants

In addition to the Representative Policy Board (“RPB”) and the RWA, the district’s Office of Consumer Affairs (“OCA”) participated in this proceeding. The OCA is authorized by Section 15 of Special Act No. 77-98, as amended, to act as the advocate for consumer interests in all matters that may affect water customers in the district.

C. Statutory Standard

Pursuant to the legislation cited in paragraph A above, the RWA is required to obtain approval from the RPB prior to commencing any project costing more than \$2 million to repair, improve, construct, reconstruct, enlarge or extend any of its properties or systems.

On June 23, 2022, the RPB voted to authorize the Chair to set the public hearing date and filing of the Notice as set forth in Section 10 of the RPB Description of Organization, Rules of Practice and Procedures for Consumer Complaints (“Rules of Practice”).

D. Notice and Procedures

Effective April 28, 2022, Public Act 22-3 permitted the RPB to hold the public hearing on the Application using electronic equipment or by means of electronic equipment in conjunction with an in-person meeting. Other procedural requirements were also met. On June 27, 2022, the RPB Chair accepted the Application as complete, at the recommendation of the RPB Consumer Affairs Committee, and called a public hearing on Thursday, July 28, 2022 at 7:00 p.m., via remote access, and the filing of the Notice as set forth in Section 10 of the Rules of Practice. The RPB Chair designated Mark Levine (Woodbridge) to serve as Presiding Member at the public hearing.

As required by Section 10 of Special Act. No. 77-98, as amended by Public Act No. 02-85, the RPB published the Notice in the *New Haven Register* and the *Connecticut Post*, the date, time, and place of the public hearing to be held by the RPB to consider the Application for approval. The date of publication was July 2, 2022. A copy of this notice was filed with the Office of the Clerk of each city and town within the District. The notice was posted on the RWA's website, including information about electronic participation for the meeting.

E. Public Hearing

The public hearing convened on July 28, 2022 and continued to August 25, 2022. The Applicant provided sworn testimony from RWA employees, Premjith Lakshman Singh, the RWA's Chief Information Digital Officer & Vice President of Customer Care, and Dana Bochan, the RWA's Business Transformation Director. These witnesses provided a presentation for the project that described the objective, background, need, preliminary steps, scope, alternatives analysis, budget and schedule, functionality, implementation plan categories, ownership, learning process, salvageable hardware, depreciation and bond payoff.

Members of the RPB asked questions of the Applicant with respect to project financing, improvements from SAP, longevity, training, staff, cloud based vulnerabilities, and vendor support.

The OCA and its consultant, Utility Solutions Partners, provided the RWA with several interrogatories, to which the RWA responded. Based on the OCA's review and analysis of the Application, the Authority's responses to the OCA's interrogatories, the OCA's independent research and the recommendations of Utility Solutions Partners, the OCA recommended approval of the project for the reasons set forth in his memorandum to the Representative Policy Board dated August 15, 2022.

In addition to the applicants and OCA listed above, Ms. Haddox and Mr. Wenke, of AAC Utility Partners, the RWA's consultant, were present to assist in answering questions. No members of the public attended the public hearing.

The public hearing record was closed on August 25, 2022.

F. Analysis

After considering all of the evidence presented, the RPB believes that the Application is necessary and advances the policies and goals of the South Central Connecticut Regional Water Authority, is included in the five-year plan of capital improvements, and is in the best interest of the RWA and its customers. The presentation and discussion at the public hearings reinforced the need for and importance of the project.

G. Conclusion

We, therefore, conclude that the Application for approval of a project for the Customer Information System Solutions Project should be approved. Separately, stated findings of fact and conclusions of law are attached hereto as Exhibit A.

**Exhibit A**  
**Representative Policy Board**  
**South Central Connecticut Regional Water District**

**Application for Approval of the** :  
**Customer Information System** : **September 22, 2022**  
**Solution Project** :

**Findings of Fact**

1. The South Central Connecticut Regional Water Authority (“RWA”), through its five-member Authority, submitted an Application to the RPB for approval of the Customer Information System (“CIS”) Solutions Project (“Application” or “Project”) on May 26, 2022.
2. The Application is a proposed business software implementation project that will eliminate the risks associated with the impending technology obsolescence and improve the quality and efficiency of the utility and other billing, service and delivery, and field service business functions.
3. The Project will include a full replacement of the SAP CIS and all its related components with a new comprehensive CIS solution to meet the RWA’s business and technical capability requirements to improve the RWA’s company-wide asset management program and its ability to deliver reliable, high quality drinking water to customers.
4. The RWA’s current SAP CIS solution is nearing technology obsolescence and will no longer be supported after 2027, ending the availability of cybersecurity patching, operational support, and future enhancements.
5. The RWA and its customers will be placed at significant risk if the RWA continues to operate the current SAP CIS solution beyond the 2027 end of life target date established by SAP.

6. The Project will replace the current SAP CIS landscape with a comprehensive cloud-based CIS solution that includes reporting and tools, field mobile work Management, and optional Customer Relationship Management.
7. The RWA is currently in Evaluation Phase 3 of the CIS Solution Request for Proposal, actively engaged with Vendor 4 to develop the final Statement of Work, Fixed Price Project Pricing, and related contract documents.
8. The RWA is employing AAC Utility Partners NavigateOne Methodology to ensure that the selected vendor and the RWA are accountable for deliverables while mitigating the risks of a CIS project.
9. The Project will bring best practice process and technology automations to reduce daily process pain points and manual work-arounds.
10. The Project will provide a direct benefit to customers in the form of reduced call handling time, reduced call wait time, improved service scheduling, and more effective interactions with Customer Service Representatives.
11. The CIS Solution will be delivered as software as a service solution, on a cloud platform, with hosting and managed services provided by the selected vendor.
12. Utilizing the selected vendor for ongoing hosting, maintenance, updates, and patching, as well as day-to-day managed services will streamline the RWA's current multi-vendor environment.
13. The Project will support revenue enhancement and future programs.
14. The Project is included in the FY 2022 Capital Improvement Project budget and scheduled to commence in FY 2023 with completion planned in FY 2024, at a total project cost of \$14.808 million.
15. The proposed project is consistent with, and advances the RWA policies and goals of the organization and is in the public interest.

16. The OCA recommended approval of the Application.

### **Conclusions of Law**

1. The South Central Connecticut Regional Water Authority's ("RWA") application for approval of a Customer Information Solution System Project ("Application") on May 26, 2022, was filed pursuant to the statutory authority set forth in Section 19 of Special Act No. 77-98, as amended.
2. Notice of the public hearing to consider the Application and to allow interested persons, including water users and property owners within the district, to be heard was properly made on July 2, 2022, pursuant to Section 10 of Special Act No. 77-98, as amended.
3. Pursuant to Sections 10 and 19 of Special Act 77-98, as amended, public hearings were held on July 28, 2022 and August 25, 2022.
4. Based upon the above Findings of Fact, the Representative Policy Board concludes that the RWA's Application for a Customer Information System Solution Project meets all requirements for approval.

**THE REPRESENTATIVE POLICY BOARD**  
OF THE  
SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY  
**PROPOSED RESOLUTION**

September 22, 2022

*(Authority's Application for the approval of a Customer Information System Solution Project)*

**RESOLVED**, that the proposed Findings of Fact, Conclusions of Law and Final Decision of the Representative Policy Board, with respect to the South Central Connecticut Regional Water Authority's Application for approval of a Customer Information System Solution, which copy is attached hereto, be and hereby is, approved in the form submitted to the meeting.