

Representative Policy Board
Consumer Affairs Committee
South Central Connecticut Regional Water District
90 Sargent Drive, New Haven, CT

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Phone conference ID: 961 018 047#

AGENDA

Regular Meeting of September 15, 2025 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the CAC Committee regarding agenda items or other issues. Discussion is limited to the presentation of information for consideration and comment on agenda items.
3. Special Topic Discussions:
 - Clarification Drone Laws CT
 - CIS UMAX – Q1 Update
4. Approval of Minutes – August 18, 2025 regular meeting
5. Report of OCA – J. Donofrio
6. Approval of OCA invoice for August 2025 for \$7,005.00
7. Volunteers to attend Authority meetings:
 - September 25 – Ms. Campbell
8. New Business
9. Next meeting on Monday, October 20, 2025, at 5:30 p.m.
10. Adjourn

****Members of the public may attend the meeting in person or via teams using the link at the top of the agenda. To view meeting documents, please visit <https://tinyurl.com/26jtre6x>. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.**

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.

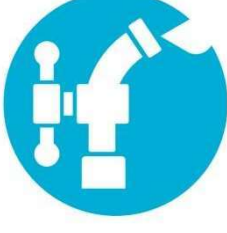
Below are possible threats that require special attention in this season:

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

Service – Teamwork – Accountability – Respect – Safety

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

Tap Into
Safety



Regional Water Authority



Regional Water Authority

STATE OF CONNECTICUT DRONE UPDATE REGARDING CRITICAL INFRASTRUCTURE

In February 2025 Connecticut lawmakers passed emergency legislation House Bill 7066 which originated from HB 6861 with RWA testimony to the transportation committee.

This is a summary of the current Connecticut legislation with an effective date of October 1, 2025:

DRONES FROM CERTAIN FOREIGN ENTITIES PROHIBITED

Covered Foreign Entities, Persons, and Drones

The bill prohibits, state agencies with department heads, and municipalities from purchasing and then operating small, unmanned aircraft systems assembled or manufactured by a covered foreign entity such as People's Republic of China and the Russian Federation starting effective date October 1, 2026. And not to operate such drones after October 1, 2028.

UNMANNED AIRCRAFT OPERATION

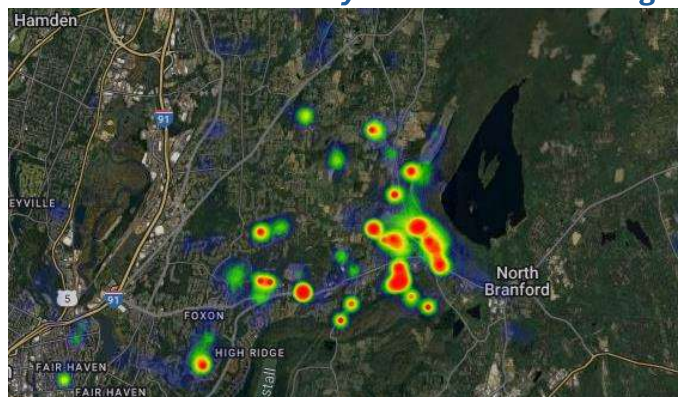
Critical Infrastructure Facilities

The bill prohibits any "person" from operating, or programming to operate, an unmanned aircraft at a height of less than 250 feet above ground level of a "critical infrastructure facility" or within one hundred horizontal feet of one. Additionally, the bill prohibits using an unmanned aircraft to surveil, gather evidence, or collect information related to a critical infrastructure facility without prior approval from the facility's owner or administrator.

What is the Regional Water Authority doing about this threat?

Early this year our RWA Enterprise Security governance team along with corporate communications advocated for HB7066 passage in Hartford on behalf of Regional Water Authority. In May of 2024 Regional Water Authority implemented drone detection technology to identify and protect our critical infrastructure from aerial threats. Now with the new Connecticut State Law we will be able to investigate any suspicious drone activity over our water properties. The bill makes a violation of this provision a class A misdemeanor, which is punishable by up to 364 days in prison, a fine of up to \$2,000, or both. There are exceptions for workers using drones at those locations as part of their jobs. The new bill effective date is October 1st, 2025. This new bill will allow Regional Water Authority Police Officers to enforce Connecticut State Law as it relates to drone flight violations. Currently the Regional Water Authority does use a drone for our Environmental Planning department, and it is manufactured in the United States. We have not experienced a drone violation since we have implemented the drone detection system and have our critical infrastructure covered and secured with the law going in effect October 1st 2025.

Drone detection aerial activity for the month of August 2025



South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, Connecticut 06511-5966
<http://www.rwater.com>

To: RPB Consumer Affairs Committee
Naomi Campbell, Chair
Charles Havrda
Stephen Mongillo
Richard Smith
Mark Levine
Greg Malloy
Beth Nesteriak

Cc: Sunny Lakshminarayanan, Interim CEO
Prem Singh VP Customer Care & Chief Information Digital Officer

From: Bridgette Hoskie, Customer Care Director

Date: September 15, 2025

Subject: CIS UMAX Q1 Update

The Regional Water Authority is pleased to report on the successful implementation of the new Customer Information System (CIS) UMAX. This project is a major milestone that will enhance our customer experience & service capabilities. The system went live on April 2, 2025, and we are proud to report that the project was completed as planned and going through stabilization. The total Capital Budget was \$16.01M.

Key Accomplishments

- Customer Experience: The new system has resulted in a more streamlined and efficient customer service processes, allowing us to better serve our customers. (Customer calls: 17,867; Autopay Enrollments: 20,888; e-Bill Enrollments: 50,856; Portal Enrollments: 42,941)
- Go-Live & Data Migration: The system went live with a smooth and complete migration of all customer accounts.
- Process & System Integration: The new CIS successfully integrated with our billing, payment processing, and field operations systems, ensuring a cohesive and efficient workflow.
- Staff Training: All customer care and relevant operational staff completed extensive training, leading to a smooth transition and minimal disruption to daily operations.

Ongoing Activities

- Collections: We started activities in July 2025 as planned and are incrementally increasing collection activities, with an average of 10 service shut offs per day as of mid-August. We are performing continuous improvements on our payment processes to help customers.
- Omni Channel: Continued progress on workspaces functionality to enhance workflow.
- Vendor support: Team continues to prioritize and resolve any system defects and operational reports with our solution provider Itineris.

Next Steps

- Post-Implementation Review: RWA will conduct a thorough review to evaluate the system's performance with support from Itineris/Microsoft.
- Project Closure: The final FY26 payment will be processed to officially close out the project budget.
- Ongoing Maintenance: A schedule for routine system maintenance will continue for future support packs for long-term success of the RWA's CIS system.

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

August 18, 2025

Minutes

The regular meeting of the Consumer Affairs Committee (“CAC”) of the Representative Policy Board (“RPB”) of the South Central Connecticut Regional Water District (“RWA”) took place on Monday, August 18, 2025, at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

Members present: N. Campbell, C. Havrda, M. Levine, G. Malloy, S. Mongillo, B. Nesteriak, and R. Smith

RPB: R. Harvey, P. Betkoski, T. Clifford, C. Mancini, and J. Young

Authority: C. LaMarr

RWA: P. Singh, E. Calo, and J. Hill

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:31 p.m. She reviewed the Safety Moment distributed to members.

Chair Campbell offered the opportunity for members of the public to comment. There were no members of the public present at the meeting.

At 5:32 p.m., on motion made by Mr. Malloy, and seconded by Mr. Havrda, the committee voted to go into executive session pursuant to C.G.S. Section 1-200(6)(E) for an Enterprise Risk Management Update, covered by Section 1-210(b)(19)(i)(ii), pertaining to security risk. Present in executive session were Committee members, Atty. Donofrio, and Messrs. Harvey, Betkoski, Clifford, Singh, Hill, and Mss. Mancini, Young, LaMarr, Calo, and Slubowski.

At 5:58 p.m., the Committee came out of executive session. No votes were taken in or as a result of executive session.

On motion made by Mr. Malloy, and seconded by Mr. Havrda, the Committee voted to approve the minutes of its July 21, 2025 meeting, as presented.

Atty. Donofrio provided an update on two matters previously escalated to the OCA. The first involves a customer from an East Haven related to an in-home valve that caused waste outside the residence. The RWA has collaborated with the customer to reach a resolution, resulting in a waste adjustment. The customer has consented to a hold harmless agreement to protect against any future charges or waste.

The second matter is related to a Milford business customer questioning a monthly private fire charge. The RWA contacted the customer to notify him that the charges were not based on usage, resulting in the sprinkler being dismantled. However, the RWA notified the customer that a fire protection system is required for the building. The customer expressed his appreciation and will consult with the city’s fire marshal to see if the hydrant is privately or publicly owned.

Atty. Donofrio also reported that he has been reviewing two applications for future public hearings and will begin the preparation of the opinion letters. He also noted that he was contacted by the RWA regarding information required for interrogatories and late file exhibits for the PURA hearings held earlier in the month.

On motion made by Mr. Havrda, and seconded by Mr. Malloy, the Committee voted to approve the OCA's July 2025 billing for \$2,346.00.

Chair Campbell reviewed Authority meeting assignments for August and September.

There was no new business to report.

The next regular meeting is on Monday, September 15, 2025, at 5:30 p.m.

At 6:05 p.m., on motion made by Mr. Malloy, and seconded by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.

UNAPPROVED