

South Central Connecticut Regional Water Authority

Commercial Business Committee

September 25, 2025

Minutes

The regular meeting of the South Central Connecticut Regional Water Authority Commercial Business Committee took place on Thursday, September 25, 2025, at 90 Sargent Drive, New Haven, Connecticut and via remote access. Chair Curseaden presided.

Present: **Committee** – Messrs. Curseaden, Borowy, Ricozzi, and Mss. LaMarr and Sack
Management – Mss. Kowalski, Calo(R), and Campbell(R), and Messrs. Lakshminarayanan, Hill(R), and Singh
Staff – Mrs. Slubowski

The Chair called the meeting to order at 2:10 p.m.

8.1. APPROVE MINUTES – JUNE 26, 2025 MEETING

On motion made by Mr. Borowy and seconded by Ms. LaMarr, the Committee voted to approve the minutes of its June 26, 2025 meeting.

Borowy	Aye
Curseaden	Aye
LaMarr	Aye
Ricozzi	Aye
Sack	Aye

8.2. COMMERCIAL BUSINESS STRATEGY UPDATE

Mr. Lakshminarayanan, the RWA's Interim President & Chief Executive Officer, and Mr. Singh, the RWA's Chief Information Digital Officer & Vice President of Customer Care, provided a Commercial Business update for the first quarter of FY 2026, which included:

- RWA Commercial Enterprise Strategy; and
- Business Growth Initiatives

The update included strategies for organic growth, including targeted marketing, improved customer experience, and process automation for PipeSafe and the Safety Valve Programs, claims management, and opportunities for Lab testing and Well Services.

Committee members discussed the expected impact of initiatives and its impact on customers and core business.

At 2:35 p.m., on motion made by Mr. Borowy and seconded by Mr. Ricozzi, the Committee voted unanimously to convene in executive session pursuant to C.G.S. Section 1-200(6)(E), to discuss matters covered by Section 1-210(b)(5)(B), pertaining to commercial and financial information. Present in executive session were Committee members, Messrs. Lakshminarayanan, Hill, and Singh, and Mss. Kowalski, Calo, and Slubowski.

At 3:12 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. Borowy and seconded by Ms. LaMarr, the Committee voted to adjourn the meeting.

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Borowy	Aye
Curseaden	Aye
LaMarr	Aye
Ricozzi	Aye
Sack	Aye

Kevin Curseaden, Chair

(R) = Attended remotely.

UNAPPROVED