

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

October 20, 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, October 20, 2025, at 90 Sargent Drive, New Haven, Connecticut, and via remote access. In Chair Campbell’s absence, Mr. Mongillo presided.

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

RPB: R. Harvey(R), T. Clifford(R), C. Mancini(R)

Authority: M. Rizzo

RWA: P. Singh(R), J. Hill(R), B. Hoskie(R)

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

RPB Staff: J. Slubowski

Mr. Mongillo called the meeting to order at 5:30 p.m. He reviewed the Safety Moment distributed to members.

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

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Care reviewed the existing charter, last revised in 2018, and proposed updates. Ms. Nesteriak offered suggestions that allow for more representation of consumer interests and a holistic view of Committee responsibilities.

After discussion on motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted unanimously to accept the proposed edits to the Committee charter as presented.

On motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to approve the minutes of its September 15, 2025 meeting, as presented.

Atty. Donofrio reported on two existing consumer matters:

1. A customer residing at 75 Laurel Road, New Haven, has reported disturbances in his yard due to work conducted by the RWA, along with claims of water in his basement. However, he has not provided evidence to substantiate his water damage claim. The RWA plans to contact the customer directly to reach a resolution. The customer is currently seeking a \$1,000 credit, while the RWA has proposed a one-time waste adjustment of \$500. Negotiations are ongoing.
2. A consumer complaint, not yet escalated to the OCA, involving a business owner in Milford who contacted the RWA regarding a fire hydrant on his property. After consulting with the Deputy Fire Marshal, he was informed that the hydrant located on the property is not necessary and can be removed since there is another hydrant located 300 feet from the property. The owner has offered to pay for removal of the hydrant. He is also seeking a credit for past payments and that issue is being reviewed.

Atty. Donofrio also reported that he has been preparing for the upcoming public hearing for the North Branford

Water Storage Tank Replacement Project Application. His memo related to the application was distributed to the RPB last week. He has also been monitoring the Aquarion Water Authority transaction.

On motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to approve the OCA's September 2025 billing for \$3,888.00.

There was no new business to report.

The next regular meeting is on Monday, November 17, 2025, at 5:30 p.m.

At 6:00 p.m., on motion made by Mr. Malloy and seconded by Mr. Levine, the Committee voted to adjourn the meeting.

Stephen Mongillo, Acting Chair

(R) = Attended remotely.