

**South Central Connecticut Regional Water Authority**  
90 Sargent Drive, New Haven, CT 06511  
or Via Remote Access\*\*

**AGENDA**

**Regular Meeting of Thursday, February 23, 2023 at 12:30 p.m.**

---

- A. Moment of Silence for Anthony DiSalvo
- B. Safety Moment
- C. Public Comment: The time limit granted to each speaker shall be three (3) minutes. Residents and customers may address the Board.
- D. Meet as Audit-Risk Committee: C. LaMarr
  - 1. Approve Minutes – December 15, 2022 meeting
  - 2. Plan of Audit – FY 2023: D. Flint and R. Nossek
- E. Consent Agenda
  - 1. Approve Minutes – January 26, 2023 meeting
  - 2. Capital Budget Authorization – March 2023
  - 3. Capital Budget Transfer Notifications (no action required) – March 2023
  - 4. Monthly Financial Report – January 2023
  - 5. Accounts Receivable Update – January 2023
  - 6. Report on Code of Ethics Compliance for period ended November 30, 2022
  - 7. Beekeeper Activities Update Memorandum – Environmental, Health & Safety
- F. Finance: R. Kowalski
  - 1. Type B Amendment
- G. The Claire C. Bennitt Watershed Fund – Authority Appointment
- H. Reports on RPB Committee meetings
- I. Updates: L. Bingaman
  - 1. COVID Update: E. Calo
  - 2. Monthly Board Letter Highlights: L. Bingaman
- J. Meet as Strategic Planning Committee: D. Borowy
  - 1. Approve Minutes – November 17, 2022 meeting
  - 2. FY 2024 Work Plan
  - 3. \*Six-month Progress Review – FY 23 Strategic Action Plan Update & Global Metrics - *Upon 2/3 vote, convene in executive session pursuant to C.G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210 subsection b #5(B) concerning commercial or financial information*
- K. Act on matters arising from Committee meetings

\*\* Members of the public may attend the meeting in person or via conference call. For information on attending the meeting and to view meeting documents, please visit <https://tinyurl.com/ysu5fy3e>. For questions, contact the board office at [jslubowski@rwater.com](mailto:jslubowski@rwater.com) or by calling 203-401-2515.

*\*RPB Member (C. Havrda) is excused at J.3*

**SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY**  
*(Including Audit-Risk Committee and Strategic Planning Committee meetings)*

FEBRUARY 23, 2023 AT 12:30 P.M.

REMOTE MEETING INSTRUCTIONS

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

[+1 469-965-2517,,956392978#](tel:+14699652517956392978) United States, Dallas

Phone Conference ID: 956 392 978#

Members of the public may join the meeting in-person at 90 Sargent Drive, New Haven, Connecticut, or by conference call. For questions, contact the board office at 203-401-2515 or by email at [jslubowski@rwater.com](mailto:jslubowski@rwater.com)

# Table of Contents

Table of Contents	1
11 17 2022 RWA Strategic Minutes DRAFT	2
FY24 Work Plan	3

**South Central Connecticut Regional Water Authority  
Strategic Planning Committee**

**Minutes of the November 17, 2022 Meeting**

The regular meeting of the Strategic Planning Committee of the South Central Connecticut Regional Water Authority took place on Thursday, November 17, 2022, via remote access. Chair Borowy presided.

Present: Committee Members Present– Messrs. Borowy, DiSalvo, Curseaden, LaMarr and Ms. Sack  
Management – Mss. Kowalski, Calo, and Augur, and Messrs. Bingaman, Donovan, Lakshminarayanan, and Singh  
RPB – Mr. Oslander  
Staff – Mrs. Slubowski

The Chair called the meeting to order at 1:19 p.m.

On motion made by Mr. Curseaden, seconded by Ms. Sack, and unanimously carried, the committee approved the minutes of its August 25, 2022 meeting.

Mr. Singh, the RWA’s Chief Information Digital Officer & Vice President of Customer Service, provided an overview of the RWA’s FY 2023 second quarter business improvements update, which included:

- Intranet improvements
- Commercial business field implementation
- Construction and jobbing improvements
- Capital Planning Improvements
- Improvements to the RWA’s Integrated Voice Response system
- Lab/Laboratory Information Management System improvements

Committee members discussed cost/benefit analysis, opportunities, industry best practice and standards, prioritization approach, process areas, and performance metrics.

At 1:45 p.m., on motion made by Mr. DiSalvo, seconded by Ms. LaMarr, and unanimously carried, the committee meeting adjourned.

Borowy	Aye
Curseaden	Aye
DiSalvo	Aye
LaMarr	Aye
Sack	Aye

---

David Borowy, Chairman

# Strategic Planning Committee

## FY2024 Work Plan

---

The Strategic Planning Committee, in collaboration with the CEO and management team, develops and recommends the overall strategic direction for the enterprise, monitors progress, reviews results as a basis for setting new strategy, and recommends actions to the Regional Water Authority (RWA) consistent with the Strategic Plan.

### June 2023

- Review FY23 Year-End Strategic Action Plan Update & Global Metrics
- Review FY24 Strategic Action Plan & Global Metrics
- Special Topic (Customers & Constituents): Customer Service Experience & Collections Strategy\*

### August 2023

- Succession Planning Update
- Special Topic (Employee Learning & Growth): Employee Engagement & Diversity, Equity & Inclusion\*

### November 2023

- Internal Business Process Improvements Update
- Special Topic (Financial): Utility & Commercial Business Financial Health\*

### February 2024

- Review FY24 Six-Month (June-November 2023) Strategic Action Plan Update & Global Metrics
- Special Topic (Internal Business Process): Technology Roadmap & Cybersecurity\*

*\*Topic and timing subject to change*