

**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.