

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

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AGENDA

Regular Meeting of Monday, May 15, 2023 at 5:30 p.m.

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. Approval of Minutes – April 17, 2023 regular meeting
4. RWA Process Improvement Update: P. Singh and D. Bochan
5. Report of OCA: J. Donofrio
6. Approval of OCA invoice for April 2023 for \$6,333.50
7. Volunteers to attend Authority meetings on June 22, July 27, August 24, and September 28
8. New Business
9. Next regular meeting on June 26, 2023 at 5:30 p.m.
10. Adjourn

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

SAFETY MOMENT

MAY IS NATIONAL WATER SAFETY MONTH!!!!

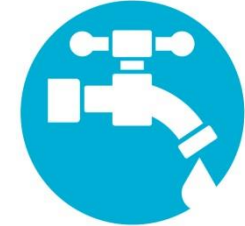
With the promise of summer comes more time spent near and in the water. Below are some tips from the American Red Cross to keep your family safe:

- Ensure members of your family learn to swim
- Use barriers to prevent access to water by young children
- Use life jackets
- Supervise children while swimming
- Know what to do when someone is struggling in the water

By working together to improve water competency including swimming skills, water smarts and helping others, water activities can be safer and just as much fun.

Service – Teamwork – Accountability – Respect – Safety

TapInto
Safety



Regional Water Authority

NATIONAL
Water
Safety
MONTH



Safety is a core company value at the Regional Water Authority .
It is our goal to reduce workplace injuries to zero.

 Regional **Water** Authority

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

Minutes of the April 17, 2023 Joint Meeting

The regular meeting of the Consumer Affairs Committee and the special meeting of the Finance Committee (collectively the “Committee”) of the Representative Policy Board of the South Central Connecticut Regional Water District (“RPB”) took place on Monday, April 17, 2023, via remote access. Chairs Mongillo and Slocum presided.

Committee members present: S. Mongillo, N. Campbell, A. Rescigno, R. Smith, T. Slocum, T. Clifford, C. Havrda, J. Jaser, V. Marino, and M. Verderame

Committee members absent: M. Levine and F. Pepe

RPB: M. Ricoszi, B. Eitzer, M. Horbal, and J. Oslander

Authority: D. Borowy and K. Curseaden

RWA: L. Bingaman, R. Kowalski, E. Calo, D. Donovan, J. Hill, S. Lakshminarayanan, and P. Singh

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

RPB Staff: J. Slubowski

Chair Mongillo called the meeting to order at 5:00 p.m. He reviewed the Safety Moment distributed to members.

Chair Mongillo stated that it would be appropriate to move into executive session to review the FY 2024 proposed budget with management. At 5:02 p.m., on motion made by Mr. Rescigno, seconded by Mr. Havrda, and unanimously carried, the committee voted to convene in executive session pursuant to C.G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210 subsection b #’s 5 B, pertaining to commercial and financial information. Present in executive session were Committee members, Messrs. Ricoszi, Eitzer, Horbal, Oslander, Borowy, Curseaden, Bingaman, Donovan, Hill, Lakshminarayanan, and Singh, and Atty. Donofrio, and Mss. Kowalski, Calo, and Slubowski.

At 5:05 p.m. Messrs. Curseaden, Marino and Smith entered the meeting.

At 6:45 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. Jaser, and seconded by Ms. Campbell, the committee voted to approve the minutes of its March 20, 2023 meeting, as presented.

Attorney Donofrio reported that he submitted his first set of interrogatories related to the Authority’s Application to acquire Target One. He also stated that he has been reviewing the proposed FY 2024 capital and operating budgets and will prepare his comments when all committees have had the opportunity to review the budgets with management. Atty. Donofrio reported no pending consumer complaints or escalations at this time.

On motion made by Mr. Rescigno, seconded by Mr. Jaser, the Committee approved the OCA's March 2023 billing for \$2,005.00.

There was no new business to report.

The next regular meeting of the Consumer Affairs Committee is Monday, May 15, 2023 at 5:30 p.m.

Mr. Ricozzi stated that the next budget meeting would be on Wednesday, April 19, 2023 at 5:30 p.m., in person only at 90 Sargent Drive, New Haven.

At 6:48 p.m., on motion made by Mr. Rescigno, seconded by Ms. Campbell, and unanimously carried, the committee meeting adjourned.

Stephen Mongillo, Chair, Consumer Affairs Committee

Tim Slocum, Chair, Finance Committee

Business Process Improvements Review

Consumer Affairs Committee
Business Process Improvement Updates



May 15, 2023

Agenda

- Critical Process Improvements Summary
- Critical Process Improvements Benefits

Process Improvements Summary

FY23 Business Process Improvements

FY23 Goal: Deliver four of the six business process improvements identified.

Four critical process areas:

- 1) Meter-To-Cash;
- 2) Source-To-Consumption;
- 3) Procure-To-Pay; and
- 4) Recruit-To-Retire

FY23

Contact center IVR improvements

Employee engagement SharePoint improvement

Commercial business field dispatch

Jobbing improvements

Lab Billing improvements

Capital planning / budgeting improvements

Critical Process Improvements

Customer Care – Meter to Cash – IVR process improvements(Complete)

Previous Process

- IVR improvements to streamline customer communications.

Process Improvement

- IVR upgrade was completed with introducing voice prompt along with key pad option.
- IVR menu option changes for easier customer call flow.
- Instituted the use of an IVR customer transaction survey and resulted in an overall positive response rate of 92%.

Employee engagement – Intranet Launch(Complete)

Previous Process

- Intranet website is complex for employee navigation

Process Improvement

- We successfully launched a new employee intranet (*My Source*) to drive efficiency and bolster employee engagement.
- My Source(Digital hub) includes news, events, photos and information about RWA employees, divisions and departments.
- an interactive organizational chart that updates instantaneously using an active directory maintained by the HR team;
- Automation of all manual forms to increase efficiency and drive employee satisfaction.

Commercial business improvements – Dispatch solution(Complete)

Previous Process

- No existing Schedule, dispatch and invoicing solution for commercial business.

Process Improvement

- RWA teams gathered requirements and implemented an end-to-end schedule, dispatch and invoicing solution. Completed work is now available to office staff immediately instead of the end of day paperwork and is integrated with QuickBooks invoicing,

Critical Process Improvements

Jobbing process improvement(Complete)

Previous Process

- Material (inventory) unit costs in the current database was no longer updated therefore manual entry was required for each line item – a tedious task.
- Manual consolidation of quotes to estimate to actuals and no workflows so manual handoffs were needed.

Benefit / Process Improvement

- Material (inventory) unit costs is “live”. Team no longer needs to call the stockroom for pricing. All info will already be in Salespad so when a “Jobbing” job actually gets paid it will be converted from Quote to Actual, eliminating the need to enter the same information twice along the workflow.

Lab billing improvements (Expected to complete May'23)

Previous Process

- Outdated Lab website
- Complex Lab Billing process. Currently, these features exist in multiple locations and must be accessed and analyzed manually.

Process Improvement

- RWA Lab/Laboratory Information Management System (LIMS) technology improvements includes a holistic overhaul of the RWA Lab Services website as well as one comprehensive repository with automation..

Capital planning/budget spending improvements(Expected to complete May'23)

Previous Process

- Budgeting process is manual and requires improvement as the pandemic presented unique challenges for our capital planning process.

Process Improvement

- RWA team proactively adopted pre-supply chain challenges by purchasing, in advance, materials for capital projects.
- Team developed pipe requirements in advance of the next fiscal year and placed orders to meet requirements. Team also defined long-range fire hydrant requirements and schedules to adjust to market conditions and to procure the proper type and quantity.



Thank You!