

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

[*Join the meeting now](#)

Meeting ID: 274 207 585 215 24

Passcode: 4gJ7qG26

Or

Dial in by phone

[+1 469-965-2517,,562946699#](#) United States, Northlake

Phone conference ID: 562 946 699#

AGENDA

Regular Meeting of Monday, January 26, 2026 at 5:30 pm

1. Safety Moment
2. Public Comment: Residents and customers may address the Consumer Affairs 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 – December 15, 2025 meeting
4. Customer Assistance Update: P. Singh
5. Approval of OCA Budget for FY 2027
6. Report of OCA – J. Donofrio
7. Approval of OCA invoice for December 2025 for \$2,121.00
8. New Business
9. Next regular meeting – Monday, February 16, 2026 at 5:30 p.m.
10. Adjourn

***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 www.rwater.com. For questions, contact the board office at jslubowski@rwater.com or by calling 203-401-2515.**

SAFETY MOMENT

BE PREPARED FOR WINTER DRIVING

Driving in the winter means changes in the way you drive. Snow, sleet and ice can lead to hazardous road conditions. Prepare your vehicle for the upcoming winter season with these helpful tips.

Prepare your car for winter: Have a mechanic check out:	Don't leave home without:
Ignition Brakes Wiring Hoses and fan belts Spark plugs Air,fuel and emissions filters PCV valve Distributor Battery Tire wear and air pressure Antifreeze	Properly inflated spare tire Shovel Jumper cables Windshield cleaner Ice scraper or snow brush Tool kit First aid kit Blankets, mittens, extra socks and hats Non perishable high energy food



Service – Teamwork – Accountability – Respect – Safety

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

December 15, 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, December 15, 2025, at 90 Sargent Drive, New Haven, Connecticut, and via remote access. Chair Campbell presided.

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

Members absent: R. Smith

RPB: R. Harvey(R), D. Allard(R), T. Clifford(R), J. DiCarlo(R), and C. Mancini(R)

Authority: S. Sack(R)

RWA: S. Lakshminarayanan, R. Kowalski(R), P. Singh, and V. Benni

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

RPB Staff: J. Slubowski

Chair Campbell called the meeting to order at 5:30 p.m. She reviewed the Safety Moment distributed to members.

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

On motion made by Mr. Havrda and seconded by Mr. Malloy, the Committee voted to approve the minutes of its November 17, 2025 meeting, as presented.

Mr. Benni, the RWA’s Director of Engineering, provided an update on the Lead & Copper Rule Revisions (“LCRR”) and the Lead and Copper Rule Improvements (“LCRI”). He stated the LCRR required an initial service line inventory by the deadline of October 2024, which the RWA provided. LCRI mandates include a new lower lead action level and more rigorous sampling protocols starting in January 2028 and includes the full replacement of Lead Service Lines (“LSLs”) and Galvanized Requiring Replacement (“GRR”) by November 2037. The replacement of lead goosenecks under 36 inches will be included, although not required by the LCRI.

Mr. Benni reported on the status of the Milford Pilot Project, which identified four LSLs for replacement. He reviewed the pilot project budget, including Drinking Water State Revolving Funding (“DWSRF”). Construction is expected to begin in March 2026, pending Connecticut Department of Public Health (“DPH”) approval.

The RWA continues refining its inventory and replacing lead connectors during municipal projects and repairs. Coordination across departments ensures consistent protocols, with plans to prioritize replacements in disadvantaged communities and use trenchless technologies to minimize disruption.

Next steps include meeting LCRI mandates by completing the 10-year replacement program by November 2037. Immediate priorities include securing DPH approval for the Milford pilot and starting construction in early 2026. Financial planning focuses on managing the budget and securing DWSRF.

Committee members discussed costs and inventory, PipeSafe program inclusions, and utility and customer responsibility.

After discussion, Mr. Lakshminarayanan, the RWA's Interim President & Chief Executive Officer, reported that LSLs identified by the RWA as part of the PipeSafe program are covered. In addition, the RWA has committed to covering both utility and customer costs for the LSL replacements project.

At 6:03 p.m., Mr. Benni withdrew from the meeting.

Chair Campbell reviewed the FY 2027 budget schedule review dates for a special joint meeting of the Consumer Affairs Committee and Land Use Committee. After discussion, it was the consensus of the Committee to recommend a special joint meeting with the Land Use Committee to review the FY 2027 budget on Thursday, April 16, 2026, at 5:00 p.m.

Atty. Donofrio commented that there is a Frequently Asked Questions page related to the LCRR, which can be found at CT.gov, for committee members or members of the public wishing to find more information.

He also reported no escalated consumer complaints. Atty. Donofrio is currently reviewing the application for the Route 80 Control Valve Replacement Project Application in preparation for a possible upcoming public hearing in January. He has also been attending meetings of the RPB Bylaws and Rules Review Committee, which is currently nearing completion of its assignment.

Committee members discussed the recent water failure in Waterbury, Connecticut, capital planning, aging infrastructure, the importance of consumer education and awareness, and community impact.

On motion made by Mr. Malloy and seconded by Mr. Havrda, the Committee voted to approve the OCA's November 2025 billing for \$3,696.00.

There was no new business to report.

The next regular meeting is on Monday, January 26, 2026, at 5:30 p.m.

At 6:09 p.m., on motion made by Mr. Havrda, the Committee voted to adjourn the meeting.

Naomi Campbell, Chair

(R) = Attended remotely.

South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, Connecticut 06511-5966

<http://www.rwater.com>

To: RPB Consumer Affairs Committee
Naomi Campbell, Chair
Deena Allard
Charles Havrda
Stephen Mongillo
Richard Smith
Mark Levine
Greg Malloy
Beth Nesteriak

Cc: Prem Singh, VP Customer Care & Chief Information Digital Officer
Sunny Lakshminarayanan, Interim President & CEO

From: Bridgette Hoskie, Director Customer Care

Date: January 26, 2026

Subject: Customer Assistance Program (CAP) Update

Background

The Dollar Energy Program (DEP) provides energy assistance grants to qualifying households based on household income relative to the State Median Income (SMI). The program is internally funded by RWA to help hardship low-income customers in our region. The program experienced lower-than-expected applicant participation while the federal Low Income Household Water Assistance Program (LIHWAP) was very successful and currently suspended. From calendar years (2022–2024) approximately 388 grants were processed, for CY 2025 approximately 163 grants were processed. With the support of our Consumer Affairs Committee, OCA and the Authority, management is looking forward to revising the eligibility criteria and award amount to benefit customers in need of assistance. The revised Customer Assistance Program (CAP) is comparable to our peer water utilities in the state and is consistent with the guidelines of the State Median Income (SMI) published by the CT Dept. of Social Services.

Customer Assistance Program Updates

Dollar Energy Program (DEP)

To encourage broader participation, the program's grant offer criteria are being updated for CY 2026 as follows:

The current grant awards \$175 per application as assistance for customers at or below 250% of the 2025 Federal Poverty Level (FPL) and is being replaced by two tiers listed below.

- \$225 grants will be available to households between 61% and 75% of SMI
- \$300 grants will be available to households with upto 60% of SMI

The revised program is expected to start by the end of January 2026 and will cap at \$50,000 in total grants per year to assess program adoption.

The change is intended to curtail downturn economic conditions and affordability to increase program participation by expanding eligibility and better aligning grant amounts for low-income customers. This update ensures our Dollar Energy Program remains responsive to community needs and optimizes the impact of available funding to serve our higher purpose.

Low Income Household Water Assistance Program (LIHWAP)

LIHWAP was established in 2020 by the Federal Department of Social Services and was initially funded through the American Rescue Plan Act. In Connecticut, the program provided a one-time assistance benefit of up to \$1,000 and delivered more than \$1 million in grants to RWA customers. Although the program has since closed, RWA has collaborated with AMWA to advocate for its reinstatement. Currently there is a pending legislation, H.R. 4733 (119th Congress), which seeks to permanently fund and reauthorize LIHWAP.