



Customer Advisory Council (CAC) Meeting

Minutes of the June 27, 2024 Virtual Meeting

MEMBERS PRESENT:

Edward Alberino – Clinton
Robert Chatfield – Prospect
Russ Arnold - Farmington

Connecticut Water Staff in Attendance:

Rose Gavrilovic, Troy Dixon, Paul Lowry, Gerald McDermott, Lindsay Bollenbach

Welcome and Introduction:

Ms. Bollenbach opened the meeting at 11:02 a.m. and welcomed all to the Q2 2024 CAC meeting

Purpose of the Customer Advisory Council:

The Customer Advisory Council (CAC) provides an opportunity for the company to update customer representatives about projects, policies and procedures that may affect water quality or service, and for CT Water to receive feedback from the council members. This will help improve communication, learn about the needs and priorities of customers and better serve the community.

Brief Overview of Connecticut Water:

Ms. Bollenbach gave a brief overview of the company's service area and water systems -- serving about 107,000 customers in 60 Connecticut communities through more than 60 non-interconnected water systems.

Customer Service Update:

Ms. Bollenbach reported on a new financial assistance form that is available for customers now. It combines several forms that used to be separate for each available program. The new form has income eligibility specified for the action agencies, social service offices and Operation Fuel to simply check the box and the CT Water team will enroll the customers in all programs that match that income threshold. Customers can contact Customer Service for assistance in filling out the form and the form will be added to ctwater.com shortly for ease of use.

Communications Update:

Ms. Bollenbach reported on recent open houses that were held in May and June. The first one being an open house the shoreline (Clinton) offices which included several displays of operations to share with the public and customers. Over 50 guests attended this open house. Then, held on June 26th was an open house in Rockville with 91 total attendees. Ms. Bollenbach shared that more of these types of events would be planned, and the future and the customers very much enjoy getting a chance to learn more about where their water comes from.

Infrastructure Investment:

Ms. Gavrilovic updated the committee on the company's current and ongoing infrastructure investment for 2024, including 75 active projects in various stages of design or construction.

The company is also advancing some of the larger infrastructure projects including the Anvil Tank and Booster Station, and the Heritage Village Water Treatment plant.

Ms. Gavrilovic also provided an update on the Water Infrastructure and Conservation Adjustment process. The updates included 14 projects completed, 8 projects under construction now, 9 water main and 3 PRV projects remaining and approximately \$11M invested so far in 2024.

Service Delivery Updates:

Ms. Gavrilovic gave updates on projects in progress within Service Delivery. She first discussed the Lead & Copper Rule Revision and specially the Service Line Material Inventory in progress now which includes various methods of working to identify any unknown service lines. This inventory is due by October 16, 2024. Ms. Gavrilovic mentioned this rule is a marathon and discussed the 10-year period to identify and replace lead.

Ms. Gavrilovic then provided an overview of the PFAS sampling plan which CWC has a prioritized plan and schedule underway based on the new regulations. The regulatory deadline is April 2027. She then shared that the installing of exchange filtrating systems are underway in small systems in addition to chlorine in 5-6 smaller unchlorinated systems is being introduced in 2024.

Ms. Gavrilovic closed by provided updates on the current everyday activities of the Service Delivery team including flushing that was recently completed in May and will resume in Fall, Inspections of hydrants and backflow devices. She then provided an update on the current summer demands nothing that water levels are generally at a normal level but they are always monitoring weather patterns. Also noted were a few recent voluntary conservation measures that have been requested in some small systems.

Rate Activity:

Mr. Dixon reported on the ongoing rate proceeding and summarized the requested \$21.4 million in additional annual revenues (an 18.1% increase). He shared the draft decision by PURA of the \$2.7 million in additional revenues and noted the Performance Based Regulation that will be applied to this rate decision. He also discussed the expansion of the WRAP (Water Rate Assistance Program) and conservation rates. He shared that a final decision is scheduled to be delivered at 10:00am on June 28th.

Mr. Dixon then shared other updates including the WICA (Water Infrastructure and Conservation Adjustment) status and the next WICA filing will be by the end of July with an October 1, 2024 effective date. The filing will cover the last 12 months of WICA projects, none of which were included in the previously noted rate case filing.

Legislative Update

Ms. Bollenbach noted thar Mr. Hanratty was currently at the capitol for business so could not attend the CAC meeting. Ms. Bollenbach shared the bills that passed in the short session that ended on May 8th and the bills that died during that session.

Community Support

Ms. Bollenbach updated the CAC on Connecticut Water's charitable giving program and community support activities. She noted the company had donated \$18,000 in firefighter grants to various service communities. School water bottle filling stations were also recently delivered to many schools in service communities.

Ms. Bollenbach also reported that CWC volunteers closed out a successful season of the Water Drop Watchers program which included going to 47 classes teach third graders about the water cycle, where fresh water comes from, and water conservation.

Ms. Bollenbach then closed by sharing that CWC hosted hikes on Trails Day in early June.

Other Business:

Mr. Arnold asked Mr. Dixon for more details on the rate case decision. Troy discussed the current process and noted some errors in the draft decision so the final decision on Friday will be to be determined.

Mr. Chatfield asked Mr. McDermott if he can attend a meeting with residents. Mr. McDermott will coordinate with Mr. Chatfield once a date is set.

Adjournment:

The meeting ended at 11:27 a.m.