Representative Policy Board
Aquarion Water Authority
Consumer Affairs Committee

November 16, 2026

Minutes

A special meeting of the Consumer Affairs Committee ("Committee") of the Representative Policy Board (RPB) of the Aquarion Water Authority ("AWA") took place on Monday, November 16, 2026 at the Aquarion Water Authority, 835 Main Street, Bridgeport, Connecticut, and via remote access. Chair Paolino presided.

Members present: James Paolino(R), Pete Bass(R), Jack Betkoski(R), Michael Paulhus(R), Harry Rilling(R), Jonathan Steinberg, Robert Tonon(R), and Jill Vergara

RPB: Debra Alterio(R), Bernard Clarke(R), Matthew Knickerbocker(R), Frederick Lee, and Beth Nesteriak(R)

Authority: Todd Cort(R) and Mario Ricozzi(R)

AWA: Lucy Teixeira, Debra Szabo, Rochelle Kowalski, Dan Lawrence, George Logan, Jose Candelora, Jeff Ulrich, Andrea Millard, April Burggraf, Martina Armellino, Lucas Jenkins

Office of Consumer Affairs: Attorney Jeffrey Donofrio (OCA)

Harris Beach Murtha: Attorney Dan Canavan(R)

RPB Staff: J. Slubowski(R)

UNAPPROVED

The meeting was called to order at 1:04 p.m. The first order of business was to elect the Committee Chair.

On motion made by Mr. Paulhus, and seconded by Ms. Vergara, the Committee voted unanimously to appoint Mr. Paolino, as Committee Chair.

Chair Paolini noted that the Safety Moment was included in the meeting package for members' review.

Mr. Lawrence, AWA Vice President of Engineering, Planning and Real Estate, presented an overview of the proposed capital budget for AWA's water and wastewater operations, including capital program priorities, funding considerations, and major regulatory and infrastructure initiatives. He highlighted ongoing PFAS mitigation and lead service line replacement efforts, water supply and drought resilience projects, and the continued renewal and replacement of aging infrastructure.

At 1:23 p.m., Mr. Tonon entered the meeting.

Management noted that increasing regulatory requirements and infrastructure needs continue to place significant demands on the capital program, with projects prioritized based on risk, reliability, and regulatory compliance.

At 1:55 p.m., on motion made by Mr. Betkoski and seconded by Mr. Rilling, the Committee voted unanimously to go into executive session, pursuant to C.G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210(b)(5)(B), pertaining to commercial and financial information. Present in executive session were Committee members, Mss. Alterio, Nesteriak, Teixeira, Szabo, Kowalski, Millard, Burggraf, Armellino, and Slubowski, and Messrs. Cort, Ricozzi, Clarke, Knickerbocker, Lee, Lawrence, Logan, Candelora, Ulrich, and Jenkins, and Attys. Donofrio and Canavan.

At 2:11 p.m., the Committee came out of executive session. No votes were taken in, or as a result of

executive session.

Ms. Szabo, Vice President of Finance, reviewed the operating budget, which included:

- Key revenue and expense assumptions
- Maintenance test and financial metrics
- Capital improvement funding
- Operating & Maintenance, operations, and IT cost projections
- Change of control related expenses
- Future funding sources and financing

At 2:36 p.m., on motion made by Mr. Betkoski and seconded by Mr. Rilling, the Committee voted unanimously to go into executive session, pursuant to C.G.S. Section 1-200(6)(E) to discuss matters covered by Section 1-210(b)(5)(B), pertaining to commercial and financial information. Present in executive session were Committee members, Mss. Alterio, Nesteriak, Teixeira, Szabo, Kowalski, Millard, Burggraf, Armellino, and Slubowski, and Messrs. Cort, Ricozzi, Clarke, Knickerbocker, Lee, Lawrence, Logan, Candelora, Ulrich, and Jenkins, and Attys. Donofrio and Canavan.

At 2:50 p.m., the Committee came out of executive session. No votes were taken in, or as a result of executive session.

Attorney Donofrio, Office of Consumer Affairs, reported on several customer escalation matters, currently at the investigative stage including landlord/tenant related dispute, billing dispute, and property damage claim.

UNAPPROVED

Atty. Donofrio advised of a potential customer escalation that may require a Consumer Hearing and reviewed the Committee's role in considering the complaint, evidence, and OCA's recommendation.

He also reported on an AWA wastewater billing dispute and ongoing coordination with the South Central Connecticut Regional Water Authority to review consumption charges before determining further action.

Chair Paolino stated the next item would include a vote to approve the proposed 2027 regular Committee meeting dates. On motion made by Mr. Steinberg and seconded by Mr. Betkoski, the Committee voted unanimously to approve the regular Committee meeting schedule for 2027.

Committee members thanked AWA staff for the budget presentations and requested that management provide an overview of Committee functions at its next meeting.

The Committee scheduled its next meeting on Tuesday, December 15, 2026 at 1:00 p.m., via hybrid.

At 3:04 p.m., on motion made by Ms. Vergara and seconded by Mr. Betkoski, the Committee voted unanimously to adjourn the meeting.

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James Paolino, Chair

(R) = Attended remotely.