GOVERNANCE COMMITTEE MEETING

DATE:	September 25, 2025
LOCATION:	4060 Sunrise Highway, Oakdale
ATTENDANCE:	Charles Lefkowitz, Chairman Timothy Bishop, Secretary John Rose, Member Jeffrey W. Szabo, CEO Frank Tassone, Deputy CEO of Customer Service Joseph Pokorny, Deputy CEO of Operations John Milazzo, General Counsel Brendan Warner, Director of Construction Brian Seevers, Director of Human Resources

Barbar Yatauro, Cross Connection Field Assistant- Local 393 arrived late and Mr. John Milazzo, General Counsel, filled Ms. Yatauro in on the approved changes to Policy 111 and 112.

The meeting was called to order by Mr. Szabo at 9:35 a.m. upon Members of the Committee being present.

On motion made by Mr. Bishop, duly seconded by Mr. Rose, and unanimously carried, it was

RESOLVED, To approve the minutes of April 24, 2025, Governance Committee Meeting.

Mr. Szabo introduced Mr. Frank Tassone, Deputy CEO of Customer Service, who presented an update to SCWA's Contact Center which continues to face high call wait times due to staffing shortages, productivity constraints, and the impact of the Field Service Communication pilot program. To address these challenges, Mr. Tassone has implemented short-term measures including real-time workload monitoring, staff training, process improvements, temporary reassignment of former clerks, accelerated hiring, and technology upgrades to IVR, call routing, and self-service tools. Mr. Tassone also explained that they are expanding alternative support channels such as live chat, text, and scheduled call backs. For the long term, Mr. Tassone mentioned exploring the use of a third-party vendor for overflow and off-hour support. Mr. Tassone has a full action plan with cost and timeline projections which will be presented to the Board for review.

Mr. Szabo then introduced Mr. Brian Seevers, Director of Human Resources who presented the SCWA Policy 111: Leaves Donation which requests to change page four (4), paragraph two (2), in the event of a serious personal illness, or for the care of a child, spouse or parents' serious health condition, and employee may exhaust their accumulated sick/ vacation balances and may require the use of leave hours voluntarily donated by co-workers.

On motion made by Mr. Bishop, duly seconded by Mr. Rose, and unanimously carried, it was

RESOLVED, To approve the revisions to Rules and Regulations: Leave of Absence Policy No. 111 and present to the full board for approval.

Mr. Szabo then introduced Mr. Brian Seevers, Director of Human Resources who presented the SCWA Policy 112: Absent for Personal Business, requesting to approve the following additions added to Policy 112: Absent for Personal Business, under NYS Labor Law, nursing mothers are guaranteed thirty (30) minutes of paid break time to express breast milk. This time should be provided when the employee has the need to do so. Those wishing to do so must notify Human Resources in advance through email or other written correspondence, preferably before they return from parental leave. This time is in addition to an employee's regular break time.

On motion made by Mr. Bishop, duly seconded by Mr. Rose, and unanimously carried, it was

RESOLVED, To approve the revisions to Rules and Regulations: Absent for Personal Business No. 112 and present to the full board for approval.

Mr. Szabo then introduced Mr. Brendan Warner, Director of Construction Maintenance who presented the revision to Fire District Hydrant Flow Test Allotment, requesting the Fire District to be allotted five (5) free flow tests per one hundred (100) hydrants per five (5) years, rather than the current one (1) per one hundred (100) annually.

RESOLVED, To approve the revisions to Rules and Regulations: Revision to Fire District Hydrant Flow Test Allotment and present to the full board for approval.

Mr. Szabo informed the members of the Committee that himself, Mr. Milazzo, and Mr. Pokorny have been working closely with Salt Air and are currently operating the Salt Air System, which is positioned between two of the Authority's existing systems.

Mr. Szabo asked if any members of the Committee or staff members in attendance any questions had, none were received.

On motion made by Mr. Bishop, duly seconded by Mr. Rose, and unanimously carried, the meeting of the Audit Committee was adjourned at 9:55 a.m.

Timothy Bishop, Secretary