



1. The Commission's data request of April 11 asked if there is a billing date on NBC bills. This request was in response to a public comment that stated NBC did not have a billing date on their bills. The NBC response of April 13<sup>th</sup> stated that a billing date is on the bills. Please present a sample bill/ facsimile bill and indicate where on the bill the billing date (the date the bill is prepared/sent—not the due date) is shown.

NBC understood the question as referring to the due date which is on the bill. The billing periods are also on the bill (see attached).



**The Narragansett Bay Commission**

One Service Road  
Providence, RI 02905-5505

LATE PENALTY ASSESSED ON  
CHARGES PAID AFTER DUE DATE



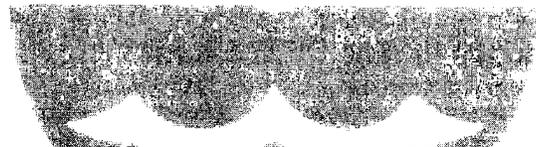
ACCOUNT NUMBER	DUE DATE	TOTAL BALANCE DUE
35983	5/23/2006	\$43.03

123 LORIMER AVENUE  
PROVIDENCE, RI

Consumption Fee(s) Were Calculated from Water Meter Readings as Follows:

SERVICE PERIOD	METER SERIAL NO./SIZE	BEGIN READ	END READ	TOTAL CONSUMPTION
12/15/2005 TO 3/18/2006	41146464 1 5/8 INCH	64800	65800 ACTUAL	1000 CF

BILLING PERIOD	DESCRIPTION	CHARGES	CREDITS
2/02/2006	PREVIOUS BALANCE	\$44.95	
12/15/2005 TO 3/18/2006	Payment Received - Thank You		44.95
4/01/2006 TO 6/30/2006	Consumption - 1000 @ \$1.942 / HCF	19.42	
	Sewer Use Fee \$94.38 Annually Per Dwelling Unit(1)	23.61	
TOTAL BALANCE DUE:		\$43.03	



Any payments not listed will be shown on your next bill.

Calling young artists! Become a Narragansett Bay Buddy by entering the NBC's annual poster contest for grades K-6. Win a US Savings Bond and have your artwork hung in a Providence art gallery! See [www.narrabay.com](http://www.narrabay.com) for more info.

Questions? Call Customer Service at 401-461-8828 between 8:30 A.M. and 4:00 P.M. Monday – Friday



**The Narragansett Bay Commission**

P.O. Box 9668, Dept. 25  
Providence, RI 02940-9668

PLEASE DETACH THIS STUB & RETURN  
WITH YOUR CHECK OR MONEY ORDER

PLEASE MAKE CHECK PAYABLE TO:  
THE NARRAGANSETT BAY COMMISSION

ACCOUNT NUMBER	DUE DATE	TOTAL BALANCE DUE	AMOUNT ENCLOSED
35983	5/23/2006	\$43.03	

FRANCIS C WARD  
PO BOX 40313  
PROVIDENCE, RI 02940

2. Response question 4 of the Commission's data request of April 11<sup>th</sup> confirmed that notices are sent to delinquent accounts between billings. Please provide:

(a) Copies / samples of notices sent to delinquent customers.

See attached.

(b) A schedule / time line showing when and how often interim billings are sent to delinquent accounts.

Dunning letters are sent approximately 6 to 7 weeks after each billing for accounts that are 30, 60 and 90 days past due. NBC bills its customers quarterly.

The Narragansett Bay Commission  
One Service Road  
Providence, RI 02905-5505



Vincent J. Mesolella  
Chairman

Paul Pinault  
Executive Director

401-461-8828  
401-461-6546 Fax  
401-461-6549 TDD

March 10, 2006

**30 DAY  
LETTER**

PAWTUCKET RI 02860-3777

Subject:

PAWTUCKET, RI 02860  
Balance Due: \$

Dear Property Owner:

This letter is a reminder that your sewer account for the above referenced property has a balance due. If you have made full payment or have resolved the unpaid balance with a Customer Service Representative, you may disregard this letter.

For your convenience, the Narragansett Bay Commission accepts payment using Visa, MasterCard, or a debit card that is linked to a Visa or MasterCard credit card. Please call the Customer Service number listed below if you are paying with a credit or debit card. You may also forward a check to P.O. Box 9668, Department 25, Providence, RI, 02940-9668 or pay in person at our Customer Service office, One Service Road, Providence, RI.

If you have any questions regarding your bill or would like to establish a payment plan, please contact our Customer Service Department at (401) 461-8828, Monday through Friday, between the hours of 8:30 a.m. and 4:00 p.m.

Sincerely,

CUSTOMER SERVICE DEPARTMENT  
NARRAGANSETT BAY COMMISSION



**THE NARRAGANSETT BAY COMMISSION**  
P.O. Box 9668, Dept. 25  
Providence, RI 02940-9668

PLEASE DETACH THIS STUB AND RETURN WITH  
YOUR CHECK OR MONEY ORDER MADE PAYABLE TO:  
**THE NARRAGANSETT BAY COMMISSION**

ACCOUNT: \_\_\_\_\_ DATE: 3/10/06 AMOUNT DUE: \$ \_\_\_\_\_ AMOUNT ENCLOSED: \_\_\_\_\_

042067309500000999327

PAWTUCKET, RI 02860



The Narragansett Bay Commission  
One Service Road  
Providence, RI 02905-5505



Vincent J. Mesolella  
Chairman

Paul Pinault  
Executive Director

401-461-8828  
401-461-6546 Fax  
401-461-6549 TDD

March 10, 2006

**GO DAY  
LETTER**

FRANKLIN MA 02038-1225

REMINDER NOTICE

Subject:

PAWTUCKET, RI 02861  
Balance Due: \$

Dear Property Owner:

We have not yet received payment of the past due balance on the above referenced account. It is important that you resolve this overdue bill as soon as possible. If you have sent full payment, you may disregard this notice.

For your convenience, the Narragansett Bay Commission accepts payment using Visa, MasterCard, or a debit card that is linked to a Visa or MasterCard credit card. Please call the Customer Service number listed below if you are paying with a credit or debit card. You may also forward a check to P.O. Box 9668, Department 25, Providence, RI, 02940-9668 or pay in person at our Customer Service office, One Service Road, Providence, RI.

If you have questions concerning your account or would like to establish a payment plan, please call our Customer Service Department at (401) 461-8828 Monday through Friday, between the hours of 8:30 a.m. and 4:00 p.m.

Sincerely,

CUSTOMER SERVICE DEPARTMENT  
NARRAGANSETT BAY COMMISSION



THE NARRAGANSETT BAY COMMISSION  
P.O. Box 9668, Dept. 25  
Providence, RI 02940-9668

PLEASE DETACH THIS STUB AND RETURN WITH  
YOUR CHECK OR MONEY ORDER MADE PAYABLE TO:  
THE NARRAGANSETT BAY COMMISSION

ACCOUNT: \_\_\_\_\_ DATE: 3/10/06 AMOUNT DUE: \$ \_\_\_\_\_ AMOUNT ENCLOSED: \_\_\_\_\_

042098832200003387679

FRANKLIN, MA 02038



The Narragansett Bay Commission  
One Service Road  
Providence, RI 02905-5505

401-461-8828  
401-461-6546 Fax  
401-461-6549 TDD



Vincent J. Mesolella  
Chairman

Paul Pinault  
Executive Director

March 10, 2006

PAWTUCKET RI 02860-3705

**90 DAY  
LETTER**

COLLECTION NOTICE

Subject:

PAWTUCKET, RI 02860-3705  
Balance Due: \$

Dear Property Owner:

You are being sent this letter because the Narragansett Bay Commission (NBC) has not received full payment of the past due balance on the above-referenced sewer account. Your account is more than ninety (90) days overdue.

The NBC can resort to WATER SERVICE TERMINATION or LIEN SALE to collect this debt if the balance is not paid promptly. To avoid having your property selected for water termination or lien sale, it is important that you remit full payment upon receipt of this letter.

You may pay in person at our Customer Service office located at One Service Road, Providence, RI or by mail to P.O. Box 9668, Department 25, Providence, RI, 02940-9668. For your convenience, the Narragansett Bay Commission also accepts payment using Visa, MasterCard, or a debit card that is linked to a Visa or MasterCard credit card. Please call the Customer Service number listed below if you are paying with a credit or debit card.

If you have questions concerning your account or would like to establish a payment plan, please call Customer Service at (401) 461-8828 Monday through Friday, between the hours of 8:30 a.m. and 4:00 p.m.

Sincerely,

CUSTOMER SERVICE DEPARTMENT  
NARRAGANSETT BAY COMMISSION



THE NARRAGANSETT BAY COMMISSION  
P.O. Box 9668, Dept. 25  
Providence, RI 02940-9668

PLEASE DETACH THIS STUB AND RETURN WITH  
YOUR CHECK OR MONEY ORDER MADE PAYABLE TO:  
THE NARRAGANSETT BAY COMMISSION

ACCOUNT: \_\_\_\_\_ DATE: 3/10/06 AMOUNT DUE: \$ \_\_\_\_\_ AMOUNT ENCLOSED: \_\_\_\_\_

042058353600004896584

PAWTUCKET, RI 02860-3705



3. Please provide the number of times NBC has requested the Providence Water Supply Board to shut-off service for non-payment of bills over the last two years. Show the requests made for calendar years 2004 and 2005 separately.

The table below shows water shut-off activity with all of the water suppliers in NBC's service area (including PWSB):

WSO START DATE	ACCOUNTS SELECTED	ACCOUNTS SHUT-OFF
May-04	150	9
Jun-04	254	29
Sep-04	309	25
Oct-04	305	26
<b>Total 2004</b>	<b>1,285</b>	<b>116</b>
Mar-05	192	-
May-05	274	41
Jul-05	308	37
Sep-05	326	39
Dec-05	261	11
<b>Total 2005</b>	<b>895</b>	<b>87</b>

4. When the NBC has requested the PWSB to shut-off customers for non-payment of bills, has the PWSB complied with all of NBC's requests?

Yes, however it is not possible to terminate service if the stop cannot be accessed.

5. What were the results of having accounts shut-off? [i.e.—were accounts collected; was it an effective means of getting accounts paid up timely, etc.?

For the majority of delinquent accounts it is an effective means of collection, however, under certain circumstances, such as inactive accounts or non-owner occupied accounts, lien sale is NBC's most effective means of collection.