

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

IN RE: PROVIDENCE WATER :
SUPPLY BOARD : DOCKET NO. 4406
GENERAL RATE FILING :

COMMISSION DATA REQUESTS DIRECTED TO
THE PROVIDENCE WATER SUPPLY BOARD

(Issued July 22, 2013)

1. A review of Providence Water's bill (Item 2.9(e)) shows monthly consumption levels. Please indicate whether these are actual reads.
2. Please provide a copy of any contracts between Providence Water and vendors related to the processing of online payments, including any payment fees.
3. Has Providence Water researched whether it would be possible to participate in the State of Rhode Island contract for credit card processing as Pawtucket Water Supply Board recently did? If so, what were Providence Water's conclusions?
4. Please provide a comparison of the costs associated with the increased costs related to the processing of monthly check payments versus various forms of online payments (including where the credit card fees are passed on to customers and where they might be included in rates).
5. What are the benefits/impacts to customers if monthly billing is implemented? Is there a service charge or additional cost to customers?
6. How would Providence Water transition to monthly billing? Does Providence Water plan to communicate this change to customers in advance of customers' receipt of the first bill beyond the legal notices required for this filing?
7. Will the bills equate to twelve (12) equal monthly payments? Please provide a sample billing.
8. Please explain how Providence Water currently assesses late charge penalties and how this process will be changed if Providence Water converts to monthly billings.

9. What billing software is Providence Water currently using and has Providence Water determined its capability of conversion from quarterly to monthly billing? What does this entail?
10. Please update Providence Water's response to Division Data Request 1-33 to include the costs after 6/13.
11. Please provide Providence Water's current organizational chart. Also, provide a list of employees, titles, union affiliation, base salary, longevity and incentives, start dates and step increase dates.
12. Please provide a copy of all current union contracts for employees at Providence Water.
13. Please provide any salary surveys or other data that you have compiled to support the wage increases currently requested in the General Rate Filing.
14. With regard to the Personnel and Overtime Information, please provide the detail behind these numbers, i.e., the name, title and salary of the employee who has received overtime compensation in FY 2009, FY 2010 and FY 2011.
15. What is the current cost of health insurance premiums for medical, dental and vision care for family and individual coverage? Does Providence Water give employees a waiver bonus for opting out of health insurance? If so, what is the amount?
16. Please explain the projected increase in electricity supply contract. What is the current practice of the Providence Water to procure electricity? Has a Request for Proposal been submitted? What are the terms of the contract?
17. Please identify the number of customers Providence Water serves by type (i.e. residential, commercial, industrial, etc.) and please provide a sample billing for each class of customer.
18. Please provide any and all Depreciation Studies, lag studies and internal and external Financial Audit Reports from FY2009 to present.
19. Please provide any reports related to customer complaints/problems received by Providence Water.
20. With regard to Providence Water's pension plan, please provide the amount of contribution per employee, what percentage of the contribution was made by the employee and what percentage was made by Providence Water. How many employees are currently members in the plan, including retirees and beneficiaries, terminated vested participants and active vested participants.

21. With regard to medical benefits, what steps have been made by Providence Water in requiring employees to contribute to the cost of health and dental benefits? Please provide the cost per employee for health benefits and dental benefits and indicate if said employee is receiving family or individual coverage.
22. During the time of the rate year, will any employees be receiving an increase in salary? If so, please indicate the amount each employee will be entitled to receive; the date the employee will receive the increase and the reason for the increase.
23. What post retirement benefits are employees entitled to? What is the current annual cost per retiree and how many retirees are currently receiving this benefit?
24. What planning mechanisms has the utility undertaken to sustain financial security?
25. Please provide the results of any and all studies and/or demand analyses performed by the utility regarding the effects of conservation and/or low consumption on water utilities.
26. How has the utility communicated with customers regarding the long term benefits of conservation?
27. What cost cutting measures has Providence Water undertaken to balance revenues and costs?
28. Please provide the bad debt expense for FY 2011, FY 2012 and FY 2013.
29. Please explain Providence Water's collections practices and whether there have been any changes in policy over the past three years.
30. Please provide the amount of longevity each employee receives and any educational incentives or additional stipends each employee receives – and include a total salary column that includes these additional salary increases.
31. Please provide the quarterly Restricted Funds Reconciliation reports for the following periods ending: 10/31/2010, 2/28/2011, 2/28/2012.
32. Please explain why the ending balance for the end of the period is not the same as the beginning balance for the following period? Please see the attached reports.

33. Please itemize the expenses included in the following Miscellaneous Expenses accounts for the Test Year and for FY 2013 (if there were no expenses, please explain what would be included in the account):
- a. Account 67510 (Source of Supply)
 - b. Account 67520 (Source of Supply)
 - c. Account 67523 (Pumping Expenses)
 - d. Account 67526 (Pumping Expenses)
 - e. Account 67530 (Water Treatment)
 - f. Account 67540 (Water Treatment)
 - g. Account 67550 (T&D)
 - h. Account 67560 (T&D)
 - i. Account 67570 (Customer Accounts)
 - j. Account 67580 (Customer Accounts)
 - k. Account 67580 (Administrative & General)
34. Please itemize the source of the revenues included in Miscellaneous Revenue during the Test Year and FY 2013.

Providence Water
 Restricted Funds Reconciliation
 For the period ending 6/30/12

	845 Capital	848 Infrastructure	849 AMR/Meter	857 Insurance	874 Rev. Reserve	875 Equipment	876 Property Tax	877 MCMDS	878 Chemical/Sludg
Beginning Cash Balance 3/1/12	\$ 3,978,136	\$ 1,240,621	\$ 1,024,587	\$ 1,367,236	\$ 2,225,165	\$ 976,666	\$ 438,852	\$ 783,587	\$ 100,649
Due From 801	2,245,833	10,190,280	1,166,673	1,628,265	464,105	557,415		56,896	1,029,111
Due from 843		298,319							
Due from 845		23,273							
Due from 848	1,011,521							877,562	
Due from 878		11,089							
Due to 848	-5,368	1,000,000							
Due to 841	-26,386	-3,748,144		-3,813		-14,637			-17,905
Due to 843		-293,401							
Due to 845		-1,011,521							
Due to 848	-17,905		-11,089						-1,000,000
Due to 877		-877,562							
Sub-total Due To/Froms	\$ 7,185,829	\$ 6,832,956	\$ 2,180,170	\$ 2,991,689	\$ 2,689,270	\$ 1,519,443	\$ 438,852	\$ 1,718,045	\$ 111,800
Funding									
If of Docket Revenue	816,667	5,426,154	333,333	592,354	371,284	200,000		20,690	1,005,202
Tax Refund									
Reimbursements from other Funds						60,000			
Interest				16,083				58	
Interest Income Others**									
Impact Fees									
Sub-total Funding	\$ 816,667	\$ 5,442,237	\$ 333,333	\$ 592,354	\$ 371,284	\$ 260,000	\$ -	\$ 20,748	\$ 1,005,282
Expenses									
Debt Service Principal									
Debt Service Interest	7,210	648,943	11,536					25,060	
Sub-total Debt	\$ 7,210	\$ 648,943	\$ 11,536	\$ -	\$ -	\$ -	\$ -	\$ 25,060	\$ -
Salary & Fringes		170,580							
Payroll Reimbursement		1,070,662							
Impact Fees									
Autos and Trucks						49,855			
Chemicals/Sludge Maintenance									890,271
Insurance				284,974					
Claims				19,000					
Computer/Communication Equip			163,966						
Legal						75,170			
Project Costs	49,865	4,646,391	42,746				18,238		
Land									
Private Contractors									
Maintenance & Services			2,136						2,693
Accrued Interest Payables		72,887							
Misc Expenses				3,630					
Materials/Equipment				3,055					
Furniture						173,955			
Prop Tax Reimbursement						2,841			
Sub-total Expenses	\$ 49,865	\$ 5,960,520	\$ 208,848	\$ 310,659	\$ -	\$ 301,821	\$ 18,238	\$ 55,876	\$ 892,905
Ending Balance 6/30/12	\$ 7,945,421	\$ 5,665,729	\$ 2,293,119	\$ 3,273,384	\$ 3,060,554	\$ 1,417,622	\$ 420,614	\$ 1,657,857	\$ 224,187

** Loan principal forgiveness on CWFA FY'09 Bonds

Providence Water
 Restricted Funds Reconciliation
 For the period ending 10/31/12

	845 Capital	848 Infrastructure	849 AMR/Meter	857 Insurance	874 Rev. Reserve	875 Equipment	876 Property Tax	877 WCWDS	Ch
Beginning Cash Balance 7/1/12	\$ 4,519,444	\$ 1,256,382	\$ 1,554,208	\$ 2,385,609	\$ 3,060,554	\$ 1,115,859	\$ 438,852	\$ 749,261	\$
Due From 601	2,450,000	7,236,352	750,000	887,823	0	368,764		31,034	
Due from 843		4,918							
Due from 845		5,368							
Due from 848	1,000,000								
Due from 849		11,089						877,562	
Due from 878		1,000,000							
Due to 601		-1,970,819							
Due To 843									
Due To 845		-1,000,000							
Due To 848									
Due To 877		-877,562							
Sub-total Due To/Frroms	\$ 7,945,421	\$ 5,665,729	\$ 2,293,119	\$ 3,273,384	\$ 3,060,554	\$ 1,477,622	\$ 420,614	\$ 1,657,857	\$
Funding									
Tfr of Docket Revenue	816,667	5,333,333	333,333	592,354	371,284	200,000		20,690	
Line of Credit		3,000,000							
Reimbursements from other Funds									
Interest		16,394							
Interest Income Others**	71,619	84,664	107,218						
Impact Fees									
Sub-total Funding	\$ 888,286	\$ 8,434,391	\$ 440,562	\$ 592,354	\$ 371,284	\$ 200,000	\$	\$ 12,284	\$
Expenses									
Debt Service Principal	296,538	2,587,000	474,462		0.00			123,252	
Debt Service Interest	8,532	678,495	13,652					25,060	
Sub-total Debt	\$ 305,071	\$ 3,265,495	\$ 488,113	\$	\$	\$	\$	\$ 148,312	\$
Salary & Fringes		160,998							
Payroll Reimbursement		364,487							
Impact Fees									
Autos and Trucks									
Chemicals/Sludge Maintenance							145,430		
Insurance				1,401,526					
Claims				5,198					
Computers/Communication Equip									
Legal						2,770			
Project Costs	54,804	6,442,335	54,379					18,341	
Land									
Private Contractors									
Maintenance & Services					11,752			0	
Repairs to Streets		104,772							
Misc Expenses									
Materials/Equipment				140					
Furniture				14,280				1,694	
Prop Tax Reimbursement									
Sub-total Expenses	\$ 54,804	\$ 7,072,592	\$ 66,131	\$ 1,421,144	\$	\$ 149,894	\$	\$ 18,341	\$
Ending Balance 10/31/12	\$ 8,473,832	\$ 3,762,033	\$ 2,179,426	\$ 2,444,594	\$ 3,431,838	\$ 1,527,727	\$ 420,614	\$ 1,524,177	\$

Providence Water
 Restricted Funds Reconciliation
 For the period ending 2/28/13

	845 Capital	848 Infrastructure	849 AMR/Meter	857 Insurance	874 Rev. Reserve	875 Equipment	876 Property Tax	877 WCWDS	Chem
Beginning Cash Balance 11/1/12	\$ 5,457,113	\$ 495,779	\$ 1,357,183	\$ 1,407,492	\$ 3,339,017	\$ 1,175,964	\$ 423,042	\$ 610,409	\$
Due From 601	2,041,667	5,915,049	833,333	1,037,150	92,821	358,765		36,207	
Due from 843	4,918								
Due from 845	1,000,000	5,368							
Due from 848									
Due from 849		11,089							
Due from 878		1,000,000							
Due To 848		-1,792,610		-49		-7,001	-2,428	877,562	
Due To 843									
Due To 845		-1,000,000							
Due To 848									
Due To 877		-877,562							
Sub-total Due To/Froms	\$ 8,473,832	\$ 3,762,032	\$ 2,179,426	\$ 2,444,594	\$ 3,431,838	\$ 1,527,728	\$ 420,615	\$ 1,524,177	\$
Funding									
Tfr of Docket Revenue	816,667	5,333,333	333,333	592,354	371,284	200,000		20,690	
Line of Credit									
Reimbursements from other Funds									
Interest				476					
Interest Income Others**	0								
Impact Fees									
Sub-total Funding	\$ 816,667	\$ 5,333,333	\$ 333,333	\$ 592,830	\$ 371,284	\$ 200,000	\$	\$ 20,690	\$
Expenses									
Debt Service Principal	0				0.00				
Debt Service Interest	0								
Line of Credit Deposit		12,446		350,000.00					
Interest on Line of Credit		12,446		350,000					
Sub-total Debt	\$	\$	\$	\$	\$	\$	\$	\$	\$
Salary & Fringes		149,213							
Payroll Reimbursement		258,383							
Impact Fees									
Autos and Trucks						138,258			
Chemicals/Sludge Maintenance									
Insurance				334,903					
Claims									
Computers/Communication Equip							3,387		
Legal									
Project Costs	43,977	5,558,590	31,235						
Land									
Private Contractors									
Maintenance & Services			1,751						
Repairs to Streets									
Misc Expenses		2,000		3,921					
Materials/Equipment				6,798		14,337			
Furniture						500			
Prop Tax Reimbursement									
Sub-total Expenses	\$ 43,977	\$ 5,988,186	\$ 32,986	\$ 345,622	\$	\$ 154,481	\$	\$	\$
Ending Balance 2/28/13	\$ 9,246,522	\$ 3,114,734	\$ 2,479,773	\$ 2,341,802	\$ 3,803,122	\$ 1,573,247	\$ 420,615	\$ 1,544,867	\$