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October 30, 2014

Ms. Luly Massaro, Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**Re: *Newport Water - Docket 4243***

Dear Ms. Massaro:

Enclosed please find an original and nine (9) copies of the following documents:

1. City of Newport, Utilities Department, Water Division's Notice of Change In Terms And Conditions.
2. Proposed Public Notice.

Please note that the Public Notice will be published in the Newport Dailey News. To that end, please let me know if it meets with the Commission's approval. In addition, please further note that an electronic copy of these documents has been sent to the service list from Docket 4355, which was Newport Water's most recent filing with the Rhode Island Public Utilities Commission.

Thank you for your attention to these matters.

Sincerely,



Joseph A. Keough Jr.

JAK/kf

Enclosures

cc: Docket 4355 Service List (via electronic mail)

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
PUBLIC UTILITIES COMMISSION**

**IN RE: THE CITY OF NEWPORT, UTILITIES  
DIVISION, WATER DEPARTMENT**

**NOTICE OF CHANGES IN TERMS AND CONDITIONS**

Now comes the City of Newport, Utilities Department, Water Division (“Newport Water”) and files this Notice of Changes in Terms and Conditions pursuant to Rule 1.9(d) of the Rhode Island Public Utilities Commission’s Rules of Practice and Procedure. Newport Water proposed to change its procedures regarding the notification to customers of past due balances and water service termination.

**I. Background**

On March 4, 2014, Newport Water filed a Tariff Advice Filing and Petition For Relief that sought to reduce the monthly base charge previously approved by the Rhode Island Public Utilities Commission (“Commission”). This reduction would allow Newport Water to bill all its customers on a monthly basis. At the time of Newport Water’s filing it billed the majority of its customers on a quarterly basis. The Commission approved this Tariff Advice and Petition For Relief effective July 1, 2014 (*See* Order No. 21523). In conjunction with its move to billing all customers on a monthly basis, Newport proposes to change the terms and conditions regarding the notification to customers of past due balances and water service termination.

**II. Current Procedure**

Newport Water’s current procedure for notifying customers of past due balances and water service termination are as follows:

- Approximately fifteen (15) days after the payment due date, Newport Water sends “Shutoff Statements” to delinquent accounts that have not entered into payment plans. At this point, the outstanding charges are forty-five (45) days old.
- Customers who do not pay the amount owed, or enter into a payment plan, within thirty (30) days after the issuance of a “Shutoff Statement” receive a “Shutoff Notice.” The shutoff date is at least fifteen (15) days after the date of the “Shutoff Notice.” At the time of scheduled shutoff, the charges are approximately ninety (90) days old.

### **III. Revised Procedure**

Newport’s revised procedure for notifying customers of past due balances and water service termination are as follows:

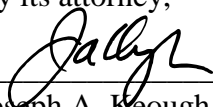
- With the move to monthly billing, Newport will no longer issue “Shutoff Statements.” If a monthly bill is not paid in a timely manner, the next month’s bill will show a past due amount. Thus, the customer will have notice of an arrearage.
- If a customer does not pay the past due amount, or enter into a payment plan, within sixty days of the original bill date, Newport Water will issue a “Shutoff Notice.”
- The shut-off date will be at least fifteen days after the date of the “Shutoff Notice.” At this point, the outstanding charges will be approximately seventy-five (75) days old.
- An example of the revised procedure is as follows:
  - Bill issued October 1.
  - Payment due October 31.
  - Bill issued November 1 shows past due balance.
  - If payment of past due amount not received by November 30, or no payment plan established, Shut-Off Notice to issue.
  - Shutoff Notice issued December 1, with shutoff date of December 15.
  - Shutoff on December 15
  - TOTAL - 75 days

The Commission's Rules And Regulations Prescribing Standards For Water Utilities allow for the termination of water service for non-payment thirty (30) days from the date the bill is rendered provided the customer has been given written notice at least ten (10) days prior to the date of termination. The revised procedure complies with this regulation.

These revised procedure will not affect the ability of Newport Water's customers to enter into payment plans to avoid the termination of water service. In addition, Newport Water will continue to comply with the applicable rules and regulations governing the termination of water service.

WHEREFORE, Newport Water hereby provides notice to the Commission of these changes as set forth herein. The revised terms and conditions will be placed into effect no later than thirty (30) days after the date of public notice pursuant to Rule 1.9(d) of the Commission's Rules of Practice and Procedure.

City of Newport,  
Utilities Department,  
Water Division,  
By its attorney,

  
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### **CERTIFICATION**


I hereby certify that on October 30, 2014, I sent a copy of the within to all parties set forth on the attached Service List by electronic mail and copies to Luly Massaro, Commission Clerk, by electronic mail and regular mail.<sup>1</sup>

<b>Parties/Address</b>	<b>E-mail Distribution</b>	<b>Phone</b>
Julia Forgue, Director of Public Works Newport Water Department 70 Halsey St. Newport, RI 02840	<a href="mailto:jforgue@cityofnewport.com">jforgue@cityofnewport.com</a>	401-845-5601
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William McGlinn Portsmouth Water & Fire District 1944 East Main Rd. PO Box 99 Portsmouth, RI 02871	<a href="mailto:wmcglinn@portsmouthwater.org">wmcglinn@portsmouthwater.org</a>	401-683-2090 ext. 224
Ellen M. Evans Senior Trial Attorney Naval Facilities Engineering Command Litigation Office 720 Kennon St., Bldg. 36, Room 233 Washington Navy Yard, DC 20374-5051	<a href="mailto:ellen.evans@navy.mil">ellen.evans@navy.mil</a>	202-685-2235

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<sup>1</sup> The service list is the one established in Newport's most recent PUC Filing, Docket 4355.

Dr. Kay Davoodi, P.E. Utility Rates and Studies Office NAVFACHQ- Building 33 1322 Patterson Ave SE Washington Navy Yard, D.C. 20374-5065	<a href="mailto:Khojasteh.davoodi@navy.mil">Khojasteh.davoodi@navy.mil</a>	202-685-3319
	<a href="mailto:Larry.r.allen@navy.mil">Larry.r.allen@navy.mil</a>	
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An original and nine (9) copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:lmassaro@puc.state.ri.us">lmassaro@puc.state.ri.us</a>	401-780-2107
	<a href="mailto:cwilson@puc.state.ri.us">cwilson@puc.state.ri.us</a>	
	<a href="mailto:sccamara@puc.state.ri.us">sccamara@puc.state.ri.us</a>	

  
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**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
PUBLIC UTILITIES COMMISSION**

**IN RE: THE CITY OF NEWPORT, UTILITIES  
DIVISION, WATER DEPARTMENT**

**NOTICE TO CUSTOMERS OF THE CITY OF NEWPORT, UTILITIES DEPARTMENT,  
WATER DIVISION, OF FILING OF NOTICE OF CHANGES IN TERMS AND CONDITIONS**

The City of Newport, Utilities Department, Water Division ("Newport Water") hereby gives notice that on October 30, 2014 it filed a Notice of Changes In Terms And Conditions with the Rhode Island Public Utilities Commission ("Commission") pursuant to Rule 1.9(d) of the Commission's Rules of Practice and Procedure.

Newport Water has notified the Commission, the Rhode Island Division of Public Utilities and Carriers and the Rhode Island Department of Attorney General that it proposes to change the manner in which it notifies customers of past due balances and the termination of water service. Currently, Newport Water's customers receive Shutoff Statements if they fail to pay charges that are forty-five days delinquent, or enter into payment plans. Newport Water then issues a Shutoff Notice with a shutoff date at least fifteen days after the date of the Shutoff Notice date. Under the proposed change, Newport Water will no longer issue Shutoff Statements as it now bills its customers monthly, and each monthly bill identifies past due balances. If a customer does not pay the amount owed, or enter into a payment plan, within sixty days of the original bill date, Newport Water will issue a Shutoff Notice. The shutoff date will be at least fifteen days after the date of the Shutoff Notice date. The proposed changes comply with the Commission's Rules And Regulations Prescribing Standards For Water Utilities, and will not affect the ability of Newport Water's customers to enter into payment plans to avoid the termination of water service.

Pursuant to Rule 1.9(d) of the Commission's Rules of Practice and Procedure, in the absence of an order approving or suspending the proposed terms and conditions, the proposed terms and conditions will become effective within 30 days from the date of this notice.

A copy of the Notice is on file for examination at Newport Water's office at 70 Halsey Street, Newport, Rhode Island and at the offices of the Rhode Island Public Utilities Commission, 89 Jefferson Boulevard, Warwick, Rhode Island. A copy was also provided to the Rhode Island Attorney General's Department, Consumer Division.

City of Newport, Utilities Department, Water Division  
70 Halsey Street  
Newport, RI 02840

