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April 26, 2018

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

**Re: *Docket No. 4814 - The Narragansett Bay Commission
Notice of Proposed Tariff Revisions***

Dear Ms. Massaro:

Enclosed please find an original and nine copies of the following document:

1. The Narragansett Bay Commission's Response to the Division of Public Utilities and Carriers' Data Requests (Set 1).

Please note that an electronic copy of this document has been provided to the service list. In addition please remove Sherri Arnold (sherri.arnold@narrabay.com) from the service list and add Cassie Balzano (cassie.balzano@narrabay.com).

Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

JAK/kf

Enclosures

cc: Docket 4814 Service List (*via electronic mail*)

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION
Docket 4814
Narragansett Bay Commission
Notice of Proposed Tariff Revisions
Response Of The Narragansett Bay Commission
To The Rhode Island Division of
Public Utilities and Carrier's
Data Requests
Set 1

DIV. 1-1: Please provide the basis, including all supporting documents relied on to develop the following proposed charges:

- a. Abatement Application Fee of \$70.
- b. Abatement Meter Reading Fee of \$35.
- c. Real Estate Closing Request Fee of \$30
- d. Collection Notice Posting Fee of \$50

Response: **Introduction**

The NBC based the proposed charges on the following data for designated staff members, as well as the time required for each task to be completed plus NBC's overhead rate.

Abbreviation	Title	Average Hourly Rate
FC	Fiscal Clerk	\$25.00
CSR	Customer Service Rep	23.00
FI	Field Investigator	23.00
SA	Staff Accountant	28.00
CSS	Supervisor	36.00
Overhead Rate (Calculation below)	55%	

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Overhead Rate Calculation	
LTD	0.43%
FICA	7.65%
DC	5.00%
DB	5.00%
Health	27.69%
Overhead (vacation and personal)	9.23%
Overhead Rate	55.00%

Calculation of Health Component	
Medical	\$ 20,802
Dental	1,510
Vision	217
Total Health	22,529
Average Salary	81,350
Health Overhead Percentage	0.2769

Calculation of Vacation & Personal Component	
Average hours (Vacation 20 days & Personal 4 days)	192
Total hours (80 hour employee)	2,080
Overhead (vacation and personal) percentage	0.0923

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Div. 1-1 (a). Abatement Application Fee of \$70

The abatement application fee is associated with the processing of new abatement applications, which includes the review of plans, conducting a site visit, approval or denial of application by a supervisor, and notifying the customer via letter.

Task	Minutes	Staff	Rate	Cost
FC debits fee and posts check	10	FC	\$ 25.00	\$ 4
FI conducts site visit and inspection	60	FI	23.00	23
CSS approves application and sends letter	20	CSS	36.00	12
CSR adds abatement meter to account	15	CSR	23.00	6
				<u>45</u>
		NBC Overhead (\$45 x 55% overhead rate)		25
				<u><u>\$ 70.00</u></u>

Div. 1-1 (b). Abatement Meter Reading Fee of \$35

Abatement customers may submit their annual meter readings via mail, email, or telephone. When a customer calls the NBC and requests a member of NBC's staff obtain the readings, the staff member must conduct a site visit and document the findings.

Task	Minutes	Staff	Rate	Cost
CSR places account in dispute for site visit	9	CSR	\$ 23.00	\$ 3
FI conducts site visit and adds meter readir	50	FI	23.00	19
				<u>23</u>
		NBC Overhead (\$23 x 55% overhead rate)		12
				<u><u>\$ 35.00</u></u>

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Div. 1-1 (c). Real Estate Closing Request Fee of \$30

The processing of real estate closing requests requires numerous steps by NBC staff members which includes obtaining a final meter reading to generate final charges, drafting and transmittal of final bill, and follow up to ensure closing has taken place prior to updating account information.

Task	Minutes	Staff	Rate	Cost
CSR processes closing request	20	CSR	\$ 23.00	\$ 8
CSS follows up daily to ensure payment is r	20	CSS	36.00	12
				20
		NBC Overhead (\$20 x 55% overhead rate)		11
				\$ 30.00

Div. 1-1 (d). Collection Notice Posting Fee of \$50

When a customer's account meets the criteria for additional collection activity such as water termination or selection for lien sale, NBC staff members must review the account details and physically post a notice at the property.

Task	Minutes	Staff	Rate	Cost
CSS reviews and determines whether to post property	15	CSS	\$ 36.00	\$ 9
FI travels to premise and posts notice on door and notes account	60	FI	23.00	23
				32
		NBC Overhead (\$32 x 55% overhead rate)		18
				\$ 50.00

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CERTIFICATION

I hereby certify that on April 26, 2018, I sent a copy of the within to all parties set forth herein below by electronic mail and copies to Luly Massaro, Commission Clerk, by electronic mail and regular mail.

Parties/Address	E-mail Distribution	Phone
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File original and 9 copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2107
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