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December 10, 2018

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

**Re: *Docket No. 4904- The Narragansett Bay Commission
Tariff Advice Filing***

Dear Ms. Massaro:

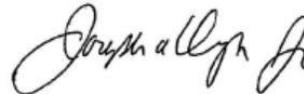
Enclosed please find an original and nine copies of the following document:

1. The Narragansett Bay Commission's Response to the Rhode Island Public Utilities Commission's Data Requests (Set One).

Please note that an electronic copy of this document has been provided to the service list.

Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

JAK/kf

cc: Docket 4904 Service List (*via electronic mail*)

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION
DOCKET NO. 4904
Response Of The
Narragansett Bay Commission
To The Rhode Island
Public Utilities Commission's
Data Requests
Set 1

1-1. Please provide responses to the following questions:

- a. Please provide the number of Narragansett Bay Commission (NBC) customers that paid their bill via credit card on a monthly basis for the past year.
- b. Please provide the average monthly bill for each rate class for the past year.
- c. Please provide the total credit card fees paid by NBC customers for the past year.
- d. Please explain whether NBC retains any portion of the credit card fees under the current system and, if so, provide the amounts retained for the past year.

Response:

a.

	<u>Number of Items</u>	<u>Fees</u>
Dec-17	1,589	\$ 5,433.47
Jan-18	1,689	5,653.50
Feb-18	1,751	6,688.65
Mar-18	1,982	7,621.50
Apr-18	1,870	7,700.00
May-18	1,702	7,581.00
Jun-18	2,025	9,050.68
Jul-18	1,774	6,213.00
Aug-18	1,874	6,738.13
Sep-18	1,883	6,451.50
Oct-18	1,883	6,887.50
Nov-18	1,959	6,563.50
Total	20,392	\$ 77,148.96

b.

	<u>FY 2018 Total Revenues divided by Number of Accounts divided by 12</u>
Residential*	\$60.06
Commercial	\$420.59
Industrial	\$1,063.53

* includes multi-families up to 6 dwelling units as well as all residential condominiums

c. See table provided in response to item "a" above.

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- d. NBC does not retain any portion of the credit card fees.

Prepared by: Karen Giebink

1-2. Please provide responses to the following questions:

- a. Please explain how the payment processing vendor is “fully integrated into the Customer Service software application.”
- b. Please explain whether it is possible for other third-party vendors to utilize or be integrated into the new Customer Service software application.
- c. Please explain whether NBC explored any other alternatives to the proposed third-party payment processing vendor. If so, please describe the alternatives considered.

Response:

- a. This means that the CS software code is written so that the payment processor can fully interact with the CS system without any additional customization. In terms interaction we are referring to real time customer transactional data such balances and payments.
- b. It's possible for other third-party vendors to be used or integrated into the new CS application but it would be expensive and NBC would be responsible for ensuring that that the integration was successful and complete. NBC would also be responsible for ensuring any updates to the CIS system were integrated into the payment functionality and vice-versa.
- c. There was one other integrated vendor option but NBC selected Invoice Cloud because it is already used by Providence Water and NBC was considering sharing the purchase and installation of a payment kiosk with Providence Water.

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1-3. Has NBC conducted any analysis as to whether the fees paid by customers that pay via credit card will increase under the proposed \$2.95 per transaction fee as compared to the current fee structure? If so, please provide the analysis.

Response: A comparison of the two fee structures is shown below. Any charge greater than \$86.00 is less under the new fee structure. The average transaction amount during the period of time referenced in response to 1a. was \$155, so the transaction fee will be less on average.

Charge Amount	Current Fee	New Fee
\$ 50.00	\$ 2.00	\$ 2.95
100.00	3.00	2.95
200.00	5.00	2.95
400.00	8.50	2.95
600.00	12.00	5.90
800.00	15.50	5.90
3,200.00	57.50	23.60

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1-4. Please describe how NBC decided on the \$2.95 per transaction fee amount. Please also explain whether NBC explored or considered any alternative fee structure or amount.

Response: This was the fee negotiated with Invoice Cloud. The credit card fees of a regulated "sister" agency with the same vendor is \$4.40 per transaction with a \$300 maximum payment.

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1-5. Please identify the proposed payment processing vendor and the Customer Service software vendor, and describe the relationship between the two entities, including whether they are related or affiliated.

Response: The payment vendor is Invoice Cloud and the Customer Service application vendor is Advanced Utilities. They are not related or affiliated companies.

Prepared by: Brendon McLean

CERTIFICATION

I hereby certify that on December 10, 2018, 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.

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