



**BLOCK ISLAND  
UTILITY DISTRICT**

dba Block Island Power Company  
P.O. Box 518  
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**Block Island Utility District's Plan for Recommencing Collection  
Activities and Member Outreach**

The Block Island Utility District ("BIUD") has developed a plan to slowly resume collection activities once the Commission lifts the termination moratorium (Docket 5022). BIUD will ensure that all its residential and commercial members with outstanding balances will have sensible and flexible payment plan options available to them. BIUD will exhaust all efforts to assist our members before shutoffs for non-payment are utilized.

All payment plans will be handled by either BIUD's Office Manager or its President. BIUD's backup call center will not handle any of these calls. Presently, there are 90 of 1,962 accounts that have a balance of more than \$100 but less than \$1,000. There are 18 accounts that have balances greater than \$1,000, of which 9 are commercial accounts. BIUD is confident that it can handle this volume of payment plan communications without negatively impacting its day to day operations.

BIUD has developed a comprehensive communication plan that includes broad outreach to all its residential members and a more targeted outreach to its residential and commercial members who have an outstanding balance greater than \$100. BIUD's broad member outreach activities will include special mailings, notices on BIUD's website, an alert on BIUD's Smarthub application and posts on social media. This broad member outreach will demonstrate BIUD's support for the community and a willingness to work with its members who need assistance in these tough economic times. The broad outreach will be frequent and sustained, starting June 1<sup>st</sup> and running throughout the summer.

BIUD will call and speak with each member with an outstanding balance greater than \$100.

BIUD will offer its members sensible and flexible payment plans and will tailor each plan to each member's personal situation, to the extent possible.

BIUD will offer its residential members with outstanding balances payment plan options of as little as a 10% down payment of the outstanding balance with a term of up to 12 months at 1.5% interest for the remaining balance. BIUD will offer its members with outstanding balances who are unemployed or ill due to the COVID19 pandemic payment plans of no down payment and a term up to 36 months at 1.5% interest.

BIUD will offer its commercial members with outstanding balances reasonable payment plans that will include as little as 25% down payment of the outstanding balance and a term of up to 60 days at 1.5% interest. The seasonality of Block Island's economy will soon result in a significant increase in commercial usage which could cause a financial hardship for BIUD if its commercial accounts do not stay up to date with their payments. BIUD will monitor this closely in the upcoming weeks and work closely with the Block Island businesses to understand their needs.

A condition of all agreed upon payment plans will be that all members stay current with their current electric bills. If any residential or commercial member on a payment plan can't meet the terms of their payment plan, the plan will be reevaluated and dealt with on a case by case basis.

BIUD recognizes that electric service is critical to the safety and health of its members and will exhaust all efforts to the extent possible before utilizing shutoffs for nonpayment. At this time, despite a slight increase in past due balances, BIUD's ability to meet its obligations has not been impacted.

BIUD will adhere to all future orders filed by the PUC and the Division.