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August 13, 2021

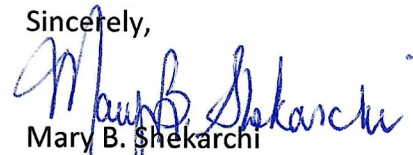
Ms. Luly Massaro, Clerk
RI Public Utilities Commission
89 Jefferson Blvd.
Warwick, RI 02888

RE: Suspension of Service Terminations and Certain Collections Activities During The
Covid-19 Emergency– Docket No. 5022

Dear Ms. Massaro:

Please find enclosed herewith Kent County Water Authority's Responses to the Commission's 4th Set of Data Requests in the within Docket. Should you have any questions, please contact me.

Sincerely,


Mary B. Shekarchi
Attorney at Law

MBS/mdc
Enclosure

**STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION**

**IN RE: SUSPENSION OF SERVICE TERMINATIONS :
AND CERTAIN COLLECTIONS ACTIVITIES : DOCKET NO. 5022
DURING THE COVID-19 EMERGENCY :**

**PUBLIC UTILITIES COMMISSION’S FOURTH SET OF DATA REQUESTS
DIRECTED TO ALL REGULATED UTILITIES
WAIVED FEES – AUGUST 2021 UPDATE
(Please identify the utility in the response)
(Issued August 12, 2021)**

1. Does Kent County Water Authority believe that the inability to charge late/interest fees is a hindrance to collections of outstanding balances. Please explain in detail.
No, KCWA does not believe that the inability to charge late/interest fees has been a hindrance to our collection efforts.

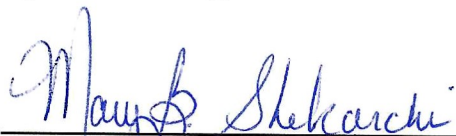
2. If the prohibition on charging late/interest fees is lifted, what measures and means of communications would Kent County Water Authority utilize to inform customers that they will again be subject to these fees on overdue balances? What does Kent County Water Authority believe is a reasonable notice period prior to the lifting of the prohibition to properly educate customers?
KCWA would include an insert with the customer’s water bill to notify them of the reinstatement of late/interest fees on overdue balances. KCWA would notify the customers 30 days prior to commencement.

3. Has Kent County Water Authority determined if the waiver of credit card/debit card/online check fees has resulted in better collections activities from any class of customers? If so, please explain/provide data. If not, please explain. If the utility already absorbs these fees, please advise.
KCWA has been absorbing credit card/debit card/online check fees since June 2020 and feels this practice has resulted in better collection of customer payments mainly because of the convenience of using a credit card or ACH method with no penalty or fee to the customer.

4. If the Commission were to lift the prohibition on assessing credit card fees, what is [Name of Utility’s] intent on whether to reinstitute the fee? If the utility already absorbs the fees, this can be N/A.
N/A

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION
DOCKET # 5022

Respectfully submitted,
Kent County Water Authority
By its attorney,



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