

**Mary B. Shekarchi**  
**Attorney at Law**

33 College Hill Road, Suite 15-E  
Warwick, Rhode Island 02886

Phone: (401) 828-5030  
Fax: (401) 823-1400  
E-Mail: marybali@aol.com

May 15, 2020


Ms. Luly Massaro, Clerk  
RI Division of Public Utilities and Carriers  
89 Jefferson Blvd.  
Warwick, RI 02888

RE: RI Public Utilities Commission ("RIPUC") Docket No. 5022 - Order #23826

Dear Ms. Massaro:

Please find enclosed herewith Kent County Water Authority's Plan for Collection Activities pursuant to the above-referenced Docket and Order dated May 8, 2020. Thank you.

Sincerely,

  
Mary B. Shekarchi  
Attorney at Law

MBS/mdc  
Enclosure

Cc: Atty. Cindy Wilson-Frias  
PUC Chief of Legal Services

Service List via electronic mail



Kent County Water Authority

May 15, 2020

**KCWA Response to PUC-5**

**RIPUC Docket 5022 - Order 23826**

**PUC- 5.** On or before May 15, 2020, the regulated utilities shall submit to the Division of Public Utilities and Carriers, with a copy to the Public Utilities Commission, their respective plans for commencing full collections activities, consistent with this order.

**KCWA RESPONSE PUC-5**

**Current Outreach:**

KCWA has eliminated sending out shutoff notices and have replaced them with a delinquent notice.

KCWA has changed the wording on the delinquent notice to encourage our customers to make payments on their account to avoid future large balances due for shutoff for non-payment. (example delinquent notice attached)

KCWA petitioned RIPUC and received a waiver on applying interest on overdue account balances during the pandemic.

KCWA continues to set up payment plans with customers who are unable to pay their balances by the scheduled payment date.

KCWA customer service, meter reading, and billing operations have been fully operational during the pandemic. All concerned customers who call the office regarding payment issues are presented with the most current billing information and that we are unable to shut off anyone for non-payment at this time. The customer service staff continues to encourage customers to make payments over the phone use, our online bill payment services, or set up payment plans.

KCWA has additionally provided all aforementioned information to our customers via our website, press release, and social media.

**Plans for Commencing Full Collections:**

May 31<sup>st</sup> – KCWA will be sending out a revised delinquent notice that includes the following:

The Kent County Water Authority realizes this may be a difficult time for our customers. KCWA would like to remind you that we have not received payment of their outstanding balance. If you are unable to pay your balance in full, we ask to please contact our office to set up a payment arrangement by June 15<sup>th</sup>.

June 15<sup>th</sup> – KCWA will be sending out a second revised delinquent notice that includes the following:

KCWA will be encouraging our customers to contact us to set up a payment plan if they are unable to pay balance in full. KCWA would also be informing the customers if they do not contact us or make the payment, they will be in jeopardy of being terminated on June 25<sup>th</sup>

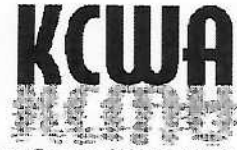
June 25<sup>th</sup> –KCWA will commence termination activities for customers with a March and prior balance and have not set up a payment plan unless ordered by RIPUC not to do so under Docket 5022

June 30<sup>th</sup> – KCWA will be sending the standard shut off notices to all customers with an April balance with a termination date of July 14<sup>th</sup> unless ordered by RIPUC not to do so under Docket 5022.

In any case where KCWA is ordered to extend the moratorium on collection activities we would continue the delinquent notices and outreach until we could do shut off for nonpayment.

KENT COUNTY WATER AUTHORITY  
1072 MAIN STREET  
P O BOX 192  
WEST WARWICK, RI 02893-0192

**DELINQUENT NOTICE**



Kent County Water Authority

**OFFICE HOURS**  
MONDAY - FRIDAY  
8:00 A.M. - 4:00 P.M.

PHONE NUMBER: (401) 821-9300  
E-MAIL: customerservice@kentcountywater.org

Effective Date:

Account Number:

Delinquent Amount:

Service Location:

OUR RECORDS INDICATE THAT YOU MAY HAVE OVERLOOKED PAYING YOUR WATER BILL. AS A REMINDER THIS BILL WAS DUE 30 DAYS FROM THE BILLING DATE.

PLEASE DISREGARD THIS NOTICE IF PAYMENT HAS BEEN MADE AND THANK YOU FOR YOUR PAYMENT.

CUSTOMERS ARE ENCOURAGED TO CONTINUE TO PAY THEIR BILLS TO THE EXTENT THEY HAVE THE FINANCIAL ABILITY. IF YOU ARE EXPERIENCING FINANCIAL HARDSHIP DURING THIS TIME, PLEASE CONTACT OUR OFFICE FOR A PAYMENT PLAN. FAILURE TO MAKE A PAYMENT WILL RESULT IN A HIGHER BALANCE DUE ONCE THE MORATORIUM IS OVER AND MAY BE MORE DIFFICULT TO MANAGE FULL PAYMENT.

FOR CUSTOMERS ABLE TO PAY THEIR BILL, THE FOLLOWING OPTIONS ARE ALWAYS AVAILABLE FOR PAYMENT:

- ☎ **PAY BY TELEPHONE:** (401) 821-9300 (secure payments M-F 7:30AM - 4:00PM)
- 🌐 **TO PAY BY ACH OR CC:** <https://www.ri.gov/app/kentcounty/water>
- ✉ **MAIL A CHECK OR MONEY ORDER:**  
KENT COUNTY WATER AUTHORITY  
PO BOX 9901  
PROVIDENCE, RI 02940-4001
- 📦 **DROP OFF A CHECK OR MONEY ORDER:**  
KENT COUNTY WATER AUTHORITY  
1072 MAIN STREET  
WEST WARWICK, RI 02893-0192

PLEASE MAKE CHECKS PAYABLE TO: "KENT COUNTY WATER AUTHORITY"  
INCLUDE ACCOUNT NUMBER ON CHECK OR MONEY ORDER

*PLEASE NOTE: IF YOUR OBLIGATION TO PAY ANY DEBT LISTED IN THIS STATEMENT IS THE SUBJECT OF A BANKRUPTCY COURT PROCEEDING, BANKRUPTCY COURT-APPROVED PLAN OR BANKRUPTCY COURT ORDER, WE ARE NOT THROUGH THIS COMMUNICATION, ATTEMPTING TO COLLECT ANY AMOUNTS FROM YOU AS A PERSONAL LIABILITY AND WILL ONLY PURSUE ANY RIGHTS WE MAY HAVE IN THE BANKRUPTCY COURTS TO THE EXTENT ALLOWED BY LAW.*

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Detach and Return Stub with Payment

**DELINQUENT NOTICE**

Service Location:

Account Number:

Delinquent Amount Due:

New Remittance Address:

Kent County Water Authority  
P O Box 9901  
Providence, RI 02940-4001

Amount Enclosed: \$ \_\_\_\_\_

