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April 23, 2021


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

RE: RI Public Utilities Commission – Docket # 5022
Covid-19 Emergency Order

Dear Ms. Massaro:

Please find enclosed herewith Kent County Water Authority's Responses to PUC Data Requests dated April 15, 2021 in the above-referenced docket.

Sincerely,


Mary B. Shekarchi
Attorney at Law

MBS/mdc
Enclosure

Cc: Service List via electronic communciation

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
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 DATA REQUESTS ON THE
QUANTIFICATION OF WAIVED FEES
SPRING 2021 UPDATE
(Issued April 15, 2021)**

Include Name of Utility at the start of the responses and fill in the responding utility's name in the bracketed "Name of Utility" spots.

In Order No. 23836 (June 2, 2020), the Commission ordered:

Utilities subject to this order shall temporarily suspend late fees, interest charges, credit card fees, debit card fees and ACH fees. Each utility that charges late fees, interest charges, or passes through credit card, debit card, or ACH fees to the customer shall track the expense of late fees, interest charges not collected as well as credit card fees, debit card fees, and ACH fees absorbed by the utility which are not included in the utility's revenue requirement, for later review by the PUC. This portion of the order will be reviewed in September 2020.

1. Does Kent County Water Authority typically charge late fees to customers? If so, please provide the tariff reference and the types of customers to whom the late fee applies.

KCWA Response:
No

2. Does Kent County Water Authority typically charge interest on overdue balances to customers? If so, please provide the tariff reference and the types of customers to whom the interest charge applies.

KCWA Response:
Yes

From PUC Docket 5012 Rate Schedule Effective 9-1-2020

INTEREST ON DELINQUENT ACCOUNTS: Applicable to all water account balances over 30 days from billing date. Interest charges are payable as incurred.

CHARGE: 1.5% per month on unpaid balances.

3. Does Kent County Water Authority typically pass through to the user the so called "convenience fees" associated with paying with credit cards or debit cards?

KCWA Response:
No

4. Does Kent County Water Authority typically pass through to the user the so called “convenience fees” associated with paying with an ACH/electronic check?

KCWA Response:

No

5. Does Kent County Water Authority intend to seek recovery of the costs associated with the absorption of the applicable fees?

KCWA Response:

No

If the utility answered no to each of the preceding four questions, they can stop here. There is nothing more for the Commission to consider at this time. If the utility answered yes to one or more of the questions, please continue.

6. Please indicate the date upon which Kent County Water Authority ceased charging customers for late fees, interest fees, credit card/debit card payment fees, or ACH/check fees (please list each separately, even if the date is the same).

KCWA Response:

Interest 4/28/2020

Credit/Debit 6/5/2020

ACH/E-check 6/5/2020

7. Utilities only collect late fees and interest fees on accounts for which payments are made. Similarly, credit card/debit card fees and ACH/electronic check fees are only absorbed by the utility under the PUC’s order if payments are made. For the period commencing on the date provided in response to number 5 through the most recent date available (identify the date), please provide the following:

KCWA Response:

- a. The total number of accounts on which payments were made.
N/A

- b. The number of accounts where payments were made and interest and/or late fees were waived.

KCWA Response:

21,721

- c. The number of accounts where payments were made by credit card/debit card.
13,683

- d. The number of accounts where payments were made by ACH/electronic check.
7,528
- e. The dollar amount of credit card/debit card fees absorbed by the utility that would have otherwise been assessed to the customer paying with a credit card/debit card.
\$53,984
- f. The dollar amount of ACH/electronic check absorbed by the utility that would have otherwise been assessed to the customer paying through ACH/electronic check.
\$3,764
- g. The dollar amount of waived late fees on accounts where payments were made.
N/A
- h. The dollar amount of waived interest fees on accounts where payments were made. If the response is that the dollar amount cannot be determined but the utility will seek cost recovery, please explain how the utility would quantify the amount to be recovered and meet a reasonable burden of proof.

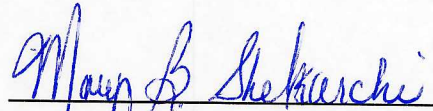
KCWA Response:
\$127,657

- 8. Please indicate the first date Kent County Water Authority sent termination notices to customers with dates not affected by a Commission decision (in other words, the utility could follow through with a physical termination on or after the notice period if payment or a payment arrangement was not made). Please break out by customer class if applicable.

KCWA Response:
Kent County Water Authority sent termination notices to customers on August 31, 2020

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION
DOCKET NO. 5022

Respectfully submitted,

A handwritten signature in blue ink that reads "Mary B. Shekarchi". The signature is written in a cursive style and is positioned above a horizontal line.

Mary B. Shekarchi (#4767)

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Dated: April 23, 2021

Docket No. 5022 – COVID-19 Emergency Order
Service List as of 4/1/2021

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