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May 15, 2020

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

Re: *The Narragansett Bay Commission - Docket 5022*
In Re: Suspension Of Service Terminations And
Certain Collection Activities During The COVID-19 Emergency

Dear Ms. Massaro:

Enclosed herewith please find an original and nine copies of the Narragansett Bay Commission's Plan for Recommencing Collection Activities in the above captioned docket. This Plan is submitted pursuant to the Rhode Island Public Utilities Commission's May 8, 2020 Order.

Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

Enclosures
cc: Service List via electronic mail

Rhode Island Public Utilities Commission
Docket 5022
In Re: Suspension Of Service Terminations And
Certain Collection Activities During The
COVID-19 Emergency

Narragansett Bay Commission
Plan for Recommencing Collection Activities

May 15, 2020

Outreach

As ordered by PUC Docket No. 5022 dated March 16, 2020, the Narragansett Bay Commission (NBC) ceased all collections activities, including collection calls, water shut off letters for nonpayment, termination of services due to non-payment per the PUC orders.

Once these orders are lifted, NBC plans to commence collection activities, while keeping in mind customers who have been negatively impacted by the Coronavirus pandemic may require special assistance paying their bills. To that end, NBC plans to start collection activity in steps as listed below

1. Send letter to all customers making them aware that special payment arrangements (as described below) are available if a customer is behind on their payments and unable to pay off their entire balance. (Please see attached draft letter).
2. Make collection calls to customers with accounts that were delinquent as of 12/31/2019 starting with the highest balances. The majority of these accounts will be non-residential.
3. Lastly, send water shut off letters to those customers who did not respond to either the letter or phone call. This will give the customer another opportunity to call the office and make an arrangement to pay their bill.

Special Payment Arrangements

NBC has a history of working with customers to establish payment plans that are manageable for the customer and will continue to do so with customers that are experiencing financial difficulty as a result of COVID impacts. As part of the payment plan or “arrangement process”, NBC takes into consideration payment history, prior arrangement defaults, whether the account is owner occupied, if there are children, elderly or occupants with health issues, etc. A typical arrangement is three months along with payment of current charges. NBC will make arrangements for longer periods of time if it is clear that the customer will not be able to meet the obligations of a shorter term since the goal is to ensure that the customer can make the payments.

Dear Customer,

Protecting the well-being of our employees, customers, and community has and will always be our top priority. The Narragansett Bay Commission understands the concern and uncertainty caused by the coronavirus (Covid-19). We're here to help. While this situation hasn't been easy on anyone, NBC remains committed to fulfilling our promise of serving you.

To better assist those impacted by the crisis, NBC is prepared to offer maximum flexibility, including special payment arrangements to those customers who need it. The ongoing situation impacts everyone, and NBC wants our customers to have some peace of mind knowing we'll be there when they need us most.

NBC strongly encourages you to go to our website www.narrabay.com and register your account if you have not already done so. Once registered online you can easily manage your payments, update your automatic payment preferences, change your payment method, pay your bills and view your current and past invoices. You can also sign up for our pay-by-text feature, which will send you a link each month so you can pay your bill with ease.

Currently NBC is offering no fee credit card and checking account payments through our website and telephone options.

If you need help with your bill, call **401-461-8828** between 8:30 a.m. and 4:00 p.m. to speak with a Customer Service Representative.