

KEOUGH + SWEENEY, LTD.

ATTORNEYS AND COUNSELORS AT LAW
41 MENDON AVENUE
PAWTUCKET, RHODE ISLAND 02861
TELEPHONE (401) 724-3600
FACSIMILE (401) 724-9909
www.keoughsweeney.com

RAYNHAM OFFICE:
90 NEW STATE HIGHWAY
RAYNHAM, MA 02109
TEL. (508) 822-2813
FAX (508) 822-2832

JOSEPH A. KEOUGH JR.*
JEROME V. SWEENEY III*

SEAN P. KEOUGH*

JEROME V. SWEENEY II
OF COUNSEL

*ADMITTED TO PRACTICE IN
RHODE ISLAND & MASSACHUSETTS

BOSTON OFFICE:
171 MILK STREET
SUITE 30
BOSTON, MA 02109
TEL. (617) 574-0054
FAX (617) 451-1914

May 22, 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 Response to the Rhode Island Public Utilities Commission's Noninvestor Utility Financial Questions.

Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

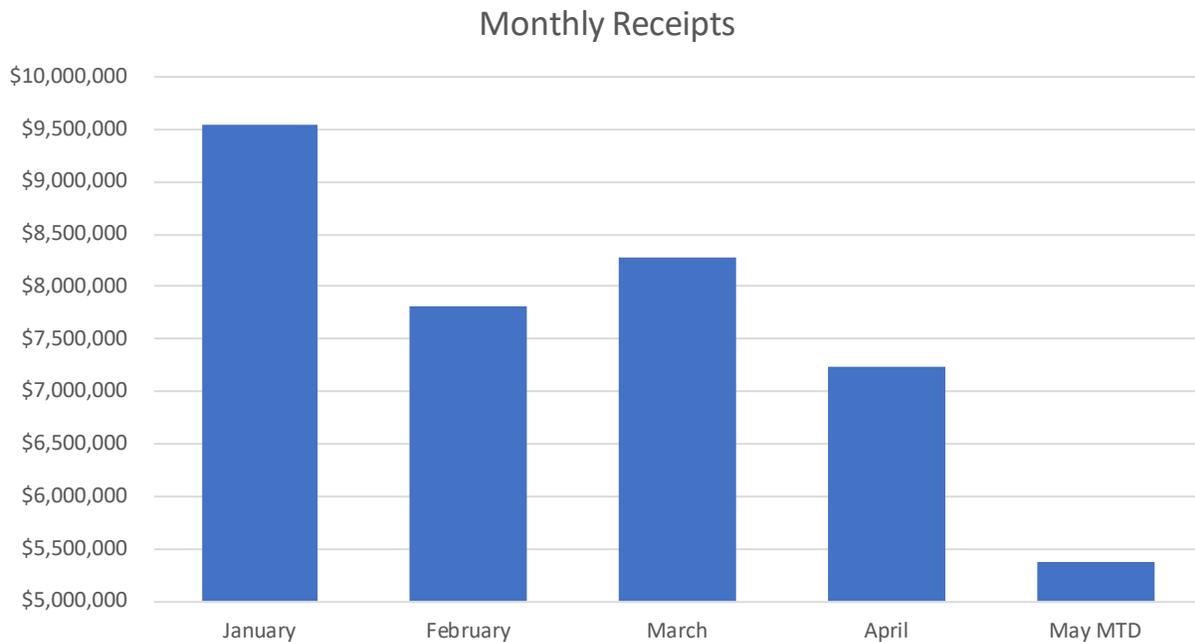
Enclosures
cc: Service List via electronic mail

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION
Response of Narragansett Bay Commission
to the Rhode Island Public Utilities Commission's
Noninvestor Utility Financial Questions
May 22, 2020

Comm. 1-1: Have collections dropped off over the past eight weeks vs. last year?

Response: Yes. a review of the data shows that cash receipts began to decline in April and are tracking lower in May as well.

<u>Month</u>	<u>Receipts through the 21st</u>
January	\$ 6,155,276
February	5,918,046
March	6,096,748
April	5,218,674
May	5,380,986



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The data below shows receipts through the 21st of each of the past five months. Based on this data it appears that collections in May are likely to be at the same lower level that they were in April.

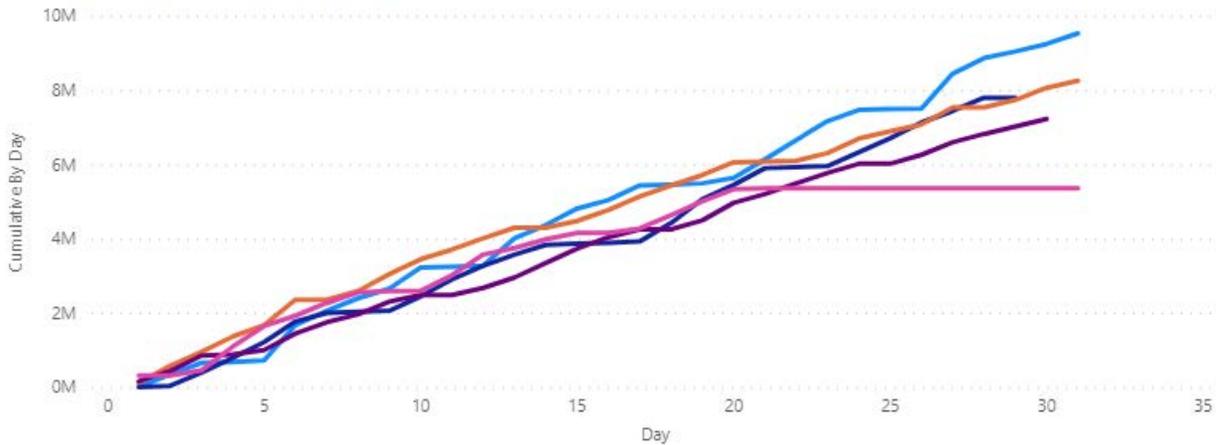
Month	Receipts through the 21st
January	\$ 6,155,276
February	5,918,046
March	6,096,748
April	5,218,674
May	5,380,986

See chart below with data through 5/21/20:

Cumulative By Day

BY DAY, MONTH

Month ● January ● February ● March ● April ● May



[Open in Power BI](#)

Karen

Data as of 5/22/20 3:08 AM

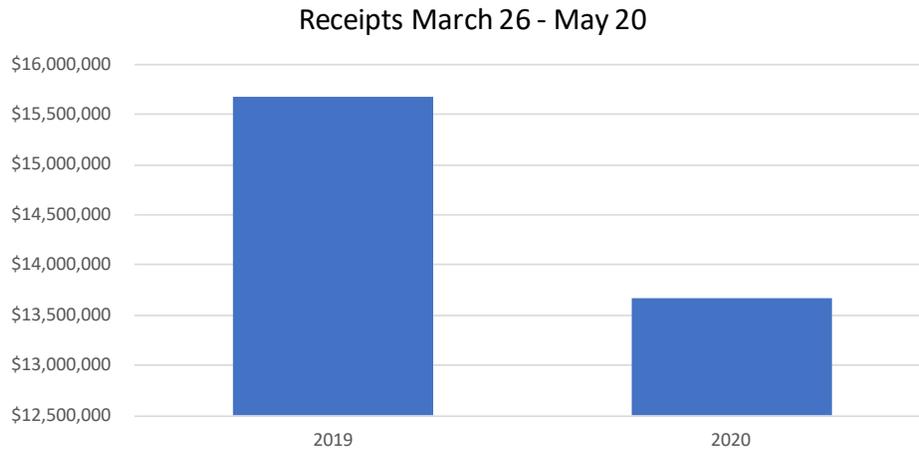
Filtered by **Year** (is 2020)

Prepared by: Karen Giebink

Comm. 1-2: If collections have dropped off, please quantify the reduction.

Response: A comparison of the receipts for the eight week (56 day) period of March 26th – May 20th shows that receipts are \$2.0 million lower.

	March 26 - May 20	
2019	\$	15,671,427
2020		13,662,861
	\$	(2,008,566)



A comparison of the receipts for the first two months to the second two months of this calendar year, shows that receipts are \$1.9 million lower.

Two Months	Total Receipts	
January + February	\$	17,365,668
March + April		15,517,031
	\$	(1,848,637)

Prepared by: Mike Cook and Karen Giebink

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Comm. 1-3: What effect has any such reduction had on the utility's cash flow?

Response: NBC is unable to fully fund its restricted debt service accounts.

Prepared by: Karen Giebink

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PUBLIC UTILITIES COMMISSION
Response of Narragansett Bay Commission
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Comm. 1-4: Has the utility been unable to meet any financial obligations or does it expect to be unable to meet any financial obligations over the next two weeks if it cannot commence termination of service as a collections option?

Response: NBC has not been able to fully fund its restricted debt service accounts.

Prepared by: Karen Giebink

Comm. 1-5: Please provide any information on your plans for termination of service through April 30, 2020 absent an order by the PUC.

Response: NBC provided planned collection activities absent an order by the PUC and they are provided here for reference.

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.

Prepared by: Karen Giebink and Chris Walaska