



PASCOAG
UTILITY DISTRICT

Pascoag Electric • Pascoag Water

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August 24, 2021

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

RE: RI Public Utilities Commission – Docket 5022
Suspension of Service Terminations and certain collections activities during the Covid-19
Emergency

Dear Ms. Massaro:

I have enclosed Pascoag Utility District's Responses to PUC Data request in the above-referenced docket.

Sincerely,

Harle Young
Manager of Finance and Customer Service



**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
Pascoag Utility District
(Issued August 12, 2021)**

1. Does Pascoag Utility District believe that the inability to charge late/interest fees is a hinderance to collections of outstanding balances. Please explain in detail.

The District relies on the late fees as a stream of revenue that helps to offset the cost of processing disconnection notices.

2. If the prohibition on charging late/interest fees is lifted, what measures and means of communications would Pascoag Utility District utilize to inform customers that they will again be subject to these fees on overdue balances? What does Pascoag Utility District believe is a reasonable notice period prior to the lifting of the prohibition to properly educate customers?

The District would include a bill message in the cycle billing and take out an ad in the local Bargain Buyer that is widely distributed in Town. We believe a one-month notice would be appropriate.

3. Has Pascoag Utility District 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.

The District was absorbing the fees prior to Covid-19 Emergency as part of our normal business practices.

4. If the Commission were to lift the prohibition on assessing credit card fees, what Pascoag Utility District intent on whether to reinstitute the fee? If the utility already absorbs the fees, this can be N/A.

N/A