



**PASCOAG**  
UTILITY DISTRICT

Pascoag Electric • Pascoag Water

253 Pascoag Main Street  
P.O. Box 107  
Pascoag, RI 02859  
Phone: 401-568-6222  
TTY via RI Relay: 711  
Fax: 401-568-0066  
[www.pud-ri.org](http://www.pud-ri.org)

October 8, 2020

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:

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 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  
(Issued September 22, 2020)**

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 Pascoag Utility District (PUD) typically charge late fees to customers? If so, please provide the tariff reference and the types of customers to whom the late fee applies.

PUD Response:

Yes, The District charges a 1.5% late fee per month to customers per RIPUC 704 Terms and Conditions, page 3, bullet No. 13.

2. Does Pascoag Utility District 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.

PUD Response:

Yes, the interest is charged on any unpaid balance including outstanding interest for both Residential and Non-Residential customers.

3. Does Pascoag Utility District typically pass through to the user the so called “convenience fees” associated with paying with credit cards or debit cards?

PUD Response:

No, the District does not charge convenience fees per RIPUC No. 3569 Rev. 210-A (1) PUD Waiver of Credit/Debit Card Payment Provision – RIPUC Order No. 17993.

4. Does Pascoag Utility District typically pass through to the user the so called “convenience fees” associated with paying with an ACH/electronic check?

PUD Response:

No, the District does not charge a convenience fee for ACH/electronic checks.

5. Does Pascoag Utility intend to seek recovery of the costs associated with the absorption of the applicable fees?

PUD Response:

No, the District does not seek to recover these cost.

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 Pascoag Utility District 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) as a result of the Commission’s decision.

PUD Response:

The District stopped taking interest on late fees on March 17, 2020. The District estimates the loss of income from late fees at \$21,502.87.

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:

(NBC should provide the amount after June 30; KCWA’s credit card fees were addressed in its rate case, so the responses to those questions would be N/A and its interest fee waiver was through the end of the Commission’s orders in this docket, which was July 17 for water utilities)

- 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.  
N/A
- c. The number of accounts where payments were made by credit card/debit card.  
N/A
- d. The number of accounts where payments were made by ACH/electronic check.  
N/A
- 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.

- N/A
- 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.  
N/A
  - 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.  
N/A
8. Please indicate the first date Pascoag Utility District 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.

PUD Response:

The District sent disconnection notices the entire time but used dates that coincided with the RIPUC extensions. The disconnection notices were sent to all customer classes. The District stopped doing termination of service on March 13, 2020 and we resumed actual disconnection on July 23, 2020.

Up-Keep of Customer Equipment

9. The Customer's wiring, piping, apparatus and equipment shall, at all times, conform to the requirements of any legally constituted authorities and to those of the Company, and the Customer shall keep such wiring, piping, apparatus and equipment in proper repair.

Installation of Meters

10. Meters of either the indoor or outdoor type shall be installed by the Company at locations to be designated by the Company. The Company may at any time change any meter installed by it. The Company may also change the location of any meter or change from an indoor type to an outdoor type, provided that the cost of the change shall be borne by the Company except when such change is pursuant to the provisions of Paragraph 11. Upon the reading of the Company's meter all bills shall be computed. If more than one meter is installed, unless it is installed at the Company's option, the monthly charge for local distribution service delivered through each meter shall be computed separately under the applicable rates. If a meter fails to register properly, electricity used during the period of such failure will be determined from any pertinent information known by the Company, such as by estimation determined on the basis of previous or subsequent use, at the option of the Company.

Unauthorized and Unmetered Use

11. Whenever the Company determines that, unauthorized, unmetered use or service tampering is being made on the premises of a Customer and is causing a loss of revenue to the Company, the Company may, at the Customer's expense, make such changes in the location of its meters, appliance and equipment on said premises as will, in the opinion of the Company, prevent such unauthorized and unmetered use from being made.

Definition of Month

12. Whenever reference is made to "month" in connection with electricity delivered or payments to be made, it shall mean the period between two successive regular monthly meter readings or estimated meter readings, the second of which occurs in the month to which reference is made.

If the Company is unable to read the meter when scheduled, the necessary billing determinants may be estimated. Bills may be rendered on such estimated basis and will be payable as so rendered.

Payment Due Date -- Interest Charge

13. All bills shall be due and payable upon receipt. Bills rendered to Customers, other than individually metered residential Customers, on which payment has not been received by the required date as shown on the bill, shall bear interest, at the rate of 1.5% per month on any unpaid balance, including any outstanding interest charges, from the date of receipt until the date of payment. Bills disputed in good faith by a Customer will not be subject to the late

**PASCOAG UTILITY DISTRICT**

**WAIVER OF CREDIT/DEBITCARD PAYMENT PROVISION – RIPUC ORDER NO. 17993**

**Availability:**

Customers of Pascoag Utility District ("Pascoag" or "the District") have the option of paying their electric bills issued by Pascoag through the use of a credit or debit card. Residential and Non-Residential customers, as determined by the District's rate schedule designations, have the option to make these payments by the use of such card. Payments are accepted both on line at Pascoag's website, [www.pud-ri.org](http://www.pud-ri.org), and in person at the District's business office.

**Payment Types:**

The following payment methods shall be accepted under this provision:

1. Visa and MasterCard;
2. Debit Cards issued by a financial institution which include the card association symbol of Visa or MasterCard

**Fees:**

Customers choosing to make payment under this option will not be charged a fee. This applies to both Residential and Non-Residential customers.

The District's customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

**Payment Amount**

Customers who chose to make payments under this provision shall have the ability to make partial payments. Additionally, the District shall not deny a customer's use of these payment options because the customer's account with the District is past due.

**Terms and Conditions**

The District's Terms and Conditions, as may be amended from time to time, and where not consistent with any specific provisions hereof, are a part of this provision.

Filing Date: May 25, 2010  
Requested Effective Date: July 1, 2010

2019

Month	Number of Notices	Total Dollars Past Due
March	953	\$ 191,493.35
April	843	\$ 256,326.69
May	821	\$ 246,357.36
June	744	\$ 167,652.47
July	726	\$ 182,382.24
August	831	\$ 167,492.84
September	847	\$ 220,067.99
October		
November		
December		

2020

Month	Number of Notices	Total Dollars Past Due	Lost Late Fee Revenue
March	872	\$ 242,651.03	\$ 3,639.77
April	799	\$ 239,297.36	\$ 3,589.46
May	762	\$ 215,422.20	\$ 3,231.33
June	623	\$ 197,143.66	\$ 2,957.15
July	458	\$ 174,941.84	\$ 2,624.13
August	528	\$ 156,056.25	\$ 2,340.84
September	638	\$ 208,012.53	\$ 3,120.19
October			
November			
December			\$ 21,502.87

**Docket No. 5022 – COVID-19 Emergency Order**  
**Service List as of 7/16/2020**

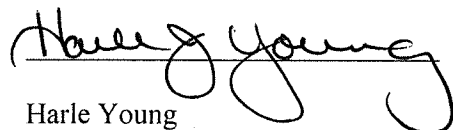
<b>Name/Address</b>	<b>E-mail Distribution</b>	<b>Phone</b>
Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Luly.massaro@puc.ri.gov">Luly.massaro@puc.ri.gov</a> ;	401-780-2107
	<a href="mailto:Cynthia.WilsonFrias@puc.ri.gov">Cynthia.WilsonFrias@puc.ri.gov</a> ;	
	<a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	
	<a href="mailto:Todd.bianco@puc.ri.gov">Todd.bianco@puc.ri.gov</a> ;	
	<a href="mailto:Margaret.hogan@puc.ri.gov">Margaret.hogan@puc.ri.gov</a> ;	
Nicholas Ucci, Administrator RI Office of Energy Resources	<a href="mailto:Nicholas.Ucci@energy.ri.gov">Nicholas.Ucci@energy.ri.gov</a> ;	401-574-9119
	<a href="mailto:Christopher.Kearns@energy.ri.gov">Christopher.Kearns@energy.ri.gov</a> ;	
Frederick Sneesby, Dept. of Human Services	<a href="mailto:Frederick.sneesby@dhs.ri.gov">Frederick.sneesby@dhs.ri.gov</a> ;	
	<a href="mailto:deirdre.weedon@dhs.ri.gov">deirdre.weedon@dhs.ri.gov</a> ;	
Yasmin Yacoby, OER	<a href="mailto:Yasmin.Yacoby.CTR@energy.ri.gov">Yasmin.Yacoby.CTR@energy.ri.gov</a> ;	
Raquel Webster, Esq. National Grid	<a href="mailto:raquel.webster@nationalgrid.com">raquel.webster@nationalgrid.com</a> ;	781-907-2121
	<a href="mailto:celia.obrien@nationalgrid.com">celia.obrien@nationalgrid.com</a> ;	
	<a href="mailto:Joanne.scanlon@nationalgrid.com">Joanne.scanlon@nationalgrid.com</a> ;	
Michael R. Kirkwood, General Mgr./CEO Pascoag Utility District	<a href="mailto:mkirkwood@pud-ri.org">mkirkwood@pud-ri.org</a> ;	401-568-6222
	<a href="mailto:hround@pud-ri.org">hround@pud-ri.org</a> ;	
	<a href="mailto:trivet@pud-ri.org">trivet@pud-ri.org</a> ;	
	<a href="mailto:llaporte@pud-ri.org">llaporte@pud-ri.org</a> ;	
Jeff Wright, President, Block Island Utility District	<a href="mailto:jwright@blockislandutilitydistrict.com">jwright@blockislandutilitydistrict.com</a> ;	
Michael McElroy, Esq. Leah Donaldson, Esq. (ProvWater & BIUD)	<a href="mailto:Michael@McElroyLawOffice.com">Michael@McElroyLawOffice.com</a> ;	401-351-4100
	<a href="mailto:Leah@McElroyLawOffice.com">Leah@McElroyLawOffice.com</a> ;	401-466-5851
Rick Caruolo, Acting General Mgr. Providence Water Supply Board	<a href="mailto:Rcaruolo@provwater.com">Rcaruolo@provwater.com</a> ;	401-521-6300
Marc Viggiani, Water Superintendent City of Woonsocket – Water Division	<a href="mailto:Mviggiani@woonsocketri.org">Mviggiani@woonsocketri.org</a> ;	401-767-2619
Alan M. Shoer, Esq. (Woonsocket Water) Adler Pollock & Sheehan	<a href="mailto:Ashoer@apslaw.com">Ashoer@apslaw.com</a> ;	401-274-7200
David L. Simmons, P.E., Chief Engineer Kent County Water Authority	<a href="mailto:dsimmons@kentcountywater.org">dsimmons@kentcountywater.org</a> ;	401-821-9300
Mary B. Shekarchi, Esq. (KCWA)	<a href="mailto:marybali@aol.com">marybali@aol.com</a> ;	401-828-5030
James DeCelles, Chief Engineer/Mgr. Pawtucket Water Supply Board	<a href="mailto:decelles@pwsb.org">decelles@pwsb.org</a> ;	401-729-5001
Julia Fogue, Director of Public Works Newport Water Department	<a href="mailto:jfogue@cityofnewport.com">jfogue@cityofnewport.com</a> ;	
Gary Prettyman Suez Rhode Island	<a href="mailto:Gary.Prettyman@suez-na.com">Gary.Prettyman@suez-na.com</a> ;	201-784-7083
	<a href="mailto:christopher.jacobs@suez.com">christopher.jacobs@suez.com</a> ;	
Brian T. FitzGerald, Esq. (Suez Water)	<a href="mailto:bfitzgerald@cullenanddykman.com">bfitzgerald@cullenanddykman.com</a> ;	518-788-9401
Karen Giebink, Director of A&F Narragansett Bay Commission (NBC)	<a href="mailto:kgiebink@narrabay.com">kgiebink@narrabay.com</a> ;	401-461-8848



Joseph A. Keough, Esq. (Pawtucket Water, Newport Water & NBC) Sweeney & Keough	<a href="mailto:jkeoughjr@keoughsweeney.com">jkeoughjr@keoughsweeney.com</a> ;	401-724-3600
Christy Hetherington, Esq. Dept. of Attorney General	<a href="mailto:Chetherington@riag.ri.gov">Chetherington@riag.ri.gov</a> ;	401-222-2424
	<a href="mailto:dmacrae@riag.ri.gov">dmacrae@riag.ri.gov</a> ;	
	<a href="mailto:MFolcarelli@riag.ri.gov">MFolcarelli@riag.ri.gov</a> ;	
Linda George, Acting Administrator Division of Public Utilities Jennifer Wood, RI Center for Justice Jordan Mickman	<a href="mailto:Linda.george@dpuc.ri.gov">Linda.george@dpuc.ri.gov</a> ;	401-941-4500
	<a href="mailto:Anthony.manni@dpuc.ri.gov">Anthony.manni@dpuc.ri.gov</a> ;	401-491-1101
	<a href="mailto:thomas.kogut@dpuc.ri.gov">thomas.kogut@dpuc.ri.gov</a> ;	
	<a href="mailto:John.spirito@dpuc.ri.gov">John.spirito@dpuc.ri.gov</a> ;	
	<a href="mailto:Bill.lueker@dpuc.ri.gov">Bill.lueker@dpuc.ri.gov</a> ;	
	<a href="mailto:John.bell@dpuc.ri.gov">John.bell@dpuc.ri.gov</a> ;	
	<a href="mailto:Diana.moniz@dpuc.ri.gov">Diana.moniz@dpuc.ri.gov</a> ;	
Camilo Viveiros The George Wiley Center	<a href="mailto:georgewileycenterri@gmail.com">georgewileycenterri@gmail.com</a> ;	401-728-5555
	<a href="mailto:camiloviveiros@gmail.com">camiloviveiros@gmail.com</a> ;	
Jennifer Wood, RI Center for Justice Jordan Mickman	<a href="mailto:jwood@centerforjustice.org">jwood@centerforjustice.org</a> ;	401-491-1101
	<a href="mailto:jmickman@centerforjustice.org">jmickman@centerforjustice.org</a> ;	
Yasmin Yacoby, OER	<a href="mailto:Yasmin.Yacoby.CTR@energy.ri.gov">Yasmin.Yacoby.CTR@energy.ri.gov</a> ;	
Kathy Crawley, Water Resource Board	<a href="mailto:Kathleen.crawley@doa.ri.gov">Kathleen.crawley@doa.ri.gov</a> ;	
Nicole Verdi, DOA	<a href="mailto:Nicole.Verdi@governor.ri.gov">Nicole.Verdi@governor.ri.gov</a> ;	
Claire Richards, DOA	<a href="mailto:Claire.Richards@governor.ri.gov">Claire.Richards@governor.ri.gov</a> ;	
J Gerhard	<a href="mailto:jgerhard@narragansettri.gov">jgerhard@narragansettri.gov</a> ;	
Brett Jacob	<a href="mailto:Bjacob@providenceri.gov">Bjacob@providenceri.gov</a> ;	
Dayanarah Baez	<a href="mailto:dbaez@cappri.org">dbaez@cappri.org</a> ;	

Certification of Service

I hereby certify on this 8<sup>th</sup> day of October, 2020, that I sent a copy of the within to the Parties listed on the attached service list.



Harle Young  
 Manage of Finance and Customer Service  
 253 Pascoag Main Street  
 Pascoag, RI 02859  
 Tel. (401)567-1260  
 Fax (401) 568-0066  
[hyoung@pud-ri.org](mailto:hyoung@pud-ri.org)