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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 Pawtucket Water Supply Board - 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 Pawtucket Water Supply Board'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

Pawtucket Water Supply Board
Plan for Recommencing Collection Activities

May 15, 2020

I. Outreach

The Pawtucket Water Supply Board (PWSB) has taken the following steps regarding outreach and collections:

- The PWSB has issued bill stuffers in the months of March, April and May regarding payment options.
- The PWSB has also posted payment options notices on our web site.
- Beginning with our June 2020 billing, the bill stuffers will announce the availability of payment arrangements for customers in financial distress resulting from the COVID-19 pandemic.
- Customer outreach will continue by our customer service staff upon request.
- The PWSB cancelled our May and November tax lien sales.

II. Payment Arrangements

The PWSB has always offered our customers generous payment plans upon request and we see no reason that this practice will not continue. The PWSB Board has approved plans with up to 12-month terms in the past. We are in the process of seeking Board authorization to allow staff to enter into 12-month payment plans without Board approval. Upon approval by the Board, staff will enter into sensible and flexible payment arrangements, which will be based upon each customer's unique circumstances. Staff will stress that the customer must stay in contact with PWSB if problems arise or if they need to change their payment arrangements.