

PROVIDENCE WATER SUPPLY BOARD
RIPUC DOCKET 5022
**PUBLIC UTILITIES COMMISSION'S DATA REQUESTS ON THE
QUANTIFICATION OF WAIVED FEES**
(Issued September 22, 2020)

1. Does Providence Water typically charge late fees to customers? If so, please provide the tariff reference and the types of customers to whom the late fee applies.

RESPONSE: Providence Water does not charge late fees to our customers.

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2. Does Providence Water 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.

RESPONSE: Yes, Providence Water does charge interest on overdue balances. The tariff reference "*Interest at a rate of 1% per month will be charged on unpaid account balances over 30 days from the due date*" applies to retail, wholesale, and hydrant customers and is identified on Tariffs A through F.

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3. Does Providence Water typically pass through to the user the so called "convenience fees" associated with paying with credit cards or debit cards?

RESPONSE: Yes, the "convenience fees" associated with paying with credit cards and debit cards are paid by the user.

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4. Does Providence Water typically pass through to the user the so called "convenience fees" associated with paying with an ACH/electronic check?

RESPONSE: Yes, the "convenience fees" associated with paying with an ACH/electronic check are paid by the user.

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

AMENDED RESPONSE: At this time, Providence Water does not intend to seek recovery of the costs associated with the absorption of the applicable fees, but Providence Water may seek recovery in the future.

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6. Please indicate the date upon which Providence Water 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.

RESPONSE: Providence Water ceased charging customers the fees mentioned above as follows:

- Late Fees – not applicable
- Interest fees - June 1, 2020.
- Credit card/debit card payment fees - June 1, 2020.
- ACH/check fees - June 1, 2020.

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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 6 through the most recent dates 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.
- b. The number of accounts where payments were made and interest and/or late fees were waived.
- c. The number of accounts where payments were made by credit card/debit card.
- d. The number of accounts where payments were made by ACH/electronic check.
- 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.
- 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.
- g. The dollar amount of waived late fees on accounts where payments were made.
- h. The dollar amount of waived interest fees on accounts where payments were made.

RESPONSE:

- a. Providence Water processed payments on the following accounts:
June - 56,168 accounts
July - 54,293 accounts
August - 56,307 accounts
September - 57,344 accounts
- b. Providence Water processed payments on the following accounts and waived interest:
June - 24,204 accounts
July - 25,038 accounts
August - 23,099 accounts
September - 23,576 accounts
- c. Providence Water processed 18,170 credit card payments from June 1, 2020, through September 30, 2020.
- d. Providence Water processed 51,704 ACH/Electronic Check payments from June 1, 2020, through September 30, 2020.
- e. Providence Water absorbed \$77,135.00 in credit/debit card fees, which otherwise would have been charged to our customers from June 1, 2020, through September 30, 2020.

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- f. Providence Water absorbed \$22,353.60 in ACH/electronic check fees, which otherwise would have been charged to our customers from June 1, 2020, through September 30, 2020.
- g. Not Applicable.
- h. Providence Water waived \$171,234 in interest fees from June 1, 2020, to September 30, 2020.

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8. Please indicate the first date Providence Water 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.

RESPONSE: Providence Water did not send termination notices to our customers from June 1, 2020, through August 31, 2020. However, in September, 969 termination notices were sent to customers in various class codes.

**Providence Water - Billing System
Accounts w/ Shutoff Letters by Dwelling Class**

September 1, 2020 - October 9, 2020

Code: Dwelling Class Account Count

1 - Single Family 295
2 - 2 - 5 Family 446
3 - Apartments 27
4 - Combination 38
5 - Commercial I 61
6 - Commercial II 62
7 - Industrial 4
23 - Resid. Condo. 7
33 - Farm / Forest 1
71 - Charitable 1
72 - Church 1
75 - Hospital 1
78 - Municipal 14
79 - School 5
80 - State 5
82 - City Vote 1
PARK - PARK 3

Total: 969