

May 19, 2020

Via E-Mail

Rhode Island Division of Public Utilities and Carriers
89 Jefferson Boulevard
Warwick, RI 02888
Attention to: Luly Massaro, Clerk

Re: Woonsocket Water Division – Docket No. 5022
In Re: Suspension of Service Terminations and Certain Collection Activities During the COVID-19 Emergency

Dear Luly:

Enclosed please find an electronic copy of the Woonsocket Water Division's Plan for Recommencing Collection Activities pursuant to PUC's Order No. 23826. Given the current circumstances regarding remote office arrangements, we are sending these documents remotely via e-mail. We can follow up with paper copies once our offices are re-opened.

Please let me know if there are any questions concerning the enclosed.

CITY OF WOONSOCKET WATER DIVISION

By its Attorneys:

/s/ Alan M. Shoer
Alan M. Shoer (#3248)
Christine M. DiBiase (#9634)

Enclosures

Rhode Island Public Utilities Commission
Docket No. 5022
In Re: Suspension of Service Terminations and Certain Collections
Activities During the COVID-19 Emergency

Woonsocket Water Division (“WWD”)
Plan for Recommencing Collection Activities
Pursuant to Order No. 23826

May 19, 2020

A. The WWD plans to commence the following with respect to outreach:

1. Send reminder letters to delinquent water customers. The letters will highlight the following:
 - Balance Owed and payment methods (mailing address, lockbox, credit card)
 - If a customer is not able to pay the balance due, the letter will request the customer contact the City’s Collection Specialists for payment agreement options.

2. Thirty (30) days following the delivery of the reminder letters, the WWD will look at the effectiveness of the letters and determine the best way to proceed with further public outreach, including additional collection notices and water shutoffs, consistent with the PUC’s latest COVID related Orders and the PUC’s Rules and Regulations Governing Termination of Residential Electric, Natural Gas, and Water Utility Service.