

KEOUGH + SWEENEY, LTD.

ATTORNEYS AND COUNSELORS AT LAW
41 MENDON AVENUE
PAWTUCKET, RHODE ISLAND 02861
TELEPHONE (401) 724-3600
FACSIMILE (401) 724-9909
www.keoughsweeney.com

RAYNHAM OFFICE:
90 NEW STATE HIGHWAY
RAYNHAM, MA 02109
TEL. (508) 822-2813
FAX (508) 822-2832

JOSEPH A. KEOUGH JR.*
JEROME V. SWEENEY III*

SEAN P. KEOUGH*

JEROME V. SWEENEY II
OF COUNSEL

*ADMITTED TO PRACTICE IN
RHODE ISLAND & MASSACHUSETTS

BOSTON OFFICE:
171 MILK STREET
SUITE 30
BOSTON, MA 02109
TEL. (617) 574-0054
FAX (617) 451-1914

June 23, 2023

Ms. Luly Massaro, Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**Re: *Docket No. 22-47-WW- The Narragansett Bay Commission
General Rate Filing***

Dear Ms. Massaro:

Enclosed please find an original and nine copies of the following:

1. The Narragansett Bay Commission's Response to the Rhode Island Public Utilities Commission's Data Requests 6 and 7.

Please note that electronic copies of these documents have been provided to the service list. Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

cc: Docket 22-47-WW Service List (*via electronic mail*)

Comm. 6-1: In the response to PUC 4-2, NBC provided Excel workbooks. Within those workbooks, NBC indicated that the following payments were made and charged to the Operating Capital account:

Requisition # 64 – Raftelis Financial	\$20,067.34
Requisition # 89 – Raftelis Financial	\$74,632.31
Requisition # 154 – RDW Group	\$27,930.00
Requisition #191 – Something Fishy	\$6,997.18

For each of the above expenditures, please provide a brief explanation of the services provided by the vendor and the rationale for charging the expenditures to the Operating Capital account rather than to an O&M account.

Response: In accordance with NBC's Operating Capital Program Guidelines, all operating capital items are those with costs greater than \$5,000 and a minimum useful life of three years. The Asset Management Policy requires the identification of short-term capital needs and the development of a long-term (five-year) asset replacement program. NBC's controller must ensure that asset criteria is met to approve the capitalization of assets.

Requisition #64 Raftelis Financial \$20,067.34 and Requisition #89 Raftelis Financial \$74,632.31 – NBC User Fee Rate Cost Recovery Study. This qualifies as an operating capital asset because the cost is over \$5,000 and it developed a viable product for future revenue generation.

Requisition # 154 – RDW Group \$27,930.00 – Website redesign and replatforming in Wordpress. This qualifies as an operating capital asset because the cost is over \$5,000 and it developed viable technology for future revenue generation.

Requisition #191 – Something Fishy \$6,997.18 - Bioassay Aquatic Filtration System at NBC's Laboratory (aquarium environment for the Bioassay Sea Urchins to live. This asset is over \$5,000 and has a useful life greater than 3 years.

Prepared by: Leah Foster

Comm. 6-2: Referencing the attached excel file titled PUC Summary of Settlement, please confirm that the calculations included in the tab titled Summary accurately reflect the contents of the proposed Settlement of the parties. For each line item where the percentage change in column R exceeds 10%, please provide an explanation for the change from NBC's adjusted Test Year. If the explanation is elsewhere in the record you may cite the location if you wish but please also include the explanation in the response to this request. (To the extent certain line items can be grouped together, i.e. chemicals, etc., please feel free to present a combined answer based on grouping).

Response:

Capacity Charge Fees (Account No. 42595 - Line 15) – Refer to NBC's direct testimony from David M. Fox, page 15, lines 21-26 and Schedule DMF - 22. NBC used a 3-year average from FY 2020 through FY 2022 to arrive at the rate year.

REC Income FP Turbines (Account No. 42604 - Line 21) – Refer to NBC's direct testimony from David M. Fox, page 12, lines 12-26 and schedule DMF – 14. A three-year average was used to determine the rate year kWh multiplied by the REC Rate/kWh of \$22.65 to arrive at the rate year. However, as explained in DIV 1-29, the contract rate increased to \$30.00/REC, which increased the income for account 42604 from \$167,688 to \$222,103. Data requests associated with REC Income FP Turbines are DIV 1-29, DIV 3-12, DIV 4-12, COM 2-6, and COM 2-7.

REC Income Green PPA (Account No. 42606 - Line 23) - Refer to NBC's direct testimony from David M. Fox, schedule DMF – 14. A three-year average was used to determine the rate year kWh times the REC Rate/kWh of \$22.65 to arrive at the rate year. However, as explained in DIV 1-29, the contract rate increased to \$30.00/REC, which increased the income for account 42606 from \$315,236 to \$417,531. Data requests associated with REC Income Green PPA are DIV 1-29, DIV 3-12, DIV 4-12, COM 2-6, and COM 2-7.

Interest Income (Account No. 45100 and 45200 - Lines 26 and 29) – The interest income was calculated by taking the average monthly investment earnings for FY 2023 through November 2022 and annualizing it to arrive at the rate year.

Net: Personnel Line 68 – The net personnel expense was 8.44% over the FY 2022 Test Year amount. Line items within personnel over the 10% increase are as follows:

- Non-Union Regular (52300) Line 53
- Union Pension (52800) Line 56
- FICA/Medicare (52810) Line 57

The explanation for these increases is set forth in the Settlement Agreement, ¶ 22. d. 2. and 3.

Postage (Account No. 53210 - Line 73) – Refer to NBC's direct testimony from David M. Fox, page 19, lines 19-25, and Schedule DMF -18. NBC used the average annual increase from FY 2020 through FY 2022, applied that percentage increase to the interim year and rate year. The following data requests are associated with Postage - DIV 1-61, DIV 1-62, and DIV 3-14.

Printing and Binding (Account No. 53310 - Line 76) – Refer to NBC's direct testimony from David M. Fox, page 19, lines 19-25, and Schedule DMF -18. NBC used the average annual increase from FY 2020 through FY 2022, applied that percentage increase to the interim year and rate year. The following data requests are associated with Printing and Binding - DIV 1-63 and DIV 3-15.

Biosolids Disposal (Account No. 53480 - Line 87) – Refer to NBC's direct testimony from David M. Fox, page 20, lines 3-17, and Schedule DMF – 24 as well as Mr. Fox's rebuttal testimony pages 27-28. As a result of dry ton production data through April 2023, the amount of dry ton production increased from 9,997 dry tons in the original filing rate year to 10,365 tons. NBC agreed to the Division's proposed rate of \$586.04 per dry ton. The Biosolids expense was calculated by using the new dry ton production of 10,365 tons multiplied by the Division's proposed rate of \$586.04. The following data requests are associated with Biosolids - DIV 1-32, DIV 1-33, DIV 1-46, DIV 3-20, DIV 7-1, and DIV 7-2.

Screening and Grit Disposal (Account No. 53490 - Line 88) - Refer to NBC's direct testimony from David M. Fox, page 20, lines 18-25, and Schedule DMF -25 as well as data request DIV 3-21. NBC used a 3-year average (FY 2020 through FY 2022) and applied that percentage increase to the interim year to arrive at the rate year.

Trend Accounts

- Vehicle Fuel & Maintenance/Repairs (Account No. 53510 - Line 89) - Refer to NBC's direct testimony from David M. Fox, page 20, lines 26-27, page 21 lines 1-4 and Schedule DMF -21. NBC used the average annual increase from FY 2020 through FY 2022 and applied that percentage increase to the interim year and rate year. NBC accepted the Division's adjustment for Vehicle Fuel and Maintenance expense of (\$166,232).
- Repairs Building Structure, Equipment (Account No. 53610 - Line 90) - Refer to NBC's direct testimony from David M. Fox, page 21, lines 5-13 and Schedule DMF -21. NBC used the average annual increase from FY 2020

through FY 2022 and applied that percentage increase to the interim year and rate year. The data request associated with Building Repairs, Structure and Equipment is DIV 1-48.

- Repairs Process Equipment (Account No. 53615 - Line 91) - Refer to NBC's direct testimony from David M. Fox, page 21, lines 5-13 and Schedule DMF - 21. NBC used the average annual increase from FY 2020 through FY 2022 and applied that percentage increase to the interim year and rate year.
- Maintenance Contracts (Account No. 53630 - Line 93) – The increase in the rate year is based on reallocations of contracts from other accounts and cost increases of actual contracts received. Data requests associated with these line items are DIV 1-49 (copies of actual contracts by GL account), DIV 2-7d (FY 2023 Budget for 53645 and 53646), and DIV 7-7 (shows the reallocation of contracts from FY 2023 Budget to FY 2024 Budget).
- Service Agreements (Account No. 53640 - Line 95) – Refer to Schedule DMF-21. NBC used the average annual increase from FY 2020 through FY 2022 and applied that percentage increase to the interim year and rate year. NBC accepted the Division's adjustment for Service Agreements of \$125,600.
- Software Subscriptions (Account No. 53645 - Line 96) - The increase in the rate year is based on new contracts and cost increases of existing contracts received. Data request associated with these line items are DIV 1-49 (copies of actual contracts by GL account), DIV 2-7d (FY 2023 Budget for 53645 and 53646), and DIV 7-7 (shows the reallocation of contracts from FY 2023 Budget to FY 2024 Budget).
- Supplies Building & Maintenance (Account No. 54370 - Line 123) - Refer to NBC's direct testimony from David M. Fox, page 19, lines 26-27, page 20 lines 1-2 and Schedule DMF -21. NBC used the average annual increase from FY 2020 through FY 2022 and applied that percentage increase to the interim year and rate year. NBC accepted the Division's adjustment for Supplies, Building and Maintenance of (\$118,584).

Insurance (Account No. 53660 - Line 99) - Refer to NBC's direct testimony from David M. Fox, page 21, lines 23-27, page 22, lines 1-2, and Schedule DMF -26. NBC applied the average annual increase from FY 2020 through FY 2022, applied that percentage to the interim year and the rate year. NBC agreed with Division's adjustment for this line item from the original amount of \$1,191,143 to \$1,144,764.

Workers Compensation (Account No. 53680 - Line 100) - Refer to NBC’s direct testimony from David M. Fox, page 21, lines 23-27, page 22, lines 1-2, and Schedule DMF -27. NBC applied the average annual increase from FY 2020 through FY 2022 and applied that percentage to the interim year and the rate year. Since the original filing, NBC received the new annual premium of \$611,770. The data requests associated with Workers’ Compensation are DIV 1-36 and DIV 3-23.

Electricity (Account No. 54090 – Line 105)/Net Metering Credits (Account No. 54091 - Line 106) / Green PPA (Account No. 54095 - Line 109) / Green PPA Net Metering Credits (Account No. 54096 - Line 110)

Refer to NBC’s direct testimony from David M. Fox, page 22, lines 9-26, page 23, lines 1-14, and Schedules DMF -28-29. The rate year electricity expense was calculated by applying the projected supply, delivery and Rhode Island Gross Earnings Tax to the projected number of kWh to be purchased in the rate year, plus the fixed monthly customer charge. The number of kWh to be purchased in the rate year is based on total use less any behind the meter kWh production. A three-year average was used to determine the rate year kWh purchases (including the adjusted test year usage at Field’s Point related to biosolids and the elimination of biogas production in the rate year at Bucklin Point). Net Metering Credits and Green PPA Net Metering Credits were based on the projected C-06 Standard Offer Service rate of \$0.17558/kwh and an average delivery rate of \$0.09650/kWh. The Green PPA account expense is calculated as 75% of the rate year Green PPA Net Metering Credits.

Since the original filing, NBC received the new electricity rate of \$0.10490 for FY 2024 and recalculated the Electricity/Net Metering Credits/Green PPA/Green PPA Net Metering Credits expense line items. This was provided as part of the response to Commission DR-5. Below is a comparison of the original filing and the settlement agreement.

Original Filing			Settlement Agreement		
Account	Title	Rate Year	Account	Title	Rate Year
54090	ELECTRICITY	\$ 6,919,434	54090	ELECTRICITY	\$ 5,860,372
54091	NBC NET METERING CREDIT	(2,168,169)	54091	NBC NET METERING CREDIT	(1,891,888)
54092	FP TURBINES	268,490	54092	FP TURBINES	268,490
54093	COVENTRY WIND	244,645	54093	COVENTRY WIND	244,645
54095	GREEN PPA	2,840,045	54095	GREEN PPA	2,478,150
54096	GREEN PPA NET METERING CREDITS	(3,786,726)	54096	GREEN PPA NET METERING CREDITS	(3,304,199)
54097	BIOGAS	1,700	54097	BIOGAS	1,700
	Total	\$ 4,319,419		Total	\$ 3,657,270

Chemicals (Account No. 54332 - Line 114 / (Account No. 54333 - Line 115) / (Account No. 54335 - Line 116) / (Account No. 54337 - Line 118) / (Account No. 54338 - Line 119) - Refer to NBC’s direct testimony from David M. Fox, page 23, lines 16-22 and Schedule DMF -31. The rate year cost for each chemical was calculated using a three-year average increase for the rate and usage. However, since the original filing, NBC received actual chemical rates for FY 2024. NBC recalculated each chemical expense using the same usage and the new rates. Data requests related to chemicals are DIV 1-52 and DIV 1-53. The rate increase for chemicals was provided to the Division as a supplemental response to DIV 1-52. Below is a summary of increases to chemicals.

**Narragansett Bay Commission
Chemicals New Rates**

Account Number	Chemical	Rate as Filed	New Rate	Rate Year Usage	Rate Year	NEW	Change
					Expense as Filed	Rate Year Expense	
54332	Chemicals, Chlorine/Hypochlorite	\$ 0.82	\$ 1.60	700,704	\$ 575,912	\$ 1,120,426	\$ 544,513
54337	Chemicals, Bisulfite	\$ 1.31	\$ 1.85	301,090	393,229	557,017	163,788
54333	Chemicals, Carbon Feed	\$ 1.98	\$ 3.39	18,859	37,341	63,932	26,591
54335	Chemicals, Polymer Liquid (Emulsioin)	\$ 12.81	\$ 19.62	3,692	47,298	72,442	25,144
54335	Chemicals, Liquid Polymer (Manich)	\$ 1.39	\$ 1.39	49,476	68,772	68,772	-
54335	Chemicals, Polymer Powder (Pounds)	\$ 2.36	\$ 3.26	3,266	7,704	10,640	2,936
	54335 Chemicals, Polymer Subtotal				123,773	151,853	28,080
54338	Chemicals, Soda Ash	\$ 433.51	\$ 548.00	144	62,256	78,698	16,442
Total Chemicals					\$ 1,192,511	\$ 1,971,926	\$ 779,415

UV Disinfection Expense (Account No. 54339 - Line 120) - Refer to NBC’s direct testimony from David M. Fox, page 23, lines 23-27 and Schedule DMF -20. The rate year expense was calculated by applying the average annual increase from FY 2021 through FY 2023 and applying that rate to the interim year to arrive at the rate year expense. Data requests DIV 1-54 and DIV 3-16 are related to UV Disinfection.

Lab Supplies (Account No. 54340) - Line 121 – Refer to NBC’s direct testimony from David M. Fox, page 24, lines 1-7 and Schedule DMF -21. NBC used the average annual increase from FY 2020 through FY 2022, applied that percentage increase to the interim year and rate year. The increase also includes a 12% surcharge. The lab supplies expense includes the expense for Lab Supplies and Lab Chemicals and Gases. NBC created a new account in FY 2023 to distinguish between Lab Supplies and Lab, Chemicals and Gases. In the test year the total expense for these two accounts was included in Lab Supplies expense. NBC

accepted the Division’s adjustment for these two accounts totaling \$655,800. The data request associated with these accounts is DIV 5-3.

Regulatory Expense (Account No. 52600 - Line 133) - Refer to NBC’s direct testimony from David M. Fox, page 24, lines 9-18 and Schedule DMF -23. The increase reflects a higher regulatory assessment for the PUC as well as the projected rate case expense for this filing amortized over three years. Data requests DIV 3-27 and DIV 7-5 are related to Regulatory expense.

Other Services (Account No. 52690 - Line 139) - Refer to NBC’s direct testimony from David M. Fox, page 24, lines 20-27 and Schedule DMF -32. The increase for Other Services is mostly related to the increasing trend in Electronic Payment Fees (EPTF). To arrive at the rate year expense, the average percentage increase from the month over month percentage increase in EPTF for each of the twelve months through August 2022 was applied to the adjusted test year and interim year. Data request DIV 3-27 is related to Other Services.

Operating Capital (Account Nos. 16515 – 16615 - Lines 156-164) – This adjustment reflects a correction to Operating Capital noted by the Division and agreed to by NBC. Please see NBC’s response to Comm. 1-1, Division Direct p. 14, and NBC rebuttal p. 6.

Debt Service Lines 168-170 – As discussed in NBC’s direct testimony from David M. Fox, page 25, Schedule DMR – 33 the anticipated borrowing \$190 Million in FY 2024 and \$60 Million in FY 2025 for a total of \$250 Million. Now NBC anticipates borrowing only \$50 Million in FY 2024. If anything, NBC’s original multi-year rate increase in this Docket demonstrated that the debt service compliance filing mechanism is in the best interest of NBC and its ratepayers. The debt service was also addressed in Mr. Fox’s rebuttal testimony on pages 7-8. The following table shows the existing and projected debt service associated with the debt that will be issued prior to the period ending June 30, 2024, the rate year in this docket.

Fiscal Year	Existing Debt			Total Debt		Debt plus		
	Service	SRF 23	SRF 24	Service	Coverage	Coverage	Principal	Interest
2024	\$ 43,554,340	\$ 3,306,676	\$ 333,333	\$ 47,194,349	\$ 11,798,587	\$ 58,992,936	\$ 31,344,795	\$ 15,849,554
2025	42,942,893	3,915,800	2,980,000	49,838,693	12,459,673	62,298,366	32,190,162	17,648,531
2026	43,025,508	3,915,800	3,106,600	50,047,908	12,511,977	62,559,885	33,164,787	16,883,122
2027	42,436,910	3,915,800	3,402,800	49,755,510	12,438,877	62,194,387	33,618,178	16,137,332
2028	42,212,310	3,915,800	3,400,800	49,528,910	12,382,227	61,911,137	34,158,611	15,370,299

Debt service and debt service coverage in the three years after rate year debt issuance is the highest in FY 2026. As a result, a rebuttal adjustment was made to

increase debt service by \$2,577,769 and debt service coverage by \$644,442. The following data requests are related to the Debt Principal, Debt Interest and Debt Coverage – DIV 1-60, DIV 3-2, DIV 6-3, DIV 6-5, COM 1-2, COM 2-1 and COM 4-2.

Operating Reserve (Line 173) – The Operating Reserve is 1.5% of the Operations and Maintenance Expense less Personnel.

Prepared by: Leah Foster

Comm. 6-3: Please provide an explanation of account numbers 59000 and 59001, Salary Reimbursement and Fringe Reimbursement.

Response: Accounts 59000 Salary Reimbursement and 59001 Fringe Reimbursement reflect time NBC staff works on capital projects during the year and is reimbursed by a capital project. Employees are required to enter their time per pay period into Baynet for capital time import processing. The fringe reimbursement is calculated to cover the related taxes and benefits associated with the salary reimbursement. Once the salary and fringe reimbursement are calculated it is submitted to RIIB, WIFIA, or Trustee to be reimbursed to NBC depending on the project funding source.

Prepared by: Leah Foster

Comm. 6-4: Paragraph 23 of the settlement states that the number of funded union FTEs is 111.

- a. How many union FTEs does NBC currently have on staff?
- b. How many union positions is NBC currently attempting to fill?
- c. List the title of each position identified in part b. above.

Response: Paragraph 22 (rather than 23) of the Settlement Agreement states the number of funded union FTEs is 111. The information below is as of June 18, 2023.

- a. NBC currently has 109 union FTEs.
- b. NBC is currently attempting to fill 13 union positions.
- c. Below is each position identified as part b above.

Process Monitor
Operator I
Operator I
Inventory Control Clerk
Process Monitor
Customer Care Representative
Customer Care Representative - Fiscal Clerk
Process Monitor
Operator I
Mechanic I
Mechanic I
IM Operator III
Laboratory Technician

Prepared by: Casandra Bennett

Comm. 6-5: Paragraph 23 of the settlement states that the number of funded non-union FTEs is 160.9.

- a. How many non-union FTEs does NBC currently have on staff?
- b. How many non-union positions is NBC currently attempting to fill?
- c. List the title of each position identified in part b. above.

Response: Paragraph 22 (rather than 23). The information below is as of June 18, 2023.

- a. NBC currently has 159 non-union FTEs.
- b. NBC is currently attempting to fill 19 non-union positions.
- c. Below is each position identified as part b above.

Accounting Assistant
Operations Supervisor - BP
Operations Support Supervisor
Resident Representative
Billing Analyst
Environmental Engineer
Principal Environmental Engineer
Financial Analyst
Financial Analyst
Principal Budget Analyst
Retirement Plan Administrator
IM Inspector
Environmental Engineer
Asst. Control System Administrator
Control Systems Associate
Pretreatment Technician
Pretreatment Technician
Purchasing Support Specialist
Legal Counsel

Prepared by: Casandra Bennett

Comm. 6-6: NBC provided the following responses to PUC 4-1:

a. Billing Analyst – Migration to new billing software required additional resources with a higher-level skillset for the loading and editing of meter readings, performance of bill calculation operations, and the issuance of customer invoices.

Question: Was the position that was performing the functions listed above eliminated when the new position was created? If not, why not?

Response: No. The Billing Analyst position was created to maximize the functionality of the new billing system.

Prepared by: Leah Foster

b. Billing Analyst – Cash – Migration to new billing software and expansion of bill payment options required additional resources with a higher-level skillset to ensure timely and accurate processing of customer payments.

Question: What new payment options were added?

Response: Payment through i-Cloud, kiosk, text, phone, ability of customers to store their payment information, ability of customers to link their accounts on-line to make multiple payments.

Prepared by: Leah Foster

c. Senior Financial Analyst – Additional resources required to support financial activities due to growth and complexity of operations and the financing of the capital improvement program.

Question: Given that NBC has been financing large projects for at least the last 2 decades, please explain the increase in complexity of financing these projects.

Response: Current projects eclipse all prior projects in number, dollar amount, and complexity. Since 2019, NBC has executed 3 RIIB loans totaling \$190 million, refunded \$196.3 million of revenue bonds, and executed 3 WIFIA loans of more than \$515 million (including the refunding of 1 WIFIA loan to secure a lower interest rate).

Prepared by: Leah Foster

d. Technical Advisor for Operations - This position supports both WWTFs to provide in-depth monitoring of plant performance to ensure its ability to maintain stringent regulatory requirements and forecast upcoming needs.

Question: Please explain how these tasks were accomplished prior to creation of the new position.

Response: Prior to the creation of this position, the job responsibilities were addressed by a team of long-term employees each with many years of institutional knowledge including a Facility Manager, Assistant Facility Manager, Maintenance Manager and Director of Operations. This team included the current person in this position. Due to these positions being vacated within a short period of time of each other, it was determined that a single Technical Advisor for Operations position was needed to fill the experience gap left by these position vacancies. In addition, the large projects at the plants required more support to ensure proper coordination and monitoring of process related disruptions that could occur during construction.

Prepared by: James McCaughey

e. Administrative Assistant – This position was created as a result of the reorganization of duties and responsibilities of the existing FTE. This position supports NBC's executive personnel to include point of contact for Executive Director and Deputy Director, routine and confidential administrative functions, manage purchases for the department and other functions as needed.

Question: As a result of the reorganization, what are the new responsibilities of the prior employee?

Response: Prior to the creation of this position, the administrative functions and responsibilities were spread among all Administration staff. This new position now provides consolidation of, and responsibility for, these tasks.

Prepared by: James McCaughey

f. Facilities System Administrator – This position is specific to managing the plant SCADA side of NBC's infrastructure assuring safe, secure, and efficient SCADA system operations.

Question: How were the tasks noted above completed prior to the creation of the Facility System Administrator?

Response: This position was created to ensure communications between NBC's plant side computer operations and business side computer operations. Many of the Facilities System Administrator job duties were not being performed resulting in operational problems and inefficiencies.

Prepared by: James McCaughey

g. Principal Budget Analyst – This was the reallocation of a Senior Financial Analyst position.

Question: Was the Senior Financial Analyst position eliminated? If not, why not?

Response: Yes.

Prepared by: Leah Foster

h. Retirement Benefits Specialist – This position was required to consolidate the duties and responsibilities of plan administration of NBC's three retirement plans due to reorganization, staff retirements, and succession planning.

Question: Were any positions eliminated as a result of the consolidation efforts discussed above? If not, why not?

Response: There were no positions eliminated as a result of the consolidation. Because various aspects of the retirement plans were being handled by several employees who had other full-time responsibilities, it was determined to consolidate the retirement tasks into one position. The new position created a point of contact for employees with retirement benefit questions and concerns, as well as coordinates communication between NBC employees and NBC's retirement plan.

Prepared by: Leah Foster

i. Assistant Customer Service Manager – Migration to the new billing software required a higher-level skillset for all aspects of customer care including billing, research, payments, and collections. This position was needed to assist with managing testing and other technical aspects of developing business processes in the billing software and assist with training. The position was required to provide support for the Customer Service Manager as well as manage the department in the absence of the Manager and support the customer care and payments functions when needed.

Question: Who previously managed customer service operations in the absence of the Customer Service Manager?

Response: Prior to the creation of the Customer Service Manager position, the Senior Billing Supervisor was the backup in the absence of the Customer Service Manager.

Prepared by: Leah Foster

j. Assistant Administrative Coordinator – This position is needed to coordinate all NBC Board of Commissioner activities/actions and provide direct support assistance to NBC's Chairman of the Board, Executive Director, Deputy Director, and Board of Commissioners.

Question: How were the above functions completed prior to the creation of this position?

Response: Prior to the creation of the Assistant Administrative Coordinator position many of these job duties were handled by the Administrative Coordinator. However, with the addition of new job functions required of the Administrative Coordinator including working with new NBC Board Members, addressing new and on-going Commission issues with all NBC Board Members, and assisting the Executive Director and Deputy Director with succession planning, the Assistant Administrative Coordinator position was created to perform required former job functions of the Administrative Coordinator.

Prepared by: James McCaughey

Comm. 6-7: Please provide the number of and titles of all employees in the Customer Service Billing Department prior to and post implementation of the new billing software.

Response: Prior to implementation of the new billing software below are all budgeted employees in Customer Service:

- | | |
|---|-------------------------------------|
| 1. Assistant Billing Supervisor | 14. Customer Service Representative |
| 2. Assistant Billing Supervisor | 15. Customer Service Representative |
| 3. Collections Analyst | 16. Customer Service Representative |
| 4. Billing Supervisor | 17. Customer Service Representative |
| 5. Collections Analyst | 18. Customer Service Representative |
| 6. Collections Supervisor | 19. Customer Service Representative |
| 7. Customer Research Supervisor | 20. Customer Service Support |
| 8. Customer Service Analyst | Supervisor |
| 9. Customer Service Analyst | 21. Field Investigator |
| 10. Customer Service Manager | 22. Field Investigator |
| 11. Customer Service Rep - Fiscal Clerk | 23. Field Investigator |
| 12. Customer Service Rep - Fiscal Clerk | 24. Fiscal Clerk - Customer Service |
| 13. Customer Service Representative | 25. Senior Fiscal Clerk |

Post implementation of the new billing software below are all budgeted employees in Customer Service:

- | | |
|-------------------------------------|---|
| 1. Assistant Billing Supervisor | 15. Customer Service Rep - Fiscal Clerk |
| 2. Assistant CS Research Supervisor | 16. Customer Service Representative |
| 3. Collections Analyst | 17. Customer Service Representative |
| 4. Billing Analyst | 18. Customer Service Representative |
| 5. Billing Analyst - Cash | 19. Customer Service Representative |
| 6. Billing Supervisor | 20. Customer Service Representative |
| 7. Billing Supervisor | 21. Customer Service Representative |
| 8. Collections Analyst | 22. Customer Service Representative |
| 9. Collections Supervisor | 23. Customer Service Support |
| 10. CS Research Supervisor | Supervisor |
| 11. Customer Service Analyst | 24. Field Investigator |
| 12. Customer Service Analyst | 25. Field Investigator |
| 13. Customer Service Manager | 26. Fiscal Clerk - Customer Service |
| 14. CS Rep - Fiscal Clerk | 27. Senior Fiscal Clerk |

Prepared by: Leah Foster

Comm. 6-8: Please identify all efficiencies that were achieved as a result of implementing the new billing software.

Response: In terms of the efficiency of the new Customer Service System, it has increased the accuracy and timeliness of billing. Collections and customer convenience were also improved to achieve increased levels of customer satisfaction. It allows NBC to maintain workflow while the billing is processing whereas Customer Care activities had to be suspended with the old system when invoicing. In addition it provides clarity of billing charges for the customer. It enabled NBC to smooth the workflow by migrating to weekly billing cycles which allows NBC to efficiently analyze the accounts in each cycle.

Prepared by: Leah Foster

Comm. 6-9: On page 7 of NBC's Rebuttal, NBC explains that it was planning to close on a \$100 million loan with RIIB. Has the loan closed? If not, please explain.

Response: Yes. NBC closed on the \$100 million loan with RIIB on June 13, 2023.

Prepared by: Leah Foster

CERTIFICATION

I hereby certify that on June 23, 2023, I sent a copy of the within to all parties set forth on the attached Service List by electronic mail and copies to Luly Massaro, Commission Clerk, by electronic mail and regular mail.

Parties/Address	E-mail Distribution	Phone
Narragansett Bay Commission Joseph A. Keough, Jr., Esq. Keough & Sweeney 41 Mendon Ave. Pawtucket, RI 02861	jkeoughjr@keoughsweeney.com ;	401-724-3600
Karen L. Giebink, Director of A&F Narragansett Bay Commission One Service Road Providence, RI 02905	Kgiebink@narrabay.com ;	401-461-8848
	gdegnan@narrabay.com ;	
David Fox, Raftelis Financial Consultants	DFox@raftelis.com ;	
Division of Public Utilities and Carriers Mark Simpkins, Esq. Division of Public Utilities and Carriers 89 Jefferson Blvd. Warwick, RI 028888	Mark.A.Simpkins@dpuc.ri.gov ;	401-222-2424
	Margaret.L.Hogan@dpuc.ri.gov ;	
	John.bell@dpuc.ri.gov ;	
	Joel.munoz@dpuc.ri.gov ;	
	Egolde@riag.ri.gov ;	
	Christy.Hetherington@riag.ri.gov ;	
Ralph Smith Larkin & Associates, PLLC 15728 Farmington Road Livonia, Michigan 48154	rsmithla@aol.com ;	734-522-3420
	dawn.bisdorf@gmail.com ;	
	msdady@gmail.com ;	
	mcranston29@gmail.com ;	
Original and nine (9) copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2107
	Alan.nault@puc.ri.gov ;	
	John.Harrington@puc.ri.gov ;	
	Todd.bianco@puc.ri.gov ;	
	Christopher.Caramello@puc.ri.gov ;	

DOCKET NO. 22-47-WW
The Narragansett Bay Commission's Response
To the Rhode Island Public Utilities Commission's
Data Request Set 6



Joseph A. Keough, Jr., Esquire # 4925
KEOUGH & SWEENEY, LTD.
41 Mendon Avenue
Pawtucket, RI 02861
(401) 724-3600 (phone)
(401) 724-9909 (fax)
jkeoughjr@keoughsweeney.com