

STATE OF RHODE ISLAND PUBLIC UTILITIES COMMISSION

DOCKET NO. 4434

Response of United Water Rhode Island, Inc.

To The Division of Public Utilities And Carriers'

Data Requests

Set 4

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Div. 4-3: Please provide the number of utility bills rendered by customer class for each of the last six calendar years (i.e., 2008 – 2013). Please show the information separately for monthly and quarterly utility bills.

RESPONSE: The Company does not track the number of utility bills by customer class or by monthly and quarterly. The breakdown of billing determinants utilized in the proof of revenues (Sch 2.8, page 19 of 23) was developed based upon a detailed analysis for the test year. Attached is an update of Sch. 2.8, page 5 of 23 which shows the number of customers by customer class by month for 2013.

Prepared by: Gary Prettyman

**United Water Rhode Island, Inc.  
 Customer Served by Customer Class**

<b>2013</b>														
Line #	Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
1	Residential	7226	7231	7241	7279	7336	7352	7358	7369	7372	7366	7325	7291	7,312
2	Commercial	671	669	670	679	690	689	688	688	688	684	664	662	679
3	Industrial	9	9	9	9	9	9	9	9	9	9	9	9	9
4	Public Authority	82	82	82	89	98	98	98	98	98	98	87	83	91
5	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
6	Total	7,990	7,993	8,004	8,058	8,135	8,150	8,155	8,166	8,169	8,159	8,087	8,047	8,093
<b>2012</b>														
Line #	Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
1	Residential	7,172	7,179	7,199	7,225	7,268	7,296	7,305	7,300	7,305	7,301	7,266	7,227	7,254
2	Commercial	666	667	670	685	688	689	689	690	690	687	678	668	681
3	Industrial	9	9	9	9	9	9	9	9	9	9	9	9	9
4	Public Authority	82	82	86	92	93	93	95	97	97	97	83	83	90
5	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
6	Total	7,931	7,939	7,966	8,013	8,060	8,089	8,100	8,098	8,103	8,096	8,038	7,989	8,035
<b>2011</b>														
Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
7	Residential	7,342	7,342	7,345	7,347	7,349	7,355	7,359	7,363	7,365	7,367	7,369	7,371	7,356
8	Commercial	713	713	713	714	715	717	717	717	718	718	718	718	716
9	Industrial	10	10	10	10	10	10	10	10	10	10	10	10	10
10	Public Authority	97	97	97	97	97	97	97	97	97	97	97	97	97
11	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
12	Total	8,164	8,164	8,167	8,170	8,173	8,181	8,185	8,189	8,192	8,194	8,196	8,198	8,181
<b>2010</b>														
Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
13	Residential	7,284	7,287	7,290	7,290	7,295	7,300	7,305	7,316	7,317	7,322	7,326	7,338	7,306
14	Commercial	712	712	712	712	712	712	712	712	715	715	715	715	713
15	Industrial	10	10	10	10	10	10	10	10	10	10	10	10	10
16	Public Authority	97	97	97	97	97	97	97	97	97	97	97	97	97
17	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
18	Total	8,105	8,108	8,111	8,111	8,116	8,121	8,126	8,137	8,141	8,146	8,150	8,162	8,128
<b>2009</b>														
Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
19	Residential	7,224	7,228	7,234	7,240	7,246	7,249	7,253	7,258	7,261	7,268	7,274	7,280	7,251
20	Commercial	712	712	712	712	712	712	712	712	712	712	712	712	712
21	Industrial	10	10	10	10	10	10	10	10	10	10	10	10	10
22	Public Authority	97	97	97	97	97	97	97	97	97	97	97	97	97
23	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
24	Total	8,045	8,049	8,055	8,061	8,067	8,070	8,074	8,079	8,082	8,089	8,095	8,101	8,072
<b>2008</b>														
Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
25	Residential	7,156	7,157	7,182	7,193	7,193	7,197	7,199	7,204	7,208	7,211	7,214	7,224	7,195
26	Commercial	706	706	706	706	706	709	709	709	711	712	712	712	709
27	Industrial	10	10	10	10	10	10	10	10	10	10	10	10	10
28	Public Authority	97	97	97	97	97	97	97	97	97	97	97	97	97
29	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
30	Total	7,971	7,972	7,997	8,008	8,008	8,015	8,017	8,022	8,028	8,032	8,035	8,045	8,013
<b>2007</b>														
Customer Class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
31	Residential	7,130	7,130	7,137	7,143	7,148	7,152	7,153	7,157	7,165	7,169	7,173	7,176	7,153
32	Commercial	704	704	704	704	705	706	707	707	707	708	708	706	706
33	Industrial	10	10	10	10	10	10	10	10	10	10	10	10	10
34	Public Authority	97	97	97	97	97	97	97	97	97	97	97	97	97
35	Resale	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
36	Total	7,943	7,943	7,950	7,956	7,962	7,967	7,969	7,973	7,981	7,986	7,990	7,991	7,968

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Div. 4-19: With regard to the response to Div. 2-36, please explain and quantify the causes of the increase in Customer and Public Relations costs in 2012 compared to 2010 and 2011.

RESPONSE:

United Water allocates indirect cost using pre-defined allocation factors pursuant to the M&S agreement. The inputs to these factors are updated annually in April. In certain circumstances, such as in the sale of an operating Company, the allocation factors are updated accordingly to reflect such significant change. Each service performed is assigned an operating category and coded in the PeopleSoft financial system as such. Each operating category is then assigned a predefined allocation factor. The goal in assigning any allocation factor for a department is to assign a factor based on cost causality. For example, the costs incurred by the customer service department are due to customer service functions as it relates to the service of all utility customers. In this instance, indirect costs will be allocated based on the number of customers served by the each operating division

The customer service and public relations department recommends practices and procedures that promote satisfactory customer relations. In addition, the department coordinates educational and outreach programs in the communities served by the Company. Finally, it assists in the preparation of news and customer information releases, public inspections and other related services.

From time to time, employees are reassigned to different departments, this coupled with allocation changes and/or time spent on direct vs. indirect charges can cause a difference in a particular category such as asked in the question. It is therefore important to look at the total M&S charges not just one category or department.

Prepared by: Elda Gil