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December 10, 2018

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

**Re: *Docket No. 4898- The Narragansett Bay Commission  
Tariff Advice Filing***

Dear Ms. Massaro:

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

1. The Narragansett Bay Commission's Response to the Rhode Island Public Utilities Commission's Data Requests (Set Two).

Please note that an electronic copy of this document has been provided to the service list.

Thank you for your attention to this matter.

Sincerely,



Joseph A. Keough, Jr.

JAK/kf

cc: Docket 4898 Service List (*via electronic mail*)

STATE OF RHODE ISLAND  
PUBLIC UTILITIES COMMISSION  
DOCKET NO. 4898  
Response Of The  
Narragansett Bay Commission  
To The Rhode Island  
Public Utilities Commission's  
Data Requests  
Set 2

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**PUC 2-1:** Please explain whether Narragansett Bay Commission (NBC) explored if it was possible for its new Customer Service software application to be designed or configured to true-up bills on a quarterly basis.

**Response:** Yes, see response to PUC 1-2, that was the primary alternative considered.

**Prepared by:** Brendon McLean

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**PUC 2-2:** Please provide the number of refund checks that NBC has issued as described in the response to PUC 1-4 on a quarterly basis.

**Response:** NBC has issued 7 refund checks year-to-date in 2018 related to overestimates.

**Prepared by:** Leah Foster

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**PUC 2-3** Please explain how budget plan customer's bills will be reconciled at the end of the yearly budget cycle. Does NBC also have to manually true-up these customer's billing or has the new software system been designed to accomplish this function?

**Response:** Budgets would be established based upon the prior year's billings. At the end of the budget year, the system will compare the amount paid against the amount due based upon the actual billings. If the difference is less than the amount paid then this will result in a credit on the account which would be applied against the invoice for the final month of the budget or the customer may request a refund. If the difference is greater than the amount paid then the additional amount due will be reflected in the invoice for the final month of the budget. The subsequent year's budget would then be based on the actual bills for the prior 12 months. No manual adjustments will be required.

**Prepared by:** Brendon McLean and Clara Casimiro.

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**PUC 2-4** Referencing the response to PUC 1-5, please clarify that the company is referring to its response to PUC 1-2 and not Div. 1-2.

**Response:** Yes, that is correct.

**Prepared by:** Brendon McLean

## CERTIFICATION

I hereby certify that on December 10, 2018, 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.

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