



## STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

### DIVISION OF PUBLIC UTILITIES & CARRIERS

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**To:** Luly Massaro, Commission Clerk  
Rhode Island Public Utilities Commission

**From:** Alberico Mancini, Assistant to the Chief Accountant  
Rhode Island Division of Public Utilities & Carriers

**Date:** May 15, 2020

**Subject:** KCWA Petition for Waiver re Credit Card and ACH Fees

On May 13, 2020, the Kent County Water Authority (KCWA) submitted a Petition for Waiver concerning the processing fees charged to its customers for credit card and Automatic Clearing House or electronic check (“ACH”) payments. Currently customers who pay their invoices by credit card or by ACH are charged a processing fee each time payment is made in one of these forms of payment as laid out in KCWA’s petition. The request is due to the State of Rhode Island’s declaration of emergency in response to the COVID-19 situation and they request the waiver be granted for the duration of the Public Utilities Commission’s Order in Docket # 5022, Suspension of Service Terminations and Certain Collection Activities During the COVID-19 Emergency.

The proposal will provide some relief for customers that are having difficulty paying their water bill during these difficult economic times and incentivize these contactless payment methods which help protect the health and safety of both customers and KCWA’s employees. The Division supports the KCWA’s request and recommends the Commission approve the request for the duration of the Emergency.