



PROVIDENCE WATER

Tap Water Delivers

July 2, 2020

Ms. Luly Massaro, Clerk
RI Division of Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888

The Hon. Jorge O. Elorza
Mayor

Ricky Caruolo
General Manager

Re: RI Public Utilities Commission ("RIPUC") Docket No. 5022

BOARD OF DIRECTORS

Xaykham Khamsyvoravong
Chairperson

Joseph D. Cataldi
Vice Chairperson

Michael J. Correia
Council President Pro Tempore

Jo-Ann Ryan
Councilperson

Sara Silveria
Ex-Officio

Cristen L. Raucci, Esq.
Member

Dr. Alma M. Guerrero Bready
Member

Carissa R. Richard
Secretary

William E. O'Gara, Esq.
Legal Advisor

Dear Ms. Massaro:

Please find enclosed herewith Providence Water Supply Board responses to the above referenced Docket.

Respectfully Submitted,
PROVIDENCE WATER

Peter J. Palozzi
Deputy General Manager

MEMBER

Rhode Island Water Works Assn.
New England Water Works Assn.
American Water Works Assn.
Water Research Foundation

An EPA WaterSense Partner

(401) 521-6300

125 Dupont Drive
Providence, RI 02907

www.provwater.com

Follow us @provwater

Like us at:
facebook.com/Providencewater

Enclosure

Cc: R. Caruolo
G. Giasson
N. Parrillo
M. McElroy, Esq.
Service List via electronic email

Comm. 1-1: Have collections dropped off over the past two weeks, four weeks and six weeks compared to prior months and prior years?

Response: Yes. **BUT** on June 8th, Providence Water (PW) brought back 50% of our Customer Service (CS) office staff and opened the CS Center to the public on Tuesdays and Thursdays. We did this for two weeks then on June 22nd we opened the CS Center on Monday, Tuesday, Thursday and Fridays so customers could pay bills, make payment arrangements, finalize closing documents, drop off water samples and to get general billing matters resolved. By doing so, our overall collections for the month of June was at **96.66%** when the month before we were only at **76.45%**.

Comm. 1-2: If collections have dropped off, please quantify the reduction.

Response: During that time frame requested our collection activity dropped off by **3.34%**.

Comm. 1-3: What effect has any such reduction had on the utility's cash flow?

Response: PW has still not been able to fully fund our restricted debt service accounts however we have been able to meet all our financial obligations.

Comm. 1-4: Has the utility been unable to meet any financial obligations or does it expect to be unable to meet any financial obligations over the next two weeks if it cannot commence termination of service as a collections option?

Response: At this time, PW does not anticipate any issue meeting its obligations with the Commissions directive to suspend termination activities through July 17, 2020. However, the next couple of months we do have some large expenses coming due along with a very large debt service payment coming due in September.

Comm. 1-5: Please provide any information on plans for termination of service for nonpayment absent and extension on this order.

Response: PW stopped all collection activities (in person visits, posting properties, sending termination notices, making collection phone calls and terminations) to our residential and commercial customers back in March 2020. We are hopeful that the Commission will allow utilities to resume collection activities after July 17, 2020 or at the very least loosen our collection restrictions for Commercial/Industrial properties.