

Dear Board Members,

From Rep McNamara in Warwick Post Article below and [GoLocal Prov](#):

***“We have asked the water authority to explain the reasons for these increases, and we’ve given them ample time and opportunity to answer these questions,” said Representative McNamara. “We still have not been given a good answer for these extreme billing hikes, and we think it’s time for the attorney general to get involved.”***

Please see attached House Resolution [H5030](#). To date, not one member of the KCWA staff has spoken to Representative McNamara on this issue. KCWA has satisfactorily completed all the investigations the October billing being questioned, provided multiple press releases, [performed interviews](#), answered [Legislator’s questions](#) (link provided) to date and have fully incorporated all suggestions and comments requested. A [video](#) (link provided) of the meeting with the Legislators and all the investigation information is available on the home page of our website, along with the actual investigation results for every account reviewed. We are in the process of redacting names for privacy, so we have many accounts up but not all for the entire public to view. They keep stating bill hikes where rates were **actually reduced** in September by 15% under [PUC Docket 5012](#). The City of Warwick, which Rep McNamara represents, [is going through the exact same issue](#) (Warwick Beacon Article linked) with high water use and 200-300 complaints that I know of and they [Warwick Water] are not even mentioned by Rep McNamara and are not being investigated to this level by the Legislature. Every water utility I have spoken to in the state saw the same increases in usage throughout the entire state citing the extreme drought and Covid being the primary drivers to the noted increases which is commensurate with the production increase of 20-30%. This is the same information provided since KCWA’s very first press release by KCWA in November. The data is clear, production was up, and the water was used. The problem is the antiquated billing software, manual walk by meter reading, and the quarterly billing which KCWA has been working to update been working to update for the last year and a half. The new systems are being launched over the next couple of months. KCWA needs the new meters installed to go onto monthly billing and these continued allegations are preventing the Authority from completing these tasks because of the continued erosion of the public’s trust and the customers refusing to have their meters changed due to the repeated rhetoric. These continued actions are costing the rate payers, and now potentially taxpayers, thousands of dollars in time and money with a complete disregard of the facts. Again, the data is clear, production was up, and the water was used. The meters being installed, as required under DPUC [Rules and Regulations Prescribing Standards for Water Utilities \(link provided\)](#), are the same meters that are coming out with the difference of data logging and radio transmitters needed for a rapid drive by AMR meter reading needed to go onto monthly billing.

***From Resolution [H5030](#):***

***In one notable incident, the water bill for Centerville Glen Condominium in the City of Warwick, was reportedly an estimated four hundred fifty-five percent higher than its previous quarterly bill with no given reason provided for the increase.***

The House resolution specifically calls out Centerville Glen Condo Association in Warwick which was thoroughly investigated, and results provided on Nov 17<sup>th</sup> 2020 (see attached investigation for Centerville Glen). They compared their Spring Quarter to their Summer quarter to arrive at the 455% higher which is like comparing your winter heating bill to your summer heating bill. They actually have a 152% increase relative to the previous summer and have a professional irrigation system which was running as evidenced in the investigation provided. Furthermore, Centerville Glen had their meters

tested in September by an independent meter testing company that they hired [emphasis added] which shows the meters were registering accurately. September, when the meter was tested for accuracy, was in the middle of the disputed usage period on the disputed bill.

***From Resolution [H5030](#):***

***WHEREAS, Numerous requests and inquiries have been issued to the Kent County Water Authority for an investigation and explanation for the increases, but to date, have not been vetted or answered; now, therefore be it***

This is simply a false statement. Every account has been vetted through a comprehensive 8-step review and reported back to the customer with the exception of a few investigations that KCWA received this week. KCWA is in full compliance with the [formal request](#) (link provided) by DPUC on November 12, 2020. Furthermore, all customers that were not satisfied with KCWA's response were thoroughly reviewed ***again*** [emphasis added] by the DPUC. I believe those are all completed except for a few where customers have not responded to phone calls and emails by DPUC. A full report and update of all investigation statistics will be provided to the Board at [tonight's meeting](#) (link provided).

Best Regards,  
Dave



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Posted on [January 20, 2021](#) by [Rob Borkowski](#) — [Leave a comment](#)

## Lawmakers Ask AG To Investigate KCWA Water Bills



The Rhode Island State

House is located at 82 Smith St. Providence.

**STATE HOUSE** — In October, Kent County Water Authority customers' bills soared without explanation, and lawmakers have asked Attorney General Peter Neronha to find out why.

In one incident, customers received a bill that was 455 percent higher than usual, according to a release from the Legislative Press and Public Information Bureau.

Rep. Joseph M. McNamara (D-Dist. 19, Warwick, Cranston) and his fellow Kent County House delegates have asked Neronha to investigate KCWA billing procedures.

“We have asked the water authority to explain the reasons for these increases, and we’ve given them ample time and opportunity to answer these questions,” said Representative McNamara. “We still have not been given a good answer for these extreme billing hikes, and we think it’s time for the attorney general to get involved.”

McNamara, along with Representatives Joseph J. Solomon Jr. (D-Dist. 22, Warwick), David A. Bennett (D-Dist. 20, Warwick, Cranston) and Thomas E. Noret (D-Dist. 25, Coventry, West Warwick), have introduced a House resolution ([2021-H 5030](#)) that would formally request Attorney General Peter Neronha to review the major increase in water charges by the Kent County Water Authority and the Public Utilities Commission.