

**Raytown Water
Company Response to
Questions for Utilities
Case No. AW-2020-0356**

1. What date did the company initiate the suspension of discontinuances of service as a result of the COVID-19 pandemic emergency? **March 13, 2020**
2. Please describe practices used prior to the suspension of customer discontinuances that were used to minimize past due accounts receivable. **RWC followed Collection practices per Chapter 13, sending out 1st notice after a late fee is assessed with a deadline to pay prior to a set disconnect date' If payment not received after 4 days of the 1st noticed mailed, a second notice is mailed advising of the disconnect date, encouraging customer to make payment or contact our office to make arrangements.**
3. Please describe efforts made since the suspension of discontinuances to mitigate past due accounts receivable.
On the day late charges would normally be assessed, the 1st notice along with Assistance Agency list is mailed to the customer advising that we had suspended assessing late fees, however they have a past due balance of \$_____ and payment cannot be paid, to contact our office for arrangements .
4. Please provide examples of customer communication regarding changes in collection practices related to accounts subject to discontinuance. **See attached letters.**
5. Please describe any changes in procedures related to customer payment arrangements since initiating the suspension of discontinuances of service. **RWC resumed collections June 1, 2020. The first time to collect on past due payments on customer who had not paid since February or have not contacted the office to make pay arrangements were given a door note extending the disconnect date by 1 week. If the customer still had not paid or contacted our office by the following deadline, water was shut off. It was noted by our Field Techs to advise if property could be determined vacant. If vacant, the water account was Force Finaled and closed. If customer called after being shut off and could not pay the total minimum need to bring account to current status, Customer was given a payment plan after completing forms and signing agreement. RWC would put past due balance on an installment plan up to 12 months or until their lease ends, which ever date came first.**
6. Please provide documentation of the number of customers with payment arrangements, on a monthly basis, by customer class, from March 2016 to 2020 YTD. For each period, provide the number of Cold Weather Rule and non-Cold Weather Rule payment arrangements for residential customers. **Information for number of customer on payment plans will 2016-2020 will be sent later. Cold or non-Cold Weather Rule does not apply to Water Utility.**
7. Please describe the alternatives discussed by company management to collect past due accounts receivable without unduly burdening vulnerable customers when discontinuances of service are resumed. **RWC require all customers put in writing their request with supporting documentation ie, medical or job loss. This is to make clear what the customer expectation is. For each alternative, please describe the associated advantages and disadvantages. Payment options are on a case by case basis. RWC takes into account if any funds are available for a down payment towards the total past due. In addition, we give the customer information to**

apply for assistance thru other agencies such as REAP, United Way, Liheap. RWC may put the past due balance on an installment plan upto 12months, depending upon when their lease terminates and if there sufficient deposit to cover the final balance. Please describe how alternatives to collect past due accounts receivable will be communicated to customers. Billing inserts with all bills have payment option information and the listing of assistant agencies.

8. What criteria will be used to determine the timing for resuming discontinuances of service?

We are following Jackson County & CDC recommendations for reopening business.

9. If applicable, describe COVID-19 related changes to the company’s community-funded assistance program (i.e. Dollar More, Dollar Help etc.). If eligibility requirements were modified in an effort to assist more customers, did the changes result in increased pledges on customer accounts, please explain. N/A

10. Please identify the amount of revenues foregone as of June 30, 2020 due to the COVID pandemic by revenue type, such as late fees, reconnection fees, etc. (Note: This should not include any estimates of “lost revenues” due to a reduction in sales to customers attributable to the COVID pandemic or economic downturn, which is being requested separately below.)

Late fee Revenue lost 3/13/20-5/29/20	\$18,934.23	
Collection/reconnection fees lost 3/13/20-5/29/20	\$19,731.79	
Cost of additional billing inserts regarding COVID-19 status 3/13/20-5/29/20 16,760 Colored copies @ \$.043 & \$3.38/ream of paper	Copies \$720.68 <u>Paper \$113.30</u> Total \$833.98	This is still ongoing in addition to regular printing costs for inserts. Approximately \$75.82/wk for Covid-19 Inserts
Lost Revenue for Sewer Collection fees from City of Raytown @ Average Net Rev/Month \$3000	No Sewer collection from March thru June \$12,000	Sewer Collection for City of Raytown Starts July 16, 2020

Also, please provide an estimation for the period of July 1, 2020 through December 31, 2020 for the revenues forgone. N/A – Started assessing late fees Collection action June 1, 2020

11. Please provide the change in revenues on an overall basis, and by rate class, by month, starting with February 2020 through June 2020 and the amount attributable to the impacts of the COVID-19 pandemic. Also, please provide estimated revenue changes, by rate class for the period July 1, 2020 through December 31, 2020. This report will follow due to the amount of data and construct of such a report. Please quantify for each of the following costs that has been incurred due to the COVID-19 pandemic to date: incremental bad debt expense, incremental costs to allow employees to work at home, additional cleaning expense, protective supplies for employees,

Incremental Bad Debt Expense	\$9408.12	Thru 7/15/2020
Incremental Cost to allow	\$ 100.00	On Lease program. Costs

employees to work at home		incurred was for peripherals, ie mouse, usb,
Additional Cleaning Expense	\$ 40	On going-Lysol wipes & sprays
Protective Supplies for Employees	\$ 1520.00	On going Hand Sanitizer, gloves, masks

costs related to new assistance programs implemented to aid customers with payment of bills **N/A**, costs incurred for possible sequestration **N/A**, and any other cost tracked by your utility. Also provide a current annual projection for each of these costs.

12. Please quantify for each of the following categories the savings that has been realized due to the COVID-19 pandemic to date: external travel costs **N/A** , external training costs **N/A** , utilities expense for office use **N/A**, or any other savings category tracked by your utility **NO SAVINGS REALIZED..** Also provide a current annual projection for each of these savings categories.

13. Please provide a detailed estimate/projection of any Covid-19 related costs that might be covered by governmental reimbursement programs (federal and/or state). **PPP LOAN THRU SBA. \$180,200 received. Not known if loan will be forgiven.**

Have applications been made for any federal or state grants, loans or other measures of assistance associated with the COVID pandemic? If so, please provide a list of such.

14. Are limitations being placed on hiring, salary/benefit increases, discretionary construction expenditures, etc. due to the COVID-19 pandemic or any other reason? **YES** If yes, please provide documentation setting out the reasons for and the terms of such limitations. **We are needing Field workers, however, since the Unemployed are receiving \$600/wk, there is no one applying for position. We are “self maintained” and is short on field staff to fix all water leaks, street and yard repairs. Our Water loss has increased because we cannot fix the leaks fast enough.**

15. Have employee layoffs occurred due to the COVID-19 pandemic? **NO** If so, how many employees were released? **N/A** Have or will the implementation of any voluntary employee reduction programs in 2020 for Covid-19 or other reasons occur? **N/A** If yes, please provide the timing of the program, and its rationale.

16. Please describe any programs now being implemented or planned to be implemented in the future to assist customers in returning to current status. **Payment plans, Installment plans and budget billing options are always offered to our customers. We have continued to inform customers of available assistance organization such as Liheap.**

17. Please describe any programs now being implemented or planned to be implemented in the future to assist the most vulnerable or at risk customers. **Same as response to #16.**

18. For electric providers – Please provide any class changes in load overall and by customer class by month starting in February 2020. **N/A**

19. Please provide, and update as appropriate, the timing of the company’s plans to restart collecting late fees from customers and when the company may begin disconnecting customers for non-payment. **Started June 2, 2020.**

20. If your utility has not already filed an application with the Commission requesting special accounting treatment of incremental COVID costs and/or “lost revenues,” do you plan to do

July 15, 2020
Submitted by Chiki Thompson
Vice President/Corporate Liaison
Raytown Water Company

so at some point in the future? If yes, please discuss the timing of the application and the types of financial impacts you would request be included.

We are current in a Rate Case for increase in revenues. PSC is reviewing our current expenses. Since Covid-19 pandemic is not over and it is unknown when it will conclude, we will continue to incur Covid-19 related expenses in addition to experience a higher write off to bad debts as people leave their bill unpaid and move out of our district or file bankruptcy, such many small businesses and some fast food restaurants i.e. Wendy's and Pizza Hut.

ELECTRIC

Ameren Missouri
Wendy Trato
1901 Chouteau Ave
St. Louis, MO 63103-6149
AmerenMOService@ameren.com
314-554-3484

The Empire District Electric Company
Diana Carter
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101
Diana.Carter@LibertyUtilities.com
417-626-5976

Evergy Missouri Metro, Inc.
Evergy Missouri West, Inc.
Roger Steiner
P.O. Box 418679
Kansas City, MO 64105-8679
Roger.Steiner@evergy.com
816-556-2314

GAS

Ameren Missouri
Wendy Trato
1901 Chouteau Ave
St. Louis, MO 63103-6149
AmerenMOService@ameren.com
314-554-3484

The Empire District Gas Company
Liberty Utilities (Midstates Natural Gas)
Corp.
Diana Carter
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101
Diana.Carter@LibertyUtilities.com
417-626-5976

Spire Missouri, Inc.
Dean Cooper
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com
573-635-7166

Summit Natural Gas of Missouri, Inc.
Brooke South
116 Chiefs Court
Branson, MO 65616
bsouth@summitutilities.com
479-783-3181

WATER/SEWER

Confluence Rivers Utility Operating
Company, Inc.
Elm Hills Utility Operating Company, Inc.
Hillcrest Utility Operating Company, Inc.
Indian Hills Utility Operating Company,
Inc.
Raccoon Creek Utility Operating Company,
Inc.
Josiah Cox
500 Northwest Plaza Drive, Suite 500
St. Ann, MO 63074
jcox@cswrgroup.com
314-736-4672

Liberty Utilities (Missouri Water) LLC
Diana Carter
428 E. Capitol Ave., Suite 303
Jefferson City, MO 65101
Diana.Carter@LibertyUtilities.com
417-626-5976

Missouri-American Water Company
Timothy W Luft
727 Craig Rd.
St. Louis, MO 63141
Timothy.Luft@amwater.com
314-996-2279

The Raytown Water Company
Leslie Smart
10017 E. 63rd St.
Raytown, MO 64133
lsmart@raytownwater.net
816-356-0333 ext. 104