

**SUPPLEMENTAL RESPONSE TO
PUBLIC ADVOCATE'S INTERROGATORIES
AND
REQUESTS FOR PRODUCTION OF DOCUMENTS
QUESTIONS 7, 10, 11**

Dated: April 2021

1 **PA-XIII-7.** HAS THE WATER REVENUE BUREAU EXPERIENCED ANY DELAYS
2 WITH THE PROCESSING OF CUSTOMERS' BILL PAYMENTS BETWEEN
3 MARCH 2020 TO NOW? IF YES, PLEASE IDENTIFY THE NATURE OF THE
4 PROCESSING DELAYS, THE TYPES OF PAYMENT (CASH, CHECK,
5 MONEY ORDER, CREDIT CARD, ETC.) THAT RELATED TO THE
6 PROCESSING DELAY AND HOW PWD HAS RECTIFIED THE SITUATION.
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8 **RESPONSE:**

9 There have been minor delays due to the pandemic and its restrictions. From March 15th
10 through June 15th, 2020, in-person cashiering was closed, however payments made by mail
11 or made electronically continued to be processed. With regard to mail payments, generally
12 WRB is able to process them within five (5) business days, but with limitations from the
13 pandemic, average processing time has been about seven (7) days. There were no delays
14 with respect to electronic payments.
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16 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-XIII-10.** PLEASE PROVIDE THE MONTHLY NUMBER OF BILL PAYMENTS
2 PROCESSED FOR FY 2019, FY 2020 AND FY 2021 THROUGH THE MOST
3 DATE AVAILABLE. IF AVAILABLE, PLEASE THESE DATA BY TYPE OF
4 PAYMENT.

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6 **RESPONSE:**

7 Please see response attachment PA-XIII-10 Payments Processed for Fiscal Year 2019-Fiscal
8 Year 2021 Third Quarter.

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10 **RESPONSE PROVIDED BY:** Susan M. Crosby, Water Revenue Bureau
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1 **PA-XIII-11.** PLEASE EXPLAIN HOW THE DELAY OF PROCESSING BILL PAYMENTS
2 AFFECTS THE COLLECTION FACTOR. IS IT CORRECT THAT THE
3 DELAY IN PROCESSING PAYMENT COULD AFFECT THE NUMBER OF
4 DAYS UNTIL COLLECTIONS? PLEASE FULLY EXPLAIN YOUR
5 RESPONSE.
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7 **RESPONSE:**

8 Refer to PA-XIII-7 for a description of minor payment processing delays PWD experienced
9 in the pandemic. The collection factor reporting relies on the date a payment is applied to a
10 charge. Payments are considered to be in the same fiscal year as the billing year if the
11 payment is applied by June 30th of the fiscal year. If the payment is applied in the next fiscal
12 year, it is reported as being paid in the following fiscal year. Any delay in processing
13 payments could very slightly change the distribution of collections over time. However,
14 since the overall collection factor reflects payments made at any time, a delay in processing
15 the payment does not impact the overall collection factor.
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17 **RESPONSE PROVIDED BY:** Raftelis Financial Consultants, Inc.
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