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

Dated: April 2021

RESPONSE:

There have been minor delays due to the pandemic and its restrictions. From March 15th through June 15th, 2020, in-person cashiering was closed, however payments made by mail or made electronically continued to be processed. With regard to mail payments, generally WRB is able to process them within five (5) business days, but with limitations from the pandemic, average processing time has been about seven (7) days. There were no delays with respect to electronic payments.

RESPONSE PROVIDED BY: Susan M. Crosby, Water Revenue Bureau
PA-XIII-10. PLEASE PROVIDE THE MONTHLY NUMBER OF BILL PAYMENTS PROCESSED FOR FY 2019, FY 2020 AND FY 2021 THROUGH THE MOST DATE AVAILABLE. IF AVAILABLE, PLEASE THESE DATA BY TYPE OF PAYMENT.

RESPONSE:

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

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

RESPONSE:

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

RESPONSE PROVIDED BY: Raftelis Financial Consultants, Inc.