

2021 -- S 0628

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STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2021

SENATE RESOLUTION

RESPECTFULLY REQUESTING THAT THE RHODE ISLAND AUDITOR GENERAL'S  
OFFICE CONDUCT A THOROUGH REVIEW OF THE KENT COUNTY WATER  
AUTHORITY (KCWA)

Introduced By: Senators Raptakis, Gallo, Rogers, Burke, Valverde, Anderson, Morgan,  
Calkin, DiMario, and McCaffrey

Date Introduced: March 16, 2021

Referred To: Recommended for Immediate Consideration

1           WHEREAS, During the previous nine months, some customers of the Kent County  
2 Water Authority (KCWA) have received troubling and abnormally high water bills compared to  
3 prior billing quarters. Often the increases seem entirely unjustified based upon their usage history.  
4 One customer's bill increased from \$194.60 to an astounding \$1,054.35; and

5           WHEREAS, Several residents suffering from this predicament were encouraged by the  
6 KCWA to change their water meters and several of the customers who installed new Neptune  
7 brand T-10 water meters have been the recipients of these bill increases. The Neptune brand T-10  
8 water meter has been the source of similar complaints in other jurisdictions across the nation; and

9           WHEREAS, The Kent County Water Authority has been asked, in response to this crisis,  
10 to enact measures to ensure fair and accurate meter readings such as providing independent, third  
11 party testing of the water meters in dispute, prohibiting water shutoffs on accounts with disputed  
12 bills, prohibiting any interest charges being assessed on any current or future bills in dispute,  
13 regardless of final resolution, prohibiting the comingling of bills for old and new meters,  
14 suspending any bill in dispute that is thirty percent or more than the same quarter in the previous  
15 year, placing such bills in escrow until the issue has been resolved fairly, and providing on the  
16 spot documentation of old meter readings to consumers when they are replaced, so the consumer  
17 has a photograph, receipt and point of reference when receiving a new bill; and

18           WHEREAS, Thus far, the KCWA has not responded to these reasonable requests. At the  
19 same time, KCWA customers are being placed under significant financial hardship during a

1 pandemic when they can least afford it; now, therefore be it

2           RESOLVED, That this Senate of the State of Rhode Island hereby respectfully requests  
3 that the Rhode Island Auditor General's Office conduct a thorough review of the Kent County  
4 Water Authority; and be it further

5           RESOLVED, That the Secretary of State be and hereby is authorized and directed to  
6 transmit a duly certified copy of this resolution to Mr. Dennis Hoyle, CPA, MBA, Rhode Island  
7 Auditor General.

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