

PROVIDENCE WATER  
PUBLIC RECORDS REQUEST GUIDELINES

Providence Water adheres to the Access to Public Records Act and has instituted the following procedures for the public to obtain public records:

1. Please call Providence Water at 401-521-6300 and ask to be connected to Rachel Pichette, the designated public records representative, or at [publicrequest@provwater.com](mailto:publicrequest@provwater.com). The regular business hours of Providence Water are Monday – Friday, 8:30 a.m. to 4:30 p.m.
2. You are not required to provide identification or the reason you seek the information, and your right to access public records will not depend upon providing identification or reasons.
3. In order to ensure that you are provided with the public records that you seek in an expeditious manner, we ask that you submit your request in writing by email or by filling out the form on our website at <https://www.provwater.com/customers/public-relations-forms/public-records-request>.
4. Please be advised that the Access to Public Records Act allows a public body ten (10) business days to respond, which can be extended an additional twenty (20) business days for “good cause.” We appreciate your understanding and patience.
5. If you feel that you have been denied access to public records, you have the right to file a review petition with the Attorney General. You may also file a lawsuit in Superior Court. Information pertaining to accessing public records, including a copy of the Attorney General’s Guide to Open Government, can be found at <http://www.riag.ri.gov>.
6. Providence Water is committed to providing you with public records in an expeditious and courteous manner.

Note: If you are an engineer/surveyor seeking utility infrastructure location information, please call Providence Water at 401-521-6300 and asked to be connected to Joseph Martino, Principal Engineer, or email at [mapdatarequest@provwater.com](mailto:mapdatarequest@provwater.com).