

NORTH CAROLINA UTILITIES COMMISSION
REPORT ON MANDATORY COVID-19 STATE OF EMERGENCY MONTHLY
REPORTING FOR DECEMBER 2021
Docket No. M-100, Sub 158

Pursuant to the Commission's Order Finalizing COVID-19 State of Emergency Monthly Reporting Form, issued September 9, 2020, in Docket No. M-100, Sub 158, all water/wastewater, gas, and electric utilities (collectively, Utilities) above a certain size must report information on customer disconnection, arrearage, and payment plan enrollment each month. This report provides a summary of utility disconnections and arrearages for the month of December 2021. At the time this report was prepared, 29 utilities had submitted information for December.

Since the beginning of the COVID-19 Pandemic and State of Emergency, the Commission has issued a series of orders placing certain billing and disconnect restrictions on the utilities it regulates.¹ Most of the additional COVID customer billing and disconnection restrictions placed on Utilities have been lifted or expired; however, the Commission has made it clear in past orders that Utilities may take voluntary actions at their discretion to exercise leniency with customers during the State of Emergency.

Accounts Past Due

Utilities reported that as of December 31, 2021, they had \$294,549,475 in residential and non-residential customer arrearages 30 or more days past due compared to \$270,284,317 reported as of November 30, 2021.

Disconnections and Reconnections

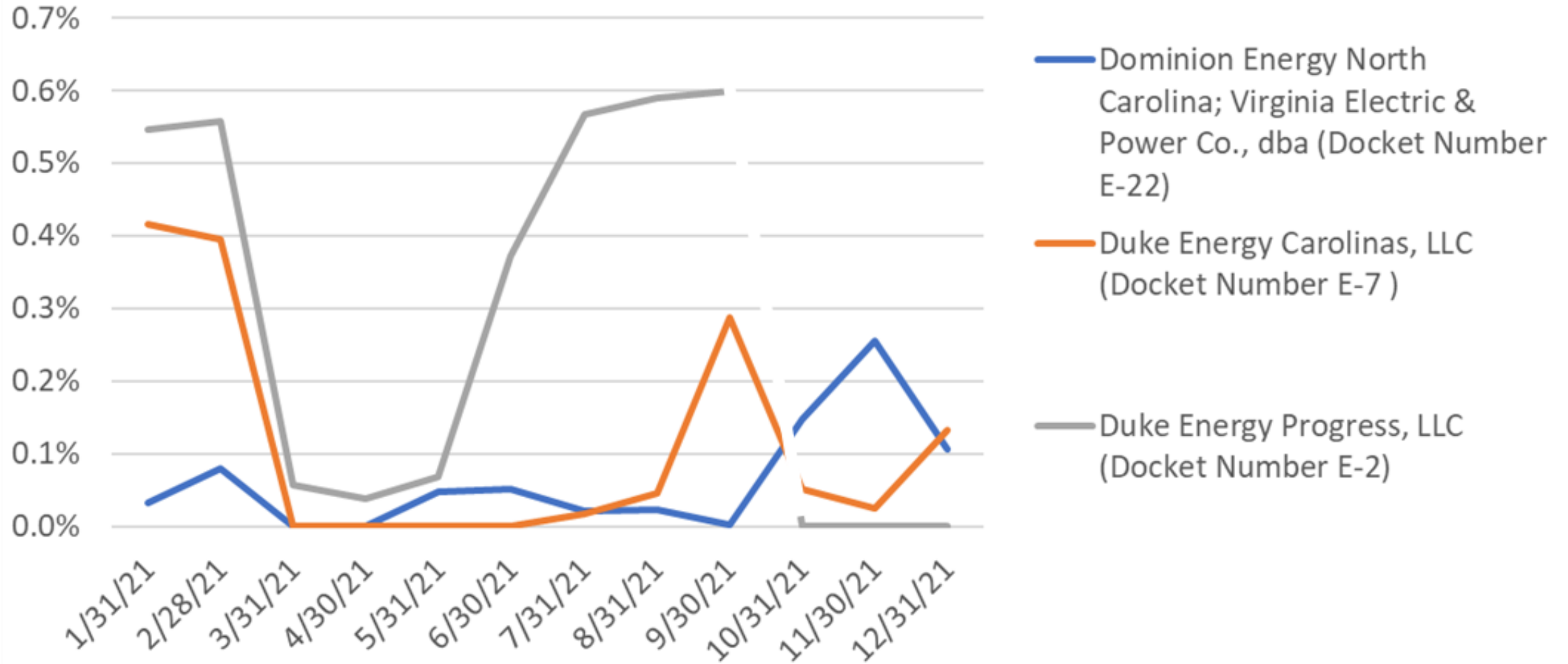
Utilities reported carrying out 4,680 disconnections during the month of December 2021. The number of disconnections during this period continues to be heavily influenced by voluntary actions taken by the State's two largest utilities, Duke Energy Progress, LLC (DEP), and Duke Energy Carolinas, LLC. Both utilities have voluntarily broadened the definition of vulnerable customers that are prohibited to be disconnected under the cold weather seasonal disconnection moratorium. Additionally, DEP has reported that they halted all customer disconnections during the month of December 2021 because of their implementation of a new customer information billing system.

Payment Plans

Utilities reported having 146,781 customers enrolled on special extended payment plans as of the end of December 2021.

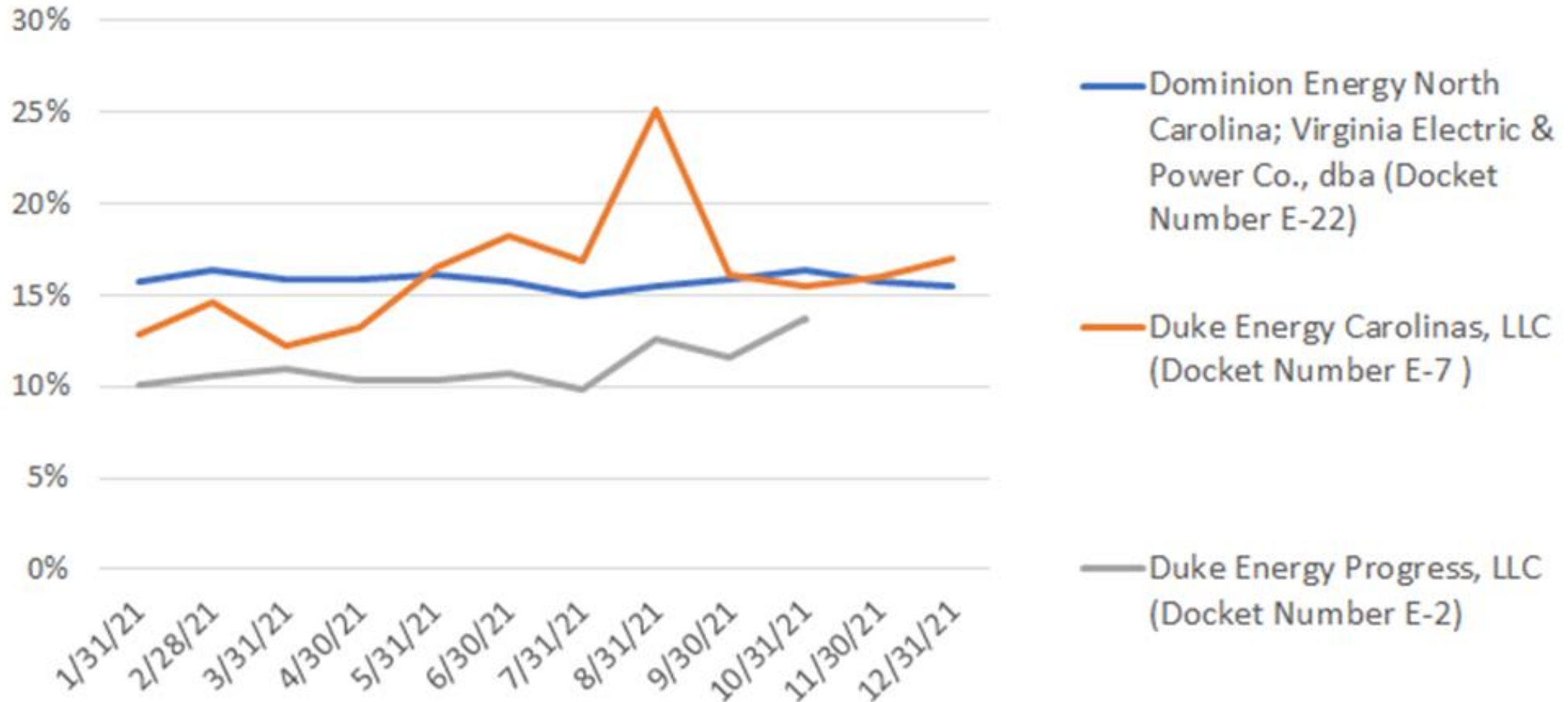
¹ See Commission Docket M-100, Sub 158, available at <https://starw1.ncuc.net/NCUC/page/docket-docs/PSC/DocketDetails.aspx?DocketId=66e14449-b407-4ac3-93eb-a417521e1269>.

Percentage of Accounts Disconnected for Non-Payment



Note: DEP halted all customer disconnections during the months of November and December 2021 because of their implementation of a new customer information billing system.

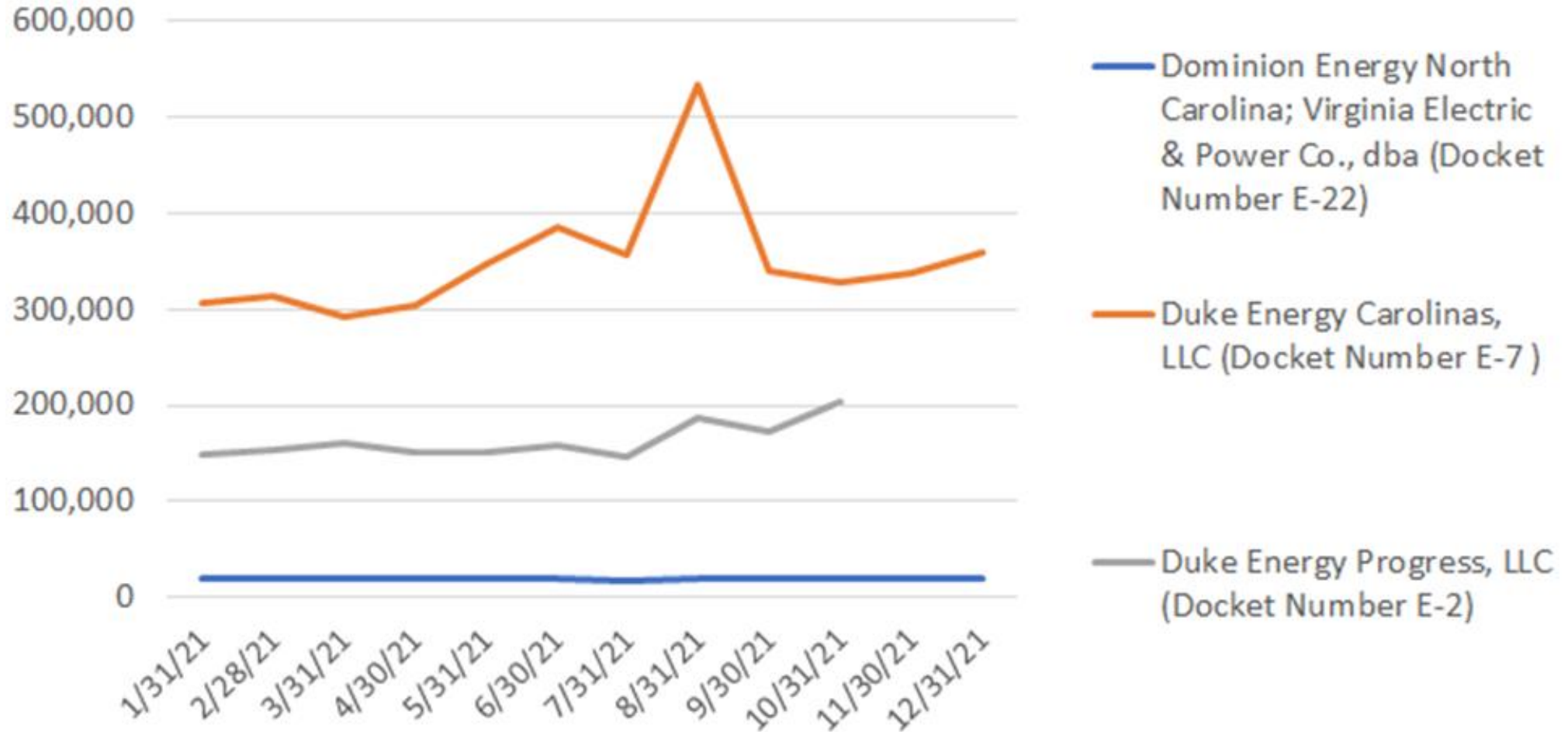
Percentage of Accounts Considered Past Due at the End of the Month



Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

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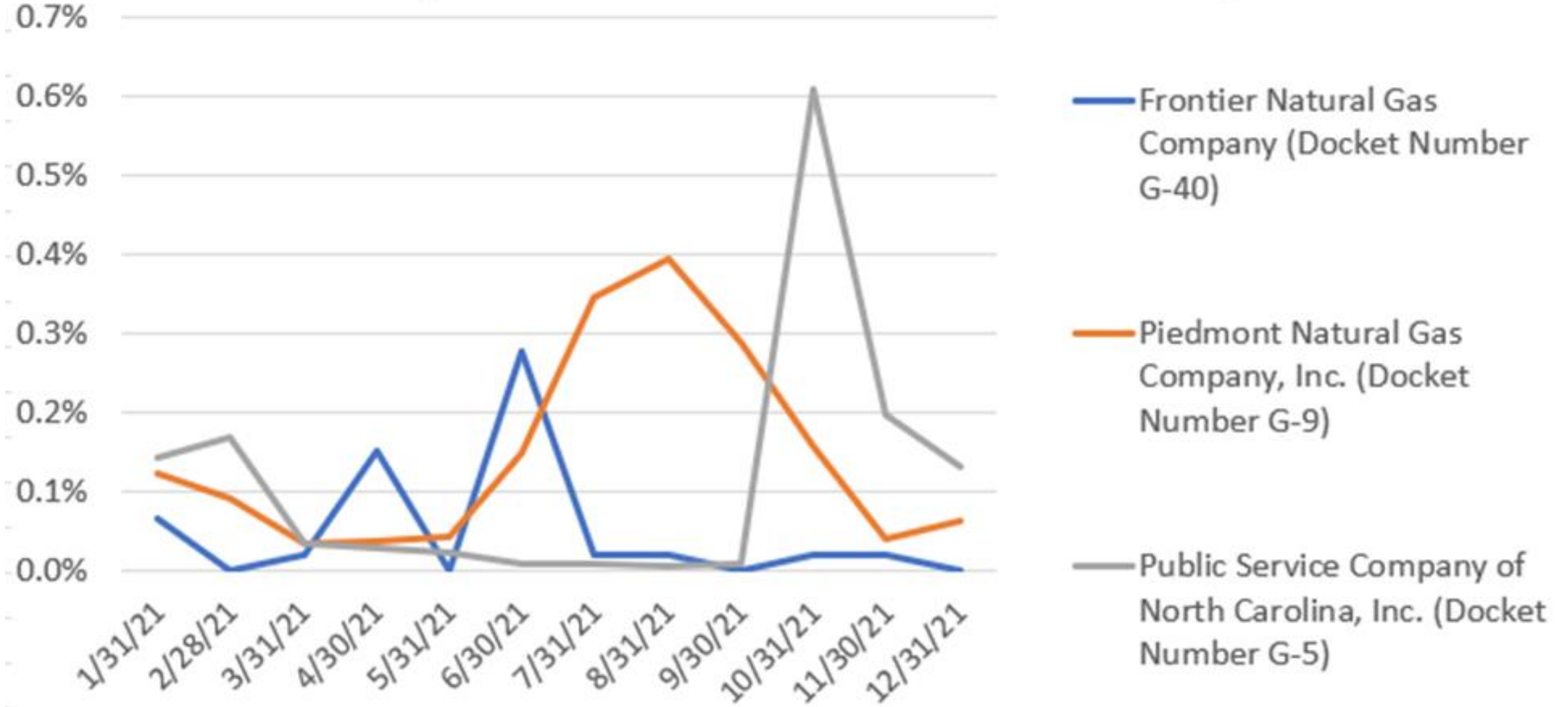
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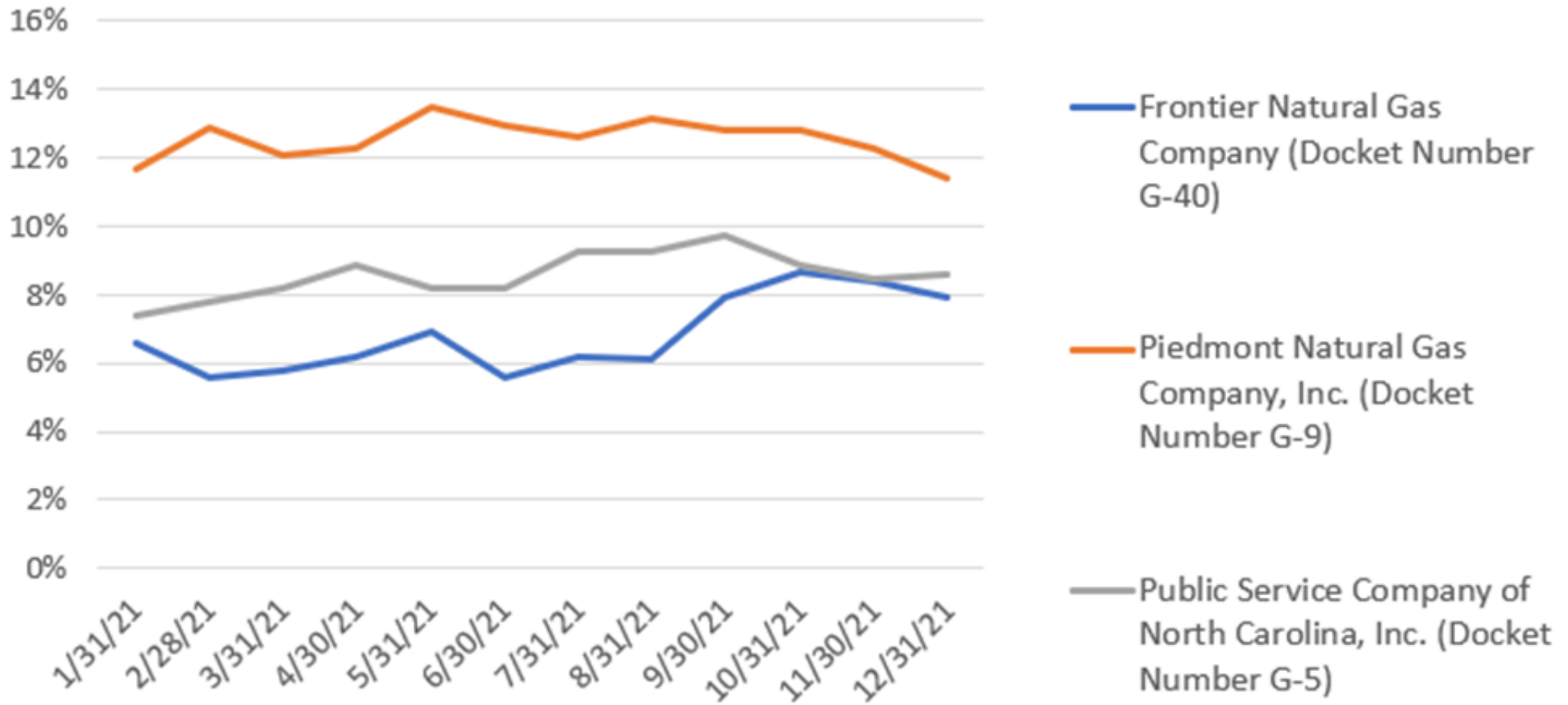
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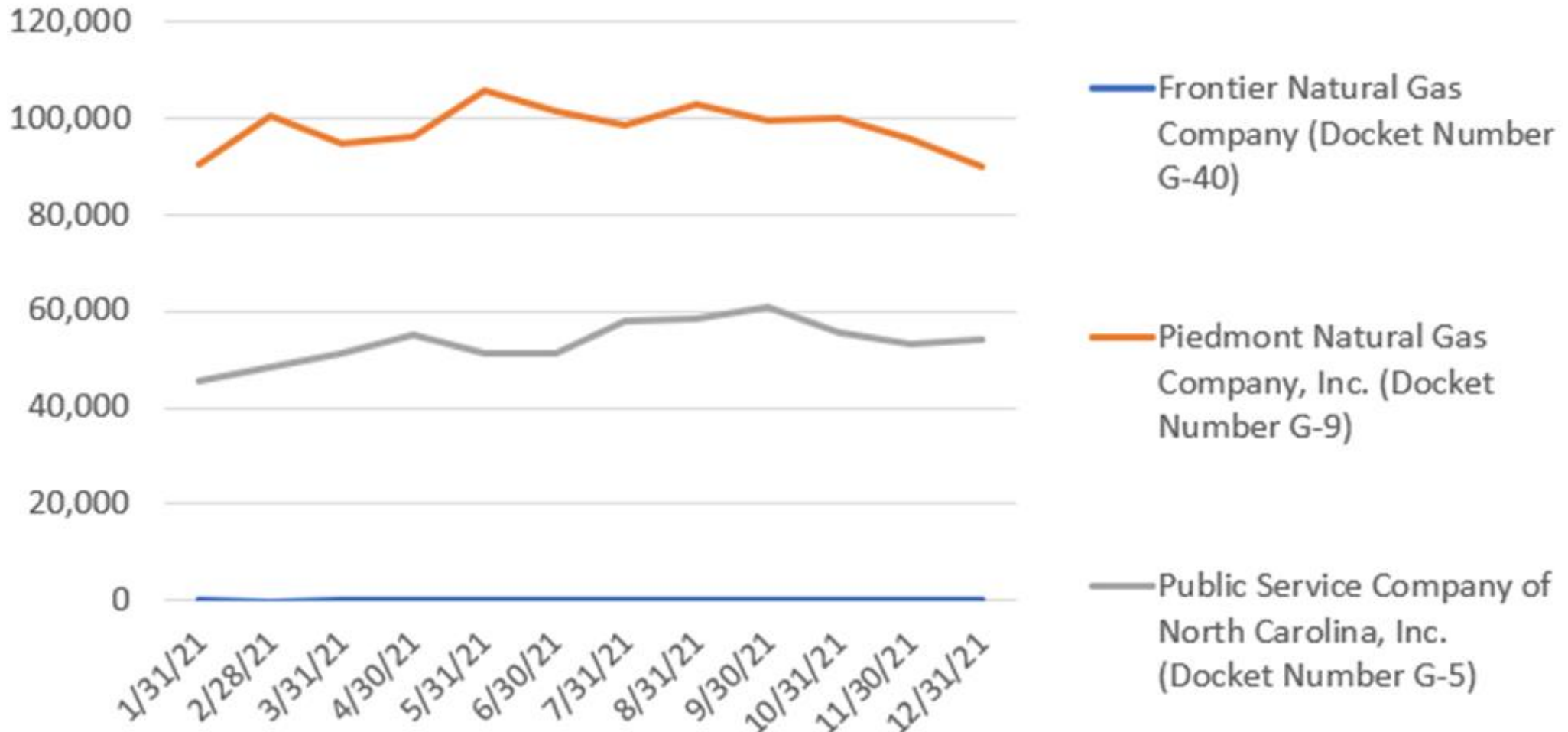
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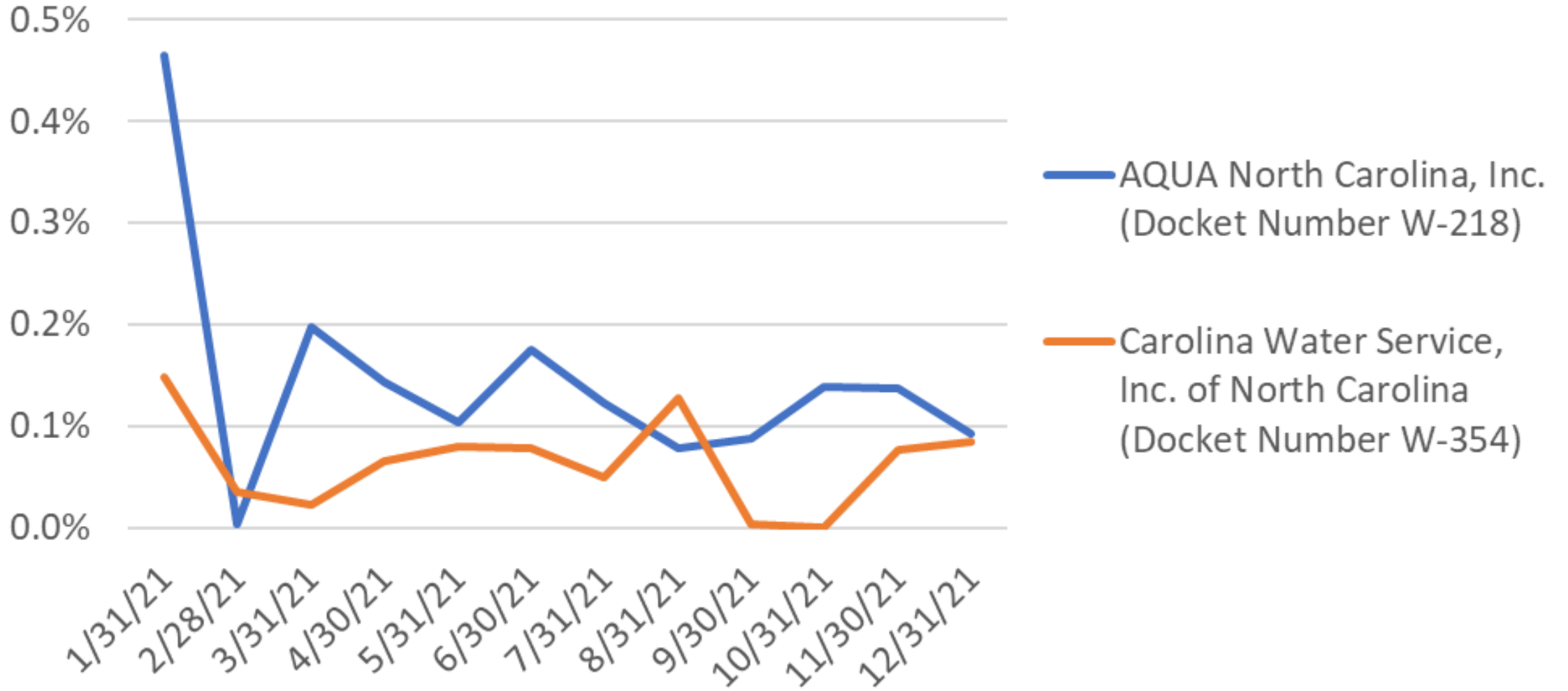
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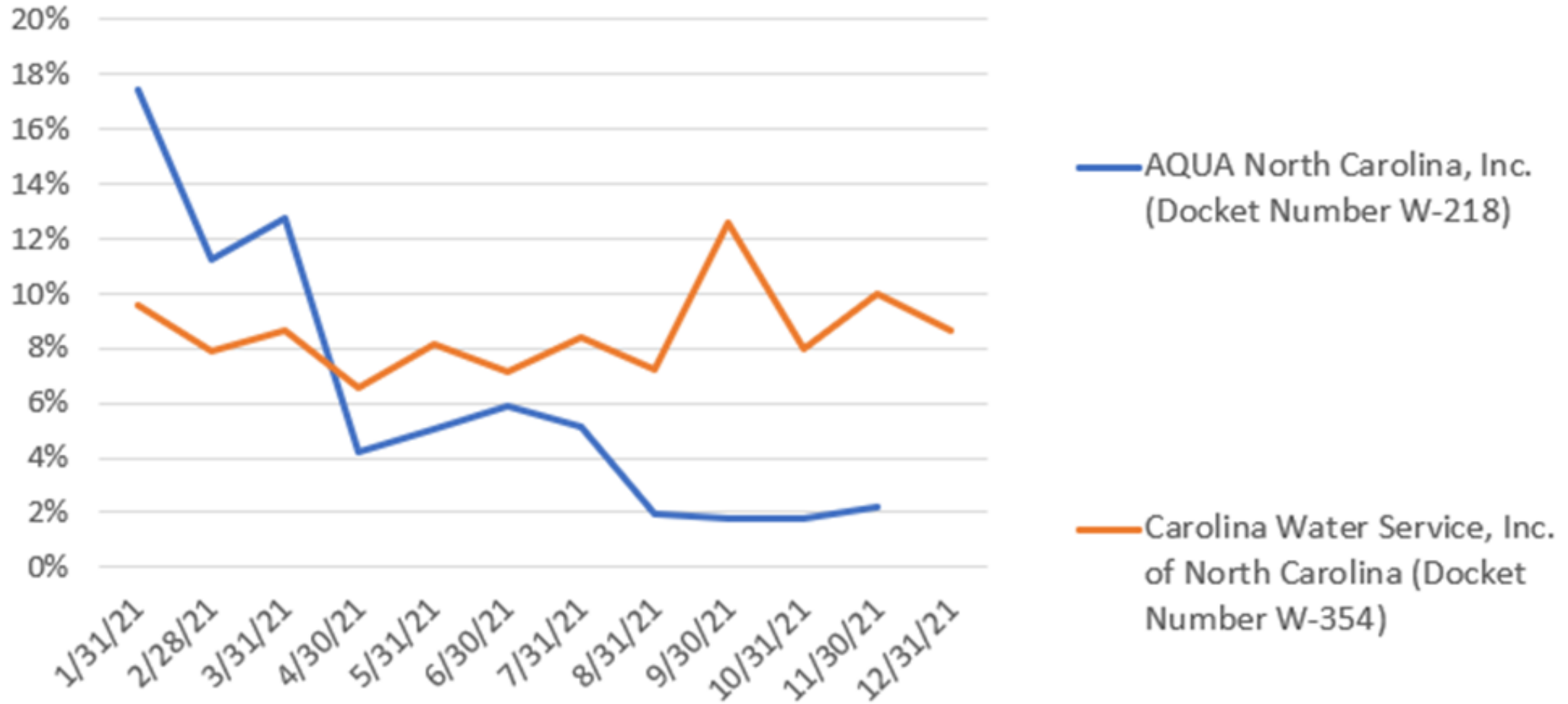


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