

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-218, SUB 526

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of		
Application by Aqua North Carolina,)	
Inc., 202 MacKenan Court, Cary, North)	ORDER RESCHEDULING
Carolina 27511, for Authority to Adjust)	PUBLIC HEARING AND
and Increase Rates for Water and)	REQUIRING CUSTOMER NOTICE
Sewer Utility Service)	

BY THE PRESIDING COMMISSIONER: On December 31, 2019, Aqua North Carolina, Inc. (Aqua or Company), filed an application with the Commission seeking authority to adjust and increase its rates for providing water and sewer utility service in all of its service areas in North Carolina effective January 30, 2020. On January 21, 2020, the Commission issued an Order Establishing General Rate Case and Suspending Rates declaring this proceeding to be a general rate case and suspending the proposed new rates for up to 270 days pursuant to N.C. Gen. Stat. § 62-134.

On February 14, 2020, the Commission issued an Order Scheduling Hearings, Establishing Discovery Guidelines, and Requiring Customer Notice for, among other things, public hearings to be held in six locations across the State for the purpose of receiving public witness testimony from Aqua's customers.

On March 31, 2020, the Commission issued an order postponing the scheduled public witness hearings, pursuant to Governor Roy Cooper's Executive Order No. 116, and successive Executive Orders relating to North Carolina's State of Emergency and the State's coordinated response and protective actions, including the statewide "stay at home" order issued on March 27, 2020, and extended in part on June 24, 2020, to prevent the spread of the COVID-19 pandemic.

On June 23, 2020, the expert witness hearing began in accordance with the Commission's initial scheduling order, but in order to best comply with North Carolina's current pandemic protections, was recessed until July 6, 2020, at 1:30 p.m., when the expert witness hearing will resume using WebEx, a conferencing service which enables hearings to be conducted and attended by remote means.

Based on the foregoing, the Presiding Commissioner finds good cause to reschedule the public hearings to be held in two separate sessions on August 3, 2020, solely for the purpose of receiving the testimony of public witnesses in accordance with Commission Rule R1-21(g). Conducting the hearing by virtual means will permit customers from all Aqua service territories across North Carolina to participate without

regard to geographical limitations. The Commission reserves the right to limit testimony at the public witness hearings pursuant to Commission Rule R1-21(g)(5).

IT IS, THEREFORE, ORDERED as follows:

1. That the public witness hearing is on Aqua's applications are scheduled to be held by virtual means on August 3, 2020;

2. That the first session for public witness testimony will begin at 1:30 p.m. and end at the conclusion of the last witness' testimony or at 4:30 p.m., whichever is earlier; and the second session will begin at 6:30 p.m. and end at the conclusion of the last witness' testimony or 10:30 p.m., whichever is earlier;

3. That the public hearing sessions are held solely for the purpose of receiving the testimony of public witnesses in accordance with Commission Rule R1-21(g). The Commission reserves the right to limit testimony at the public witness hearing pursuant to Commission Rule R1-21(g)(5);

4. That Aqua is required to file verified reports addressing all customer service and/or service quality complaints expressed during each public witness hearing held on August 3, 2020, within 20 days of the conclusion of the public witness hearing. The Public Staff shall and other intervenors may file a verified response and any comments to Aqua's reports on or before September 4, 2020;

5. That the Notice to Customers, attached as Appendix A, shall be mailed with sufficient postage or hand delivered by Aqua to all affected customers no later than July 10, 2020, and Aqua shall submit to the Commission the attached Certificate of Service properly signed and notarized no later than 20 days after the date of this Order; and

6. That Aqua shall also provide notice of public hearing to its customers by prominently posting a copy of this Order and attached Notice to Customers on its website.

ISSUED BY ORDER OF THE COMMISSION.

This the 29th day of June, 2020.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in dark ink, appearing to read "Joann R. Snyder", is written over a light gray horizontal line.

Joann R. Snyder, Deputy Clerk

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

NOTICE TO CUSTOMERS
DOCKET NO. W-218, SUB 526
BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

Notice is hereby given that Aqua North Carolina, Inc. (Applicant), 202 MacKenan Court, Cary, North Carolina 27511, has filed an application with the North Carolina Utilities Commission for authority to increase rates for providing water or sewer utility service in all its service areas in North Carolina. On February 14, 2020, the Commission issued an order that, among other things, scheduled public hearings in six separate geographical locations for the purpose of receiving public witness testimony from Aqua's customers across North Carolina and required the Company to send customers a notice listing the present and proposed rates. In response to the declared State of Emergency and consistent with the Governor's executive orders, the public hearings were postponed by Commission order issued on March 31, 2020, to assist in preventing the spread of coronavirus (COVID-19). The Presiding Commissioner now finds good cause to reschedule the public witness hearings, and in the interest of protecting the public, promoting good public health, and lessening the spread of the coronavirus, the public witness hearing will be held remotely via WebEx with telephonic access available in two sessions.

PUBLIC HEARINGS

The Commission has scheduled the application for public witness hearings, as follows:

Monday, August 3, 2020, from 1:30 up to 4:30 p.m.

The hearing will be conducted remotely via WebEx with telephonic access.

A link to the WebEx hearing for public viewing will be available at www.ncuc.net.

No in-person attendance will be allowed.

The hearing will end at the conclusion of the last witness' testimony or 4:30 p.m., whichever is earlier.

See information provided below if you wish to testify at the hearing. *

Monday, August 3, 2020, from 6:30 up to 10:30 p.m.

Hearing will be conducted remotely via WebEx with telephonic access

A link to the WebEx hearing for public viewing will be available at www.ncuc.net.

No in-person attendance will be allowed.

The hearing will end at the conclusion of the last witness' testimony or 10:30 p.m., whichever is earlier.

See information provided below if you wish to testify at the hearing. *

The hearings on August 3, 2020 will be solely for the purpose of receiving the testimony of public witnesses in accordance with Commission Rule R1-21(g). The Commission reserves the right to limit testimony at the public witness hearings pursuant to Commission Rule R1-21(g)(5).

*Members of the public who would like to testify **MUST REGISTER IN ADVANCE** of the hearing, no later than 5:00 p.m. on Thursday, July 30, 2020, by contacting the Public Staff via email at AquaPublicHearing@psncuc.nc.gov or by calling 866-380-9816. When registering, provide your name, telephone number you will use to participate in the hearing, address, relevant Aqua subdivision, docket number (W-218, Sub 526), and the topic of your testimony. **YOU MUST INDICATE WHETHER YOU ARE REQUESTING TO TESTIFY AT THE 1:30 P.M. SESSION OR THE 6:30 P.M. SESSION.** A member of the Public Staff will call contact you with further instructions for providing your testimony. During each public hearing session on August 3, 2020, the public witnesses will be allowed to testify in the order in which they are registered.

Only individuals registered with the Public Staff by 5:00 p.m. on Thursday, July 30, 2020, will be allowed to testify at the hearing sessions.

The Public Staff is authorized by statute to represent consumers in proceedings before the Commission. Customers may provide written statements to the Public Staff containing any information that the customer wishes to be considered by the Public Staff in its investigation of the matter. These statements should include the name of the subdivision where the customer is receiving service and the customer's contact information and should be addressed to Mr. Christopher J. Ayers, Executive Director, Public Staff, 4326 Mail Service Center, Raleigh, North Carolina 27699-4300. Written statements may also be e-mailed to statements@ncuc.net.

The Attorney General is also authorized by statute to represent consumers in proceedings before the Commission. Statements to the Attorney General should be addressed to The Honorable Josh Stein, Attorney General, 9001 Mail Service Center, Raleigh, North Carolina 27699-9001. Written statements may be e-mailed to utilityAGO@ncdoj.gov.

Written statements will be considered by the Commission in reaching its decision but do not receive the same consideration as testimony provided by public witnesses at a hearing.

Information regarding this proceeding can be accessed from the Commission's website at www.ncuc.net under the docket number of this proceeding (W-218 Sub 526).

This the 29th day of June, 2020.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in dark ink, appearing to read "Joann R. Snyder", is written over a faint, circular official seal of the North Carolina Utilities Commission.

Joann R. Snyder, Deputy Clerk

CERTIFICATE OF SERVICE

I, _____, mailed with sufficient postage or hand delivered to all affected customers the attached Notice to Customers issued by the North Carolina Utilities Commission in Docket No. W-218, Sub 526, and the Notice was mailed or hand delivered by the date specified in the Order.

This the _____ day of _____, 2020.

By: _____
Signature

Aqua North Carolina Inc.

The above named Applicant, _____, personally appeared before me this day and, being first duly sworn, says that the required Notice to Customers was mailed or hand delivered to all affected customers, as required by the Commission Order dated _____ in Docket No. W-218, Sub 526.

Witness my hand and notarial seal, this the ____ day of _____, 2020.

Notary Public

Printed Name

(SEAL) My Commission Expires: _____
Date