## STATE OF NORTH CAROLINA UTILITIES COMMISSION RALEIGH

**DOCKET NO. W-218, SUB 497** 

## BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of
Application by Aqua North Carolina, Inc.,
202 MacKenan Court, Cary, North Carolina
27511, for Authority to Adjust and Increase
Rates for Water and Sewer Utility Service
in All Service Areas in North Carolina

ORDER GRANTING
EXTENSION OF TIME TO
FILE PROPOSAL FOR POLICY
AND PROCEDURE FOR BILL
CREDITS FOR FLUSHING LINES

BY THE PRESIDING COMMISSIONER: On March 4, 2019, Aqua North Carolina, Inc. (Aqua or the Company), through counsel, filed a Motion for Extension of Time to File Proposal for Policy and Procedure for Bill Credits for Flushing Lines (Motion) in the above-captioned proceeding. In the Motion, Aqua informs the Commission, among other things, that in the December 18, 2018 Order Approving Partial Settlement and Stipulation, Granting Partial Rate Increase, And Requiring Customer Notice in Docket No. W-218, Sub 497 (Order), the Commission in Ordering Paragraph No. 20 at page 185 states as follows:

That Aqua NC shall work with the Public Staff to develop a policy and procedure for providing customers a bill credit when Aqua NC recommends that a customer flush his/her individual line to address a water quality issue. Within 90 days from the issuance of this Order, Aqua NC and the Public Staff shall submit to the Commission for approval their proposed policy and procedure for determining to whom, how and when bill credits will be given as well as how much the flushing bill credit will be.

According to Aqua, the filing is due March 18, 2019, ninety (90) days from the date of the Order. Aqua recognizes that it will need to consider and investigate a wide range of factors in order to develop the policies and procedures related to the customer bill credits. Given this situation, Aqua represents that it and the Public Staff will not be able to report back to the Commission with a workable proposal by the current due date. Therefore, Aqua is seeking an extension of time until Friday, June 14, 2019, to file a proposal for a policy and procedure by which customers can receive a bill credit when they are advised by Aqua to flush their lines for purposes of improving water quality.

Aqua has contacted all other parties of record to ask for preliminary thoughts or information from other sources about a possible configuration of this credit mechanism, and to inquire whether they object to the Motion. Aqua represents to the Commission that it has not received any objections to the Motion.

The Presiding Commissioner has reviewed the record, including Aqua's Motion, and is of the opinion that good cause exists to grant the extension of time in this matter.

## IT IS, THEREFORE, ORDERED as follows:

- 1. That Aqua shall have an extension of time from March 18, 2019, until and including June 14, 2019, to file its Policy and Procedures for Bill Credits for Flushing Lines; and
- 2. That this Order shall be served on the parties of record by electronic mail, delivery confirmation requested.

ISSUED BY ORDER OF THE COMMISSION.

This the 8<sup>th</sup> day of March, 2019.

NORTH CAROLINA UTILITIES COMMISSION

A. Shonta Dunston, Deputy Clerk