



Lawrence B. Somers
Deputy General Counsel

Mailing Address:
NCRH 20 / P.O. Box 1551
Raleigh, NC 27602

o: 919.546.6722
f: 919.546.2694

bo.somers@duke-energy.com

February 1, 2019

VIA ELECTRONIC FILING

Ms. M. Lynn Jarvis, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

**RE: Duke Energy Progress, LLC's Revised Meter-Related Optional Programs Rider MROP (AMI Opt-Out) Compliance Filing
Docket No. E-2, Sub 834**

Dear Ms. Jarvis:

Pursuant to the Commission's January 23, 2019 *Order Modifying Program*, I enclose Duke Energy Progress, LLC's ("DEP" or the "Company") revised Meter-Related Optional Programs Rider MROP, DEP's North Carolina Implementation Plan and Schedule and the draft Physician's Verification and Medical Release forms, for filing in connection with this matter.

Thank you for your attention to this matter. If you have any questions, please let me know.

Sincerely,

Lawrence B. Somers

Enclosures

cc: Parties of Record

OFFICIAL COPY

Feb 01 2019

CERTIFICATE OF SERVICE

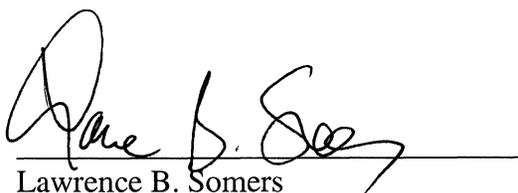
I certify that a copy of Duke Energy Progress, LLC's revised Meter-Related Optional Programs Rider MROP Compliance Filing in Docket No. E-2, Sub 834, has been served by electronic mail, hand delivery, or by depositing a copy in the United States Mail, 1st Class Postage Prepaid, properly addressed to the following parties of record:

David T. Drooz
Tim Dodge
NCUC - Public Staff
4326 Mail Service Center
Raleigh, NC 27699-4300
david.drooz@psncuc.nc.gov
tim.dodge@psncuc.nc.gov

Sharon C. Miller
Carolina Utility Customers Association
1708 Trawick Road, Suite 210
Raleigh, NC 27604
smiller@cucainc.org

Robert Page
Crisp Page & Currin, LLP
4010 Barrett Drive, Suite 205
Raleigh, NC 27609-6622
rpage@cpclaw.com

This the 1st day of February, 2019.



Lawrence B. Somers
Deputy General Counsel
Duke Energy Corporation
P. O. Box 1551, PEB 20
Raleigh, NC 27602-1551
Telephone: 919-546-6722
bo.somers@duke-energy.com

METER-RELATED OPTIONAL PROGRAMS RIDER MROP-13

AVAILABILITY

These programs are available upon request and on a voluntary basis to those customers as described below, subject to the availability of appropriate metering and meter-related equipment.

I. TOTALMETER PROGRAM

Metering equipment to allow remote automated meter reading by Company will be provided upon execution of an application for TotalMeter. The application describes the conditions of service, states all charges, and provides for a termination charge should the TotalMeter option be discontinued prior to 24 consecutive months of service. Customer receiving the TotalMeter option may select a desired meter-reading day. Monthly rates and other charges related to the TotalMeter are as follows:

Monthly Rate for TotalMeter

Option 1: Customer-supplied suitable telephone communications line ¹	\$ 3.00
Option 2: Company-supplied wireless telephone communications circuit ²	\$13.20

Charge for Customer-requested termination of TotalMeter Option prior to 24 consecutive months of service	\$50.00
---	---------

¹ Option 1 is not available to new applicants on and after October 1, 2013. Existing participants may continue under this option until such time that the metering equipment requires replacement.

² Option 2 is not available to new applicants on and after January 23, 2019. Existing participants may continue under this option until such time that the metering equipment requires replacement.

TotalMeter charges shall not apply when Company, at its option, determines that remote automated meter reading is necessary for Company's own use. Receipt of the TotalMeter option shall in no way restrict or otherwise limit Company's right of ingress and egress to read meters and inspect, maintain, repair and replace the meters and other facilities installed to serve Customer whenever necessary.

II. ENERGY PROFILER ONLINE

The Energy Profiler Online (EPO) program is available to any non-residential customer with a registered or contract demand of 30 kW or greater. EPO is an Internet-based program permitting Customer access to historic meter data from any internet-capable location. Access to meter data is both identification/name and password restricted. Monthly rates and other charges related to EPO are as follows:

Monthly Rate for EPO

Rate for totalized meter data only (updated monthly) ³	\$20.00 per totalized account
Rate for meter data per individual meter (updated each business day)	\$20.00 per meter
Set-up fee per meter	\$85.00
Set-up fee for totalized meter data only	\$85.00

³ The rate applicable for totalized meter data only is not available to new applicants on and after July 1, 2017.

Provision of EPO requires that the standard meter, as determined solely by Company based upon the Customer's electrical requirement, have the capability of recording electrical consumption information on

a 15-minute interval basis. Additional monthly rates and other charges, as described in Section III below, will apply if the standard meter based upon customer’s electrical requirement does not have interval data capability.

III. MANUALLY READ METERING (MRM)

Customers served under residential Schedules RES, R-TOU or R-TOUD or nonresidential Schedule SGS (only without a demand meter) may request metering that either does not utilize radio frequency communications to transmit data, or is otherwise required to be read manually. This service is not available when service is requested in conjunction with any net metering rider. At the Company’s option, meters to be read manually may be either an advanced meter with the radio frequency communication capability disabled or other non-communicating meter. The meter manufacturer and model chosen to service the customer’s premise are at the discretion of the Company and are subject to change at the Company’s option, at any time. Customers choosing this option are responsible for the payment of the rates shown below and will not be eligible for any current or future services or offerings that require the use of an advanced or other communicating meter.

Monthly Rate for MRM Service⁴:

1. Initial Set-up Fee	\$170.00
2. Monthly Rate For MRM	\$14.75
3. Early Termination Charge (Prior to 12 consecutive months of service only)	\$50.00

Upon request, the one-time Initial Set-up Fee may be paid in six installments included as a part of the Customer’s first six monthly electric service bills following installation of the manually read meter. The contract term shall be a minimum of 12 months and may be terminated by either party with thirty (30) days written notice. The Company may refuse to provide service under this option under the following conditions: (1) the Customer has a history of meter tampering or unauthorized use of electricity at the current or any prior location, (2) provision of such service creates a safety hazard to consumers or their premises, the public or the electric utility’s personnel or facilities, or (3) the customer fails to provide the Company satisfactory access to the Customer’s facilities for the purpose of obtaining meter readings or maintaining its equipment.

⁴ The Initial Set-up Fee and Monthly Rate shall be waived and not apply for customers providing a notarized statement from a medical physician fully licensed by the North Carolina Medical Board stating that the customer must avoid exposure to radio frequency emissions, to the extent possible, to protect their health. All such statements shall be retained in Company records on a secure and confidential basis. The Company will provide the customer with a medical release form, to identify general enrollment information, and a physician verification statement. At the physician’s option, a comparable physician verification statement may be submitted.

IV. CUSTOMER REQUESTS INSTALLATION OF NON-STANDARD METERING

Company, in its sole determination, shall establish appropriate meter standards based upon Customer’s electrical requirement. If a non-residential customer desires additional meter services that require the installation of a non-standard meter, Company will comply for the following monthly rate and other charges:

Monthly Rate for non-standard meter with interval data capability	\$0.33 per month
---	------------------

The following fees apply when the non-standard meter will not be remotely read:

Meter Set-up Fee	\$15.00
Meter Exchange Fee	\$77.00

A charge shall apply if Customer requests termination prior to 24 consecutive months of operation of a non-standard meter option that provides interval data. The charge shall equal the monthly rate times the sum of 24 minus the number of months the non-standard meter service has been received, not to exceed 24 months.

GENERAL

Company agrees to seek Commission approval if it determines that the provision of the meter-related program can no longer be offered due to equipment obsolescence or the availability of a more efficient alternative to provide the same or improved level of service. Company does not guarantee continuous provision of these meter-related programs but shall use reasonable diligence at all times to provide the program without interruption and having used reasonable diligence shall not be liable to Customer for damages, for failure in, or for interruptions or suspension of the same. Company further agrees to provide Customer with at least 30-day advanced notice prior to any changes to their service under this rider.

Service rendered under this Rider is subject to the provisions of the Service Regulations of the Company on file with the state regulatory commission. The provisions of this Rider are subject to change upon approval of the North Carolina Utilities Commission.

Supersedes Meter-Related Optional Programs Rider MROP-12
Effective on and after January 23, 2019
NCUC Docket No. E-2, Sub 834

DEP North Carolina MRM Implementation Plan and Schedule

Pursuant to the Commission's January 23, 2019 Order approving the Rider Meter-Related Optional Programs ("MROP") Manually Read Meter Option ("MRM Option") in Docket No. E-2, Sub 834, the following is Duke Energy Progress, LLC's ("DEP" or the "Company") revised plan and schedule for implementing the Rider.

Rider MRM Processes

Standard Process

The effective date for the MRM Option is April 1, 2019. On that date, customers will be able to sign up for the MRM Option on a paid basis or provide the required paperwork to enroll in the MRM Option with fees waived due to health reasons ("medical fee waiver"). Customers interested in signing up for the MRM Option who do not want to seek the medical fee waiver will be able to contact the Company to enroll at their discretion. Upon enrollment, the MRM Option flag will be applied to the customer account, fees will initiate, and the Company will replace the customer's existing meter with an opt-out meter, which will be digital meter with no communications capability. The one-time setup fee for the MRM Option is eligible for a payment arrangement which will extend payment for the one-time fee over six billing cycles at \$28.33 per month for five months and \$28.35 in month six, in addition to the approved monthly rate. Because availability to residential customers on Schedules R-TOU and R-TOUD were not anticipated in the Company's original tariff filing, the Company is implementing additional IT changes to ensure proper handling of those requirements. Customers on those schedules will be able to sign up for the MRM Option once the IT functionality is in place, sometime before the end of June 2019.

Medical Fee Waiver Process

On April 1, 2019, customers interested in signing up for the MRM Option who want to seek the medical fee waiver will be able to contact the Company to pursue that process. The Company will provide interested customers with a required Medical Release form and a Physician's Verification Statement to complete in order to have the MRM Option fees waived due to health reasons. Customers will need to complete the Company-provided Medical Release form, so that the Company has the necessary information to enroll the customer in the medical fee waiver. Customers will also need to provide a notarized statement from a medical physician licensed by the North Carolina Medical Board that the customer must avoid exposure to radio frequency emissions to the extent possible to protect their health. Customers can either complete the Company-provided Physician's Verification Statement or a comparable physician's statement. While the verification process is pending, the customer will retain the existing meter. If the customer is currently enrolled in paid opt-out and decides to pursue the MRM Option medical fee waiver process, the Company will waive fees for the MRM Option going forward, once the customer's forms are verified and the account is enrolled in the MRM Option medical fee waiver program. The customer's opt-out meter will remain in place. Fees paid prior to verification will not be credited. Once the Company verifies the customer's medical waiver form, the team processing those forms will apply an MRM Option medical fee waiver flag to the customer's account, will ensure that MRM

Option fees do not apply, will inform the customer that their form has been verified, and the Company will replace the customer's existing meter with an opt-out meter or leave an opt-out meter in place, if the customer was previously enrolled in paid MRM Option service. If the Company cannot verify the customer's medical waiver form, the team processing those forms will inform the customer why the request was denied.

Communications Plan

Customers on Temporary Bypass List

Once the tariff is in effect, the Company will begin informing customers on the temporary bypass list that the MRM Option is available through a staggered rollout. The Company will break the list into smaller segments to provide a customer-focused experience in notifying customers on the bypass list. If a customer has not enrolled in paid opt-out or provided the MRM Option medical fee waiver forms to the Company within 60 days, the Company will install a smart meter.

Company Website

The customer-facing Duke Energy website will be updated to include information about the MRM Option, including the availability of payment arrangements and the medical fee waiver program.

Communications by Phone

During the AMI deployment, the dedicated AMI Help Line will be able to provide information about the MRM Option and options available to customers. The AMI Help Line will connect customers to the Customer Care Organization if they want to sign up for the MRM Option.

Physician's Verification Statement

Customer Name:
Duke Energy Account Number:

Please have a medical physician licensed by the North Carolina Medical Board complete this or a comparable statement, execute it in the presence of a Notary Public, and return to Duke Energy within 60 days. Failure to complete this form in its entirety may result in disqualification for waiver of fees under the Manually Read Meter Rider (Rider MRM).

Patient Name: _____

Patient Address: _____

I, _____, affirm that I am a medical physician licensed by the North Carolina Medical Board. I further affirm that the above-named patient must avoid exposure to radio frequency (RF) emissions to the extent possible to protect his or her health.

STATE OF NORTH CAROLINA

COUNTY OF _____

Physician's signature

Physician's name (please print)

Subscribed and sworn to before me this the

day of _____, 20____

Physician's License Number

Physician's daytime phone number(s)

Notary Public for North Carolina
My Commission Expires: _____

PLEASE RETURN THE COMPLETED AND NOTARIZED PHYSICIAN'S VERIFICATION TO:

[To Be Determined]

REQUIRED Medical Release Form

I certify that I am a member of the household at the customer address shown below and hereby authorize my Physician (as identified below) to complete the Physician's Verification Statement, or a comparable physician's statement, and send it to Duke Energy and its authorized representatives to consider the Customer's Account for the Smart Meter Medical Opt-Out.

Full Name of Patient _____

Patient Date of Birth _____

Signature of Patient or
Legal Guardian _____

Physician Name _____

Physician Office Address _____

City

State

Zip Code

Physician
Phone Number (____) _____ Physician
Fax Number (____) _____

Duke Energy
Customer Name _____

Customer Account # _____

Customer Address _____

City _____ State _____ Zip Code _____

Customer Phone _____

Customer Email _____

I, as the Customer of record, understand that (1) I am obligated to pay my monthly electric bill by the date shown on the monthly bill, (2) failure to make timely payments or suitable payment arrangements may result in disconnection of service.

I acknowledge that I have read and understand the above conditions for receiving the Medical Opt-Out program on my electric service account.

Duke Energy
Customer Signature _____

PLEASE RETURN THE COMPLETED MEDICAL RELEASE FORM TO:

[To Be Determined]