

1 STAFF CONFERENCE

February 22, 2021

2 CHAIR MITCHELL: Good morning. Let's come
3 to order and go on the record, please. I'm Charlotte
4 Mitchell, the Chair of the Utilities Commission, and
5 with me this morning are the following Commissioners.
6 When I call your name please announce your presence.
7 Commissioner Brown-Bland.

8 COMMISSIONER BROWN-BLAND: Here.

9 CHAIR MITCHELL: Commissioner Gray.

10 COMMISSIONER GRAY: Here.

11 CHAIR MITCHELL: Commissioner Clodfelter.

12 COMMISSIONER CLODFELTER: (Waves).

13 CHAIR MITCHELL: Commissioner Clodfelter is
14 here. Commissioner Duffley.

15 COMMISSIONER DUFFLEY: Here.

16 CHAIR MITCHELL: Commissioner Hughes.

17 COMMISSIONER HUGHES: Here.

18 CHAIR MITCHELL: And Commissioner McKissick.

19 COMMISSIONER MCKISSICK: Here.

20 CHAIR MITCHELL: In compliance with the
21 State Government Ethics Act, I remind members of the
22 Commission of their duty to avoid conflicts of
23 interest, and inquire at this time whether any member
24 of the Commission has a known conflict of interest

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1 with respect to matters coming before us this morning?

2 (No response)

3 The record will reflect that no conflicts
4 have been identified, so we will proceed with Public
5 Staff, Natural Gas Item P1. Mr. Gilbert, I believe we
6 are with you.

7 MR. GILBERT: Yes, thanks. Good morning.
8 My name is Geoff Gilbert. I'm with the Public Staff,
9 Energy Division. Natural Gas Item P1 is Docket Number
10 G-5, Sub 628. It's an Application of Public Service
11 Company of North Carolina, Inc., for the bi-annual
12 adjustment of rates under Rider E to its tariff.

13 On February 15th, 2021, pursuant to North
14 Carolina General Statute 62-133.7A and Rider E of the
15 Company's tariffs, PSNC filed an Application
16 requesting authority to implement new temporary
17 increments to its rates as displayed in the attached
18 table, and they will be effective March 1st, 2021.

19 The Public Staff would like to make a small
20 correction to the commercial customer rate case
21 volumes from 154,775,485 to 154,775,495 therms in the
22 attached table for the agenda and order. This small
23 10 therm difference does not affect the recommended
24 rate in any way.

1 A revised proposed order will be provided to
2 the Commission staff.

3 The Public Staff has reviewed the
4 Application and recommends approval as filed. Thank
5 you.

6 COMMISSIONER BROWN-BLAND: Move approval of
7 the recommendation.

8 COMMISSIONER GRAY: Second.

9 CHAIR MITCHELL: It's been moved and
10 seconded that the item be approved as recommended by
11 the Public Staff. Are there any questions or is there
12 any discussion?

13 (No response)

14 Hearing none, I'll call the roll for a vote.
15 Indicate your support for the motion with an aye and
16 your opposition with a no. Commissioner Brown-Bland.

17 COMMISSIONER BROWN-BLAND: Aye.

18 CHAIR MITCHELL: Commissioner Gray.

19 COMMISSIONER GRAY: Aye.

20 CHAIR MITCHELL: Commissioner Clodfelter.

21 COMMISSIONER CLODFELTER: Aye.

22 CHAIR MITCHELL: Commissioner Duffley.

23 COMMISSIONER DUFFLEY: Aye.

24 CHAIR MITCHELL: Commissioner Hughes.

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1 COMMISSIONER HUGHES: Aye.

2 CHAIR MITCHELL: Commissioner McKissick.

3 COMMISSIONER MCKISSICK: Aye.

4 CHAIR MITCHELL: And for the record I
5 support the motion as well and the motion carries.

6 (MOTION PASSES)

7 CHAIR MITCHELL: Thank you, Mr. Gilbert.

8 We'll proceed now to Public Staff, Electric
9 Item P1. Mr. Lawrence, we're with you.

10 MR. LAWRENCE: Good morning. I'm Evan
11 Lawrence with the Public Staff's Energy Division.
12 Electric Item P1 is an Application for a Certificate
13 of Public Convenience and Necessity to construct a
14 300-kilowatt liquid propane-fueled electric generating
15 facility. This was filed by Wake Electric Membership
16 Corporation. Wake EMC plans to interconnect the
17 proposed facility to its own electric system and sell
18 the electricity to its own customers. The facility
19 will be used as an emergency back-up power source for
20 the community that it is located in.

21 The Public Staff recommends that the
22 Commission issue the proposed order.

23 COMMISSIONER BROWN-BLAND: Move approval of
24 the recommendation.

1 COMMISSIONER GRAY: Second.

2 CHAIR MITCHELL: It's been moved and
3 seconded that the item be approved as recommended by
4 the Public Staff. Are there any questions or is there
5 any discussion?

6 (No response)

7 Hearing none, I'll call the roll for a vote.
8 Indicate your support with an aye and your opposition
9 with a no. Commissioner Brown-Bland.

10 COMMISSIONER BROWN-BLAND: Aye.

11 CHAIR MITCHELL: Commissioner Gray.

12 COMMISSIONER GRAY: Aye.

13 CHAIR MITCHELL: Commissioner Clodfelter.

14 COMMISSIONER CLODFELTER: Aye.

15 CHAIR MITCHELL: Commissioner Duffley.

16 COMMISSIONER DUFFLEY: Aye.

17 CHAIR MITCHELL: Commissioner Hughes.

18 COMMISSIONER HUGHES: Aye.

19 CHAIR MITCHELL: Commissioner McKissick.

20 COMMISSIONER MCKISSICK: Aye.

21 CHAIR MITCHELL: And for the record I
22 support the motion as well and the motion carries.

23 (MOTION PASSES)

24 CHAIR MITCHELL: We will proceed to Public

1 Staff, Electric Item P2. Mr. Lawrence, I think we're
2 still with you.

3 MR. LAWRENCE: Yes. Electric Item P2 is an
4 Application for an Amended CPCN filed by Two Hearted
5 Solar, LLC, for construction of a 22-MW solar PV
6 generating facility. With their request for the
7 amended CPCN, the results of a registration statement
8 for the registration of a new renewable energy
9 facility filed.

10 The Public Staff recommends that the
11 Commission issue the Amended Certificate and accept
12 the Registration Statement.

13 COMMISSIONER BROWN-BLAND: I move approval
14 of the recommendation.

15 COMMISSIONER GRAY: I second it.

16 CHAIR MITCHELL: It's been moved and
17 seconded that the item be approved as recommended by
18 the Public Staff. Are there any questions or is there
19 any discussion?

20 (No response)

21 One last time with a roll call for the vote.
22 Indicate your support for the motion with an aye and
23 your opposition with a no. Commissioner Brown-Bland.

24 COMMISSIONER BROWN-BLAND: Aye.

1 CHAIR MITCHELL: Commissioner Gray.

2 COMMISSIONER GRAY: Aye.

3 CHAIR MITCHELL: Commissioner Clodfelter.

4 COMMISSIONER CLODFELTER: Aye.

5 CHAIR MITCHELL: Commissioner Duffley.

6 COMMISSIONER DUFFLEY: Aye.

7 CHAIR MITCHELL: Commissioner Hughes.

8 COMMISSIONER HUGHES: Aye.

9 CHAIR MITCHELL: Commissioner McKissick.

10 COMMISSIONER MCKISSICK: Aye.

11 CHAIR MITCHELL: And for the record I
12 support the motion as well and the motion carries.

13 (MOTION PASSES)

14 CHAIR MITCHELL: Thank you, Mr. Lawrence.

15 The Commission has before it its minutes of
16 February 15th, 2021 Staff Conference for approval.

17 COMMISSIONER GRAY: Move approval.

18 COMMISSIONER MCKISSICK: Second.

19 CHAIR MITCHELL: It's been moved and
20 seconded that our minutes from February 15th, 2021
21 Staff Conference be approved. Any questions or
22 discussion?

23 (No response)

24 All in favor of approving the minutes

1 indicate with an aye.

2 (All Commissioners say aye)

3 CHAIR MITCHELL: Anyone opposed?

4 (No response)

5 Our minutes of February 15th, 2021 are
6 approved.

7 At this point in the agenda, we will hear
8 from Aqua North Carolina and Carolina Water Service of
9 North Carolina. We have been notified of several
10 utilities of concerns regarding delays experienced in
11 service being provided by the U.S. Postal Service. So
12 that we may be fully apprised of the situation, we've
13 asked the Utilities to be here this morning to update
14 us.

15 Ms. Sanford, I see you on the screen. I
16 will ask you to proceed and you may ask whomever to
17 speak once I hand it over to you. Ms. Sanford, you
18 may proceed.

19 MS. SANFORD: Thank you, Chair Mitchell and
20 Members of the Commission. We appreciate the
21 opportunity to speak to this issue and I know that
22 Shannon has raised this issue on behalf of Aqua by way
23 of sending a note to you. This morning, we have
24 Shannon Becker and Don Denton who are respectively the

1 state presidents of Aqua and Carolina Water. Happily,
2 the news from Carolina Water is going to be that they
3 have had little, very little incidents and not enough
4 to rise to the level of concern about this. Don
5 Denton, Mr. Denton will speak to that. Shannon will
6 speak to Aqua's experience. And I think my takeaway,
7 just as an initial item, is that this experience is
8 really going to vary company-to-company,
9 place-to-place, but the happy news from both of these
10 companies is that they are both paying particular
11 attention to it and are pleased to be before you
12 today. So, with that, I will turn it over to
13 Mr. Becker.

14 Shannon, are you there?

15 MR. BECKER: I'm on I'm just getting my
16 technology ready to go here. I thought I was ready
17 and then I realized I was on mute and I couldn't find
18 my mute anymore.

19 Okay. Can you see my presentation?

20 COMMISSIONER BROWN-BLAND: Yes.

21 MR. BECKER: Thank you, Chair Mitchell and
22 Members of the Commission, for inviting us here to
23 share the experience, this recent unexpected
24 experience with the U.S. Postal Service delays. My

1 experience here has been significantly different than
2 Carolina Water's as Don will share. But I did put
3 together just a few notable slides here to highlight
4 what our experience was.

5 So right around December 28th, 29th we
6 started experiencing heightened call volume in our
7 call centers. And what you have in front of you is a
8 summary of the change in call volume state-by-state
9 for each of these various weeks presented here
10 throughout January. You'll see there in the middle or
11 just towards the top there, North Carolina, we had 77,
12 39, 130 percent and then 49 percent increase in our
13 call volume over prior years' similar weeks. So it
14 was a significant change across the board and you can
15 see that's the case with a lot of the states, too.

16 Now, the variances there is dependent on the
17 number of billings and records that are sent out in
18 December which is why you see these volumes spike.
19 Each of the states have different delivery times of
20 their billings so you'll get peaks and valleys across
21 different weeks throughout the month.

22 And just as a quick summary here, as a
23 result of the USPS delays, which we don't exactly know
24 the reason for, we've heard about them I think all on

1 the news, it really started throughout December and
2 it's the result of the holidays and the heightened
3 mail and delivery and shipping of cards and presents
4 through that time I think, but we received seven
5 complaints; four to the Public Staff, two the Attorney
6 General's Office, and one to the Better Business
7 Bureau. That was related to these delays and in
8 particular they're related to folks not getting their
9 bill on time. They were expecting a bill, so they
10 called because the due date was coming or approaching
11 and they knew it. Their payments may not have been
12 posting so there was basically -- the increased volume
13 was directly related to bills not being received or
14 payments not being posted.

15 So this is kind of the interesting slide
16 here where the blue lines represent the total records
17 that were shipped out of our corporate offices in Bryn
18 Mawr. Bryn Mawr processes all the billings for all
19 the states, in a consolidated fashion for all the
20 states. So here we see the volumes by day of how much
21 gets shipped out at various times throughout the month
22 and it depends on when the read rates are and when the
23 billing cycles actually fall. But you can see right
24 here starting with December -- you know, the volume of

1 our bill records that are being sent out are pretty
2 high and a couple of these days, yet this orange line
3 represents what we call the -- it's a scan date. And
4 we use our third-party vendor who does the printing
5 for all of our bills, they track this with the U.S.
6 Postal Service so they know when it's received versus
7 when it's delivered, and you can see at the peak here
8 they had almost a 40-day delay from the time it was
9 shipped. So they were estimating that these records
10 printed on the 9th or the 10th here it took somewhere
11 between 30 and 40 days to deliver them, which was kind
12 of the meat of what initiated the actions that we saw
13 in the increased call volume.

14 We understand that the USPS delays were
15 pervasive, but some areas obviously were hit harder.
16 The Philadelphia area, which is what our records go
17 through, that mailing depository, they were
18 significantly impacted because they're a very heavy
19 volume getting from the northeast corridor to
20 distributing across the United States. And what we
21 ended up doing to help alleviate that once we
22 recognized this was we started rerouting our mail to
23 not go through Philadelphia to try to temper the
24 delays in the bills and bill payments.

1 So what you -- this schedule here shows the
2 records that are billed physically through the U.S.
3 Postal Service. I added this slide here because it
4 shows that about 46 percent of our customers in North
5 Carolina - this is a North Carolina specific metric -
6 are on electric bill or electronic billing, so they
7 are going to continue to get their bills on time and
8 there shouldn't be a problem with that. Anybody who
9 pays electronically would not have experienced these
10 delays either. So I just thought that this was an
11 interesting metric. We are much higher than the Aqua
12 consolidated average eBill density.

13 And once this started happening in early
14 January, we immediately put some posting up onto our
15 auto messages as well as on our website asking people
16 to go to the website to view their bills; they could
17 pay electronically. And I have a slide down here that
18 will show the other actions that we did. But we did
19 encourage for people to sign up for electronic
20 billing. We had another 2000 customers sign up in
21 January, likely as a result of calling in and wanting
22 to make sure that they got their bills on time.

23 So with regard to the actions, right -- I
24 mentioned we found this out, it started trailing up

1 around December 28th, that first week of January is
2 when we realized this volume was very, very high. We
3 mobilized additional resources consistent with call
4 volume. In fact, we used some of the back-ups that we
5 trained to support the call volume that we were
6 anticipating from all the Covid moratorium. Let's --
7 we additionally waived any December and January late
8 fees. This was not actually an issue for North
9 Carolina since we do not have -- we're still under a
10 moratorium for late fees, but for all the other states
11 waived late fees where applicable. We also waived
12 credit card fees where that was applicable, and people
13 were paying online with credit cards. And then again,
14 we encouraged signing up for electronic bill pay and
15 auto pay.

16 On January 7th, when this was brought to my
17 attention, I think it was brought to my attention on
18 the -- late on the 5th so really the 6th, I halted all
19 disconnects, shut off for non-pays, so people that
20 have been delinquent for a period of time, that goes
21 through our notification process, I halted that on
22 January 7th, and then I think I sent an email out to
23 the Commission informing of the U.S. Postal Service
24 delays on the 8th.

1 As a Company, we also -- because again this
2 affected all of the states not just North Carolina, we
3 suspended the delinquency activities so no shut-off
4 notices would be generated. So the shut-off notices
5 are a direct result of delinquency in payment after a
6 verification -- I'm sorry, after a period of time.
7 They're sent out notices, they're called, and then
8 they're given a period of time to actually pay the
9 bill, and then once that period of time expires, we'll
10 issue shut-off notices. We suspended the issuance of
11 those and then we canceled all open shut-off notices
12 for all states. So any open shut-off notice we
13 actually went ahead and canceled it so they have to go
14 through the process again before we reinitiated our
15 collection activities.

16 It looks like the information -- I'm sorry,
17 the volume really dissipated toward the end of
18 January. And once we felt comfortable that we were
19 back to normal call volumes, we reinstated our
20 delinquency process starting on the 5th of February.

21 I'll be happy to answer any questions if
22 anybody has any.

23 CHAIR MITCHELL: Thank you, Mr. Becker.
24 Questions for Mr. Becker from Commissioners?

1 COMMISSIONER BROWN-BLAND: Yes, Chair
2 Mitchell, I have questions but I'm not finding my
3 little -- oh, I see my little hand thing, I think.

4 CHAIR MITCHELL: Please proceed,
5 Commissioner Brown-Bland.

6 COMMISSIONER BROWN-BLAND: Thank you,
7 Mr. Becker. I want to commend you and thank you for
8 being able to be available on a short notice to us.

9 First, I want to commend Aqua for bringing
10 this matter to our attention. As you indicated, U.S.
11 mail across the nation is going through some sort of
12 changes that's impacting the flow of mail. And so one
13 of the reasons for having you come and speak to us
14 about it is we want to maintain an awareness over this
15 issue and ask that you and your Company, and the other
16 utilities that I see out in the audience continue to
17 watch and be aware of this and bring to our attention
18 should you see any need that any practices that we
19 maintain or that you as companies maintain need to be
20 modified to accommodate a lengthier time for mail
21 delivery. It's a two-way issue, your bills going out
22 and your payments coming back. We understand that a
23 lot of progress has been made in the e-payment area,
24 but we also have a fair number of customers across the

1 state who I'm sure still make their payments by mail.
2 So we just want to monitor and watch and be sure that
3 it is an issue that's been flagged for you all as well
4 as for us.

5 If you come to think that our expectations
6 around mail delivery need to change and whether or not
7 we need to build that into any of our rules with
8 regard to any required notices, payments, timing of
9 other notices, or disconnects, that sort of thing, we
10 trust and hope and request that you would bring that
11 to our attention should you come to have that
12 viewpoint.

13 I did have a question about one of your
14 slides. You mentioned that the 46 percent number with
15 regard to e-payment is -- I understood you to say that
16 was the 46 percent of the total billings here in North
17 Carolina, that the 46 percent pay by mail or did you
18 mean that we were 46 percent higher than the average
19 across Essential?

20 MR. BECKER: That's a good question,
21 clarifying question. The -- it's how many customers
22 are on eBill. For the Aqua average I believe it's,
23 and I don't know exactly but it's somewhere around
24 32 percent. Ours is much higher. But this is the

1 percentage of our customers that are actually on
2 eBill. The auto-pay customers and the electronic pay
3 customers may be different. I don't have that metric
4 here.

5 COMMISSIONER BROWN-BLAND: All right.
6 Again, thank you for your willingness to come and let
7 us see what you see from your perspective. Thank you.

8 MR. BECKER: My pleasure. Thank you.

9 CHAIR MITCHELL: Additional questions for
10 Mr. Becker? Commissioners, if you have questions just
11 let me know because I'm unable to see hands raised at
12 this point.

13 COMMISSIONER McKISSICK: Madam Chair, I did
14 have a question for Mr. Becker.

15 CHAIR MITCHELL: Commissioner McKissick,
16 proceed.

17 COMMISSIONER McKISSICK: Mr. Becker, is it
18 your intentions at any point in time to take this up
19 with members of Congress or those that have more
20 direct oversight over the U.S. Postal system, or to
21 seek any type of a redress of these issues and
22 problems that are being experienced not just by -- I
23 mean, being experienced nationally and not just here
24 in North Carolina, I mean, are directly with the U.S.

1 Postal Service?

2 MR. BECKER: Thank you, Commissioner
3 McKissick, for the question. At this time, we're
4 anticipating that this was a little bit of an unusual
5 anomaly. I apologize for the background. If you can
6 look back at this -- at the graph here, I don't think
7 we've really experienced this kind of situation in the
8 past. So at this point in time, we're not really
9 looking at taking it any further. The scan rates came
10 down. You can see they peaked. It's really just in
11 December during the holiday volume is what it appears.
12 What we've learned from this is that we'll be
13 monitoring this closer. We've never really had to
14 look at this in the past. We've never had this kind
15 of issues or these kinds of issues. But the scan rate
16 has dropped back down to its normal level going
17 forward. This will -- it's taught us to be a little
18 bit more alert. We have not experienced this in the
19 past, so we'll be looking at this during high volume,
20 well probably just during the year-end holidays a lot
21 closer so we'll be ready to react a little bit quicker
22 as well. And that might entail several changes to our
23 internal processes about extending the SONP, the
24 shut-off non-pay process, and just the delinquency

1 process in general. But at this time, we're not
2 looking at elevating it to the federal level.

3 COMMISSIONER McKISSICK: Thank you.

4 CHAIR MITCHELL: Additional questions for
5 Mr. Becker?

6 (No response)

7 I'm not hearing any from remaining
8 Commissioners.

9 Mr. Becker, I do have one for you. Have you
10 all seen any material change to that 46 percent since
11 you have initiated notices to your customers about
12 these problems? In other words, has there been an
13 uptick in or conversion of folks who are -- customers
14 who are receiving hard copy bill to electronic bill?

15 MR. BECKER: Yes. Well, and that's what
16 this, the 2000 was for, it was about a 5 percent
17 uptick just in January --

18 CHAIR MITCHELL: Oh, okay. Sorry --

19 MR. BECKER: -- and I think that's
20 directly -- no, no, that's okay. This is directly
21 related to that. I would love to see a much higher --
22 I'm surprised actually that we're as low as we
23 are with given the current technologies. But I am
24 assuming that we will be doing a push to get more

1 electronic billing online going forward just to
2 address or help address or minimize the problems that
3 can result as a result of external instances that
4 we're not able to control.

5 CHAIR MITCHELL: Okay. Anything else for
6 Mr. Becker before we hear from Mr. Denton?

7 (No response)

8 Mr. Becker, thank you again for your time
9 this morning. We appreciate this update, and we
10 appreciate the opportunity to remain apprised of this
11 situation and want to hear from you if these problems
12 persist and you all feel that we need to take action
13 with respect to our rules or otherwise.

14 Ms. Sanford, I'll turn it back over to you.

15 MS. SANFORD: Thank you very much, Chair
16 Mitchell and members of the Commission. We appreciate
17 the questions. And as Mr. Denton prepares to speak
18 briefly to you, I will note that he is in his - I've
19 lost count - 35th, 37th week of almost weekly reports
20 to the Commission over this very extended period of
21 time. This issue and any others about which the
22 Commission has interest can be the subject of those
23 ongoing conversations. And with this issue being a
24 little more front and center now, you can expect that

1 the Company will continue to look at it and will keep
2 you apprised of any information. Plus, if there are
3 any specific issues that the Commission has or
4 questions after this meeting, of course both Companies
5 will be glad to address them. So, with that, I'll
6 turn it over to Mr. Denton.

7 MR. DENTON: Thank you, Jo Anne. Thank you
8 for the opportunity to be here today. Unlike Aqua,
9 Carolina Water Service has not seen or did not see a
10 large uptick in the December-January timeframe. We
11 did have a small number of customers that called in to
12 our Customer Experience Team. And the Company, Corix,
13 took a proactive move after seeing some of that and
14 seeing the other utilities that were having trouble
15 with USPS sent out an email to our customer base
16 reminding them to look for the bills, to quite frankly
17 plan ahead if possible, and/or to sign up for the
18 eBill, and to call us if there was any issues.

19 Our third-party bill provider is out of the
20 Midwest, not out of the Northeast, and they actually
21 have what's called a detached mail unit or a DMU in
22 their facility so all of the outbound mail is
23 inspected in their facility before going out. Those
24 are USPS workers in their offices. And so we quite

1 frankly have not seen the uptick now. I will say that
2 our eBill is significantly lower than Aqua's; we're at
3 28 percent currently. We're continuing to work to try
4 and get that number up, but we are watching and
5 through our Customer Experience Team watching very
6 closely and listening to our customers, and if there
7 is an uptick, we're prepared to make similar moves to
8 what Aqua has done. Thank you.

9 CHAIR MITCHELL: Thank you, Mr. Denton, for
10 that update. And I will tell you I made note last
11 week of the fact that you had submitted your 36th
12 report to us on Covid-related impacts the Company has
13 been experiencing. So we -- I want to express to you
14 our appreciation for your keeping us apprised and
15 updated as we continue to deal with this crisis. So
16 thank you for that.

17 Questions for Mr. Denton from the
18 Commissioners?

19 COMMISSIONER BROWN-BLAND: Yes, Chair
20 Mitchell.

21 CHAIR MITCHELL: Commissioner Brown-Bland.

22 COMMISSIONER BROWN-BLAND: Good morning,
23 Mr. Denton. Thank you as well for making the time to
24 be with us this morning at our request. It's a good

1 thing that Carolina Water hasn't experienced an issue
2 up to this point. I just have a general question as
3 to whether before either becoming aware of Aqua's
4 situation or before getting this request from the
5 Commission, was this an item, this just watching the
6 mail, is this something that was on your Company's
7 radar to be on the lookout for?

8 MR. DENTON: Well, thank you for the
9 question. Yes, we actually were looking at the other
10 utilities and reading the issues that they were
11 having. We proactively pulled together like I said an
12 email that went out to our customer base saying we
13 understand that other utilities are having these
14 troubles. If you start to see this let us know. Go
15 ahead and sign up for eBill if possible. Again, it
16 was a push to also get the eBill numbers up. But yes,
17 so we've been watching it very closely.

18 COMMISSIONER BROWN-BLAND: Very good. And
19 so, as I indicated before, part of our purpose here is
20 just to make sure that it is flagged as an issue and
21 that it remains something that we look at. I don't
22 see this as something that's particularly
23 Covid-related, it is just about mail service and its
24 impact on your operations. So we certainly want to

1 help in that regard. And we appreciate not only
2 coming now but also those reports that you make. It's
3 been very informative and appreciated that you take
4 the time to do those and keep us informed. So again,
5 thank you.

6 MR. DENTON: Thank you.

7 COMMISSIONER BROWN-BLAND: I have no other
8 questions.

9 CHAIR MITCHELL: Additional questions for
10 Mr. Denton?

11 COMMISSIONER McKISSICK: Madam Chair, I do
12 have one question.

13 CHAIR MITCHELL: All right. Commissioner
14 McKissick.

15 COMMISSIONER McKISSICK: I'm just curious,
16 since there's really been seeing no noticeable
17 difference have the two Companies determined where the
18 central point of dispatch is for your mail to
19 determine if you're going through the same centralized
20 mail distribution office and if that potentially could
21 be where the delays are occurring, because you're
22 using and dispatching mail from different destinations
23 that go through different distribution centers? I
24 mean, that would appear to me to be the point where

1 something has not worked as it has normally worked in
2 the past. But have there been those discussions,
3 because that's what would appear to me to be perhaps
4 the point where things may be not working as they
5 should?

6 MR. DENTON: Well, thank you for the
7 question, Commissioner. We have directly talked to
8 Aqua about their distribution location. But I know
9 that he mentioned earlier -- Shannon mentioned earlier
10 that they were coming out of Philadelphia. Ours is
11 actually out of Illinois, and so there are two
12 different centers of distribution. So that could be
13 potentially part of the issue, yes.

14 COMMISSIONER McKISSICK: Thank you, sir. I
15 have no further questions.

16 CHAIR MITCHELL: Any additional questions
17 for Mr. Denton?

18 (No response)

19 Mr. Denton, we thank you again for being
20 here with us this morning and appreciate the update.

21 MR. DENTON: Thank you.

22 CHAIR MITCHELL: Ms. Sanford, we appreciate
23 your time this morning as well.

24 MS. SANFORD: Thank you.

1 CHAIR MITCHELL: Any additional business for
2 the Commission this morning?

3 (No response)

4 Hearing none, we stand adjourned. Let's go
5 off the record, please, ma'am.

6 _____
7 WHEREUPON, this conference is adjourned.
8 _____

C E R T I F I C A T E

I, KIM T. MITCHELL, DO HEREBY CERTIFY that
the Proceedings in the above-captioned matter were
taken before me, that I did report in stenographic
shorthand the Proceedings set forth herein, and the
foregoing pages are a true and correct transcription
to the best of my ability.

Kim Mitchell

Kim T. Mitchell
Court Reporter