

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. M-100, SUB 158

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of)	ORDER ACCEPTING NOTICE OF
Investigation of Necessary and)	EXPIRATION OF EXPANDED WINTER
Appropriate Responses to the)	MORATORIUM AND PAYMENT
Global Coronavirus COVID-19)	ARRANGEMENTS FOR VULNERABLE
)	CUSTOMERS

BY THE COMMISSION: On March 11, 2022, Duke Energy Progress, LLC (DEP), Duke Energy Carolinas, LLC (DEC), and Piedmont Natural Gas Company, Inc. (Piedmont, and together with DEP and DEC, the Duke Utilities) collectively filed a letter on the above-captioned docket stating that under normal circumstances, pursuant to Commission Rules R12-11(l)(6) and R12-10(h)(6), the Duke Utilities' residential customers in North Carolina qualify for a disconnection moratorium from November 1 to March 31 if they meet all of the following requirements: (1) their household is certified by the local social service office which administers the Energy Crisis Assistance Program or other similar programs as being eligible to receive assistance under such programs (e.g., Low Income Energy Assistance Program eligible) whether those funds are available or not, (2) they are suffering financial hardship that prevents them from being able to afford their bills or a 6-month payment arrangement, and (3) they have a household member who is handicapped or elderly (65 or older) or both (Winter Moratorium).

The Duke Utilities have voluntarily expanded and extended the Winter Moratorium outlined in Commission Rules R12-11 and R12-10 to prevent approximately 114,000 customers from disconnection of their respective electric utility service or

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Utilities Commission
Service Center
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Webb Creek Water & Sewage, Inc.
PO Box 1371
Lumberton,

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