



2. Aqua is required to file its Report on Customer Concerns on August 24, 2020, and the Public Staff will file its verified response to Aqua's report on September 4, 2020;
3. Proposed Orders are due on August 17, 2020, and the issue of customer service and reporting requirements is an unresolved issue as between Aqua and the Public Staff – one of four such categories of issues;
4. It is not feasible nor productive to include in their filings of August 17, 2020, the section on customer service and reporting requirements because the evidentiary record pertaining to those matters will not be complete until the company files its report on the public hearings on August 24, 2020, and the Public Staff files its verified response to the Company report on September 4, 2020;
5. The filing procedures should replicate, as nearly as possible, the procedures inherent in a "normal" proceeding which would afford Aqua the opportunity to file a response to the Public Staff's report which will be filed on September 4, 2020;
6. Due to the intense press of business for the Public Staff due to the pending Duke rate cases, the Public Staff requests that the interval between filing of the public hearing report and response and the due date for the customer service and reporting requirements portion of the Proposed Order be two weeks;
7. By holding to the August 17, 2020 filing deadline for Proposed Orders that are complete, except for the issues related to the public hearings, including the issue or customer service and reporting requirements, the Commission has before it for examination, on the present schedule, the bulk of the issues in this case; and
8. By modifying the schedule as requested, the evidentiary record can be completed and in proper order.

Based on the foregoing, the Presiding Commissioner finds good cause to allow Aqua and the Public Staff's joint motion requesting a revision to the Proposed Order schedule only as it pertains to issues related to the public hearings, including the issue of customer service and reporting requirements.

IT IS, THEREFORE, ORDERED, as follows:

1. That the Proposed Orders due on August 17, 2020, shall in all ways be complete, except for issues related to the public hearings, including the issue of customer service and reporting requirements;
2. That Aqua shall file its response to customer concerns, as expressed at the August 3, 2020 public hearings, on August 24, 2020, as previously ordered;
3. That the Public Staff shall file its verified response by September 4, 2020, as previously ordered;

4. That Aqua shall have until September 11, 2020, to either file a response to the Public Staff's verified response or to notify the Commission and all parties that it has none; and

5. That the parties shall have until September 25, 2020, to file Supplemental Proposed Orders addressing issues related only to the customer hearing, including customer service and reporting requirements.

ISSUED BY ORDER OF THE COMMISSION.

This the 18th day of August, 2020.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in black ink that reads "Kimberley A. Campbell". The signature is written in a cursive style with a large initial 'K'.

Kimberley A. Campbell, Chief Clerk