

NORTH CAROLINA UTILITIES COMMISSION

REPORT ON MANDATORY COVID-19 STATE OF EMERGENCY MONTHLY REPORTING FOR OCTOBER AND NOVEMBER, 2021

Docket No. M-100, Sub 158

Pursuant to the Commission's Order Finalizing COVID-19 State of Emergency Monthly Reporting Form, issued September 9, 2020, in Docket No. M-100, Sub 158, all water/wastewater, gas, and electric utilities (collectively, Utilities) above a certain size must report information on customer disconnection, arrearage, and payment plan enrollment each month. This report provides a summary of utility disconnections and arrearages for the months of October 2021 and November 2021. At the time this report was prepared, 24 utilities had submitted information for October and November. A full data set of all reported information is available on the Commission's website at: <https://www.ncuc.net/Consumer/Utilitydata.html>.

Since the beginning of the COVID-19 Pandemic and State of Emergency, the Commission has issued a series of orders placing certain billing and disconnect restrictions on the utilities it regulates.¹ Most of the additional COVID customer billing and disconnection restrictions placed on Utilities have been lifted or expired, however the Commission has made it clear in past orders that Utilities may take voluntary actions at their discretion to exercise leniency with customers during the State of Emergency.

Accounts Past Due

Utilities reported that as of November 30, 2021, they had \$270,284,317 in residential and nonresidential customer arrearages 30 or more days past due compared to \$250,306,630 reported as of October 31, 2021. Most of the increase in arrearages is due to changes in the way Duke Energy Progress, LLC (DEP), reports arrearages. Prior to November 30, 2021, DEP had not included the balance in payment plans as past due.

Disconnections and Reconnections

Utilities reported carrying out 2,656 disconnections during the month of November 2021, down from 6,546 reported disconnections in October 2021. The number of disconnections during this period was heavily influenced by voluntary actions taken by the State's two largest utilities, DEP and Duke Energy Carolinas, LLC. Both utilities have voluntarily broadened the definition of vulnerable customers that are prohibited to be disconnected under the cold weather seasonal disconnection moratorium. Additionally, DEP has reported that they have had to suspend all customer disconnections in

¹ See Commission Docket M-100, Sub 158, available at <https://starw1.ncuc.net/NCUC/page/docket-docs/PSC/DocketDetails.aspx?DocketId=66e14449-b407-4ac3-93eb-a417521e1269>.

October 2021 and November 2021 as a result of their implementation of a new customer information billing system.

Payment Plans

Utilities reported having 150,476 customers enrolled on special extended payment plans as of November 30th down from 163,080 accounts enrolled at the end of October 2021.

Additional Information

This report, as well as the raw data reported by the jurisdictional utilities, will be filed in NCUC Docket No. M-100, Sub 158, which is publicly available on the Commission's website: www.ncuc.net.