

NORTH CAROLINA UTILITIES COMMISSION**REPORT ON MANDATORY COVID-19 STATE OF EMERGENCY MONTHLY REPORTING
FOR THE MONTH ENDED SEPTEMBER 30, 2021****Docket No. M-100, Sub 158****January 5, 2022**

On July 29, 2020, the North Carolina Utilities Commission (Commission) issued an order lifting the disconnection moratorium it had placed on jurisdictional utilities regulated by the Commission at the outset of the COVID-19 crisis. In addition to lifting the moratorium, the order also set minimum requirements for the establishment of repayment plans for arrearages that had occurred during the moratorium and required utilities to submit monthly monitoring reports on a range of metrics.

On September 9, 2020, the Commission issued an order finalizing the COVID-19 State of Emergency Monthly Reporting Form and excluding resellers and Class C water and wastewater public utilities from the mandatory reporting requirement.

On February 23, 2021, the Commission issued an order applicable to the seven largest electricity, natural gas, and water utilities: Duke Energy Carolinas, LLC (DEC); Duke Energy Progress, LLC (DEP); Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina (DENC); Public Service Company of North Carolina, Inc.; Piedmont Natural Gas Company, Inc.; Aqua North Carolina, Inc.; and Carolina Water Service, Inc. of North Carolina, which suspended disconnections due to nonpayment, through March 31, 2021, for certain vulnerable residential customers (Limited Residential Disconnection Moratorium). Particularly, residential customers whose households were eligible to receive assistance from the Low-Income Energy Assistance Program (LIEAP), Crisis Intervention Program (CIP), or the North Carolina Housing Opportunities and Prevention of Evictions (NC HOPE) Program were eligible for the limited residential disconnection moratorium. The Commission's February 23, 2021 Order further provided for extended special repayment plans for these vulnerable residential customers (no fewer than 18 months) and also required that service disconnect door-hangers be placed at all residences within 24 to 36 hours prior to disconnection, advising residential customers of their options to avoid disconnection.

On March 23, 2021, the Commission issued an order extending the door hanger notice requirement through June 30, 2021.

On April 5, 2021, the Commission issued an order reinstating the Limited Residential Disconnection Moratorium through June 30, 2021. The order further required the Public Staff to file a monthly report regarding total complaints by utility received by the Public Staff's Consumer Services Division.

On June 30, 2021, the Commission's Limited Residential Disconnection Moratorium and the door hanger notice requirement expired. To date, a late fee moratorium, pursuant to the Commission's March 19, 2020 Order Suspending Utility Disconnections for Non-Payment, Allowing Reconnection, and Waiving Certain Fees, and

the July 29, 2020 Order Lifting Disconnection Moratorium and Allowing Collection of Arrearages Pursuant to Special Repayment Plans, remains in effect as to all jurisdictional electric, natural gas, water, and wastewater public utilities, including resellers, through the end of the State of Emergency or until further order of the Commission.

For the period September 1, 2021, through September 30, 2021, 33 utilities submitted reports (see Appendix A for a full list of utilities submitting reports). Of the 33 utilities that reported, four are electricity providers, three are natural gas providers, and 26 are providers of water and/or wastewater services.

Accounts Past Due

The reporting jurisdictional utilities reported that, as of September 30, 2021, an aggregate of \$234,473,040 in residential and nonresidential customer arrearages were 30 or more days past due (\$6,628,674 less than the amount of arrears reported as of August 31, 2021). Of the reported amount this month, approximately 90.3% or \$211,768,338 is attributable to the three largest investor-owned electric utilities – DEC, DEP, and DENC. Table 1 shows a summary of arrearages and past due accounts for each type of utility service.

Utility Service Provided	Number of Utilities Responding	Active Customer Accounts	Number of Past Due Accounts	Percent of Accounts Past Due	Total Amount Past Due ¹
Electricity	4	3,726,321	533,801	14.3%	\$211,768,338
Natural Gas	3	1,407,589	160,384	11.4%	\$20,268,087
Water and Wastewater	26	191,637	11,837	6.2%	\$2,436,616

Disconnections and Reconnections

Utilities reported carrying out 17,786 disconnections during the month of September 2021, with 9,834 (55%) of these accounts being reconnected within 24 hours. As of September 30, 2021, the percentage of accounts disconnected for non-payment remains relatively low, although the percentage of customers disconnected for electric utilities has been trending upward for the last several months. Large electric, natural gas, and water/wastewater service providers all reported disconnecting less than 0.4% of active accounts, on average, as seen in Figure 1.

¹ The survey form defined past due amounts as unpaid balances 30 days and older.

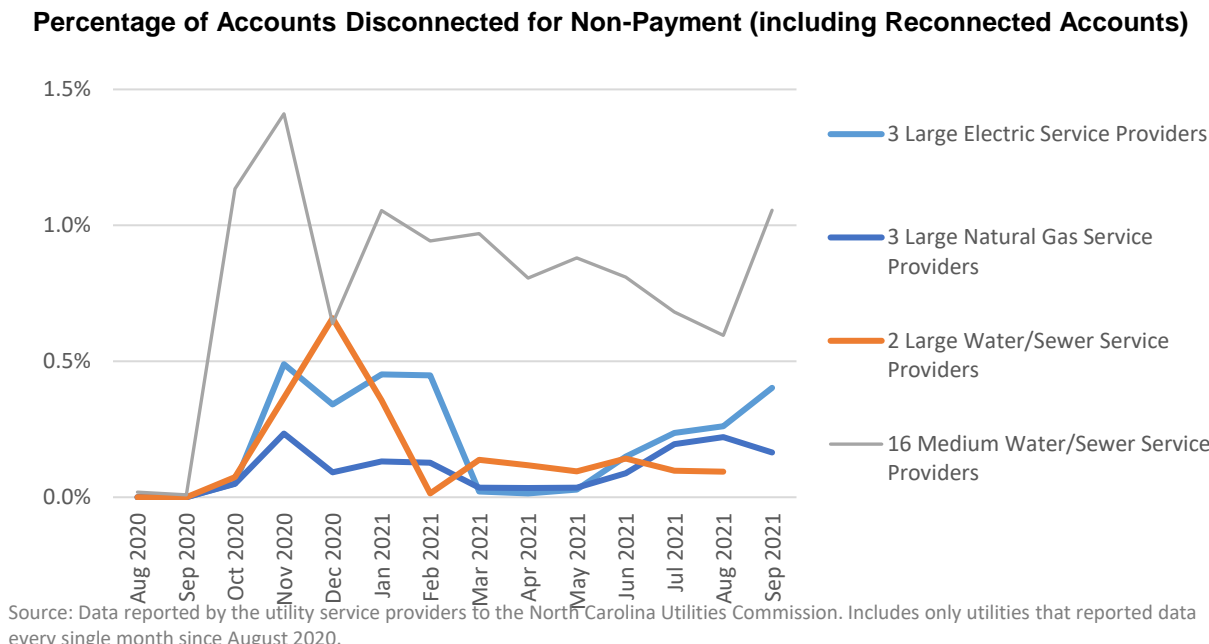


Figure 1: Percentage of accounts disconnected for large and medium utilities

Of these disconnected accounts, a majority (55%) were reconnected within 24 hours. The percentage of accounts disconnected by the large water/wastewater utilities remains lower than the percentage of accounts disconnected by electric, natural gas utilities, and smaller water/wastewater utilities.

Payment Plans

Many utilities continue to have a higher-than-normal number of customers enrolled in special payment plans that allow for the payment of arrears over extended periods of time. The percentage of customers enrolled in these payment plans varies by utility and by sector. As of the end of September 2021, 3.8% of customers served by the three largest electricity utilities were enrolled in payment plans compared to 1.2% of customers served by natural gas utilities and 0.9% of customers served by the two largest water/wastewater utilities.

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.

Appendix A

	Utility Service Provider Name	Utility Service
1	Albemarle Plantation Utility Company, Inc.	Water and/or Wastewater
2	A & D Water Service, Inc.	Water and/or Wastewater
3	Aqua North Carolina, Inc.	Water and/or Wastewater
4	Beacons Reach Master Association, Inc.	Water and/or Wastewater
5	Carolina Water Service, Inc. of North Carolina	Water and/or Wastewater
6	Corriher Water Service	Water and/or Wastewater
7	Cross-State Development Corporation	Water and/or Wastewater
8	Dominion Energy North Carolina	Electric
9	Duke Energy Carolinas, LLC	Electric
10	Duke Energy Progress, LLC	Electric
11	Enviro-Tech of North Carolina, Inc.	Water and/or Wastewater
12	Ferrington Utilities	Water and/or Wastewater
13	Frontier Natural Gas Company	Natural Gas
14	Gensinger; John	Water and/or Wastewater
15	GGCC Utility, Inc.	Water and/or Wastewater
16	Ginguite Woods Water Reclamation Association, Inc.	Water and/or Wastewater
17	HH Water, LLC	Water and/or Wastewater
18	Harrco Utility Corporation	Water and/or Wastewater
19	JL Golf Management, LLC	Water and/or Wastewater
20	KRJ, Inc.	Water and/or Wastewater
21	Meadowlands Development, LLC	Water and/or Wastewater
22	New River Light and Power Company	Electric
23	Old North State Water Company, LLC	Water and/or Wastewater
24	Old North Utility Services, Inc.	Water and/or Wastewater
25	Piedmont Natural Gas Company, Inc.	Natural Gas
26	Pluris Hampstead, LLC	Water and/or Wastewater
27	Pluris Webb Creek, LLC	Water and/or Wastewater
28	Pluris, LLC	Water and/or Wastewater
29	Public Service Company of North Carolina, Inc.	Natural Gas
30	Sandler Utilities At Mill Run LLC	Water and/or Wastewater
31	Scientific Water and Sewerage Corporation	Water and/or Wastewater
32	Total Environmental Solutions, Inc	Water and/or Wastewater
33	Clarke Utilities, Inc.	Water and/or Wastewater