

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. M-100, SUB 158
DOCKET NO. E-2, SUB 1228
DOCKET NO. E-7, SUB 1236
DOCKET NO. G-9, SUB 767

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of:)
Investigation of Necessary and Appropriate)
Responses to the Novel Coronavirus)
COVID-19)

In the Matter of:)
Application of Duke Energy Carolinas, LLC,)
Duke Energy Progress, LLC, and Piedmont)
Natural Gas Company, Inc. for Expedited)
Approval of Waivers)

ORDER GRANTING
EXTENSION TO DUKE ENERGY
PROGRESS, LLC, AND DUKE
ENERGY CAROLINAS, LLC

BY THE CHAIR: On March 10, 2020, Governor Roy Cooper issued Executive Order (EO) No. 116 declaring a State of Emergency in North Carolina to prevent the spread of the novel coronavirus. The EO stated it was effective immediately and “shall remain in effect until rescinded.” EO No. 116 at § 25. To date, EO No. 116 remains in effect.

On March 19, 2020, in response to EO No. 116, the Commission issued an Order Suspending Utility Disconnections for Nonpayment, Allowing Reconnection, and Waiving Certain Fees in Docket No. M-100, Sub 158 (Public Utility Waiver Order).

On May 30, 2020, Governor Cooper issued EO No. 142, which extended the May 30, 2020 expiration date of EO No. 124 to midnight on July 29, 2020, and required public utilities to continue to report implementation information to the Commission on a monthly basis.

On July 29, 2020, the Commission issued an Order Lifting Disconnection Moratorium and Allowing Collection of Arrearages Pursuant to Special Repayment Plans (July 29, 2020 Order) in Docket Nos. M-100, Sub 158, E-2, Sub 1228, E-7, Sub 1236, E-22, Sub 583, G-5, Sub 617, and G-9, Sub 767.

On February 11, 2021, Duke Energy Progress, LLC (DEP), Duke Energy Carolinas, LLC (DEC), and Piedmont Natural Gas Company, Inc. (PNG), made an informational filing in Docket Nos. M-100, Sub 158, E-2, Sub 1228, E-2, Sub 1258, E-7, Sub 1236, E-7, Sub 1241, and G-9, Sub 767 stating their intent to broaden eligibility for

the winter disconnection moratorium, established pursuant to Commission Rules R12-11(l)(6) and R12-10(h)(6), by broadening eligibility to include all Low-Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP) beneficiaries. Additionally, the Companies state they will grant eligible customers a 12-month payment arrangement on an opt-out basis for their outstanding balances prior to their April 2021 bill (for DEP and PNG) or their May 2021 bill (for DEC).

On February 23, 2021, the Commission issued an Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices (Limited Residential Disconnection Moratorium), which is applicable to DEP, DEC, PNG, as well as Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina (DENC), Public Service Company of North Carolina, Inc. (PSNC), Carolina Water Service, Inc. of North Carolina (CWS), and Aqua North Carolina, Inc. (Aqua).

Following commentary and a recommendation by advocates for the using and consuming public, including the Public Staff, that the Commission extend the Limited Residential Disconnection Moratorium, on April 5, 2021, the Commission issued an Order Reinstating Limited Residential Disconnection Moratorium (April 5, 2021 Order), which has previously expired on March 31, 2021. Further, the Public Staff raised concerns that DEP and DEC customer service representatives may be failing to convey clear and accurate information about customer accounts, repayment options, and available assistance programs to customers. In response, the April 5, 2021 Order requires DEP and DEC to file comments, by no later than April 20, 2021, addressing these allegations, detailing internal findings on the allegations, and stating all actions taken to correct any identified issues to ensure that customer service representatives are properly trained with respect to the Commission's latest requirements, including informing customers regarding applicable assistance programs which may be available to help customers with their arrearages.

On April 19, 2021, DEP and DEC filed a motion for extension of time to file comments responsive to the April 5, 2021 Order, particularly requesting an additional seven days, until April 27, 2021, to file their response. In support of their motion, DEP and DEC state that they have been working diligently to prepare their report but require additional time to review their data with the data received from the Public Staff.

Based on the foregoing, the Chair finds good cause to grant DEP and DEC's requested extension.

IT IS, THEREFORE, ORDERED that DEP and DEC are hereby granted an additional seven days to file comments responsive to the April 5, 2021 Order.

ISSUED BY ORDER OF THE COMMISSION.

This the 20th day of April, 2021.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in black ink, appearing to read "Joann R. Snyder". The signature is written in a cursive, flowing style.

Joann R. Snyder, Deputy Clerk