

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. E-2, SUB 1214
DOCKET NO. E-7, SUB 1210
DOCKET NO. M-100, SUB 61A
DOCKET NO. M-100, SUB 158
DOCKET NO. M-100, SUB 179

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

DOCKET NO. E-2, SUB 1214)	
DOCKET NO. E-7, SUB 1210)	
)	
In the Matter of)	
Application of Duke Energy Progress, LLC,)	
and Duke Energy Carolinas, LLC, for Limited)	
Waiver of Commission Rule R12-11(m)(2))	
)	
DOCKET NO. M-100, SUB 61A)	
)	
In the Matter of)	
Implementation of Rule Regarding Customer)	
Disconnects)	ORDER MODIFYING MANDATORY
)	PUBLIC UTILITY REPORTING ON
DOCKET NO. M-100, SUB 158)	DELINQUENCIES IN PAYMENTS
)	AND DISCONNECTIONS OF
In the Matter of)	SERVICE
Investigation of Necessary and Appropriate)	
Responses to the Novel Coronavirus)	
COVID-19)	
)	
DOCKET NO. M-100, SUB 179)	
)	
In the Matter of)	
Mandatory Public Utility Reporting on)	
Delinquencies in Payments and)	
Disconnects of Service for Residential)	
Customers)	

BY THE COMMISSION: The Commission remains committed to ensuring that electric, natural gas, and water and wastewater public utility rates are kept as low as possible while also ensuring that customers receive adequate, efficient, and reasonable service, and, further, to minimizing the negative impacts of public utility services arrearages and customer disconnections. Toward this end, the Commission finds it is appropriate to

modify and streamline the mandatory utility disconnect and arrearage reporting currently being received in Docket No. M-100, Sub 61A, and Docket No. M-100, Sub 158, so as to modernize reporting, make the information more accessible and useful to both the Commission and interested persons, and to eliminate unnecessary workload on the part of the reporting utilities.

Currently, on a monthly basis in Sub 61A, and pursuant to ordering paragraph 6 of the Commission's November 14, 1979 Order in that docket, as amended February 7, 1995 (Sub 61A Order), Duke Energy Carolinas, LLC (DEC), Duke Energy Progress, LLC (DEP), Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina (DENC), New River Light and Power Company (New River), Piedmont Natural Gas Company, Inc. (Piedmont), Public Service Company of North Carolina, Inc. (PSNC), Toccoa Natural Gas (Toccoa), and Frontier Natural Gas Company (Frontier) are each required to file a report on the total number of residential customers disconnected for nonpayment during the prior month. There are no standard reporting forms, and each utility submits information to the Commission by way of a non-standardized pdf filed each month. As a result of this approach, submitted data is not always available in an easily accessible, dynamic format. Further, pursuant to ordering paragraph 12 of the Commission's Order Granting Waiver with Conditions, issued November 15, 2019, in Docket Nos. E-2, Sub 1214, and E-7, Sub 1210, DEP and DEC are each required to provide additional information regarding disconnection notices, reconnection times, and arrearages alongside their monthly Sub 61A reporting obligations.

In addition to the well-established residential disconnection reporting obligations set by the Sub 61A Order, on September 9, 2020, the Commission issued an order in Sub 158, which requires all jurisdictional electric, natural gas, water, and wastewater public utilities, except resellers and Class C water and wastewater public utilities, to respond on a monthly basis to an online reporting survey (COVID-19 State of Emergency Monthly Reporting Form), in order to collect data, about both residential and non-residential customers, pertaining to each utility's accounts past due, disconnections and reconnections, and payment plans from the prior month. The Commission compiles and reviews this data and periodically issues both the raw data and summary reports in the Sub 158 Docket for public examination and utilization.

The Commission finds that it is inefficient and, in some cases, duplicative to require similar information to be reported in multiple dockets and by use of a non-standardized format. As such, in order to modernize reporting, make the information more accessible and useful to both the Commission and interested persons, and minimize the workload on the part on the reporting utilities, the Commission finds good cause to modify the public utility reporting obligations, as outlined further herein, pertaining to information related to delinquencies in payment, arrearages, and disconnection of service. In particular, the Commission finds that the focus of such modified reporting obligations should be on residential customers.

IT IS, THEREFORE, ORDERED as follows:

1. That ordering paragraph 6 of the Commission's November 14, 1979 Order, as amended February 7, 1995, in Docket No. M-100, Sub 61A; ordering paragraph 12 of the Commission's Order issued November 15, 2019, in Docket Nos. E-7, Sub 1210 and E-2, Sub 1214; and ordering paragraph 1 of the Commission's September 9, 2020 Order in Docket No. M-100, Sub 158 are each hereby rescinded;

2. That all jurisdictional electric, natural gas, and Class A water and wastewater public utilities, excluding resellers (Reporting Utilities), shall submit requested information through the Commission's Online Monthly Survey on Public Utility Delinquencies in Payments and Disconnections of Service, see Appendix A, by no later than the fifteenth day of each month¹;

3. That jurisdictional Class B water and wastewater public utilities (Monitoring Utilities) shall maintain records relating to residential disconnections, payment plans and arrearages to the extent their billing systems allow in order to be able to respond to future inquiries deemed by the Commission to be in the public interest;

4. That the Reporting Utilities and Monitoring Utilities shall each designate a person responsible for the monthly reporting or monitoring and shall file a statement of that person's identity and contact information in Docket No. M-100, Sub 179 by no later than fourteen days after the issuance of this order, and shall ensure that the designee's name and contact information are kept current in the docket; and

5. That the Chief Clerk shall serve copies of this Order on all jurisdictional electric, natural gas, water and wastewater public utilities, excluding Class C water and wastewater public utilities and resellers, and the Public Staff.

ISSUED BY ORDER OF THE COMMISSION.

This the 16th day of August, 2022.

NORTH CAROLINA UTILITIES COMMISSION



Joann R. Snyder, Deputy Clerk

¹ The Commission will distribute the link to the Online Monthly Survey on Public Utility Delinquencies in Payments and Disconnections of Service via email to the persons identified consistent with ordering paragraph 4 by no later than September 6, 2022. Reporting utilities should visit the same link each month to submit data.

FOR DEMONSTRATIVE PURPOSES ONLY: DATA MUST BE SUBMITTED VIA THE COMMISSION'S SURVEY WEBSITE

NCUC ONLINE MONTHLY SURVEY ON PUBLIC UTILITY DELINQUENCIES IN PAYMENTS AND DISCONNECTIONS OF SERVICE

1. Number of active North Carolina residential customer accounts²: _____
2. For utilities that maintain a list of vulnerable residential customers that were subject to the expanded winter moratorium³, number of so characterized residential customer accounts.
3. Number of active North Carolina residential customer accounts enrolled in repayment plans and the balance of those payment plans: _____
4. Number of active residential customer accounts considered past due or delinquent based on Commission Rules⁴: _____
5. Number of active residential customer accounts 30+ days in arrears and the amount of those arrears: _____ (for customers not on payment plans)
6. Number of active residential customer accounts 30+ days in arrears and the amount of those arrears: _____ (for customers on payment plans)
7. Number of active residential customers 60+ days in arrears and the amount of those arrears: _____ (for customers not on payment plans)
8. Number of active residential customers 60+ days in arrears and the amount of those arrears: _____ (for customers on payment plans)
9. Number of residential customers who are notified during the month of their eligibility for disconnection: _____

² An active customer is a customer who received or was eligible to receive service (even if temporarily disconnected but likely to resume service).

³ See Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices, M-100, Sub 158 (February 23, 2021).

⁴ Pursuant to Commission Rule R12-9(c), “[t]he past due or delinquent date is the first date upon which the utility may initiate disconnect proceeding under [Commission] Rule R12-8. The past due or delinquent date . . . shall not be less than fifteen (15) days after the billing date.” If the Utility Service Provider’s Commission-approved tariffs or service regulations allow for a longer period between the billing date and the past due or delinquent date, the Utility Service Provider shall use its Commission-approved period to determine whether residential customer accounts are past due or delinquent.

10. Number of residential customer accounts disconnected for nonpayment: _____

11. Number of residential customer accounts disconnected that remain disconnected for a period of 24 hours, 48 hours, and 72 hours during the monthly reporting period: _____

12. The number of residential customer accounts that were disconnected that had previous shutoffs at the same residence during the previous 12 months: _____

13. Average reconnection time from the time account payment or other satisfactory payment arrangement was made to time-of-service restoration during the reporting period: _____

14. Identity of person completing this survey on behalf of the Utility Service Provider:

Name: _____

Title: _____

Email Address: _____

Work Phone: _____

- I certify that I am duly authorized to act on behalf of the Utility Service Provider for the purpose of reporting the information herein.
- I certify that the information reported herein is true and correct for the Monthly Reporting Period to the best of my knowledge and belief.