

STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH

News Release

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UTILITIES COMMISSION ISSUES ORDER ON CUSTOMER COMPLAINTS AGAINST  
HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

The North Carolina Utilities Commission today issued an Order addressing the complaints of the customers of Haywood Electric Membership Corporation who live in Transylvania and Haywood Counties. The Order follows hearings in Brevard and in Raleigh during 1991 and 1992, in which Haywood's customers appeared and complained about improper voltage, frequent service outages, and lack of uniformity in Haywood's customer service procedures.

The Commission's Order reassigned electric service for M-B Industries in Transylvania County from Haywood EMC to Duke Power Company, to become effective in 90 days.

The Order deferred final decision on the Complaints of Haywood's residential customers in order to allow the EMC to implement its 1991-1993 Construction Work Program which the EMC asserts will resolve the customer complaints. The residential customers had requested that their electric service be reassigned to either Duke Power Company or Nantahala Power and Light Company.

The Commission will schedule a further hearing in Brevard in approximately one year in order to determine the progress of Haywood EMC in resolving the residential customer complaints. Haywood is to file written progress reports with the Commission every three months.

Within a year after the further hearing in Brevard, the Commission is expected to issue a final Order.