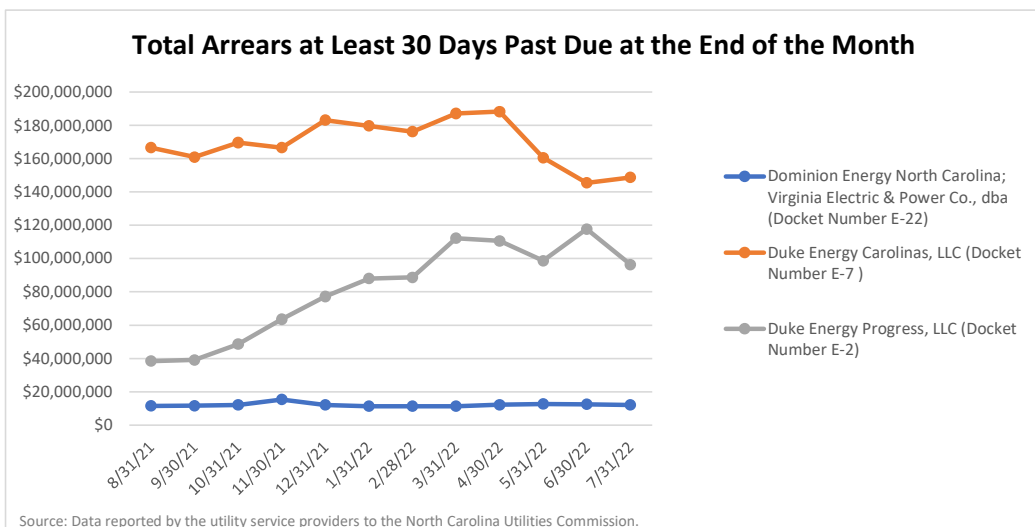
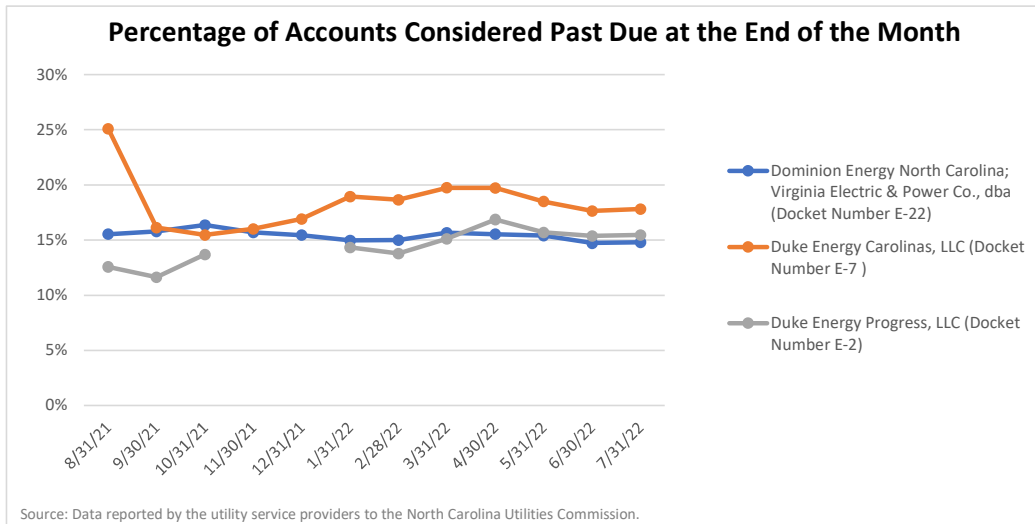
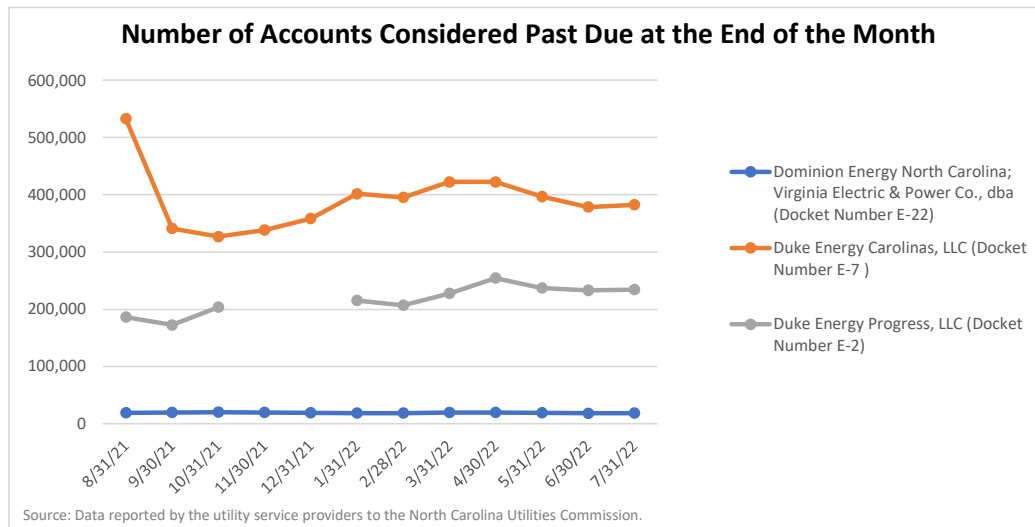
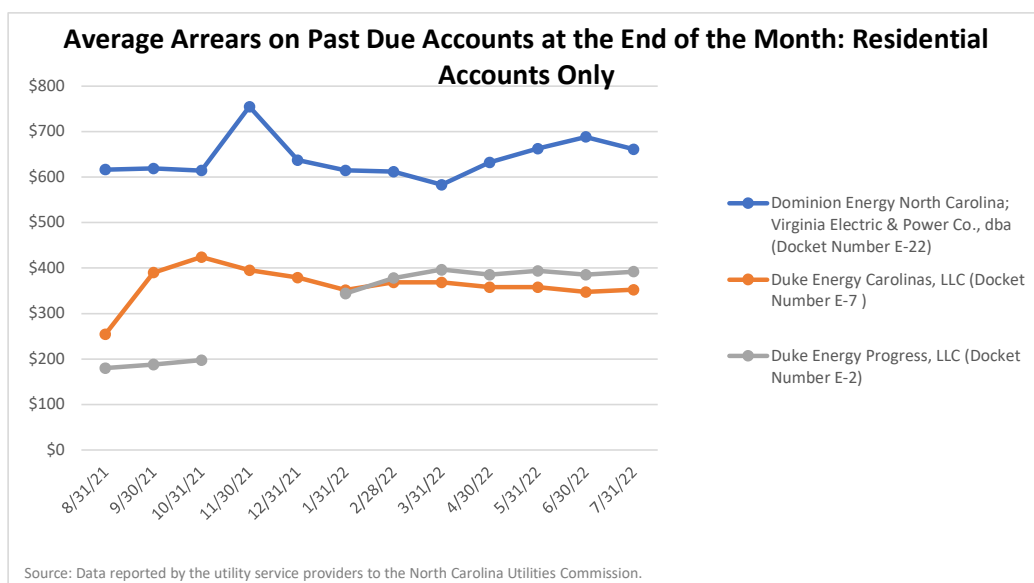
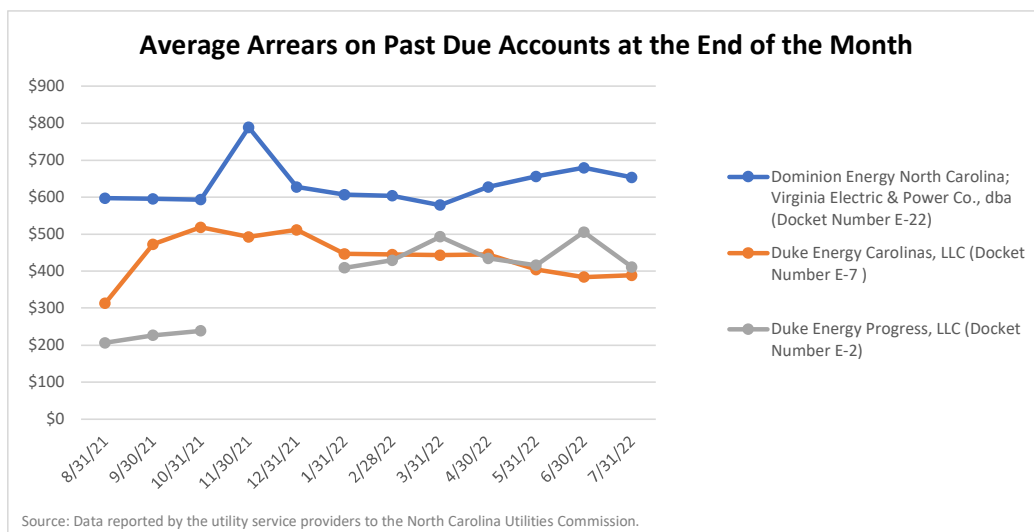


Past Due Bills

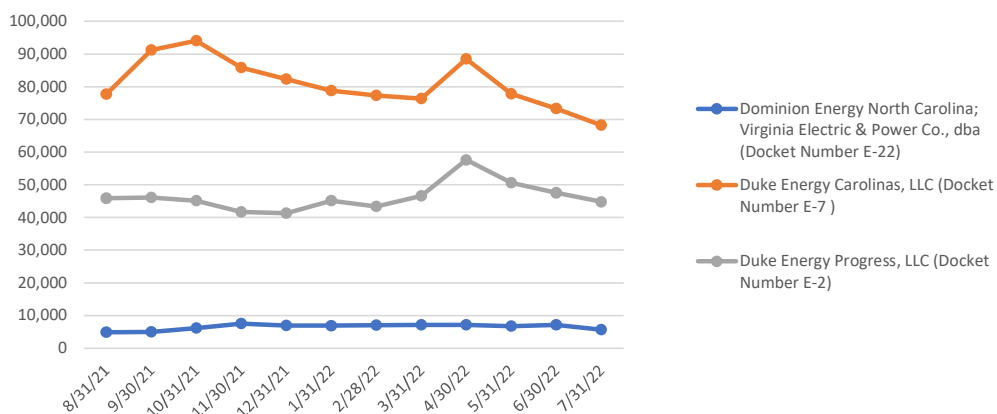


Past Due Bills (continued)



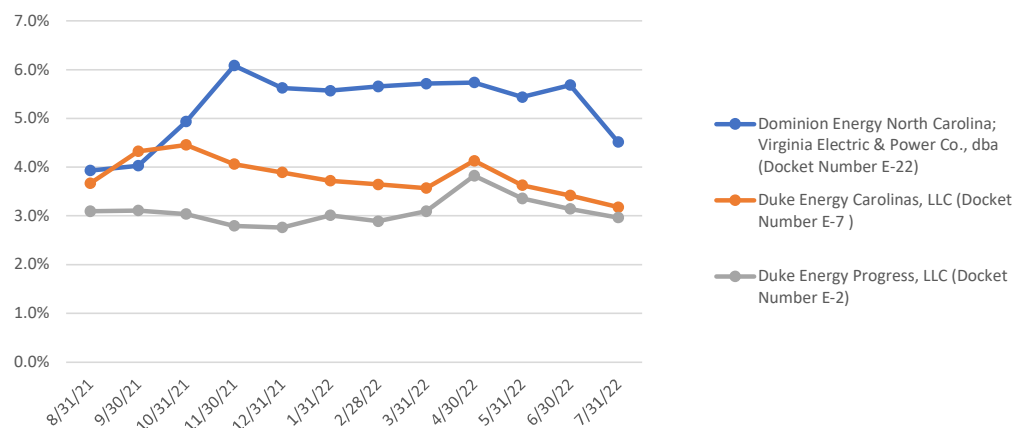
Repayment Plans

Number of Accounts on Repayment Plans at the End of the Month



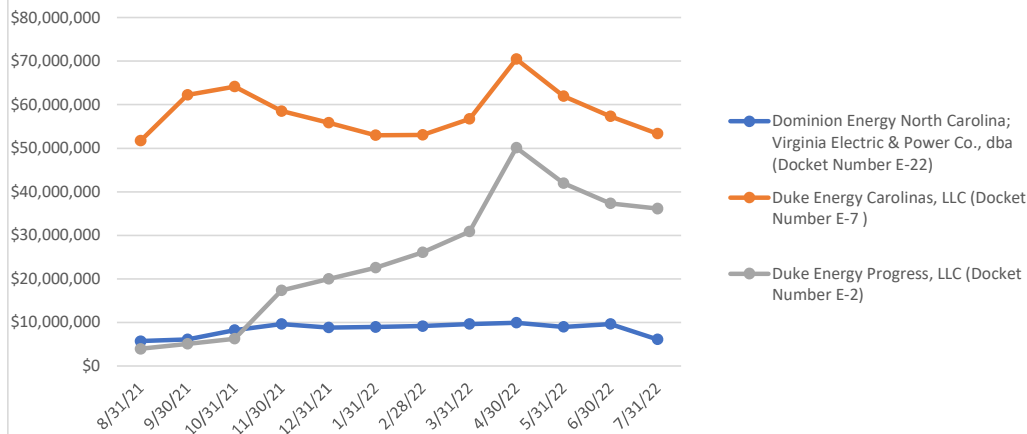
Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

Percentage of Accounts on Repayment Plans at the End of the Month



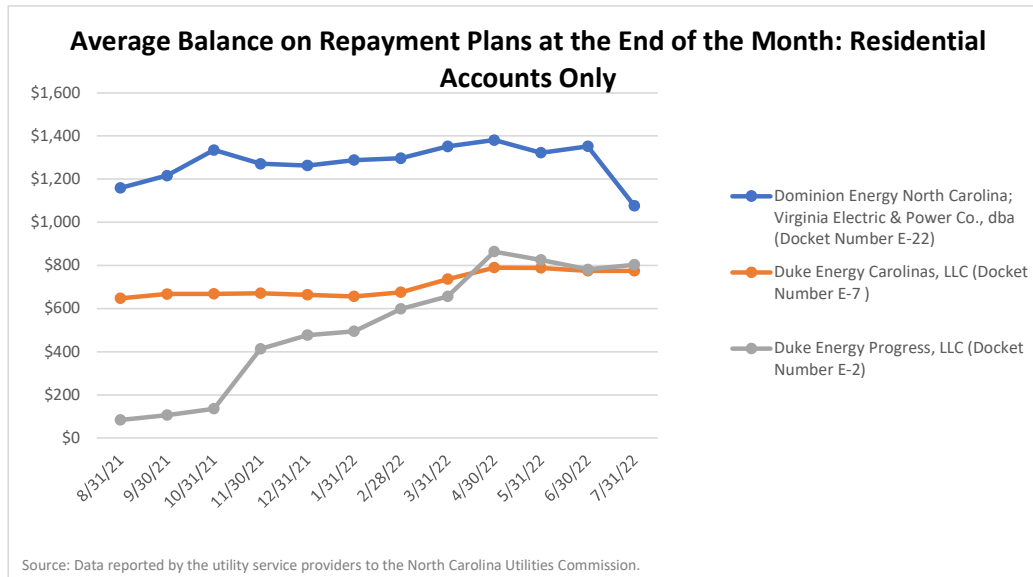
Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

Balance on Repayment Plans at the End of the Month



Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

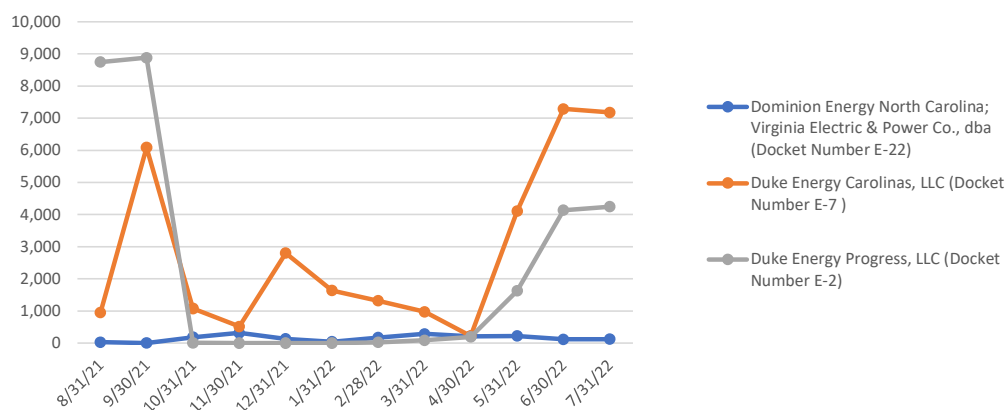
Repayment Plans (continued)



Includes non-residential and residential accounts

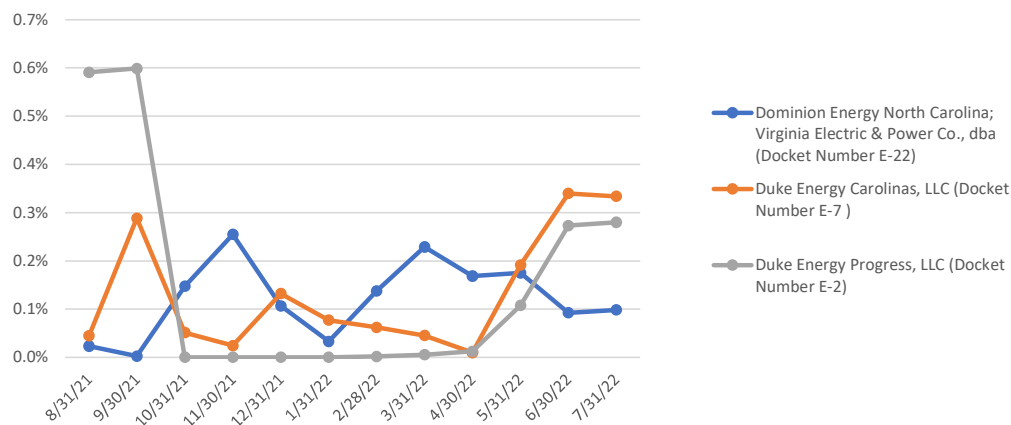
Disconnections for Non-Payment

Number of Accounts Disconnected for Non-Payment



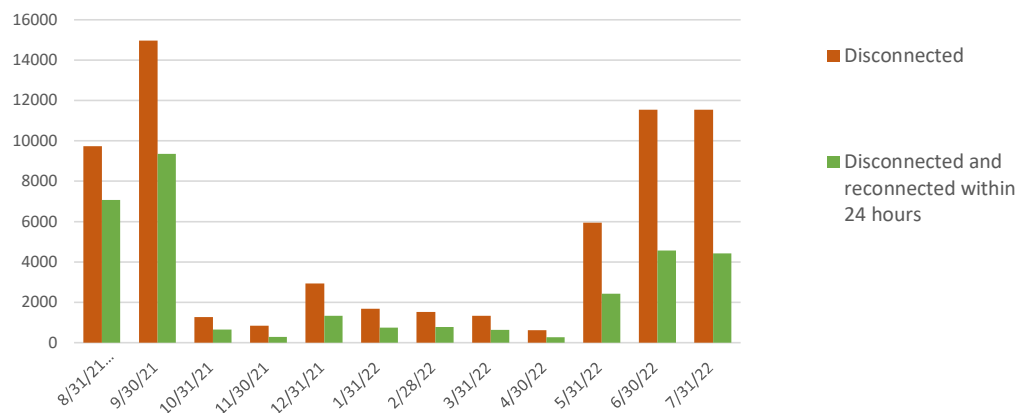
Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

Percentage of Accounts Disconnected for Non-Payment



Source: Data reported by the utility service providers to the North Carolina Utilities Commission.

Total Number of Accounts Disconnected for Non-Payment Aggregated Among the Large Electric Utilities



Source: Data reported by the utility service providers to the North Carolina Utilities Commission.