

**NORTH CAROLINA  
COMMISSION  
RALEIGH**

M-100, SUB 158

**UTILITIES COMMISSION**

e ) ORDER ACKNOWLEDGING  
 ) EXPIRATION OF LATE FEE  
 ) MORATORIUM

On March 10, 2020, Governor Roy Cooper issued a State of Emergency in North Carolina to prevent the spread of COVID-19. EO stated it was effective immediately and "shall remain in effect until further order of the Commission." 16 at § 25.

By EO No. 116, the Commission issued an Order allowing for payment, Allowing Reconnection, and Waiving the Late Fee (Public Utility Waiver Order). Among other things, the Order stated that "until the end of the State of Emergency, all jurisdictional electric, natural gas, water, and sewerage resellers — immediately (1) cease customer service, (2) waive the application of late fees for past due amounts (the moratorium), and (3) provide appropriate notice to customers of the Public Utility Waiver Order at 2. Further, the Commission

and, customers having arrearages accrued prior to the State of Emergency shall be provided the opportunity to make a payment plan over no less than a six month period and shall not be subject to late payment for arrearages accrued during the State of Emergency.

It is the Commission's intent that "[n]o provision in this Order shall be construed to create an obligation to pay bills for receipt of any utility service during the State of Emergency."

With respect to the aspects of the Public Utility Waiver Order by which the Commission is allowing repayment plans to be implemented by public utilities. On June 29, 2020, the Commission issued an Order of Moratorium and Allowing Collection of Arrearages. In that Order, among other things stated that "the Late Fee moratorium shall apply to all jurisdictional electric, natural gas, water, and sewerage resellers, through the end of the State of Emergency or until further order of the Commission."

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Utilities Commission  
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wastewater public utilities, including resellers, through the end of the State of Emergency or until further order of the Commission."

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