



whether WRI's responses adequately address the customers' concerns. In addition, the Public Staff summarized that WRI generally addresses the concerns raised by four customers at the hearing, and subsequently addresses customer concerns outlined in the consumer statements of position filed by eight additional customers. The Public Staff concluded that WRI's verified report adequately addressed the primary customer concerns expressed at the public witness hearing; however, WRI's response is based on customer statements rather than all customer concerns expressed at the public witness hearing. Specifically, WRI did not directly address a statement from the Highland Ridge Homeowner's Association (HOA) requesting the implementation of online billing and payment processing. Therefore, the Public Staff recommends that WRI supplement its report to include a response to the Highland Ridge HOA statement, which was read into the record by public witness Don Stremovihtg at the public witness hearing and was filed into the docket as Stremovihtg Exhibit 2 on April 8, 2024. Further, the Public Staff recommends that after WRI has fully reviewed the public witness hearing transcript that WRI supplement its previously filed report as necessary. Finally, the Public Staff requests the opportunity to review the supplemental report filed by WRI and to address such report as necessary.

Based on the foregoing, the recommendation of the Public Staff, and the entire record herein, the Hearing Examiner finds good cause to require WRI to file a supplemental verified report addressing the Highland Ridge HOA statement read into the record by public witness Don Stremovihtg. Further, the Hearing Examiner finds that WRI may include in its supplemental verified report a response to any other customer concerns expressed at the public witness hearing not previously addressed by WRI in its April 8, 2024 report.

IT IS, THEREFORE, ORDERED as follows:

1. That WRI shall file with the Commission a supplemental verified report addressing the Highland Ridge HOA statement filed as Stremovihtg Exhibit 2 on or before Thursday, May 9, 2024;

2. That WRI may include in its supplemental verified report a response to any of the customer concerns expressed at the public witness hearing, which have not previously been addressed by WRI in its report filed on April 8, 2024; and

3. That Public Staff may file a verified response to WRI's supplemental verified report on Friday, May 10, 2024 or, in the alternative, Public Staff witness Evan M. Houser shall provide a verbal response to the Commission as sworn testimony during the expert witness hearing.

ISSUED BY ORDER OF THE COMMISSION.

This the 6th day of May, 2024.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script that reads "Tamika D. Conyers". The signature is written in black ink and is positioned above the printed name.

Tamika D. Conyers, Deputy Clerk