

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

**DOCKET NO. W-218, SUB 497
DOCKET NO. W-218, SUB 497A**

In the Matter of)	
Application by Aqua North Carolina, Inc.,)	MOTION FOR
202 MacKenan Court, Cary, North Carolina)	EXTENSION OF
27511, for Authority to Adjust and Increase)	TIME TO FILE
Rates for Water and Sewer Utility Service in)	PROPOSAL FOR POLICY
All Service Areas in North Carolina)	AND PROCEDURE FOR
)	BILL CREDITS FOR
)	FLUSHING LINES

NOW COMES Aqua North Carolina, Inc. (“Aqua” or “Company”), by and through counsel, to request that the North Carolina Utilities Commission (“Commission” or “NCUC”) grant the Company and the Public Staff an extension of time until Friday, June 14, 2019 to file a proposal for a policy and procedure by which customers can receive a bill credit when they are advised by Aqua to flush their lines for purposes of improving water quality.

In support of this request, Aqua states the following:

1. With regard to flushing as one part of the process of addressing water quality, Aqua State President Shannon Becker testified in the recent rate case (W-218, Sub 497) about the Company’s recommendation that customers flush the pipes at their premises, on occasion. Currently, the customers are billed for the water used in this flushing process. When questioned by the Commission about bill credits to customers for such flushing, Mr. Becker stated that the Company is not opposed to exploring options to provide bill credits to customers

in exchange for their flushing at Aqua's request. *Docket No. W-218 Sub 497, Tr. Vol. 5, pp. 189-190.*

2. The Commission stated at page 39 of its *Order Approving Partial Settlement Agreement and Stipulation, Granting Partial Rate Increase, And Requiring Customer Notice* ("the Order" in W-218 Sub 497), issued December 18, 2018, that it was of the opinion that the Company should work with the Public Staff to develop a policy and procedure for providing customers a bill credit when Aqua recommends flushing at individual premises to help address water quality issues.

3. Ordering Paragraph No. 20 at page 185 of the Order provides as follows:

That Aqua NC shall work with the Public Staff to develop a policy and procedure for providing customers a bill credit when Aqua NC recommends that a customer flush his/her individual line to address a water quality issue. Within 90 days from the issuance of this Order, Aqua NC and the Public Staff shall submit to the Commission for approval their proposed policy and procedure for determining to whom, how and when bill credits will be given as well as how much the flushing bill credit will be.

4. Ninety days from December 18, 2018 is March 18, 2019, which is the due date for this filing, as contained in the Order. Aqua and the Public Staff will be unable to report back to the Commission with a workable proposal by this date, and thus Aqua requests an extension of time in the due date until Friday, June 14, 2019. In support thereof, the Company submits that its initial investigation indicates the need to deal with factors that include the following:

- a. the time required to survey other jurisdictions to determine whether templates exist that are useful for consideration here in North Carolina;
- b. calculating and dealing with determination of a fair correlation between usage and credit;
- c. determination of the circumstances under which a credit will be authorized, including the verification process, which is necessary both for administration and accurate billing;
- d. examination and explication of the costs and how they are to be handled. Preliminary examination (not fully developed) suggests that the credits are likely to be *de minimis*, and that the administrative costs might exceed the credit, if calculated on usage;
- e. need for efficiency, fairness and accuracy in administration; and
- f. finally, Aqua personnel are widely and significantly engaged---in addition to their primary operational work---in meeting the Q1 and Q2 reporting obligations, both those assigned directly by the Commission and the additional requests from the Public Staff.

5. Aqua has contacted all other parties to the Sub 497 docket---the Public Staff, the Attorney General, and pro se Intervenor Eric Galamb---to ask for preliminary thoughts or information from other sources about a possible configuration of this credit mechanism, and to inquire whether they object to this Motion for Extension of Time. The undersigned is authorized to represent that they do not object to the Motion.

6. The attorney for Aqua, upon whom all pleadings and notices should be served, is:

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Wherefore, Aqua requests that the Commission extend the date by which the referenced comments are due from March 18, 2019 until Friday, June 14, 2019.

Respectfully submitted, this the 4th day of March 2019.

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Attorneys for Aqua North Carolina, Inc.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **Motion for Extension of Time to File Proposal for Policy and Procedure for Bill Credits for Flushing Lines**, by electronic delivery to:

Elizabeth Culpepper, Staff Attorney
William E. Grantmyre, Staff Attorney
Megan Jost, Staff Attorney
North Carolina Utilities Commission - Public Staff

Teresa L. Townsend, Special Deputy Attorney General
Margaret A. Force, Assistant Attorney General
North Carolina Department of Justice

Eric Galamb
Pro Se Intervenor

This the 4th day of March 2019.

By: **/s/Jo Anne Sanford**
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