



**State of North Carolina**  
**Utilities Commission**  
COMMISSIONERS

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April 13, 2020

Honorable Roy Cooper  
c/o Kristi Jones, Chief of Staff  
North Carolina Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

**Re: Implementation by the North Carolina Utilities Commission  
of Executive Order No. 124**

Dear Governor Cooper:

On April 7, 2020, due to concerns related to the reporting requirements set forth in Executive Order No. 124, the Attorney General granted a waiver of the first weekly reporting obligation to those Utility Service Providers that are not otherwise subject to the jurisdiction of the North Carolina Utilities Commission. **By end of day April 8, 189 Utility Service Providers,<sup>1</sup> which is approximately 20% of the total number of Utility Service Providers in the State, had reported to the Commission on their activities during the period April 1 through April 4.** Of those 189 Utility Service Providers that reported, 45 are electricity providers, five are natural gas providers, and 139 are providers of water and/or wastewater services. Additionally, of those 189 Utility Service Providers that reported, 133 are government or quasi-governmental entities, 22 are investor-owned, and 34 are member-owned.

A brief summary of the initial data reported to the Commission is provided below for your reference.

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<sup>1</sup> See Appendix A for a list of those Utility Service Providers that provided reports in time to be included in this report.

STREET ADDRESS:  
430 N. Salisbury Street • Raleigh, NC 27603

MAILING ADDRESS:  
4325 Mail Service Center • Raleigh, NC 27699-4300

Telephone: 919-733-4249  
Facsimile: 919-733-7300

### Residential Accounts

The Utility Service Providers report that as of March 31, 2020, 2,839 residential customer accounts were in disconnect status for non-payment. From April 1 through April 4, Utility Service Providers reconnected 239 residential customer accounts. The Utility Service Providers report that another 49,462 residential customer accounts became eligible for disconnection due to non-payment but were not disconnected. These Utility Service Providers reported 1,790 extended repayment plans for residential customers were established during the reporting period. Finally, the Utility Service Providers reported that an aggregate \$946,282 in late fees and penalties were not charged to residential customers during the reporting period.

### Non-Residential Accounts

The Utility Service Providers report that as of March 31, 2020, 131 non-residential customer accounts were in disconnect status for non-payment. From April 1 through April 4, the Utility Service Providers reconnected 18 non-residential customer accounts. During the reporting period of April 1 through April 4, another 2,868 non-residential customer accounts became eligible for disconnection due to non-payment but were in fact not disconnected. The Utility Service Providers reported that an aggregate \$149,660 in late fees and penalties were not charged to non-residential customers during the reporting period. Extended repayment plans were established for 47 non-residential customer accounts during the reporting period.

### Customer Notifications

The majority of the reporting Utility Service Providers had taken action to inform their customers of the utility-related provisions of Executive Order No. 124, although some indicated that there had been insufficient time for them to communicate these provisions to their customers during the initial reporting period. Some examples of actions taken, as reported by several of the Utility Service Providers, include:

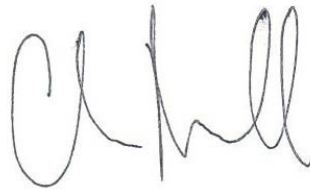
- *The information was put on customer's utility bill, our town website, our town Facebook, our doors, and bulletin board in our town park.*
- *Posted on Website, Facebook/YouTube video, printed press release, local access TV Channel*
- *Press Release and Statement on Website*
- *We placed the portion of the order dealing with disconnections on the door of the Town Hall.*
- *Flyers will be included in our billing.*
- *Posted on website. Posted at office door and payment drop box. Began preparing fliers for utility bill inserts.*

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Again, we stress that the information presented in this report reflects data provided by 189 Utility Service Providers, which is approximately 20% of Utility Service Providers in North Carolina. This report, as well as the raw data reported by the Utility Service Providers, will also be filed in NCUC Docket No. M-100, Sub 158, which will be publicly available on the Commission's website.

Please contact me if you have any questions or if you would like to be provided with any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Mitchell', written in a cursive style.

Charlotte A. Mitchell, Chair  
North Carolina Utilities Commission

cc: Josh Stein, Attorney General, NC Department of Justice  
Christopher J. Ayers, Executive Director, Public Staff – NCUC  
Kimberley A. Campbell - Chief Clerk, NCUC

Appendix A

**Utility Service Providers That Reported April 1 – 4 Activities  
Relative to Executive Order No. 124**

Albemarle Electric Membership Corporation
Anson County Utilities
Aqua North Carolina, Inc.
Beaufort County Water District (Beaufort County Government)
Bell Arthur Water Corp
Blue Ridge Energy
Bogue Banks Water Corporation
Broad River Electric Cooperative, Inc.
Brunswick Electric Membership Corporation
Brunswick Regional Water & Sewer H2GO
Caldwell County Water Dept.
Cape Hatteras Electric Cooperative
Carolina Water Service, Inc. of North Carolina
Carteret County Water Department
Carteret-Craven Electric Cooperative
Central Electric Membership Corporation
Christmount Christian Assembly, Inc.
City of Clinton
City of Durham
City of Greensboro Water Resources
City of Henderson
City of Jacksonville
City of King
City of Kings Mountain
City of Locust
City of Lowell
City of Mebane
City of Morganton (Water and/or Wastewater)
City of Morganton (Electricity)
City of Raeford
City of Randleman
City of Rock Mount (Water and/or Wastewater)
City of Rocky Mount (Electricity)
City of Rocky Mount (Natural Gas)
City of Salisbury
City of Statesville
City of Thomasville
City of Wilson/Wilson Energy (Water and/or Wastewater)
City of Wilson/Wilson Energy (Electricity)
City of Wilson/Wilson Energy (Natural Gas)
Clarke Utilities, Inc.
Clay County Water & Sewer District

Cleveland County Water
COUNTY OF CURRITUCK
County of Montgomery
Cross-State Development Company
Dare County Water Department
Davidson Water Inc
Davie County Public Utilities
Dominion Energy
Duke Energy Carolinas, LLC
Duke Energy Progress, LLC
Durham County Utilities
Eastover Sanitary District
Edgecombe County Water & Sewer
Edgecombe-Martin County Electric Membership Corporation
EnergyUnited
Four County Electric Membership Corporation
Foxfire Village
Franklin County Public Utilities
French Broad Electric Membership Corporation
Halifax Electric Membership Corporation
Harkers Island Sanitary District
Harrco Utility Corporation
Haywood Electric Membership Corporation
Iredell Water Corporation
JACABB Utilities, LLC
Jones-Onslow Electric Membership Corporation
JPC Utilities, LLC
Junaluska Sanitary District
Lake Junaluska Assembly
Laurel Park
Lincoln County
Lumbee River Electric Membership Corporation
Martin County Water Department
McDowell County Nebo Water
MECO Utilities, KRJ Utilities, Chatham Utilities
New River Light and Power
Northwest Onslow Water Association
OCRACOCKE SANITARY DISTRICT WATER SYSTEM
Old North State Water Company
Onslow Water and Sewer Authority
Orange Water and Sewer Authority
Oriental Water System
Pamlico County Water Department
Pee Dee Electric Membership Corporation
Perquimans County Water Dept
Pfeiffer North Stanly Water Association, Inc.

Piedmont Electric Membership Corporation
Piedmont Natural Gas Company, Inc.
Pineview Estates
Pitt & Greene Electric Membership Corporation
Pluris Hampstead, LLC
Pluris Webb Creek, LLC
Pluris, LLC
Public Service Company of North Carolina, Inc
Randolph Electric Membership Corporation
Roanoke Electric Cooperative
Roanoke Rapids Sanitary District
RONALD W. FORD II
Rutherford Electric Membership Corporation
Sampson County
South Camden Water & Sewer District
South Granville Water and Sewer Authority
South River Electric Membership Corporation
Southeast Brunswick Sanitary District
Stokes Regional Water Corporation
Surry-Yadkin Electric Membership Corporation
The Town of Roseboro
Tideland Electric Membership Corporation
Toccoa Natural Gas (City of Toccoa)
Total Environmental Services Inc.
Town of Aberdeen
Town of Atlantic Beach
Town of Benson
Town of Biscoe
Town of Black Mountain
Town of Bladenboro
Town of Boiling Springs
Town of Boone
Town of Boonville
Town of Bryson City
TOWN OF CANTON
TOWN OF CARTHAGE
Town of Cary
Town of Clarkton
Town of Columbia
TOWN OF DALLAS
Town of Dover
Town of Drexel (Electric, Water/Sewer Utilities provided)
TOWN OF ELLENBORO
Town of Elon
Town of Fair Bluff
Town of Fairmont

Town of Faith
Town of Fremont (Electricity)
Town of Fremont (Water and/or Wastewater)
Town of Garland
Town of Gibsonville
Town of Grover
Town of Hamilton
Town of Hamilton
Town of Harrellsville
Town of Hertford (Electricity)
Town of Hertford (Water and/or Wastewater)
Town of Hillsborough
Town of Holden Beach
Town of Jamestown
Town of Jamesville
Town of Lansing
Town of Linden
Town of Long View
TOWN OF MACCLESFIELD (Electricity)
TOWN OF MACCLESFIELD (Water and/or Wastewater)
Town of Manteo
Town of Morehead City
Town of Nags Head
"Town of Navassa "
Town of North Wilkesboro
Town of Oakboro
Town of Ocean Isle Beach
Town of Old Fort
Town of Pine Knoll Shores
TOWN OF PINEVILLE DBA PINEVILLE ELECTRIC COMPANY
Town of Ranlo, 1624 Spencer Mountain Rd., Gastonia, NC 28054
Town of Rose Hill
Town of Rutherford College
Town of Sawmills
Town of Seven Devils
Town of Shallotte
Town of Spring Lake
Town of Stedman
Town of Stoneville
Town of Tarboro (Electricity)
Town of Tarboro (Water and/or Wastewater)
Town of Topsail Beach
Town of Walnut Cove
Town of Waynesville (Electricity)
Town of Waynesville (Water and/or Wastewater)
Town of West Jefferson

Town of White Lake
Town of Wingate
Tri-County Electric Membership Corporation
Union Power Cooperative
Village of Alamance
Wake Electric Membership Corporation
Waterford Place Property Owners Association
Winston-Salem/Forsyth County Utilities
Yadkin County-East Bend Water Line