



State of North Carolina
Utilities Commission
COMMISSIONERS

Charlotte A. Mitchell, Chair
To Nola D. Brown-Bland Kimberly W. Duffley
 Lyons Gray Jeffrey A. Hughes
Daniel G. Clodfelter Floyd B. McKissick, Jr.

May 4, 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 (the Commission)
of Executive Order No. 124**

Dear Governor Cooper:

The Commission and the Office of the Attorney General have agreed to transition the Utility Service Providers to monthly reporting of their EO 124 data. This should ease the way for more Utility Service Providers to report data, coincident with the capabilities of their individual billing systems, and allow the Commission, in turn, to report more detailed and informative data to the Governor's Office. To this end, all Utility Service Providers have been required to report on their activities taken pursuant to EO 124 for the month ending April 30, with those reports due to the Commission on May 12. The Commission will provide its report to the Governor's Office on May 15.

Therefore, this report, the fifth provided by the Commission to date, is the final report for which the reporting period is one week. By the end of the day April 29, 2020, 146 Utility Service Providers¹ had reported to the Commission on their activities during the period April 19, 2020, through April 25, 2020 (the Reporting Period). Of those 146 Utility Service Providers that reported, 39 are electricity providers, five are natural gas providers, and 102 are providers of water and/or wastewater services. Additionally, of those 146 Utility Service Providers that reported, 86 are government or quasi-governmental entities, 27 are investor-owned, and 33 are member-owned. Because a different mix of Utility Service

¹ See Appendix A for a list of those Utility Service Providers that had reported to the Commission by April 29.

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Providers has reported to the Commission week to week, comparison by industry and/or ownership structure would not be meaningful. A brief summary of the data reported to the Commission for the Reporting Period is provided below for your reference.

Residential Accounts

During the Reporting Period, 123 residential customers were reconnected. Also during the reporting period, 88,686 residential customer accounts became eligible for disconnection due to non-payment but were not disconnected. The Utility Service Providers report that 1,653 extended repayment plans for residential customers were established during the reporting period. Finally, \$1,909,456 in late fees and penalties were not charged to residential customers during the Reporting Period.

Non-Residential Accounts

During the Reporting Period, 53 non-residential customer accounts were reconnected. Also during the Reporting Period, another 6,085 non-residential accounts became eligible for disconnection due to non-payment but were not disconnected. The Utility Service Providers report that extended repayment plans were established for 31 non-residential accounts during the reporting period. Finally, \$234,295 in late fees and penalties were not charged to non-residential customers during the Reporting Period.

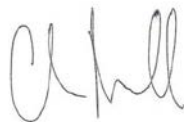
Customer Notifications

Utility Service Providers continued to inform their customers of the utility-related provisions of EO 124. Some examples of actions taken include:

- *Posted on Website and flyer going out in billing*
- *Sent notice out on water bills and online*
- *Facebook and Town Website*
- *Follow-up by telephone from the previous week's door hanger*
- *Posted signs on door. Social media.*

This report, as well as the raw data reported by the Utility Service Providers, will be filed in NCUC Docket No. M-100, Sub 158, which is 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,



Charlotte A. Mitchell, Chair
NC 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 had reported to the Commission by April 29

1.	Albemarle Electric Membership Corporation
2.	Aqua North Carolina, Inc.
3.	Blue Ridge Energy
4.	Broad River Electric Cooperative, Inc.
5.	Bruce Kubeck
6.	Brunswick Electric Membership Corporation
7.	Cape Fear Public Utility Authority
8.	Cape Hatteras Electric Cooperative
9.	Carolina Water Service, Inc. of North Carolina
10.	Carteret County Water
11.	Carteret-Craven Electric Cooperative
12.	Central Electric Membership Corporation
13.	Charlotte Water
14.	Chatham County Public Utilities
15.	Christmount Christian Assembly, Inc.
16.	City of Belmont
17.	City of Concord
18.	City of Concord
19.	City of Durham
20.	City of Gastonia (Electricity)
21.	City of Gastonia (Water and/or Wastewater)
22.	City of Greensboro Water Resources
23.	City of Hamlet
24.	City of Henderson
25.	City of Hickory
26.	City of Jacksonville
27.	City of Kannapolis
28.	City of Lowell
29.	City of Raeford
30.	City of Raleigh
31.	City of Rocky Mount (Electricity)
32.	City of Rocky Mount (Water and/or Wastewater)
33.	City of Rocky Mount (Natural Gas)
34.	City of Salisbury
35.	City of Shelby (Electricity)
36.	City of Shelby (Water and/or Wastewater)
37.	City of Shelby (Natural Gas)
38.	City of Washington (Electricity)
39.	City of Washington (Water and/or Wastewater)
40.	County of Montgomery
41.	Cross-State Development Company
42.	Davidson Water Inc
43.	Dominion Energy
44.	Duke Energy Carolinas, LLC
45.	Duke Energy Progress, LLC
46.	Durham County Utilities
47.	Eastover Sanitary District
48.	Edgecombe-Martin County Electric Membership Corporation
49.	EnergyUnited
50.	Fork Township Sanitary District

51.	Four County Electric Membership Corporation
52.	Foxfire Village
53.	Franklin County
54.	French Broad Electric Membership Corporation
55.	Frontier Natural Gas Company
56.	Genesis Partners LLC
57.	GGCC Utility, Inc.
58.	Greenville Village LLC
59.	Halifax Electric Membership Corporation
60.	Harkers Island Sanitary District
61.	Harrco Utility Corporation
62.	Haywood Electric Membership Corporation
63.	Iredell Water Corporation
64.	JACABB Utilities, LLC
65.	Jefferson Landing
66.	Johnston County
67.	Jones-Onslow Electric Membership Corporation
68.	JPC Utilities, LLC
69.	Lumbee River Electric Membership Corporation
70.	Martin County Water
71.	Mecklenburg Electric Cooperative
72.	Nash County Public Utilities
73.	New River Light and Power
74.	Northwest Onslow Water Association
75.	Old North State Water Company
76.	Onslow Water and Sewer Authority
77.	Orange Water and Sewer Authority
78.	Orange-Alamance Water System, Inc.
79.	Pamlico County Water Department
80.	Pee Dee Electric Membership Corporation
81.	Pender County Utilities
82.	Pfeiffer-North Stanly Water Association
83.	Piedmont Electric Membership Corporation
84.	Piedmont Natural Gas Company, Inc.
85.	Pineview Estates
86.	Pitt & Greene Electric Membership Corporation
87.	Pluris Hampstead, LLC
88.	Pluris Webb Creek, LLC
89.	Pluris, LLC
90.	Public Service Company of North Carolina, Incorporated
91.	Randolph Electric Membership Corporation
92.	Ridgecrest Water Utility
93.	Roanoke Electric Cooperative
94.	Rutherford Electric Membership Corporation
95.	South Granville Water and Sewer Authority
96.	South Mills Water Association Inc
97.	South River Electric Membership Corporation
98.	Surry-Yadkin Electric Membership Corporation
99.	City of Asheville
100.	Tideland Electric Membership Corporation

101.	Total Environmental Services Inc.
102.	Town of Aberdeen
103.	Town of Angier
104.	Town of Cary
105.	Town of Clarkton
106.	Town of Columbia
107.	Town of Creswell
108.	Town of Dobson
109.	Town of East Bend
110.	Town of Elizabethtown
111.	Town of Elon
112.	Town of Fair Bluff
113.	Town of Faith
114.	Town of Four Oaks
115.	Town of Franklin
116.	Town of Grimesland
117.	Town of Grover
118.	Town of Hillsborough
119.	Town of Jamestown
120.	Town of Jefferson
121.	Town of Leland
122.	Town of Madison
123.	Town of Manteo
124.	Town of Mayodan
125.	Town of Nags Head
126.	Town of Newport
127.	Town of North Wilkesboro
128.	Town of Oakboro
129.	Town of Old Fort
130.	Town of Pine Knoll Shores
131.	Town of Pine Level
132.	Town of Princeton
133.	Town of Ranlo
134.	Town of River Bend
135.	Town of Sawmills
136.	Town of Seven Devils
137.	Town of Spring Lake
138.	Town of Tarboro (Electricity)
139.	Town of Tarboro (Water and/or Wastewater)
140.	Town of White Lake
141.	Tri-County Electric Membership Corporation
142.	Union Power Cooperative
143.	Wake Electric Membership Corporation
144.	Warren County Public Utilities
145.	Yadkin County East Bend Water Line
146.	Tri-State EMC