

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. WR-100, SUB 10

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of
Rulemaking to Implement North Carolina Session)
Laws 2017-10 (Senate Bill 131) and 2017-172) ORDER ADOPTING
(House Bill 799) and Proposal to Amend) FINAL RULES AND FORMS
Commission Rules R18-6 and R18-7 to Authorize)
a Returned Check Charge)

BY THE COMMISSION: On May 4, 2017, North Carolina Session Law 2017-10 (Senate Bill 131) was signed into law by the Governor, having been previously ratified by the North Carolina General Assembly. This legislation, entitled “An Act to Provide Further Regulatory Relief to the Citizens of North Carolina,” among other things, modifies G.S. 42-42.1 and G.S. 62-110(g) to remove the statutory requirement that leased properties for which a lessor may charge for the cost of providing water or sewer service to lessees must be contiguous and establishes in G.S. 62-110(g), a new Subsection (4a), that requires the Commission to develop an application that lessors must submit for authority to charge for water or sewer service at single-family homes that allows the applicant to serve multiple homes in the State subject to single approval by the Commission. These statutory changes became effective May 4, 2017.

In addition, on July 21, 2017, North Carolina Session Law 2017-172 (House Bill 799) was signed into law by the Governor, having been previously ratified by the North Carolina General Assembly. This legislation, entitled “An Act to Allow For Landlords to Charge Individual Tenants for Shared Cost of Natural Gas Service Provided to Leased Premises,” among other things, modifies certain terminology used in G.S. 42-42.1, Water, Electricity, and Natural Gas Conservation, and G.S. 62-110(g) related to the water/sewer resale matters addressed in this Order. In particular, “single-family home” was changed to “single-family dwelling”; “tenant” was changed to “lessee”, and “landlord” was changed to “lessor”. Further, rather than an application by lessors of single-family dwellings to allow the applicant to serve multiple dwellings in the State being subject to “single Commission approval”, such application will instead be subject to “an approval by the Commission”. These statutory changes became effective July 21, 2017.

On August 28, 2017, in the above-captioned docket, the Commission issued an Order Initiating Rulemaking Proceeding and Adopting Interim Rules and Forms (Rulemaking Order). Such Order proposed certain revisions to the Rules and Regulations in Chapter 18 Provision of Water and Sewer Service by Landlords as presented in North Carolina Public Utilities Laws and Regulations, 2014 Edition,

Commission Rules and Regulations, Chapter 18, beginning at Page 1209, as well as various proposed new forms for use by lessors of single-family dwellings. The proposed new forms consisted of the following: (1) Form WRN-1, an application for lessors of single-family dwellings in the State seeking to be regulated as a water and/or sewer reseller; (2) Form WRN-3, for notification by lessors to seek authority to revise their Commission-approved monthly administrative fee; and (3) the annual update report, Form WRN-2.

While in the process of modifying the Rules and Regulations in Chapter 18 due to the enactment of Senate Bill 131 and House Bill 799, the Commission also proposed certain clarifying amendments to such rules as well as potential improvement to existing processes unrelated to these new laws for consideration by interested parties. For example, with respect to Rules R18-6 and R18-7, the Commission proposed an amendment to authorize water and/or sewer resellers to collect a “returned check charge”, not to exceed the amount permitted under G.S. 25-3-506, (which is presently \$25.00) when a lessee pays a bill for resold water and/or sewer service by check and the check is returned by the bank for insufficient funds or because the lessee does not have an account at the bank. The Commission observed that Rule R18-6 does not explicitly state whether a water and/or sewer reseller is allowed to collect a returned check charge and acknowledged that clarification was needed.

With the exception of the proposed amendment to Rules R18-6 and R18-7, the proposed revisions to the Rules and Regulations in Chapter 18 and the proposed new forms contained in the Rulemaking Order were adopted on an interim basis, continuing in effect until final rules and forms are adopted by further order of the Commission.

The Commission requested that interested parties file initial comments and reply comments on the Commission’s proposed changes to the Rules and Regulations in Chapter 18 and the proposed new forms to assist the Commission in adopting final rules and applicable Commission forms. Further, interested parties were requested to file initial comments and reply comments on the Commission’s proposed amendment to Rules R18-6 and R18-7, concerning a returned check charge, and to specifically comment on whether such proposed amendment is compatible with G.S. 42-42.1 and G.S. 62-110(g).

On September 29, 2017, the Public Staff – North Carolina Utilities Commission (Public Staff) filed its comments regarding the proposed rule revisions and forms. No other party filed comments.

On February 15, 2018, the Public Staff filed a revised version of its comments to correct an inadvertent error on Page 4, Paragraph 8, of its comments filed on September 29, 2017, pertaining to the toll-free number listed. The revised version of its comments deleted the language, “in-state calls only” as the toll-free number of the Public Staff’s Consumer Services Division may be accessed by out-of-state callers as well as in-state callers.

On March 20, 2018, the Public Staff filed a further revision to its comments filed on February 15, 2018, with respect to its recommendation concerning the monthly administrative fee for lessors of single-family dwellings due to an Agreement and Stipulation of Settlement (Stipulation) between Conservice, LLC, American Homes 4 Rent, and the Public Staff (Stipulating Parties) filed on May 25, 2017, in Docket No. M-100, Sub 144 (a request for declaratory ruling by the Public Staff as to the public utility status of American Homes 4 Rent and Conservice, LLC).

PUBLIC STAFF COMMENTS

In its comments, the Public Staff generally agreed with the proposed rule revisions and forms outlined in the Rulemaking Order. The Public Staff stated that the proposed forms, WRN-1, WRN-2, and WRN-3, are consistent with the enabling legislation of Senate Bill 131 and House Bill 799 and are compatible with G.S. 42-42.1 and G.S. 62-110(g). However, the Public Staff recommended five changes to the proposed rule revisions and one change to Form WRN-1, which are summarized below.

Proposed Rule 18-3

The Commission proposed that the second paragraph of Rule R18-3 be amended as shown below:¹

Every application for authority to charge for the costs of providing water or sewer service by an applicant owning an apartment, apartment complex, or manufactured home park shall be in such form and detail as the Commission may prescribe and shall include (a) a description of the applicant and the property to be served, (b) a description of the proposed billing method and billing statements, (c) a schedule of the rates charged to the applicant by the supplier(s), (d) the schedule of rates the applicant proposes to charge the applicant's ~~customers~~ lessees, (e) the administrative fee proposed to be charged by the applicant, (f) the name of and contact information for the applicant and its agents, (g) the name of and contact information for the supplying water or sewer system, and (h) any additional information that the Commission may require.

The Public Staff recommended that the word "apartment" be deleted from the second line of the proposed wording. The Public Staff contended that G.S. 62-110(g) does not authorize the resale of water or sewer service by the owner of an apartment, as distinguished from an apartment complex or manufactured home park.

The Commission proposed that the fourth paragraph of Rule R18-3 be amended as shown below. This proposed amendment to Rule 18-3 was not a change directly

¹ In the Rulemaking Order, the Commission's proposed deletions from the current wording of rules were shown by strikethrough and additions were shown by underlining.

related to the passage of Senate Bill 131 and House Bill 799 but rather was a change proposed by the Commission for the potential improvement to existing processes.

The Commission shall approve or disapprove an application within 30 days of the filing of a completed application with the Commission. In the event an application is found to be incomplete as submitted, the applicant will be notified accordingly; and will have 60 days from the date the application is received in the Office of the Chief Clerk to complete it, including submission of all required supporting documentation. If the Commission has not issued an Order disapproving a completed application within 30 days, the application shall be deemed approved.

The Public Staff recommended deletion of the proposed wording “and will have 60 days from the date the application is received in the Office of the Chief Clerk to complete it, including submission of all required supporting documentation”. The Public Staff asserted that if an application is found to be incomplete, and the applicant delays beyond the 60-day deadline to correct and complete it, the corrected and completed application can still be submitted as a new application; and if the Commission then finds it to be consistent with the relevant statutes and Commission rules, it should be granted. Consequently, the Public Staff argued that the 60-day deadline does not serve any beneficial purpose.

The Commission agrees with the Public Staff’s recommendations and concludes that the Public Staff’s amendments to Proposed Rule R18-3 should be reflected in the final rules adopted herein.

Proposed Rule R18-5(a)

The Commission proposed that Rule R18-5(a) be amended as shown below:

(a) All records shall be kept at the office or offices of the provider in North Carolina, or shall be made available at its office in North Carolina upon request, and shall be available during regular business hours for examination by the Commission or Public Staff or their duly authorized representatives. Within three business days after a written request to the provider, a ~~customer~~ lessee may examine the records pertaining to the ~~customer’s~~ lessee’s account during regular business hours and may obtain a copy of those records at a reasonable cost, which shall not exceed ~~twenty-five cents (\$0.25)~~ 25¢ per page.

The Public Staff contended that appropriate language should be added to Proposed Rule R18-5(a) to ensure that lessees do not have to travel unreasonable distances to examine the records pertaining to their accounts. The Public Staff opined that an organization in the business of leasing single-family dwellings on a nationwide basis may have only a single business office in North Carolina; but a lessee renting a home in Murphy should not be required to travel to the lessor’s business office in Raleigh

or Charlotte in order to view his or her account records. The Public Staff did not propose any specific language to be added to Proposed Rule R18-5(a).

The Commission agrees with the Public Staff's recommendation and finds and concludes that the following additional underlined language should be added to Rule R18-5 adopted herein to address the concerns expressed by the Public Staff:

Rule R18-5(a)

(a) All records shall be kept at the onsite management office or office(s) of the provider in North Carolina, or shall be made available at its onsite management office in North Carolina upon request, and shall be available during regular business hours for examination by the Commission or Public Staff or their duly authorized representatives. Within three business days after a written request to the provider, a ~~customer~~ lessee may examine the records pertaining to the ~~customer's~~ lessee's account during regular business hours and may obtain a copy of those records at a reasonable cost, which shall not exceed ~~twenty-five cents (\$0.25)~~ 25¢ per page. However, if a provider does not have an onsite management office at the multi-unit complex or in close proximity to the leased single-family dwelling, then the provider shall in good faith, upon written request, establish with the lessee a mutually-acceptable arrangement for the lessee to examine the records pertaining to the water and/or sewer service for the leased dwelling unit occupied or previously occupied by the lessee. In the event that a provider and lessee are unable to reach agreement within 10 business days, the lessee may contact the Public Staff – North Carolina Utilities Commission, Consumer Service Division, at (866) 380-9816 (toll-free) or 919-733-9277 or may write to the Public Staff – North Carolina Utilities Commission, Consumer Services Division, at 4326 Mail Service Center, Raleigh, North Carolina 27699-4300 for assistance in resolving the dispute. If the Public Staff determines that it cannot reasonably resolve the disagreement, the matter shall be referred to the Commission.

Proposed Rule R18-6(a)

The Public Staff initially recommended that Proposed Rule R18-6(a) as presented in the Rulemaking Order be amended by adding the underlined sentence as shown below:

(a) The rates shall equal the cost of purchased water or sewer service (The usage rate charged by the provider shall equal the usage rate charged by the supplier.). A Commission-approved administrative fee not to exceed \$3.75 may be added to the cost of purchased water and sewer service to compensate the provider for meter reading, billing, and collection. With respect to single-family dwellings, a Commission-approved administrative fee not to exceed \$2.00 may be added. A provider whose schedule of rates and fees does not include a separate base charge to the lessee may

request approval of a pass through of the base charge from the supplier to be included in the administrative fee resulting in a request for approval by the provider of a total monthly administrative fee greater than \$3.75. With the exception of base charges approved before August 1, 2004, all charges other than the administrative fee shall be based on lessees' metered consumption of water. All sewer service shall be measured based on the amount of water metered. Metered consumption of water shall be determined by metered measurement of all water consumed by the lessee, and not by any partial measurement of water consumption (i.e., ratio utility billing system (RUBS) and hot water capture, cold water allocation (HWCCWA) are not allowed), except as permitted in G.S. 62-110(g)(1a) and Commission Rule R18-8).

However, on March 20, 2018, the Public Staff filed a letter with the Commission requesting to withdraw its recommendation that the monthly administrative fee for lessors of single-family dwellings be limited to \$2.00 per month. In support of its request, the Public Staff stated that in the Stipulation filed on May 25, 2017, in Docket No. M-100, Sub 144, the Stipulating Parties agreed that they would "support further legislation that would allow owners and lessors of single-family homes to pass through usage-specific charges for water, sewer, electricity and gas under Commission regulation, including a \$3.75 monthly administrative fee for any water and/or sewer resale and a separate \$3.75 fee for any electric and/or natural gas resale. They further agree to collaborate on the implementation of such legislation."

The Commission notes that such Stipulation was approved by the Commission in its Order Approving Stipulated Agreement issued on July 10, 2017, in Docket No. M-100, Sub 144. Consequently, the Commission finds and concludes that the Public Staff's request to withdraw its recommendation that the monthly administrative fee for lessors of single-family dwellings be limited to \$2.00 per month is warranted. The Commission finds and concludes that, as set forth in the Rulemaking Order, a Commission-approved monthly administrative fee not to exceed \$3.75 may be added to the cost of purchased water and sewer service for lessors of single-family dwellings.²

² The Commission observes that the Stipulation included an agreed-upon refund procedure with respect to the utility billing activities by American Homes 4 Rent (AH4R) and Conservice, LLC (Conservice), occurring before January 1, 2017, in which AH4R and Conservice agreed to reduce the monthly administrative fee for all AH4R lessees in North Carolina for whom Conservice is or will be handling billing to \$2.50 per applicable utility, for 24 months from the date AH4R's application for resell utility service is approved.

Proposed Rule R18-7(g)(3)³

The Public Staff agreed with the Commission's recommended changes included in Proposed Rule R18-7(g)(3) but suggested that the toll-free telephone number for the Public Staff's Consumer Services Division be included for use by customers in addition to the local Raleigh telephone number. The Public Staff's recommended change to Proposed Rule R18-7(g)(3) is underlined and bolded below:⁴

A statement advising lessees ~~tenants~~ that they should first contact the provider's office with any questions they may have regarding bills or complaints about service, and that in cases of dispute, they may contact the Commission either by calling the Public Staff - North Carolina Utilities Commission, Consumer Services Division, at **(866) 380-9816 (toll-free) or (919) 919-733-9277**, or by appearing in person or writing the Public Staff - North Carolina Utilities Commission, Consumer Services Division, 4326 Mail Service Center, Raleigh, North Carolina 27699-430026.

The Public Staff pointed out that similar language concerning its Consumer Services Division's toll-free telephone number appears in Commission Rule R22-7(g)(3), relating to the resale of electric service by landlords. Further, the Public Staff contended that consumers should be informed concerning the availability of a toll-free number to use when seeking assistance from the Public Staff.

The Commission agrees with the Public Staff's recommendation and concludes that the Public Staff's proposed amendment to Rule R18-7(g)(3), as well as the Commission's proposed changes contained in the Rulemaking Order, as indicated above, should be included in the final rules adopted herein.

Proposed Form WRN-1

The Public Staff recommended that Item 15 of Proposed Form WRN-1 be amended by adding the underlined language as shown below:

15. _____ YES (Indicate agreement by inserting a checkmark √). The Applicant understands that the Certificate of Authority to charge for water and/or sewer service at single-family dwellings owned by the Applicant will allow the lessor to charge for the costs of providing water or sewer service to lessees who occupy the leased premises. All charges, except the supplier's base charge, for water or sewer service shall be based on the user's metered consumption of water, which shall be determined by

³ With the inclusion of Rule R18-7(b) concerning the returned check charge as proposed in the Rulemaking Order and approved hereinbelow, Rule R18-7(f)(3) is now Rule R18-7(g)(3).

⁴ In the Rulemaking Order, the Commission's proposed deletions from the current wording of rules were shown by strikethrough and additions were shown by underlining.

metered measurement of all water consumed. The rates charged by the lessor (provider) shall not exceed the unit consumption rate charged by the supplier of the service. That is, the lessor (provider) may pass through the consumption rates and the base charges charged by the supplier to the provider's lessees. The lessor may also charge a monthly administrative fee not to exceed the maximum administrative fee authorized by the Commission, as indicated in Item 11 above.

The Public Staff noted that the bills issued by suppliers of water and sewer service typically include a base charge, which is uniform for all customers, and a usage charge, which varies depending on the customer's usage. The Public Staff asserted that a provider of water and sewer service should be able to pass through the supplier's base charge as well as the usage charge.

The Commission agrees with the Public Staff's recommendation and concludes that the proposed amendment should be reflected in the final Form WRN-1 adopted herein.

With respect to the proposed amendment to Rules R18-6(d) and R18-7(b) included in the Rulemaking Order, which would allow a lessor to impose a returned check charge to a lessee, the Public Staff commented that such proposed addition to the rules was reasonable and compatible with G.S. 42-42.1 and G.S. 62-110(g) and should be adopted. No party filed comments in this proceeding objecting to the proposed addition to Rules R18-6(d) and R18-7(b). Consequently, the Commission finds and concludes that Rules R18-6(d) and R18-7(b), which allow a lessor to impose a returned check charge to a lessee, should be adopted and Rules R18-6(d) and R18-7(b) should be amended accordingly.

CONCLUSIONS

After initiating a rulemaking proceeding, issuing Interim Rules and Forms, and receiving comments from interested parties, the Commission finds good cause to issue an order adopting final rules and forms. As discussed hereinabove, the Commission finds that the changes to the proposed rules and Form WRN-1 recommended by the Public Staff in its comments filed on September 29, 2017, as revised on March 20, 2018, are appropriate and should be incorporated in the final rules and forms approved herein, attached as Appendices A-C. Further, in compliance with Senate Bill 131 and House Bill 799, Form WRN-2, the annual update form, is attached as Appendix D.

Furthermore, the Commission opined in the Rulemaking Order that the proposed revisions to Commission Rules and Regulations in Chapter 18 and the newly proposed Commission forms to address the newly enacted Senate Bill 131 and House Bill 799 would not change or alter the current procedures and application/notification forms in place for the presently certificated water/sewer resellers serving apartment complexes and manufactured home parks or presently pending applicants for certificates of authority to charge for water and/or sewer service for apartment complexes and

manufactured home parks. Rather, the proposed rule revisions and Commission forms were developed to address the newly enacted laws which provided that lessors of multiple single-family dwellings in the State may submit to the Commission for authority to charge for water or sewer service at single-family dwellings. No party disagreed with the Commission's assertion. Consequently, the Commission concludes that the Chief Clerk should continue to assign and use company number "WR-" for docketed matters involving lessors/lessees of apartment complexes and manufactured home parks and should assign and use company number "WRN-" with respect to docketed matters involving lessors/lessees of single-family dwellings.

Further, while in the process of modifying the Rules and Regulations in Chapter 18 for the newly enacted laws, the Commission also proposed a few revisions to such rules and regulations that were not specifically related to the newly enacted laws but instead were proposed to clarify existing wording or potentially improve existing processes.

Moreover, after considering the comments filed by the Public Staff concerning the proposed amendment to Rules R18-6 and R18-7 stated in the Rulemaking Order, the Commission concludes that such changes are appropriate and should be adopted. As set forth in Exhibit A, attached hereto, Rules R18-6(d) and R18-7(b) should be amended to allow a lessor to impose a returned check charge to a lessee under the circumstances prescribed therein.

IT IS, THEREFORE, ORDERED as follows:

1. That the revisions to Commission Rules and Regulations contained in Chapter 18, attached as Appendix A; Form WRN-1, attached as Appendix B; Form WRN-3, attached as Appendix C; and Form WRN-2, attached as Appendix D are hereby promulgated and supersede the existing Interim Rules and Forms adopted by Commission Order issued on August 28, 2017 in this proceeding.
2. That the amendment to Rules R18-6 and R18-7 to allow a returned check charge are set forth in the attached Appendix A and are hereby promulgated.
3. That the Chief Clerk shall continue to assign and use company number "WR-" for docketed matters involving lessors/lessees of apartment complexes and manufactured home parks and shall assign and use company number "WRN-" with respect to docketed matters involving lessors/lessees of single-family dwellings.

4. That the Chief Clerk shall serve a copy of this Order on all providers charging for water and/or sewer utility service pursuant to certificates of authority granted by the Commission pursuant to G.S. 62-110(g) and Chapter 18 of the Commission's Rules and Regulations, all providers with pending applications seeking such certificates of authority, the Public Staff, and the Attorney General.

ISSUED BY ORDER OF THE COMMISSION.

This the 4th day of April, 2018.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in dark ink, appearing to read "Janice H. Fulmore". The signature is fluid and cursive, with the first name "Janice" being the most prominent part.

Janice H. Fulmore, Deputy Clerk

Rules R18-1 through R18-8 of Chapter 18 Provision of Water and Sewer Service by Lessors.

Rule R18-1. Application.

This Chapter governs charging for the costs of providing water or sewer utility service by a lessor to a lessee as authorized by G.S. 62-110(g).

Rule R18-2. Definitions.

(a) *Apartment.* A building containing multiple residential dwelling units. For the purposes of these Rules, townhouses, row houses, and/or condominiums shall be considered apartments.

(b) *Apartment complex.* Premises where one or more buildings under common ownership comprising 15 or more apartments are available for rental to lessees.

(c) *Contiguous dwelling units.* An apartment complex or manufactured home park located on property that is not separated by property owned by others. Property will be considered contiguous even if intersected by a public thoroughfare if, absent the thoroughfare, the property would be contiguous.

(d) *Dwelling unit.* A house, mobile home, apartment, building, or other structure used for residential purposes.

(e) *Leased premises.* A house, mobile home, apartment, building, or any combination thereof which are leased for residential purposes.

(f) *Lessee.* A person who leases a dwelling unit from the lessor.

(g) *Lessor.* A person, entity, corporation, or agency who owns 15 or more dwelling units which are available for lease. The lessor is also known as the landlord.

(h) *Manufactured home park.* Premises where a combination of 15 or more manufactured homes, as defined in G.S. 143-145(7), or spaces for manufactured homes, are rented to or are available for rental to lessees.

(i) *Provider.* The lessor purchasing water or sewer utility service from a supplier and charging for the costs of providing the service or services to lessees. The provider shall be the owner of the residential premises served.

(j) *Single-family dwelling.* An individual, freestanding, unattached dwelling unit, typically built on a lot larger than the structure itself, resulting in an area surrounding the house known as a yard, which is rented or available for rental as a residence.

(k) *Supplier.* A public utility or an agency or organization exempted from regulation from which a provider purchases water or sewer service.

(l) *Supplier's base charge.* The fixed charge imposed by the supplier for providing water and sewer utility service to the provider. This charge may include charges related to the provision of utility service such as the cost of meter reading, billing, and collecting, but may not include charges not related to the provision of utility service, such as stormwater fees, trash collection, or property taxes.

Rule R18-3. Utility status; certificate; bonds.

Every provider is a public utility as defined by G.S. 62-3(23)a.2 and shall comply with all applicable provisions of the Public Utilities Act and all applicable rules and regulations of the Commission. No provider shall begin charging for the costs of providing water or sewer service prior to applying for and receiving a certificate of authority from the Commission. No provider shall be required to post a bond pursuant to G.S. 62-110.3.

Every application for authority to charge for the costs of providing water or sewer service by an applicant owning an apartment complex or manufactured home park shall be in such form and detail as the Commission may prescribe and shall include (a) a description of the applicant and the property to be served, (b) a description of the proposed billing method and billing statements, (c) a schedule of the rates charged to the applicant by the supplier(s), (d) the schedule of rates the applicant proposes to charge the applicant's lessees, (e) the administrative fee proposed to be charged by the applicant, (f) the name of and contact information for the applicant and its agents, (g) the name of and contact information for the supplying water or sewer system, and (h) any additional information that the Commission may require.

Every application for authority to charge for the costs of providing water or sewer service by an applicant owning a single-family dwelling shall be in such form and detail as the Commission may prescribe; shall allow the applicant to serve multiple dwellings in the State subject to an approval by the Commission; and shall include (a) a description of the applicant and a listing of the addresses of all properties to be served. An updated listing of addresses served by the applicant shall be provided to the Commission annually, (b) a description of the proposed billing method and billing statements, (c) the administrative fee proposed to be charged by the applicant, (d) the name of and contact information for the applicant and its agents, (e) the name of the water and/or sewer supplier, and (f) any additional information that the Commission may require.

The Commission shall approve or disapprove an application within 30 days of the filing of a completed application with the Commission. In the event an application is found to be incomplete as submitted, the applicant will be notified accordingly. If the Commission has not issued an Order disapproving a completed application within 30 days, the application shall be deemed approved.

Rule R18-4. Compliance with rules.

Every provider shall comply with any applicable rules of local governmental agencies regarding the provision of water or sewer service.

Rule R18-5. Records, reports and fees.

(a) All records shall be kept at the onsite management office or office(s) of the provider in North Carolina, or shall be made available at its onsite management office in North Carolina upon request, and shall be available during regular business hours for examination by the Commission or Public Staff or their duly authorized representatives. Within three business days after a written request to the provider, a lessee may examine the records pertaining to the lessee's account during regular business hours and may obtain a copy of those records at a reasonable cost, which shall not exceed 25¢ per page. However, if a provider does not have an onsite management office at the multi-unit complex or in close proximity to the leased single-family dwelling, then the provider shall in good faith, upon written request, establish with the lessee a mutually-acceptable arrangement for the lessee to examine the records pertaining to the water and/or sewer service for the leased dwelling unit occupied or previously occupied by the lessee. In the event that a provider and lessee are unable to reach agreement within 10 business days, the lessee may contact the Public Staff – North Carolina Utilities Commission, Consumer Service Division, at (866) 380-9816 (toll-free) or 919-733-9277 or may write to the Public Staff – North Carolina Utilities Commission, Consumer Services Division, at 4326 Mail Service Center, Raleigh, North Carolina 27699-4300 for assistance in resolving the dispute. If the Public Staff determines that it cannot reasonably resolve the disagreement, the matter shall be referred to the Commission.

(b) Providers shall not be required to file an annual report to the Commission as required by Chapter 1, Rule R1-32 of the Rules and Regulations of the North Carolina Utilities Commission except as required by Commission Rule R18-3. Providers shall pay a regulatory fee and file a regulatory fee report as required by Chapter 15, Rule R15-1. Special reports shall also be made concerning any particular matter upon request by the Commission.

Rule R18-6. Rates.

(a) The rates shall equal the cost of purchased water or sewer service (The usage rate charged by the provider shall equal the usage rate charged by the supplier.). A Commission-approved administrative fee not to exceed \$3.75 may be added to the cost of purchased water and sewer service to compensate the provider for meter reading, billing, and collection. A provider whose schedule of rates and fees does not include a separate base charge to the lessee may request approval of a pass through of the base charge from the supplier to be included in the administrative fee resulting in a request for approval by the provider of a total monthly administrative fee greater than \$3.75. With the exception of base charges approved before August 1, 2004, all charges other than the administrative fee shall be based on lessees' metered consumption of water. All

sewer service shall be measured based on the amount of water metered. Metered consumption of water shall be determined by metered measurement of all water consumed by the lessee, and not by any partial measurement of water consumption (i.e., ratio utility billing system (RUBS) and hot water capture, cold water allocation (HWCCWA) are not allowed), except as permitted in G.S. 62-110(g)(1a) and Commission Rule R18-8).

(b) A provider of water or sewer service may track increases in the unit consumption rate charged by the supplier of such service, and may (subject to limitations imposed by Commission Rules) change its administrative fee, by filing with the Commission a notification of revised schedule of rates and fees. Every notification of revised schedule of rates and fees shall be in such form and detail as the Commission may prescribe and shall include (1) the current schedule of the unit consumption rates charged by the provider, (2) the schedule of unit consumption rates charged by the supplier to the provider that the provider proposes to pass through to the provider's lessees, (3) the schedule of the unit consumption rates proposed to be charged by the provider, (4) the current administrative fee charged by the provider, and, if applicable, (5) the administrative fee proposed to be charged by the provider. Any such notification of revised schedule of rates and fees shall be presumed valid and shall be allowed to become effective simultaneously with the increase in the unit consumption rate of the supplier upon 14 days' notice to the Commission, unless otherwise suspended or disapproved by Commission Order issued within 14 days after filing.

(c) Every request for approval of a monthly fixed administrative fee in excess of \$3.75 shall include (1) the provider's current and proposed cost of meter reading, billing, and collection not to exceed the Commission-approved amount of \$3.75, (2) the current or proposed base charge from the supplier, if applicable, (3) the total proposed monthly fixed administrative fee, and (4) the number of lessees to whom water or sewer service is provided. Any such request shall be suspended for a period of 30 days after filing.

(d) The provider may impose a returned check charge, not to exceed the maximum authorized by G.S. 25-3-506, for a check on which payment has been refused by the payor bank because of insufficient funds or because the lessee did not have an account at that bank.

(e) No provider shall charge or collect any greater or lesser compensation for the costs of providing water or sewer service than the rates approved by the Commission.

Rule R18-7. Disconnection; billing procedure; meter reading.

(a) No charge for connection or disconnection, charge for late payment, or similar charge in addition to the rate specified in Rule R18-6 shall be allowed.

(b) A returned check charge as provided for in Rule R18-6(d) shall be allowed.

(c) No provider may disconnect water or sewer service for nonpayment.

- (d) Bills shall be rendered at least monthly.
- (e) The date after which a bill for water or sewer utility service is due, or the past due after date, shall be disclosed on the bill and shall not be less than 25 days after the billing date.
- (f) A provider shall not bill for or attempt to collect for excess usage resulting from a plumbing malfunction or other condition which is not known to the lessee or which has been reported to the provider.
- (g) Every provider shall provide to each lessee at the time the lease agreement is signed, and shall maintain in its business office, in public view, near the place where payments are received, the following:
 - (1) A copy of the rates, rules and regulations of the provider applicable to the premises served from that office.
 - (2) A copy of these rules and regulations.
 - (3) A statement advising lessees that they should first contact the provider's office with any questions they may have regarding bills or complaints about service, and that in cases of dispute, they may contact the Commission either by calling the Public Staff - North Carolina Utilities Commission, Consumer Services Division, at (866) 380-9816 (toll-free) or 919-733-9277, or by appearing in person or writing the Public Staff - North Carolina Utilities Commission, Consumer Services Division, 4326 Mail Service Center, Raleigh, North Carolina 27699-4300.
- (h) Each provider shall adopt some means of informing its lessees as to the method of reading meters. Information on bills shall be governed by Chapter 7, Rule R7-23 and Chapter 10, Rule R10-19. Additionally, the bill shall contain a toll-free phone number for contacting the provider or the agent regarding service or billing matters. Adjustment of bills for meter error shall be governed by Chapter 7, Rule R7-25. Testing of water meters shall be governed by Chapter 7, Rules R7-28 through R7-33.

Rule R18-8. Hot water capture, cold water allocation.

- (a) Pursuant to G.S. 62-110(g)(1a), if the leased premises are contiguous dwelling units built prior to 1989, and the provider determines that, due to the plumbing configuration of the building, measurement of the lessee's total water usage is impractical or is not economical, the provider may estimate each lessee's total water usage based upon the hot water usage of each lessee as a percentage of all of the lessees' hot water usage.

(b) The provider must file the appropriate application (Application for Certificate of Authority to Charge for Water and/or Sewer Service Utilizing the Hot Water Capture, Cold Water Allocation Method and for Approval of Rates for Apartment Complexes and Manufactured Home Parks) and receive Commission authorization prior to commencing utilization of the hot water capture, cold water allocation method of estimating water usage.

(c) The provider shall not include in a lessee's bill the cost of water and sewer service used in common areas or water loss due to leaks in the provider's water mains. A provider shall not bill or attempt to collect for excess water usage resulting from a plumbing malfunction or other condition that is not known to the lessee or that has been reported to the provider. The provider may choose to satisfy the common area water usage exclusion utilizing one of the following methods (the default method is method 1.):

(1) The provider shall reduce the total water amount of water purchased by 20%;

(2) Where all common areas are separately metered, the provider shall subtract the actual common area usage from the total amount of water purchased. The provider shall provide the Commission and the Public Staff with a quarterly report (filed 45 days after the end of each quarter) documenting the common area metered usage, the total amount of water purchased, and the computation of the lessees' bills;

(3) Where no common areas are separately metered, the provider shall subtract 15% from the total amount of water purchased where there is an installed landscape irrigation system and subtract 5% from the total amount of water purchased for each swimming pool or laundry room. The provider shall provide the Commission and the Public Staff with a quarterly report (filed 45 days after the end of each quarter) documenting the common area allocated usage, the total amount of water purchased, and the computation of the lessees' bills; and

(4) Where some common areas are separately metered and some are not metered, the provider shall subtract the actual common area usage from the total amount of water purchased and shall subtract 15% from the total amount of water purchased where there is an unmetered installed landscape irrigation system and subtract 5% from the total amount of water purchased for each unmetered swimming pool or laundry room. The provider shall provide the Commission and the Public Staff with a quarterly report (filed 45 days after the end of each quarter) documenting the common area metered usage, common area allocated usage, the total amount of water purchased, and the computation of the lessees' bills.

(d) The provider shall furnish a water/sewer utility bill to the lessees which clearly states that the hot water capture, cold water allocation method of estimating the bill has been utilized and contains the following information for each monthly billing period:

- (1) Total amount of water purchased by the provider;
- (2) Total amount of water purchased less the metered and/or allocated common area usage (utilizing one of the methods above (1-4));
- (3) Total amount of hot water measured for all lessees;
- (4) Amount of hot water measured for the individual lessee;
- (5) Amount of water the individual lessee is being billed;
- (6) Amount owed for the current billing period;
- (7) Beginning and ending dates for the billing period;
- (8) Past due date; and
- (9) A local or toll-free telephone number and address that the lessee can use to obtain more information about the bill.

(e) The provider shall not utilize a ratio utility billing system or other allocation billing system that does not rely on individually submetered hot water usage to determine the allocation of water and sewer usage.

DOCKET NO. WRN-_____ Sub _____
FILING FEE RECEIVED _____

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION
APPLICATION FOR CERTIFICATE OF AUTHORITY TO CHARGE FOR WATER AND/OR
SEWER SERVICE AND FOR APPROVAL OF ADMINISTRATIVE FEE FOR SINGLE-FAMILY DWELLINGS

APPLICANT

1. Name of Owner: _____
2. Business Mailing Address of Owner: _____
3. City and State: _____ Zip Code: _____
4. Business Telephone: _____ Business Fax: _____
5. Business Email: _____
6. Person to Contact Concerning this Application (Name, Telephone, and Email):

CONTACT INFORMATION

- | | <u>NAME</u> | <u>ADDRESS</u> | <u>TELEPHONE</u> |
|---------------------------------------------------|-------------|----------------|------------------|
| 7. Management Company: | _____ | _____ | _____ |
| 8. Complaints or Billing: | _____ | _____ | _____ |
| 9. Emergency Services: | _____ | _____ | _____ |
| 10. Filing/Payment of
Regulatory Fees to NCUC: | _____ | _____ | _____ |

PROPOSED ADMINISTRATIVE FEE FOR BILLING AND COLLECTION
(Amount Applicant Proposes to Charge)

11. Monthly administrative fee: _____

(NCUC Rule R18-6(a) specifies that no more than \$3.75 may be added to the cost of purchased water and sewer service as an administrative fee to compensate the lessor (provider) of single-family dwellings for billing and collection expenses.)

PROPOSED BILLING INFORMATION

12. Bills past due _____ days after billing date.
(NCUC Rule R18-7(d) specifies that bills shall not be past due less than 25 days after billing dates.)
13. Billing cycle: Monthly? _____ (NCUC Rule R18-7(c) specifies that bills shall be rendered at least monthly.)
14. Description of billing statement (or attach a sample bill): _____
15. _____ YES (Indicate agreement by inserting a checkmark ✓). The Applicant understands that the Certificate of Authority to charge for water and/or sewer service at single-family dwellings owned by the Applicant will allow the lessor to charge for the costs of providing water or sewer service to lessees who occupy the leased premises. All charges, except the supplier's base charge, for water or sewer service shall be based on the user's metered consumption of water, which shall be determined by metered measurement of all water consumed. The rates charged by the lessor (provider) shall not exceed the unit consumption rate charged by the supplier of the service. That is, the lessor (provider) may pass through the consumption rates and the base charges charged by the supplier to the provider's lessees. The lessor may also charge a monthly administrative fee not to exceed the maximum administrative fee authorized by the Commission, as indicated in Item 11 above.

16. Listing of All Properties in North Carolina for which Certificate of Authority Is Requested:

PROPOSED UTILITY SERVICE AREAS

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 1					
Property No. 2					
Property No. 3					
Property No. 4					
Property No. 5					
Property No. 6					
Property No. 7					
Property No. 8					
Property No. 9					
Property No. 10					
Property No. 11					
Property No. 12					
Property No. 13					
Property No. 14					
Property No. 15					
Property No. 16					
Property No. 17					
Property No. 18					
Property No. 19					
Property No. 20					

16. Listing of All Properties in North Carolina for which Certificate of Authority Is Requested – Continued:

PROPOSED UTILITY SERVICE AREAS

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 21					
Property No. 22					
Property No. 23					
Property No. 24					
Property No. 25					
Property No. 26					
Property No. 27					
Property No. 28					
Property No. 29					
Property No. 30					
Property No. 31					
Property No. 32					
Property No. 33					
Property No. 34					
Property No. 35					
Property No. 36					
Property No. 37					
Property No. 38					
Property No. 39					
Property No. 40					

(Attach supplemental sheets, if needed.)

REQUIRED EXHIBITS

- (1) **Exhibit A:** If the Applicant is a corporation, LLC, LP, etc., enclose a copy of the certification from the North Carolina Department of the Secretary of State (Articles of Incorporation or Application for Certificate of Authority for Limited Liability Company, etc.). **(Must match name on Line 1 of application.)**
- (2) **Exhibit B:** If the Applicant is a partnership, enclose a copy of the partnership agreement. **(Must match name on Line 1 of application.)**
- (3) **Exhibit C:** A copy of the warranty deeds showing that the Applicant has ownership of all the properties listed in Item 16. **(Grantee on the Deed must match owner's name on Line 1 of application.)**
- (4) **Exhibit D:** Vicinity maps (i.e., Google Maps) showing the locations of the single-family dwellings listed in Item 16 in sufficient detail for someone not familiar with the counties to locate the dwellings.
- (5) **Exhibit E:** A copy of final executed agreements or contracts, if any, that the Applicant has entered into covering the provision of the billing and collection services. (The agreements/contracts need to be signed by both the owner and the billing and collection company).

FILING INSTRUCTIONS

- (6) If additional space is needed, supplementary sheets may be attached. If any section does not apply, write "not applicable".
- (7) Electronic filing is available at www.ncuc.net for application submittal or mail one (1) original application with required exhibits and **original notarized signature**, plus three (3) additional collated copies to:

USPS Address:

Chief Clerk's Office
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

OR

Overnight Delivery at Street Address:

Chief Clerk's Office
North Carolina Utilities Commission
430 North Salisbury Street
Raleigh, North Carolina 27603-5918

- (8) Provide a self-addressed stamped envelope, plus an additional copy of the application, if a file-stamped copy is requested by the Applicant.
- (9) Enclose a filing fee as required by G.S. §62-300. A Class A company (annual revenues of \$1,000,000 or more) requires a \$250 filing fee. A Class B company (annual revenues between \$200,000 and \$1,000,000) requires a \$100 filing fee. A Class C company (annual revenues less than \$200,000) requires a \$25 filing fee.

MAKE CHECK PAYABLE TO N.C. DEPARTMENT OF COMMERCE/UTILITIES COMMISSION.

SIGNATURE

Application shall be signed and verified by the Applicant.

Signature

Typed or Printed Name

Date

(Typed or Printed Name) _____

Personally appearing before me and, being first duly sworn, says that the information contained in this application and in the exhibits attached hereto are true to the best of his/her knowledge and belief.

Subscribed and sworn before me this the _____ day of _____, 20____.

Signature of Notary Public

Name of Notary Public – Typed or Printed

My Commission Expires: _____

DOCKET NO. WRN-____ Sub ____

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION
NOTIFICATION OF REVISED ADMINISTRATIVE FEE FOR SINGLE-FAMILY DWELLINGS CHARGING
FOR WATER AND/OR SEWER SERVICE PURSUANT TO G.S. 62-110(G)

APPLICANT

1. Name of Owner: _____
2. Business Mailing Address of Owner: _____
3. City and State: _____ Zip Code: _____
4. Business Telephone: _____ Business Fax: _____
5. Business Email: _____
6. Person to Contact Concerning this Notification (Name, Telephone, and Email):

CONTACT INFORMATION

- | | <u>NAME</u> | <u>ADDRESS</u> | <u>TELEPHONE</u> |
|---------------------------------------------------|-------------|----------------|------------------|
| 7. Management Company: | _____ | _____ | _____ |
| 8. Complaints or Billing: | _____ | _____ | _____ |
| 9. Emergency Services: | _____ | _____ | _____ |
| 10. Filing/Payment of
Regulatory Fees to NCUC: | _____ | _____ | _____ |

PROPOSED AND PRESENT ADMINISTRATIVE FEE

- | | <u>Proposed Fee</u> | <u>Present Fee</u> |
|---------------------------------|---------------------|--------------------|
| 11. Monthly Administrative Fee: | _____ | _____ |

(NCUC Rule R18-6(a) specifies that no more than \$3.75 may be added to the cost of purchased water and sewer service as an administrative fee to compensate the lessor (provider) of single-family residences for billing and collection expenses.)

12. Present administrative fee established: Docket No. WRN-____ Sub ____

PROPOSED BILLING INFORMATION

13. Bills past due _____ days after billing date.
(NCUC Rule R18-7(d) specifies that bills shall not be past due less than 25 days after billing dates.)
14. Billing cycle: Monthly? _____ (NCUC Rule R18-7(c) specifies that bills shall be rendered at least monthly.)
15. _____ YES (Indicate agreement by inserting a checkmark ✓). The consumption rate(s) and base fee(s) charged by the lessor (provider) shall not exceed the unit consumption rate(s) and base fee(s) charged by the supplier of the service. That is, the lessor (provider) may pass through the consumption rate(s) on metered service and the base fee(s) charged by the supplier to the provider's lessees. The lessor may also charge a monthly administrative fee not to exceed the maximum administrative fee authorized by the Commission, as indicated in Item 11 above.

16. Listing of All Properties in North Carolina for which the Proposed Administrative Fee Applies:

UTILITY SERVICE AREAS

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 1					
Property No. 2					
Property No. 3					
Property No. 4					
Property No. 5					
Property No. 6					
Property No. 7					
Property No. 8					
Property No. 9					
Property No. 10					
Property No. 11					
Property No. 12					
Property No. 13					
Property No. 14					
Property No. 15					
Property No. 16					
Property No. 17					
Property No. 18					
Property No. 19					
Property No. 20					

16. Listing of All Properties in North Carolina for which the Proposed Administrative Fee Applies – Continued:

UTILITY SERVICE AREAS

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 21					
Property No. 22					
Property No. 23					
Property No. 24					
Property No. 25					
Property No. 26					
Property No. 27					
Property No. 28					
Property No. 29					
Property No. 30					
Property No. 31					
Property No. 32					
Property No. 33					
Property No. 34					
Property No. 35					
Property No. 36					
Property No. 37					
Property No. 38					
Property No. 39					
Property No. 40					

(Attach supplemental sheets, if needed.)

REQUIRED EXHIBITS AND INSTRUCTIONS

- (1) Provide a current copy of the final executed agreements or contracts, if any, that the Applicant has entered into covering the provision of the billing and collection services to support the administrative fee requested. (The agreements/contracts should be signed by both the owner and the billing and collection company).
- (2) If additional space is needed, supplementary sheets may be attached. If any section does not apply, write "not applicable".
- (3) Line 1 - The entity's name listed on Line 1 should be the name of the current owner as certified by the Commission. Do not list the name of the billing and collection company or the management company.
- (4) Line 2 - The business mailing address listed on Line 2 should be the mailing address for the current owner as certified by the Commission. Do not list the mailing address for the billing and collecting company or the management company.
- (5) Line 12 - The docket number, which begins with "WRN-", as listed on the current schedule of administrative fee for the single-family dwellings in North Carolina, should be included on this line.
- (6) The notification should be signed by the owner of the properties, not the billing and collection company.
- (7) Pursuant to NCUC Rule R18-6(b), the owner of single-family dwellings may increase its administrative fee by filing this notification of revised fee with the Commission. The fee proposed on this notification will become effective on fourteen (14) days' notice after the date the notification was filed with the Commission, unless the rates are suspended or disapproved by Commission Order issued within 14 days of the filing of this notification.
- (8) Electronic filing is available at www.ncuc.net for application submittal or mail one (1) original application with required exhibits and original **notarized signature**, plus three (3) additional collated copies to:

USPS Address:

Chief Clerk's Office
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

OR

Overnight Delivery at Street Address:

Chief Clerk's Office
North Carolina Utilities Commission
430 North Salisbury Street
Raleigh, North Carolina 27603-5918

- (9) Provide a self-addressed stamped envelope, plus an additional copy of the application, if a file-stamped copy is requested by the Applicant.
- (10) **Questions** - For any questions concerning this notification, please contact:

The Public Staff – North Carolina Utilities Commission, Water Division at 919-733-5610.

SIGNATURE

Application shall be signed and verified by the Applicant.

Signature

Typed or Printed Name

Date

(Typed or Printed Name) _____

Personally appearing before me and, being first duly sworn, says that the information contained in this application and in the exhibits attached hereto are true to the best of his/her knowledge and belief.

Subscribed and sworn before me this the _____ day of _____, 20____.

Signature of Notary Public

Name of Notary Public – Typed or Printed

My Commission Expires: _____

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION
ANNUAL UPDATE OF UTILITY SERVICE AREAS FOR SINGLE-FAMILY DWELLINGS
CHARGING FOR WATER AND/OR SEWER SERVICE PURSUANT TO G.S. 62-110(G)

ANNUAL UPDATE IS DUE APRIL 30th EACH YEAR

ENTITY

1. Name of Owner: _____
2. Business Mailing Address of Owner: _____
3. City and State: _____ Zip Code: _____
4. Business Telephone: _____ Business Fax: _____
5. Business Email: _____
6. Person to Contact Concerning this Annual Update (Name, Telephone, and Email):

CONTACT INFORMATION

- | | <u>NAME</u> | <u>ADDRESS</u> | <u>TELEPHONE</u> |
|---------------------------------------------------|-------------|----------------|------------------|
| 7. Management Company: | _____ | _____ | _____ |
| 8. Complaints or Billing: | _____ | _____ | _____ |
| 9. Emergency Services: | _____ | _____ | _____ |
| 10. Filing/Payment of
Regulatory Fees to NCUC: | _____ | _____ | _____ |

PRESENT AUTHORIZED ADMINISTRATIVE FEE

11. Monthly Administrative Fee: _____

CHANGES IN THE NUMBER OF PROPERTIES THROUGH MARCH 31ST

12. Total Number of Single-Family Dwellings Previously Reported: _____
13. Total Number of Single-Family Dwellings Added: _____ (Please list the addresses on Line 16.)
14. Total Number of Single-Family Dwellings Sold: _____ (Please list the addresses on Line 17.)
15. Total Current Number of Dwellings (Line 12 + Line 13 - Line 14): _____ on March 31, _____.
(year)

16. Listing of All Newly Added Properties in North Carolina for which an Administrative Fee Is Applied:

UTILITY SERVICE AREAS ADDED

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 1					
Property No. 2					
Property No. 3					
Property No. 4					
Property No. 5					
Property No. 6					
Property No. 7					
Property No. 8					
Property No. 9					
Property No. 10					
Property No. 11					
Property No. 12					
Property No. 13					
Property No. 14					
Property No. 15					
Property No. 16					
Property No. 17					
Property No. 18					
Property No. 19					
Property No. 20					

16. Listing of All Newly Added Properties in North Carolina for which an Administrative Fee Is Applied - Continued:

UTILITY SERVICE AREAS ADDED

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 21					
Property No. 22					
Property No. 23					
Property No. 24					
Property No. 25					
Property No. 26					
Property No. 27					
Property No. 28					
Property No. 29					
Property No. 30					
Property No. 31					
Property No. 32					
Property No. 33					
Property No. 34					
Property No. 35					
Property No. 36					
Property No. 37					
Property No. 38					
Property No. 39					
Property No. 40					

(Attach supplemental sheets, if needed.)

17. Listing of All North Carolina Properties Sold During the Annual Update Period:

UTILITY SERVICE AREAS SOLD

	<u>Physical Address</u>	<u>City</u>	<u>County</u>	<u>Type of Service</u> (Water and/or Sewer)	<u>Supplier(s)</u>
Property No. 1					
Property No. 2					
Property No. 3					
Property No. 4					
Property No. 5					
Property No. 6					
Property No. 7					
Property No. 8					
Property No. 9					
Property No. 10					
Property No. 11					
Property No. 12					
Property No. 13					
Property No. 14					
Property No. 15					
Property No. 16					
Property No. 17					
Property No. 18					
Property No. 19					
Property No. 20					

(Attach supplemental sheets, if needed.)

REQUIRED EXHIBITS

- (1) **Exhibit A:** A copy of the warranty deeds showing that the Entity has ownership of all the properties listed in Item 16. **(Grantee on the Deed must match owner's name on Line 1 of the update.)**
- (2) **Exhibit B:** Vicinity maps (i.e., Google Maps) showing the locations of the newly added single-family dwellings listed in Item 16 in sufficient detail for someone not familiar with the counties to locate the dwellings.
- (3) **Exhibit C:** Provide a current copy of the final executed agreements or contracts, if any, that the Entity has entered into covering the provision of the billing and collection services for the newly added dwellings. (The agreements/contracts need to be signed by both the owner and the billing and collection company).

FILING INSTRUCTIONS

- (4) If additional space is needed, supplementary sheets may be attached. If any section does not apply, write "not applicable".
- (5) Annual update period is from **April 1st of prior year to March 31st of current year**. For the company's first annual update, the annual update period is from the Order date for which the company's Certificate of Authority was granted by the Commission to the following March 31st.
- (6) Electronic filing is available at www.ncuc.net for annual update submittal or mail one (1) original update form with required exhibits and **original notarized signature**, plus three (3) additional collated copies to:

USPS Address:

Chief Clerk's Office
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

OR

Overnight Delivery at Street Address:

Chief Clerk's Office
North Carolina Utilities Commission
430 North Salisbury Street
Raleigh, North Carolina 27603-5918

- (7) Provide a self-addressed stamped envelope, plus an additional copy of the application, if a file-stamped copy is requested by the Applicant.

SIGNATURE

Update shall be signed and verified by the Owner (Entity).

Signature

Typed or Printed Name

Date

(Typed or Printed Name) _____

Personally appearing before me and, being first duly sworn, says that the information contained in this application and in the exhibits attached hereto are true to the best of his/her knowledge and belief.

Subscribed and sworn before me this the _____ day of _____, 20____.

Signature of Notary Public

Name of Notary Public – Typed or Printed

My Commission Expires: _____