

McGuireWoods LLP  
434 Fayetteville Street  
Suite 2600  
PO Box 27507 (27611)  
Raleigh, NC 27601  
Phone: 919.755.6600  
Fax: 919.755.6699  
www.mcguirewoods.com  
Mary Lynne Grigg  
Direct: 919.755.6573

McGUIREWOODS

mgrigg@mcguirewoods.com

OFFICIAL COPY

Sep 23 2019

September 23, 2019

**VIA ELECTRONIC FILING**

Ms. Kimberley A. Campbell, Chief Clerk  
North Carolina Utilities Commission  
Dobbs Building  
430 North Salisbury Street  
Raleigh, North Carolina 27603

Re: Docket No. E-22 Sub 562  
Docket No. E-22 Sub 566

Dear Ms. Campbell:

Enclosed for filing in the above-referenced docket on behalf of Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina, is Late-Filed Exhibit No. 2.

The Late-Filed Exhibit No. 2 responds to Cost Allocation and Rate Design Question No. 2 pursuant to the Commission's September 16, 2019 Order Providing Notice of Commission Questions in the above-captioned matter.

Thank you for your assistance with this matter. Feel free to contact me should you have any questions.

Very truly yours,

/s/Mary Lynne Grigg

MLG:mth

Enclosure

**2. Provide a witness knowledgeable concerning the Company's exploration, evaluation, and consideration of special rates and/or billing and payment plans for qualifying low income customers and the supporting rationale for any decisions concerning whether to propose or offer any such rates or billing plans.**

## **Dominion Energy North Carolina**

### **Assistance Available to Low Income Customers in North Carolina**

**Dominion Energy North Carolina Billing, Payment & Credit:** DENC will assist in arranging short-term extensions and payment plans to customers in need of assistance with their utility bills. Consistent with NC Commission rules, the Company will work with such customers to arrange a six month payment plan upon request, unless the customer specifically requests a shorter time.

**Dominion Energy North Carolina Assistance:** DENC offers help to customers in need of assistance with their utility bills in several ways:

- The DENC Credit Department has within its department a dedicated staff specializing in Energy Assistance (EA). The team works with assistance agencies (i.e. governmental and non-profits agencies) providing front-line support, guidance for special cases, training and outreach as well as operational support of the programs as they apply to DENC.
- ***Moratorium on Disconnects*** (Nov 1 – March 31) – In compliance with the North Carolina Utilities Commission Order of November 14, 1979, Amending Rules R12-10 & R12-11. The Company works through the NC Department of Social Services who certify eligible senior and disabled customers for assistance under the Emergency Crisis Assistance Program or other programs. This program prevents these customers, once certified, from being turned off during the designated time period. Customers who have been disconnected are issued a reconnect.
- ***Outbound calling*** – Customers who are identified to be disconnected for non-payment will receive an outbound call advising to contact North Carolina 2-1-1 for available energy assistance options. NC 2-1-1 is an information and referral service provided by United Way of North Carolina.
- ***Outreach*** – The DENC EA team conducts outreach events in NC to educate customers about available bill payment assistance along with easy low cost/no cost conservation measures.

- **EnergyShare** (Oct 1 – May 31) - Dominion Energy North Carolina’s energy assistance program of last resort available to anyone who faces financial hardship during the heating season. The program provides a one-time payment of last resort for those who have exhausted other forms of assistance or who do not qualify for such help. *EnergyShare* pays for any type of heating bill – oil, wood, kerosene, natural gas or electricity.
- **Project Fan/Heat Relief** (June 1 – Sept 30) - Since 1990, as a part of *EnergyShare*, DENC has supported the North Carolina Division of Aging and Adult Services program for seniors, called Project Fan/Heat Relief. DENC donates funds to help provide fans in our service area in the northeastern portion of North Carolina. For information on how to apply, contact the North Carolina Department of Human Services – Division of Aging.
- Customers Served By *EnergyShare*:

*EnergyShare* paid to all customers regardless of utility:

	Bill Payment Dollars Spent	Families Assisted	Fan Care Recipients	Total
2016	\$211,942	735	331	1,066
2017	\$657,388	1974	288	2,262
2018	\$893,896	2501	291	2,792

*EnergyShare* Paid to Dominion Energy customers:

	Bill Payment Dollars Spent	Families Assisted
2016	\$142,121	401
2017	\$433,476	1,128
2018	\$586,569	1,488

**Government Assistance:** The North Carolina Department of Social Services offers several ways to assist customers with their utility bills:

- **Low Income Energy Assistance Program (LIEAP):** The LIEAP program provides a one-time vendor payment to help eligible households pay their heating bills. Households including a person aged 60 or older or an individual receiving disability benefits and services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.
  - Households that meet the following criteria may be eligible:
    - Have at least one U.S. citizen or non-citizen who meets the eligibility criteria.
    - Meet an income test.
    - Have reserves at or below \$2,250.
    - Be responsible for its heating costs.

- **Crisis Intervention Program (CIP):** The Crisis Intervention Program is a federally funded program that assists individuals and families who are experiencing a heating or cooling related crisis. A household is considered to be in a crisis if it is currently experiencing or is in danger of experiencing a life threatening or health related emergency and sufficient, timely and appropriate assistance is not available from any other source.

Life threatening is defined as a household which has no heating or cooling source or has a disconnect notice for their primary heating or cooling service and the health or well-being of a household member would be in danger if the heating or cooling crisis was not alleviated. Each household should be evaluated on a case by case basis to determine if there is a heating or cooling crisis. Applications are taken beginning July 1, 2019 – June 30, 2020 or until the CIP allocation is exhausted, whichever comes first.

- Households that meet the following criteria may be eligible:
  - Have at least one U.S. citizen or non-citizen who meets the eligibility criteria
  - Meet the income test
  - Have an energy related crisis
  - Have a utility statement that shows how much is owed to alleviate the crisis
- **North Carolina Weatherization Assistance:** Helps low income North Carolinians save energy, reduce their utility bills, and stay safe in their homes. Its mission is to keep North Carolina citizens warm in the winter, cool in the summer, and safe all year long while educating the public about energy efficiency and household safety. The program's focus is on the elderly, the disabled, families with children, high energy users, and the energy burdened. The Division of Energy, Mineral & Land Resources in the N.C. Department of Environmental Quality administers the Weatherization Assistance Program with annual funding from the U.S. Department of Energy.

**Summary of Dominion Energy North Carolina Customers Receiving Assistance:**

- Shown below is the total number of DENC customers receiving assistance, from any of the sources mentioned above, by calendar year.

	Number of Customers	Number of Payments	Total Dollars
2016	3,850	5,850	\$1.66M
2017	3,625	5,270	\$1.40M
2018	4,380	7,360	\$2.05M

**Dominion Energy North Carolina  
 How Dominion Energy North Carolina Determines Low Income**

Dominion Energy does not set any low-income definitions for any program. The NC Department of Health and Human Services programs assisting with utility assistance set low-income levels based on 130% of Federal Poverty as noted in the chart below. (chart copied from Division of Social Services website)

<b>Household Size</b>	<b>Maximum Monthly Countable Income</b>	<b>Household Size</b>	<b>Maximum Monthly Countable Income</b>
1	\$1,315	14	\$7,399
2	\$1,783	15	\$7,867
3	\$2,251	16	\$8,335
4	\$2,719	17	\$8,803
5	\$3,187	18	\$9,271
6	\$3,655	19	\$9,739
7	\$4,123	20	\$10,207
8	\$4,591	21	\$10,675
9	\$5,059	22	\$11,143
10	\$5,527	23	\$11,611
11	\$5,995	24	\$12,079
12	\$6,463	25	\$12,547
13	\$6,931	26	\$13,015

## Dominion Energy North Carolina

### Low income DSM Program in North Carolina

- There has been a NC Low Income DSM program available since 2011. The current program, *Residential Income and Age Qualifying Home Improvement (Schedule RIAQHIP)*, was extended last year to continue through year 2021. Shown below are the participants served to date and the approved program spend amounts.

Program	Participants	Program Spend
DSM I North Carolina Low-Income Program 2011-2015	1,256	\$1,594,425.00
DSM IV (Current) North Carolina Low-Income Program 2016-2018	288	\$658,413.00
Total	1,544	\$2,252,838.00

- The program provides an in-home energy assessment and select energy –savings products at no cost to the customer.
- Here is the list of measures that are available in our current NC low-income regulated program (IAQHI) and will be installed with the homeowner’s permission by an approved local weatherization service provider:
  - Installation of ENERGY STAR qualified LED light bulbs (screw base)
    - replaces up to six incandescent lamps (60W or 40W)
  - Energy and water saving showerhead
    - replaces up to two existing non low-flow shower heads
  - Pipe Wrap insulation for hot water pipes
  - High efficiency faucet aerators
    - replaces up to two existing no low-flow faucets
  - Attic Insulation
- The Income and Age-Qualifying Home Improvement program is available to qualified customers in our North Carolina service territory. The program conforms to the North Carolina State Energy Office qualification guidelines which are currently set at 200% of the Federal poverty level. Age qualifying residential customers must be 60 years of age or older and have income at or below 250% of the federal poverty level. The program is

available to qualified individuals living in single-family homes, multifamily homes, and mobile homes.

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing *Late-Filed Exhibit No. 2*, as filed in Docket No. E-22 Sub 562 and E-22 Sub 566, were served electronically or via U.S. mail, first-class, postage prepaid, upon all parties of record.

This, the 23<sup>rd</sup> day of September, 2019.

/s/Mary Lynne Grigg

Mary Lynne Grigg

McGuireWoods LLP

434 Fayetteville Street, Suite 2600

Raleigh, NC 27601

Telephone: (919) 755-6573

mgrigg@mcguirewoods.com

*Attorney for Virginia Electric and Power  
Company, d/b/a Dominion Energy North  
Carolina*