

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-218, SUB 526

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of		
Application by Aqua North Carolina, Inc.,	)	
202 MacKenan Court, Cary, North	)	ORDER GRANTING
Carolina 27511, for Authority to Adjust	)	EXTENSION OF TIME
and Increase Rates for Water and	)	TO FILE SUPPLEMENTAL
Sewer Utility Service in All its Service	)	PROPOSED ORDERS
Areas	)	

BY THE PRESIDING COMMISSIONER: On August 14, 2020, Aqua North Carolina, Inc. (Aqua) and the Public Staff – North Carolina Utilities Commission (Public Staff) filed a joint motion requesting approval of certain revisions to the scheduling requirements of a portion of the Proposed Order, pertaining only to those matters that address customer service and reporting requirements. The Attorney General did not oppose the motion.

On June 29, 2020, the Commission issued an order rescheduling the public witness hearings to August 3, 2020.

On June 23, 2020, the expert witness hearing began in accordance with the Commission's initial scheduling order, was recessed, and resumed on July 8, 2020, remotely using WebEx. In consideration of the pending public witness hearing, at the conclusion of expert witness testimony, the Presiding Commission informed the parties that Proposed Orders would be due 30 days from the availability of the transcripts. The Presiding Commissioner further indicated that due to the pending August 3 public witness hearing, Supplemental Proposed Orders may be required and requests by the parties for such supplemental filings would be considered.

On August 3, 2020, the public witness hearing was held in two sessions as scheduled.

As a basis for the motion requesting an extension of time to file portions of the Proposed Orders, Aqua and the Public Staff provided that:

1. The public witness hearing was held after the Public Staff filed its testimony, after Aqua filed its rebuttal testimony, and after the evidentiary hearing of June 23 and July 8, 9, 10, and 13, 2020;

2. Aqua is required to file its Report on Customer Concerns on August 24, 2020, and the Public Staff will file its verified response to Aqua's report on September 4, 2020;
3. Proposed Orders are due on August 17, 2020, and the issue of customer service and reporting requirements is an unresolved issue as between Aqua and the Public Staff – one of four such categories of issues;
4. It is not feasible nor productive to include in their filings of August 17, 2020, the section on customer service and reporting requirements because the evidentiary record pertaining to those matters will not be complete until the company files its report on the public hearings on August 24, 2020, and the Public Staff files its verified response to the Company report on September 4, 2020;
5. The filing procedures should replicate, as nearly as possible, the procedures inherent in a "normal" proceeding which would afford Aqua the opportunity to file a response to the Public Staff's report which will be filed on September 4, 2020;
6. Due to the intense press of business for the Public Staff due to the pending Duke rate cases, the Public Staff requests that the interval between filing of the public hearing report and response and the due date for the customer service and reporting requirements portion of the Proposed Order be two weeks;
7. By holding to the August 17, 2020 filing deadline for Proposed Orders that are complete, except for the issues related to the public hearings, including the issue of customer service and reporting requirements, the Commission has before it for examination, on the present schedule, the bulk of the issues in this case; and
8. By modifying the schedule as requested, the evidentiary record can be completed and in proper order.

Based on the foregoing, the Presiding Commissioner finds good cause to allow Aqua and the Public Staff's joint motion requesting a revision to the Proposed Order schedule only as it pertains to issues related to the public hearings, including the issue of customer service and reporting requirements.

IT IS, THEREFORE, ORDERED, as follows:

1. That the Proposed Orders due on August 17, 2020, shall in all ways be complete, except for issues related to the public hearings, including the issue of customer service and reporting requirements;
2. That Aqua shall file its response to customer concerns, as expressed at the August 3, 2020 public hearings, on August 24, 2020, as previously ordered;
3. That the Public Staff shall file its verified response by September 4, 2020, as previously ordered;

4. That Aqua shall have until September 11, 2020, to either file a response to the Public Staff's verified response or to notify the Commission and all parties that it has none; and

5. That the parties shall have until September 25, 2020, to file Supplemental Proposed Orders addressing issues related only to the customer hearing, including customer service and reporting requirements.

ISSUED BY ORDER OF THE COMMISSION.

This the 18th day of August, 2020.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in black ink that reads "Kimberley A. Campbell". The signature is written in a cursive, flowing style.

Kimberley A. Campbell, Chief Clerk