

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. E-22, SUB 583
DOCKET NO. G-5, SUB 617

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	
Application of Virginia Electric and Power) ORDER GRANTING
Company, Inc. d/b/a Dominion Energy) TEMPORARY WAIVERS OF
North Carolina and Public Service) SPECIFIC PROVISIONS OF
Company of North Carolina, Inc. for) COMMISSION RULES
Expedited Approval of Waivers)

BY THE COMMISSION: On March 16, 2020, Virginia Electric and Power Company, Inc. d/b/a Dominion Energy North Carolina (DENC), and Public Service Company of North Carolina, Inc. (PSNC, collectively the Companies) filed a letter in the above-captioned dockets requesting Commission approval to (1) suspend disconnection of electric and gas service of the Companies' residential customers who are unable to pay their bills, (2) waive the application of late-payment charges provided for in the Commission's rules and various rate schedules of the Companies, (3) allow reconnection of customers who have recently been disconnected without assessment of a reconnection fee, and (4) use flexibility in applying other requirements for restoration of electric and gas services, including the guidelines for re-establishment of credit.

In support of their request, the Companies stated that on March 10, 2020, Governor Roy Cooper issued Executive Order No. 116 declaring a State of Emergency in North Carolina in response to COVID-19. Further, they stated that the health and well-being of the Companies' customers and employees is a top priority, and that in furtherance of this priority the Companies propose to implement certain measures and mitigation strategies for the benefit of their customers and employees. They stated that on March 12, 2020, DENC and PSNC ceased disconnecting electric and natural gas service to their residential customers for non-payment under the discretion granted by the Commission to DENC in Commission Rule R12-11(r) and to PSNC in Rule R12-10 (n).

In addition, the Companies noted that they are authorized to charge a late-payment fee to customers who do not pay their bill on time. In light of COVID-19 they anticipate that some customers may not be able to pay their bills in a timely manner. In order to provide relief to these customers as quickly as possible, the Companies requested authority to begin waiving late-payment charges for residential and commercial customers effective March 16, 2020.

Moreover, the Companies requested that for residential electric and natural gas customers whose service was recently disconnected for nonpayment that DENC and

PSNC be authorized to waive the reconnection charge when customers seek to have their service restored. The Companies also requested authority to work with residential customers regarding other requirements to restore electric and natural gas service, including re-establishment of credit pursuant to Commission Rules R12-2 and R12-3.

Finally, the Companies requested that the Commission issue an order on an expedited basis approving their requests, with an effective date of March 16, 2020, and remaining in effect while the State of Emergency exists in North Carolina, or until otherwise ordered by the Commission.

Based on the foregoing, the Commission finds and concludes that the requested suspension of residential customer electric and natural gas disconnections and the requested waivers of Commission rules are in the public interest and should be approved. In addition, the Commission concludes that the Companies should be authorized to implement the suspension of disconnections and waivers of Commission rules effective March 16, 2020, and to continue such suspensions and waivers until the COVID-19 State of Emergency is declared to be over, or until otherwise ordered by the Commission.

IT IS, THEREFORE, SO ORDERED.

ISSUED BY ORDER OF THE COMMISSION.

This the 18th day of March, 2020.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in dark ink, appearing to read "Jan H. Ful", is written over a faint, larger signature that appears to read "Janice H. Fulmore".

Janice H. Fulmore, Deputy Clerk