

NORTH CAROLINA UTILITIES COMMISSION

REPORT ON MANDATORY COVID-19 STATE OF EMERGENCY MONTHLY REPORTING FOR THE MONTH ENDED SEPTEMBER 30, 2020

Docket No. M-100, Sub 158

Wednesday, December 2, 2020

On July 29, 2020, the North Carolina Utilities Commission (Commission) issued an order lifting the disconnection moratorium it had placed on jurisdictional utilities regulated by the Commission at the outset of the COVID-19 crisis. In addition to lifting the moratorium, the order also set minimum requirements for the establishment of repayment plans for arrearages that had occurred during the moratorium and required utilities to submit monthly monitoring reports on a range of metrics.

On September 9, 2020, the Commission issued an order finalizing the COVID-19 State of Emergency Monthly Reporting Form and excluding resellers and Class C water and wastewater public utilities from the mandatory reporting requirement.

Forty-two utilities submitted reports covering the period September 1, 2020, through September 30, 2020, (see Appendix 1 for a full list of utilities submitting reports). Of the 42 utilities that reported, four are electricity providers, three are natural gas providers, and 35 are providers of water and/or wastewater services.

Accounts Past Due

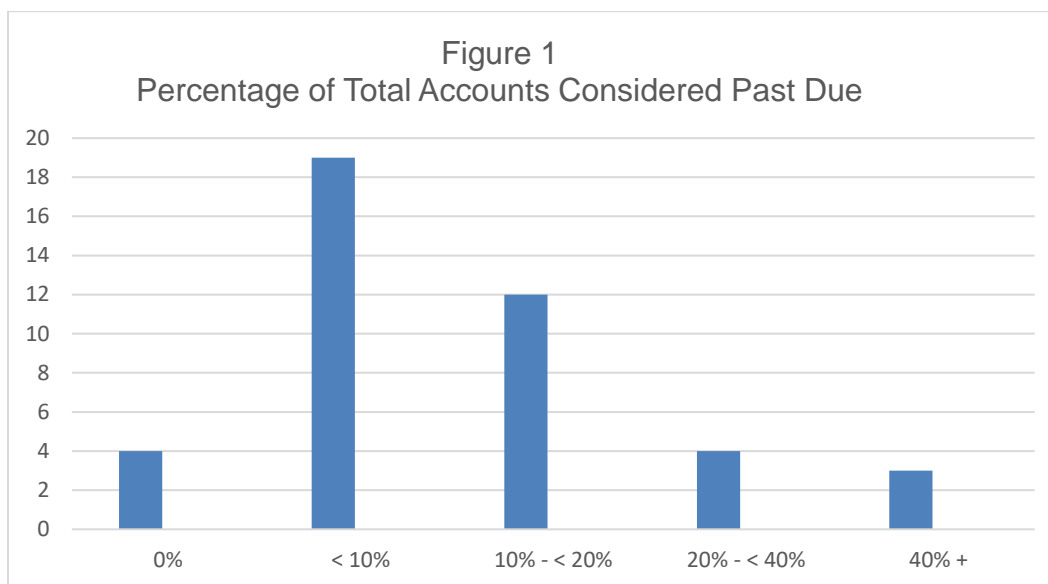
The reporting jurisdictional utilities reported that, as of September 30, an aggregate of \$256,973,847 in residential and nonresidential customer arrearages were 30 or more days past due (\$19,044,044 more than the amount of arrears reported as of August 31). Of the reported amount this month, approximately 89.1% or \$228,990,303 is attributable to the three largest investor-owned electric utilities — Duke Energy Carolinas, Duke Energy Progress, and Dominion Energy North Carolina. Table 1 shows a summary of arrearages and past due accounts for each type of utility service.

Table 1: Summary of Arrearages and Past Due Accounts					
Utility Service Provided	Number of Utilities Responding	Active Customer Accounts	Number of Past Due Accounts	Percent Past Due	Total Amount Past Due ¹
Electricity	4	3,970,711	622,855	15.7%	\$229,041,360
Natural Gas	3	1,374,116	159,357	11.6%	\$25,539,511
Water and Wastewater	35	187,114	20,793	11.1%	\$2,392,976

As of September 30, electric utilities reported that 622,855 (15.7%) of their accounts were past due, and natural gas utilities reported that 159,357 (11.6%) of their accounts were past due. As of September 30, utilities providing water and/or wastewater services reported that 20,793 (11.1%) of their 187,114 active accounts were past due. The percentage of accounts past due varied among individual utilities with four utilities reporting no past due accounts and three smaller

¹ The survey form defined past due amounts as unpaid balances 30 days and older.

water and wastewater utilities reporting more than 40% of their accounts past due. Figure 1 depicts the range of percentages of accounts past due by the number of jurisdictional utilities that reported.



Disconnections, Reconnections, and Payment Plans

Based on the timing of this report, most utilities had not yet reinstated disconnections for non-payment or finalized repayment plans, and, as a result, very few utilities reported disconnecting customers or establishing repayment plans during this reporting period. As of September 30, utilities reported carrying out 65 disconnections² during the month of September. Utilities reported that 8,309 accounts were on payment plans with the majority of these being reported by Public Service Company of NC and Piedmont Gas Company.

Customer Notice

Pursuant to the Commission's order issued on July 29, which lifted the moratorium on disconnections, the jurisdictional utilities were to inform customers regarding repayment plan options and, if applicable, regarding customer assistance programs such as the Federal Low-Income Home Energy Assistance Program (LIHEAP). During the reporting period, 35 jurisdictional utilities confirmed that they had informed customers about the required payment plans. Seven utilities, all small water and/or wastewater utilities, responded that they had not informed customers or were not aware of whether customers had been informed about the required payment plans. All of the electric and natural gas utilities confirmed that they provided customers with information related to LIHEAP.

Additional Information

This report, as well as the raw data reported by the jurisdictional utilities, will be filed in NCUC Docket No. M-100, Sub 158, which is publicly available on the Commission's website: www.ncuc.net. Please contact Ellen Burns at eburns@ncuc.net if you have any questions or if you would like to be provided with any additional information.

² This total does not include accounts that were disconnected and reconnected within 24 hours.

Appendix A

	Utility Service Provider Name	Utility Service
1	904 Georgetowne Treatment Plant, LLC	Water and/or Wastewater
2	A&D Water Service, Inc.	Water and/or Wastewater
3	Albemarle Plantation Utility Company, Inc.	Water and/or Wastewater
4	Aqua North Carolina, Inc.	Water and/or Wastewater
5	Baytree Utilities	Water and/or Wastewater
6	Beacons Reach Master Association, Inc.	Water and/or Wastewater
7	Carolina Water Service, Inc. of North Carolina	Water and/or Wastewater
8	CBL & Associates Management, Inc. – Alamance Crossing	Water and/or Wastewater
9	CBL & Associates Management, Inc. - Mayfaire	Water and/or Wastewater
10	Clarke Utilities, Inc.	Water and/or Wastewater
11	Corriher Water Service	Water and/or Wastewater
12	Cross-State Development Corporation	Water and/or Wastewater
13	Dominion Energy	Electric
14	Duke Energy Carolinas, LLC	Electric
15	Duke Energy Progress, LLC	Electric
16	Enviro-Tech of North Carolina, Inc.	Water and/or Wastewater
17	Fearrington Utilities	Water and/or Wastewater
18	Frontier Natural Gas Company	Natural Gas
19	Gensinger; John	Water and/or Wastewater
20	GGCC Utility, Inc.	Water and/or Wastewater
21	Ginguite Woods Water Reclamation Association, Inc.	Water and/or Wastewater
22	Harrco Utility Corporation	Water and/or Wastewater
23	HH Water, LLC	Water and/or Wastewater
24	JL Golf Management, LLC	Water and/or Wastewater
25	KDHWWTTP, LLC	Water and/or Wastewater
26	KRJ, Inc.	Water and/or Wastewater
27	Lake Junaluska Assembly, Inc.	Water and/or Wastewater
28	Meadowsland Development, LLC	Water and/or Wastewater
29	MECO Utilities, Inc.	Water and/or Wastewater
30	New River Light and Power Company	Electric
31	Old North State Water Company, LLC	Water and/or Wastewater
32	Old North Utility Services, Inc.	Water and/or Wastewater
33	Piedmont Natural Gas Company, Inc.	Natural Gas
34	Pine Island Currituck, LLC	Water and/or Wastewater
35	Pluris Hampstead, LLC	Water and/or Wastewater
36	Pluris Webb Creek, LLC	Water and/or Wastewater
37	Pluris, LLC	Water and/or Wastewater
38	Public Service Company of North Carolina, Inc.	Natural Gas
39	Sandler Utilities At Mill Run LLC	Water and/or Wastewater
40	Saxapahaw Utility Company	Water and/or Wastewater
41	Total Environmental Solutions, Inc.	Water and/or Wastewater
42	Water Quality Utilities, Inc.	Water and/or Wastewater