



**State of North Carolina  
Utilities Commission**

COMMISSIONERS

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May 15, 2020

Honorable Roy Cooper  
c/o Kristi Jones, Chief of Staff  
North Carolina Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

**Re: Implementation by the North Carolina Utilities Commission (the  
Commission) of Executive Order No. 124**

Dear Governor Cooper:

As set forth in our report to you dated May 4, 2020 report, the Commission and the Office of the Attorney General have agreed to transition the Utility Service Providers to monthly reporting of the data required by EO 124. On May 12, 2020, the Attorney General approved a waiver of EO 124's reporting requirements for five "foreign" electric membership corporations.<sup>1</sup> These EMCs are headquartered outside of North Carolina, and their billing systems do not allow them to track North Carolina customers separately from their other customers. In requesting the reporting waiver, these five EMCs stated that they will continue to abide by the requirements of EO 124 for disconnects, penalties, and repayments.

This report covers EO 124 activities for the period beginning April 1, 2020, and ending April 30, 2020 (the Reporting Period). This report is the first to provide a month's worth of data, and the Reporting Period overlaps with that of the reports that we provided to you on April 13, 20, and 27, and May 4. This report includes information provided by 385 Utility Service Providers,<sup>2</sup> more than half of all Utility Service Providers in North Carolina. These providers include the vast majority of large and mid-sized providers; most of the providers that did not submit reports serve relatively small numbers of customers.

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<sup>1</sup> Blue Ridge Mountain EMC, Broad River Electric Cooperative, Inc., Mecklenburg Electric Cooperative, Mountain Electric Cooperative, and Tri State Electric Membership Corporation

<sup>2</sup> See Appendix A for a list of those Utility Service Providers that submitted data to the Commission for this report.

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Of the 385 Utility Service Providers that reported, 79 are electricity providers, 10 are natural gas providers, and 296 are providers of water and/or wastewater services. Additionally, of those 385 Utility Service Providers that reported, 307 are governmental or quasi-governmental entities, 31 are investor-owned, and 47 are member-owned.

#### Residential Accounts

During the Reporting Period, 425,454 residential customer accounts became eligible for disconnection due to non-payment but were not disconnected. The Utility Service Providers report that 14,638 extended repayment plans were established for residential customers during the Reporting Period. Additionally, 1,003 residential customers were reconnected during the Reporting Period. Finally, \$10,709,687 in late fees and penalties were not charged to residential customers during the Reporting Period.

#### Non-Residential Accounts

During the Reporting Period, 28,470 non-residential customer accounts became eligible for disconnection due to non-payment but were not disconnected. The Utility Service Providers report that 431 extended repayment plans were established for non-residential customers during the Reporting Period. Additionally, 33 non-residential customers were reconnected during the Reporting Period. Finally, \$1,393,425 in late fees and penalties were not charged to non-residential customers during the Reporting Period.

#### Utility Arrears

With the transition to the monthly reporting obligation, the Commission asked the Utility Service Providers to provide information regarding their customer arrears in order to better understand the financial impact of the COVID-19 crisis on Utility Service Providers and their customers. As this information was not specifically requested in EO 124, the Commission did not require Utility Service Providers to respond, and not all did. Governmental Utility Service Providers report an aggregate of \$64,745,771 in customer arrears as of April 30. Member-owned Utility Service Providers report an aggregate of \$810,932 in customer arrears as of April 30. Because some Utility Service Providers elected not to provide this information, the information reported herein represents partial, and not a complete, impact of the crisis in North Carolina.

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### Customer Notifications

Utility Service Providers took a variety of actions throughout the Reporting Period to inform their customers of the utility-related provisions of EO 124. Some examples of actions taken include:

- Notice posted at office
- Posted Executive Order and brief description on the Town's website
- Posting on Town's website and on Facebook; radio interview with local radio station; press release
- Put a notice on the door in the Town Hall
- Posted notice on the Town's website and the doors of the Town Hall; also put on bills

This report, as well as the raw data reported by the Utility Service Providers, will be filed in NCUC Docket No. M-100, Sub 158, which is publicly available on the Commission's website. Please contact me if you have any questions or if you would like to be provided with any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C. Mitchell'.

Charlotte A. Mitchell, Chair  
NC Utilities Commission

cc: Josh Stein, Attorney General - NC Department of Justice  
Christopher J. Ayers, Executive Director, Public Staff – NCUC  
Kimberley A. Campbell - Chief Clerk, NCUC

**Appendix A**  
**May 15, 2020**

1.	Albemarle Electric Membership Corporation
2.	Anson County Utilities
3.	Aqua North Carolina, Inc.
4.	Baytree Utilities (Lake Creek Corporation)
5.	Beaufort County Government (Beaufort County Water)
6.	Belfast-Patetown Sanitary District
7.	Blue Ridge Energy
8.	Blue Ridge Water Association
9.	Bogue Banks Water Corp
10.	Brunswick County Public Utilities
11.	Brunswick Electric Membership Corporation
12.	Brunswick Regional Water & Sewer H2GO
13.	Caldwell County Water Department
14.	Cane Creek Water and Sewer District
15.	Cape Fear Public Utility Authority
16.	Cape Hatteras Electric Cooperative
17.	Carolina Water Service, Inc. of North Carolina
18.	Carteret County Water
19.	Carteret-Craven Electric Cooperative
20.	Central Electric Membership Corporation
21.	Charlotte Water
22.	Chatham County Public Utilities
23.	Chatham Utilities, Inc
24.	Christmount Utilities Commission
25.	City of Albemarle
26.	City of Archdale
27.	City of Asheboro
28.	City of Asheville
29.	City of Asheville / Metropolitan Sewerage District of Buncombe County
30.	City of Bessemer City (Water and/or Wastewater)
31.	City of Bessemer City (Natural Gas)
32.	City of Burlington
33.	City of Cherryville (Electricity)
34.	City of Cherryville (Water and/or Wastewater)
35.	City of Claremont
36.	City of Clinton
37.	City of Concord (Electricity)
38.	City of Concord (Water and/or Wastewater)
39.	City of Durham
40.	City of Elizabeth City
41.	City of Gastonia
42.	City of Gastonia
43.	City of Goldsboro
44.	City of Graham
45.	City of Greensboro Water Resources
46.	City of Hamlet
47.	City of Havelock
48.	City of Henderson
49.	City of Hendersonville
50.	City of Hickory

51.	City of High Point Electric
52.	City of High Point Water/Sewer
53.	City of Jacksonville
54.	City of Kannapolis
55.	City of King
56.	City of Kings Mountain (Water and/or Wastewater)
57.	City of Kings Mountain (Natural Gas)
58.	City of Kings Mountain (Electricity)
59.	City of Kinston
60.	City of Laurinburg
61.	City of Lexington
62.	City of Lincolnton
63.	City of Locust
64.	City of Lowell
65.	City of Marion
66.	City of Mebane
67.	City of Monroe
68.	City of Morganton (Electricity)
69.	City of Morganton (Water and/or Wastewater)
70.	City of Mount Airy
71.	City of New Bern
72.	City of Newton (Water and/or Wastewater)
73.	City of Newton (Electricity)
74.	City of Oxford
75.	City of Raeford
76.	City of Raleigh
77.	City of Randleman
78.	City of Reidsville
79.	City of Rocky Mount (Water and/or Wastewater)
80.	City of Rocky Mount (Electricity)
81.	City of Rocky Mount (Natural Gas)
82.	City of Roxboro
83.	City of Salisbury
84.	City of Sanford
85.	City of Shelby (Electricity)
86.	City of Shelby (Natural Gas)
87.	City of Shelby (Water and/or Wastewater)
88.	City of Southport (Electricity)
89.	City of Southport (Water and/or Wastewater)
90.	City of Toccoa dba Toccoa Natural Gas
91.	City of Washington (Electricity)
92.	City of Washington (Water and/or Wastewater)
93.	City of Wilson (Natural Gas)
94.	City of Wilson (Electricity)
95.	City of Wilson (Water and/or Wastewater)
96.	Clarke Utilities, Inc.
97.	Clay County Water & Sewer District
98.	County of Currituck
99.	County of Gates
100.	County of Montgomery

101.	Craven County Water
102.	Cross-State Development Company
103.	Cumberland County Public Utilities
104.	Dare County Water
105.	Davidson Downes
106.	Davidson Pointe
107.	Davidson Water Inc.
108.	Davie County Public Utilities
109.	Dominion Energy
110.	Duke Energy Carolinas, LLC
111.	Duke Energy Progress, LLC
112.	Duplin County Water
113.	Durham County Utilities
114.	East Moore Water District
115.	Eastern Pines Water Corporation
116.	Eastern Wayne Sanitary District
117.	Eastover Sanitary District
118.	Edgecombe County Water & Sewer
119.	Edgecombe-Martin County Electric Membership Corporation
120.	EnergyUnited
121.	Fayetteville PWC (Electricity)
122.	Fayetteville PWC (Water and/or Wastewater)
123.	Ferrington Utilities
124.	First Craven Sanitary District
125.	Fork Township Sanitary District
126.	Four County Electric Membership Corporation
127.	Foxfire Village
128.	Franklin County Public Utilities
129.	French Broad Electric Membership Corporation
130.	Frontier Natural Gas Company
131.	GGCC Utility, Inc.
132.	Greenville Utilities Commission (Electricity)
133.	Greenville Utilities Commission (Natural Gas)
134.	Greenville Utilities Commission (Water and/or Wastewater)
135.	Halifax County Public Utilities
136.	Halifax Electric Membership Corporation
137.	Handy Sanitary District
138.	Harkers Island Sanitary District
139.	Harnett Regional Water
140.	Harrco Utility Corporation
141.	Haywood Electric Membership Corporation
142.	High Hampton
143.	Iredell Water Corporation
144.	JACABB Utilities
145.	Jefferson Landing
146.	John Gensinger
147.	Johnston County
148.	Jones-Onslow Electric Membership Corporation
149.	JPC Utilities, LLC
150.	Junaluska Sanitary District

151.	KRJ, Inc, dba KRJ Utilities
152.	Lake Road Mobile Home Park
153.	Lincoln County
154.	Lumbee River Electric Membership Corporation
155.	Martin County Water Department
156.	McDowell County Nebo Water
157.	MECO Utilities, Inc
158.	Moore County Public Utilities
159.	New River Light and Power
160.	Northampton County Public Works
161.	Northwest Onslow Water Association
162.	Northwestern Wayne Sanitary District
163.	Ocracoke Sanitary District
164.	Old North State Water Company
165.	Old North State Water Company (Briar Chapel)
166.	Onslow Water and Sewer Authority
167.	Orange Water and Sewer Authority
168.	Orange-Alamance Water System, Inc.
169.	Pamlico County Water Department
170.	Pasquotank County Water Services
171.	Pee Dee Electric Membership Corporation
172.	Pender County Utilities
173.	Perquimans County Water System
174.	Pfeiffer-North Stanly Water Association
175.	Piedmont Electric Membership Corporation
176.	Piedmont Natural Gas Company, Inc.
177.	Pitt & Greene Electric Membership Corporation
178.	Pluris Hampstead, LLC
179.	Pluris Webb Creek, LLC
180.	Pluris,LLC
181.	Public Service Company of North Carolina, Incorporated
182.	Randolph Electric Membership Corporation
183.	Richmond County
184.	Roanoke Electric Cooperative
185.	Roanoke Rapids Sanitary District
186.	Rockingham County Local Government
187.	Rutherford Electric Membership Corporation
188.	Sampson County Public Works
189.	Saxapahaw Utility Company
190.	Sea Scape Mobile Home Community
191.	South Camden Water & Sewer District
192.	South Granville Water and Sewer Authority
193.	South Mills Water Association Inc
194.	South River Electric Membership Corporation
195.	South Saxapahaw HOA
196.	Southeast Brunswick Sanitary District
197.	Southeastern Wayne Sanitary District
198.	Southwestern Wayne Sanitary District
199.	Stanly County Utilities
200.	Surry-Yadkin Electric Membership Corporation

201.	The Hampshires
202.	Tideland Electric Membership Corporation
203.	Total Environmental Solutions
204.	Town of Aberdeen
205.	Town of Andrews
206.	Town of Apex
207.	Town of Autryville
208.	Town of Beaufort
209.	Town of Beech Mountain
210.	Town of Benson
211.	Town of Biltmore Forest
212.	Town of Biscoe
213.	Town of Black Mountain
214.	Town of Blowing Rock
215.	Town of Boiling Springs
216.	Town of Boone
217.	Town of Bostic (Water and/or Wastewater)
218.	Town of Bostic (Electricity)
219.	Town of Bridgeton
220.	Town of Bryson City
221.	Town of Burnsville
222.	Town of Calypso
223.	Town of Canton
224.	Town of Cary
225.	Town of Cerro Gordo
226.	Town of Chadbourn
227.	Town of Clarkton
228.	Town of Clayton
229.	Town of Cleveland
230.	Town of Clyde
231.	Town of Columbia
232.	Town of Columbus
233.	Town of Conover
234.	Town of Cornelius
235.	Town of Creswell
236.	Town of Dallas (Electricity)
237.	Town of Dallas (Water and/or Wastewater)
238.	Town of Dobson
239.	Town of Dover
240.	Town of East Bend
241.	Town of Edenton
242.	Town of Elizabethtown
243.	Town of Elkin
244.	Town of Ellenboro
245.	Town of Elon
246.	Town of Everetts
247.	Town of Fair Bluff
248.	Town of Fairmont
249.	Town of Faison
250.	Town of Faith



251.	Town of Farmville
252.	Town of Fontana Dam Water and Wastewater Treatment Plants
253.	Town of Forest City
254.	Town of Four Oaks
255.	Town of Franklin
256.	Town of Franklinville
257.	Town of Fremont (Electricity)
258.	Town of Fremont (Water and/or Wastewater)
259.	Town of Fuquay Varina
260.	Town of Garland
261.	Town of Gibson
262.	Town of Gibsonville
263.	Town of Granite Falls (Electricity)
264.	Town of Granite Falls (Water and/or Wastewater)
265.	Town of Green Level
266.	Town of Greenevers
267.	Town of Grifton
268.	Town of Grover
269.	Town of Hamilton (Water and/or Wastewater)
270.	Town of Hamilton (Electricity)
271.	Town of Harrellsville
272.	Town of Harrisburg
273.	Town of Haw River
274.	Town of Hillsborough
275.	Town of Hobgood (Electricity)
276.	Town of Hobgood (Water and/or Wastewater)
277.	Town of Holden Beach
278.	Town of Holly Springs
279.	Town of Hookerton
280.	Town of Huntersville
281.	Town of Jamestown
282.	Town of Jamesville
283.	Town of Jefferson
284.	Town of Jonesville
285.	Town of Kenansville
286.	Town of Kill Devil Hills
287.	Town of Kure Beach
288.	Town of Lansing
289.	Town of Lawndale
290.	Town of Leland
291.	Town of Liberty
292.	Town of Linden
293.	Town of Long View
294.	Town of Macclesfield (Water and/or Wastewater)
295.	Town of Macclesfield (Electricity)
296.	Town of Madison
297.	Town of Magnolia
298.	Town of Maiden
299.	Town of Manteo
300.	Town of Mayodan

301.	Town of Montreat
302.	Town of Mooresville
303.	Town of Morehead City
304.	Town of Mount Olive
305.	Town of Nags Head
306.	Town of Nashville
307.	Town of New London
308.	Town of Newport
309.	Town of North Wilkesboro
310.	Town of Norwood
311.	Town of Oak Island
312.	Town of Oakboro
313.	Town of Ocean Isle Beach
314.	Town of Old Fort
315.	Town of Parkton
316.	Town of Pembroke
317.	Town of Pine Knoll Shores
318.	Town of Pine Level
319.	Town of Pineville dba Pineville Electric Company
320.	Town of Princeton
321.	Town of Ramseur
322.	Town of Ranlo
323.	Town of Rhodhiss
324.	Town of River Bend
325.	Town of Robbinsville
326.	Town of Robersonville (Electricity)
327.	Town of Robersonville (Water and/or Wastewater)
328.	Town of Roseboro
329.	Town of Rutherford College
330.	Town of Salemburg
331.	Town of Saratoga
332.	Town of Sawmills
333.	Town of Selma
334.	Town of Seven Devils
335.	Town of Shallotte
336.	Town of Sharpsburg (Electricity)
337.	Town of Sharpsburg (Water and/or Wastewater)
338.	Town of Siler City
339.	Town of Sims
340.	Town of Smithfield
341.	Town of Southern Pines
342.	Town of Sparta
343.	Town of Spring Lake
344.	Town of Spruce Pine
345.	Town of Stanfield
346.	Town of Stantonsburg
347.	Town of Stedman
348.	Town of Stoneville
349.	Town of Stovall
350.	Town of Surf City

351.	Town of Topsail Beach
352.	Town of Troy
353.	Town of Valdese
354.	Town of Wagram
355.	Town of Wake Forest
356.	Town of Walstonburg (Water and/or Wastewater)
357.	Town of Walstonburg (Electricity)
358.	Town of Waynesville (Electricity)
359.	Town of Waynesville (Water and/or Wastewater)
360.	Town of Weaverville
361.	Town of West Jefferson
362.	Town of White Lake
363.	Town of Wilkesboro
364.	Town of Wingate
365.	Town of Winterville
366.	Town of Woodland
367.	Town of Yadkinville
368.	Town Rose Hill
369.	Tri-County Electric Membership Corporation
370.	Tri-State EMC
371.	Tuckaseigee Water & Sewer Authority
372.	Union County Public Works
373.	Union Power Cooperative
374.	Vance County Water District
375.	Village @ Oak Tree
376.	Village of Alamance
377.	Wake Electric Membership Corporation
378.	Warren County Public Utilities
379.	Washington County Water
380.	West Carteret Water Corporation
381.	West Wilkes Water Association
382.	Wilson County Water Services
383.	Winston-Salem/Forsyth County Utilities
384.	Yadkin County
385.	Yadkin County East Bend Water Line