



**State of North Carolina
Utilities Commission**

COMMISSIONERS

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Daniel G. Clodfelter Floyd B. McKissick, Jr.

April 6, 2020

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

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

Dear Governor Cooper:

This letter is provided in response to Executive Order No. 124, issued by Governor Roy Cooper on March 31, 2020.

Section 1 of Executive Order No. 124 addresses utility service disconnections in light of the public health and safety risks posed by the Coronavirus Disease 2019 (COVID-19) emergency. Section 1, paragraph J of Executive Order 124 directs the North Carolina Utilities Commission (the Commission) to monitor and provide assistance and guidance to Utility Service Providers in implementing the provisions of the order. In addition, paragraph J directs Utility Service Providers to report specific implementation information to the Commission on a weekly basis and directs the Commission, in turn, to provide a weekly report to the Governor's Office regarding implementation of Section 1 of the order. The purpose of this letter is to serve as the first report and to update you as to the Commission's progress to date in complying with the order.

The Commission has developed a web-based form to be used to collect the implementation information specified in the order from Utility Service Providers. The form, and instructions related to the reporting process, are available on the Commission's website, www.ncuc.net.

Utility Service Providers have been directed to report this implementation information weekly, on Wednesday, covering operations from the previous week, Sunday through Saturday. The Commission will compile the information collected from the Utility Service Providers and transmit the information, in the form of a report, to the Governor's Office as soon as practicable, but no later than the following Monday. These weekly

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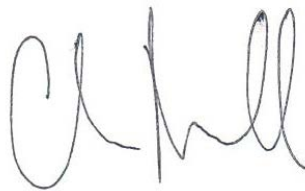
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reports will also be filed in NCUC Docket No. M-100, Sub 158, which will be publicly available on the Commission's website.

In addition, our employees, as well as our website, will direct customers to contact either the Public Staff – NC Utilities Commission or the Attorney General's Office if they experience a utility disconnection during the term of the Executive Order. The Commission is working with industry associations to notify Utility Service Providers of their reporting obligations and to provide assistance with same. To date, the Commission has received cooperative feedback from parties involved in this endeavor.

Please contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C. Mitchell', with a stylized, cursive script.

Charlotte A. Mitchell, Chair
NC Utilities Commission

cc: Josh Stein, NC Department of Justice
Chris Ayers, Public Staff – NC Utilities Commission
Kimberley A. Campbell - Chief Clerk, NCUC