

May 26, 2020

To: NC Governor Roy Cooper
Office of Governor Roy Cooper
1 E. Edenton St.
Raleigh, NC 27601

RE: Errata to May 19, 2020 Letter to Gov. Cooper, from 32 organizations, concerning extension of, and revisions to, Executive Order 124

We note the following corrections to our May 19, 2020 letter concerning the extension of, and revisions to, Executive Order 124.¹ We are re-submitting the letter with the following revisions:

First, **in requested revision 2.b. on page 7**, we failed to recommend a provision dealing with potential situations where a customer could be charged a late payment fee, disconnected, and charged another fee to reconnect if that customer had failed to make utility bill payments under a repayment agreement. To address this issue we recommend the following: “The extended order should provide that, during the term of a repayment agreement pursuant to the provisions of EO 124, utilities cannot disconnect a customer or impose late fees, interest and other charges for late/non-payment if a customer misses a payment. Any missed payments under the payment plan should be amortized over the remaining term of the repayment period.”

Additionally, based on further review of the data reported under EO 124, the number of accounts that remain disconnected should be corrected as follows. The corrected numbers and any additional text are underlined below.

1. **Page 2** – The last sentence should be revised to read: “Further, more than 2,770 residential electric, gas and water accounts that were disconnected as of March 31st had yet to be reconnected as of April 25th, including more than 1,500 water customers lacking running water to wash their hands to prevent the spread of disease in the middle of a pandemic.”
2. **Page 4** – The bullet points under “Residential accounts remaining disconnected for non-payment as of April 25th” should be revised to read:
 - Electric: 576
 - Natural gas: 694
 - Water: over 1,500
 - **Total: over 2,770**
3. **Page 4** – Footnote 5 should be revised to read: “These numbers are derived from the four weekly reports, by summing the number that each of the reporting utilities identified as having been disconnected as of March 31, 2020 and subtracting the total number of accounts that those same utilities reported as reconnected.”

Submitted on behalf of the 32 signatories of the letter by:

Rory McIlmoil, Sr. Energy Analyst
Appalachian Voices

¹ Original letter here: https://appvoices.org/images/uploads/2020/05/Moratorium-letter-GovCooper_-5_19_20.pdf.