



August 1, 2022

Dear New River Light and Power Customer,

Electric rates are set to increase.

Rising fuel prices, caused by global economic and geopolitical issues, have increased the cost of providing electricity for utilities across the country. Appalachian State University's New River Light and Power (NRLP) is no exception — our costs have increased for natural gas and electricity. To cover these increased costs, the North Carolina Utilities Commission approved a rate adjustment for NRLP customers.

- Beginning with services rendered on and after **August 1, 2022**, NRLP customers will see an increase in their electricity rates.
- The typical NRLP residential customer consumes approximately 750 kWh of electricity each month. **On average, NRLP residential customers will see a monthly increase of about \$17 on their bills, beginning with their August bill.**
- Commercial customers will see similar increases based on their energy consumption and load characteristics.

NRLP will not keep any portion of the rate increase. This is a pass-through of wholesale costs and represents the increase in the price that NRLP pays for electricity which must be recovered.

Assistance and resources for customers.

There is state and local assistance for customers who are struggling to pay their electric bills.

- **If you would like to explore your options for assistance in paying your electric bill, please call us at 828-264-3671.**
- NRLP also partners with the Hospitality House of Northwest NC on the Good Neighbor Roundup Program, which helps customers in need with their electric bills. Call 828-264-1237 to inquire about assistance through this program.
- Additionally, NRLP offers a prepay billing option that is designed as a flexible, pay-as-you-go plan that puts customers in control of how and when they pay for their electricity.

Track your energy usage.

NRLP gives customers the ability to track their energy usage. As a public power utility, NRLP wants to help customers save both energy and money.

- **Customers can access hourly or daily usage data through NRLP's customer portal or mobile app**, which display usage charts that provide insight into energy use habits, as well as how temperature can affect electric usage. To use this feature, use a web browser to visit nrlp.appstate.edu, log in to the customer portal and select "Intelahome AMI Portal" in the menu.
- NRLP is happy to help customers access this feature and answer any questions about residential or commercial customers' energy usage. Please call 828-264-3671 for customer portal assistance or questions.

For more information, or if you have any questions or suggestions on how we can better serve you, please contact us at 828-264-3671 or visit nrlp.appstate.edu.

Your neighborhood utility,
New River Light and Power

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

NOTICE TO THE PUBLIC

DOCKET NO. E-34, SUB 53

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

Notice is hereby given that New River Light and Power Company (NRLP or the Company) has requested the North Carolina Utilities Commission (Commission) to approve a mid-year adjustment to its purchased power adjustment (PPA) factor, for service rendered on and after August 1, 2022, to pass through to its customers the cost of purchased power from its wholesale power supplier.

The amount of the increase to NRLP's customers resulting from the supplemental PPA factor will be approximately \$5,002,626. The increase will be applied to NRLP's customers as uniform increases to the kilowatt-hour (kWh) energy charge. The proposed increase of \$0.022661 per kWh (PPA) will result in an increase in the monthly bill of a residential customer using 1,000 kWh from \$97.35 to \$120.01. The approximate percentage increases in customers' bills, by rate schedule, are as follows (actual percentages may differ depending on specific customers' usage amounts):

Residential	23.3%
Schedule G (Commercial)	24.4%
Schedule GL (Large Commercial)	33.9%
Schedule GLH (Commercial Demand -High Load Factor)	34.2%
Schedule A (App. State Univ.)	30.4%

The Commission has concluded that the mid-year supplemental PPA requested by NRLP is reasonable, in that it is based solely on the level of purchased power that has been incurred and is expected to be incurred by the Company.

Therefore, the Commission has approved NRLP's request without public hearing, subject to refund of any amounts which should subsequently be found to be unjust or unreasonable after any public hearing in this matter that may subsequently be held by the Commission, as described below.

Persons desiring to intervene in this matter as formal parties of record should file a motion under Commission Rules R1-6, R1-7, and R1-19 not later than 45 days after the date of this notice. Persons desiring to present testimony or evidence at a hearing should so advise the Commission. Persons desiring to send written statements to inform the Commission of their position in the matter should address their statements to the Chief Clerk, North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, North Carolina 27699-4300. However, such written statements cannot be considered competent evidence unless those persons appear at a public hearing and testify concerning the information contained in their written statements. If a significant number of requests for a public hearing are received within 45 days after the date of this notice, the Commission may schedule a public hearing.

The Public Staff – North Carolina Utilities Commission is authorized by statute to represent the using and consuming public in proceedings before the Commission. Written statements to the Public Staff should include any information which the writer wishes to be considered by the Public Staff in its investigation of the matter, and such statements should be addressed to Christopher J. Ayers, Executive Director, Public Staff, 4326 Mail Service Center, Raleigh, North Carolina 27699-4300.

ISSUED BY ORDER OF THE COMMISSION.

This the 26th day of July, 2022.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script, appearing to read "Joann R. Snyder".

Joann R. Snyder, Deputy Clerk