



February 24, 2020

SUBJECT: 2020 RATE INCREASE STILL RESULTS IN LOWER RATES THAN 2018

As a small energy provider, NRLP provides you with discounts whenever possible. In 2019, NRLP passed a 9.8% savings on to you, our customers. In addition to lower wholesale energy costs, two sizable one-year credits also were passed to customers.

Unfortunately, when wholesale costs for electricity rise, these charges are also transferred to customers. Beginning with services rendered on and after March 1, 2020, New River Light and Power customers will see an increase in their electricity rates due to adjustments that were passed by the North Carolina Utilities Commission on February 17, 2020.

A typical residential customer who consumes 750 kWh/month will see an increase of \$5.12 per month on their electric bill. Commercial and industrial customers will see similar increases based on their energy consumption and load characteristics.

The good news is that even with the adjustment this year, NRLP is still providing electricity nearly 4% lower than what was provided in 2018.

Even with this rate increase, New River Light and Power is still one of the lowest cost providers of electricity in the southeast. It has always been, and always will be, our mission to provide you, our customers with the highest level of service and reliability at the lowest possible cost.

Sincerely,

A handwritten signature in blue ink that reads "Ed Miller". The signature is written in a cursive style.

Ed Miller
General Manager, New River Light and Power

Our customers have asked to have more control over where their energy is generated. Beginning in 2022, NRLP will be moving to a new wholesale power provider, NTE Carolinas. Under this new agreement, customers can expect:-

- Reduction in electric costs
- Greater choice of energy generation source
- No restrictions on the amount of renewable energy generation that can be installed on our system
- New rate structures, such as Time of Use rates that encourage conservation

When we begin receiving service from NTE, NRLP will not be tied to one generating facility or one source of generation. NRLP customers will have the choice to stay with the lowest cost energy we can provide, or have the ability to pursue and purchase electricity from other energy sources, including renewable energy. Overall, customers will have greater choice and control over where their energy is generated through our contract with NTE.

For more information on our transition to NTE Carolinas, please visit our website:

<https://nrlp.appstate.edu/about-us/community-sustainability>

NRLP currently offers the following services to enhance your customer service experience, help you conserve energy and save money, and keep you informed.

- Online Customer Portal
 - Pay your bill online/go paperless
 - Track your energy usage through Intelahome
 - Set up notifications (daily usage, bill due date reminders, etc.)
- Prepaid Service
 - A flexible, pay-as-you-go plan
 - No monthly bills
 - No deposit required (your existing deposit can be applied to your prepaid account)
 - Pay what you want, when you want
 - Potential for energy and cost savings
- Free Energy Efficiency kits
- Electric Vehicle charging station at our office

Visit our website and follow us on social media for energy saving tips, outage information, customer service updates, as well as to stay informed about what NRLP is doing in the community!

- Facebook: @newriverlightpower
- Instagram: @new_river_lp
- Twitter: @New_River_LP
- Website: nrlp.appstate.edu

As always, if you have any questions or suggestions on how we can provide better service to you, please contact us at: 828-264-3671 or nrlp.appstate.edu/contact.

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

NOTICE TO THE PUBLIC

DOCKET NO. E-34, SUB 50
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 adjustments to its purchased power adjustment (PPA) factor, and the coal ash cost recovery (CACR) factor, for service rendered on and after March 1, 2020, to pass through to its customers the cost of purchased power and coal ash cleanup costs from its wholesale power supplier, Blue Ridge Electric Membership Corporation (BREMCO).

The amount of the increase to NRLP's customers resulting from the combined new PPA and CACR factors will be approximately \$1,326,656 per year. The increase will be applied to NRLP's customers as uniform increases to the kilowatt-hour (kWh) energy charge. The increment in revenue produced by the increase will be the same as the increase in the combined cost of purchased power and coal ash cleanup from BREMCO, adjusted for the effects of the utility regulatory fee. The proposed increase of \$0.006834 per kWh (PPA) and the proposed decrease of \$0.000450 per kWh (CACR) will result in an increase in the monthly bill of a residential customer using 1,000 kWh from \$96.40 to \$102.78. The approximate percentage increases in customers' bills, by rate schedule, are as follows (actual percentages may differ depending on specific customers' usage amounts):

Residential	6.6%
Schedule G (Commercial)	6.9%
Schedule GL (Large Commercial)	9.7%
Schedule GLH (Commercial Demand High Load Factor)	9.8%
Schedule A (App. State Univ.)	12.1%

The Commission has concluded that the PPA and CACR factors requested by NRLP are reasonable, in that they are based solely on the level of purchased power and coal ash cleanup expenses that have been incurred and are expected to be incurred by the Company.

Therefore, the Commission has approved NRLP's requests without a public hearing, subject to a 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 17th day of February, 2020.

NORTH CAROLINA UTILITIES COMMISSION

Handwritten signature of Kimberley A. Campbell in black ink.

Kimberley A. Campbell, Chief Clerk