

## **Frequently Asked Questions Regarding 2017/2018 Request for Rate Increase**

### **Why is NRLP asking for a rate increase now?**

It has been over 21 years since the last rate adjustment. The Electric Utility industry continues to change and costs have increased. NRLP realizes that any increase is difficult, especially going through the recent recession, NRLP has held off as long as possible. Many utilities are seeing the need for similar increases.

### **What is the impact to me?**

The impact for the average residential customer will be approximately \$12.00 per month. Even with this increase, NRLP will still be among the lowest cost providers in the state of North Carolina.

### **Why a Late Fee and a Delinquent Fee, what is the difference?**

The Late Fee applies when NRLP receives payment after the due date which is 25 days after the billing date. This is much like being late for rent, paying mortgage, or other utility bills.

The Delinquent Fee applies after the 45th day of the billing date, when NRLP has then made formal efforts to collect such as late notices, door hangers, etc.

### **You just put in a new metering system, so why increase the New Service Connect charge if you do not have to go to the meter each month?**

The \$3.00 connect charge has not been adjusted in over 21 years. This adjustment to \$11.50 is to address administration costs. Although our new Automatic Metering Infrastructure does help offset some of our field costs, we still see that the administration costs are not being covered by the existing charge.

### **You just put in a new metering system, so why increase the Monthly Facilities Charge if you do not have to go to the meter each month?**

NRLP's basic Facilities Charge has increased due to the rise in fixed costs and to ensure expenses are recovered regardless of the amount of usage. For our Residential customers the monthly basic Facilities Charge is recommended to be \$12.58, an increase of \$6.29. This is similar to how mobile phones are now being charged, a monthly fixed fee and no charges for minutes of use.

### **Why are there new rates for rental lights?**

In the past, NRLP charged the same amount for a rental light installed on a new or existing pole. With the proposed lighting rates, NRLP will offer a range of new LED rates; however, regardless of the type of light installed, NRLP will be able to charge based on installation on a new or existing pole.

**When will this adjustment go in to effect?**

Pending the Public Utility Commission's approval, the adjustment will go into effect sometime in May 2018.

**How can I express my concerns?**

The Public Utility Commission will be holding a public hearing at the Watauga County Court House on Tuesday, October 24, 2017, 7:00pm.

**Does this increase have to do anything with the recent Duke Coal Ash incident or NRLP's new Wholesale agreement?**

No, this adjustment has nothing to do with the pending Coal Ash issue or the new Wholesale agreement with NTE that will begin in 2022.