

Date: February 22, 2019

Dear New River Light and Power Customer,

Your power bill is about to decrease!

Beginning with service rendered on and after March 1, 2019, New River Light and Power customers will see a **decrease in their electricity rates** due to adjustments that were approved by the North Carolina Utilities Commission on Tuesday, February 19, 2019. The decrease in your rate is due solely to a decrease in the wholesale costs that New River pays for electricity. All customers will see a significant decrease in electric costs. For example, a residential customer who consumes 1,000 kWh each month will see a decrease of 9.8% (\$10.48 per month). Commercial and industrial customers will see similar decreases based on their energy consumption and load characteristics.

Since our founding, NRLP has consistently focused on providing the highest level of service at the lowest possible cost. We are proud to be among the lowest cost providers of electricity in the Southeast while keeping our level of service well above the standards set by the Public Utility Commission, even as electricity costs have continued to rise in parts of the country. Key performance indicators, including outage duration and frequency of outages, show that NRLP continues to provide a high level of service and reliability that our customers have grown to expect. We are also proud that NRLP remains among the lowest cost providers of electricity in the Southeast.

Where does our power come from?

When NRLP began over 100 years ago, we generated all of our electricity. Over the years as customer demand and dependency on electricity grew, NRLP has, like most government and cooperative owned utilities, elected to enter purchase power agreements with generating utilities. Because these contracts can last for up to 20 years, we do our best to plan for meeting our customers' short-and long-term needs. NRLP's current wholesale contract ends in 2021. In 2014, we began looking at provider options who could help us meet the needs and desires of our customers. In 2022, NRLP will have a new energy provider, NTE, which has facilities in Ohio and North Carolina.

What can we expect in the future?

NRLP remains dedicated to our core mission of providing the highest possible level of service and reliability at the lowest possible cost. We are excited to enter this new agreement with NTE, which will result in energy cost savings. This agreement also allows us to offer what may be a more attractive benefit to many of our customers. Under the NTE agreement, NRLP customers will have more choices. Those who want some or all of their power source to be from climate-sensitive resources (such as solar generation) will be able to choose how much of their power will come from those resources. Those who want the lowest possible cost energy will be able to choose that option.

Pre-Pay

Beginning this spring, NRLP will be offering Pre-pay to all of our customers. By pre-paying your electric bill, customers will not be required to pay a deposit and will pay for their energy as it is

consumed. Studies show that by having regular notices of consumption, customers who choose prepay use 10-12% less energy than if they remain on traditional billing.

What services does NRLP offer now?

Outage notification

Through social media and e-mail, NRLP tracks and keeps you updated about any service interruptions that may occur, and works quickly to restore your power during outages.

Web portal

Use the Customer Portal at nrlp.appstate.edu to:

- See weather alerts
- Monitor your energy use
- View and pay your power bill
- Measure your efficiency “green score”

Online bill pay

Paying your power bill online has never been easier!

- Sign up for bank draft or e-check
- Pay with credit or debit card (Discover, MasterCard, Visa)

Monitor your energy information with Automatic Metering Infrastructure (AMI) technology

Since 2016, NRLP has offered energy consumption information to every customer. Our AMI system allows customers to access their energy consumption in near “real time” - as little as 15 minutes after it has been consumed.

Ways to further reduce your electricity costs

Call NRLP or visit nrlp.appstate.edu for:

- Free energy surveys
- Free saving energy efficiency kits
- Energy saving tips

Follow us!

Get energy savings tips, weather alerts, and information on NRLP is doing in the community.



Twitter: [@New_River_LP](https://twitter.com/New_River_LP)



Facebook: [@newriverlightpower](https://www.facebook.com/newriverlightpower)



Instagram: [@new_river_lp](https://www.instagram.com/new_river_lp)

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

nrlp.appstate.edu/contact.

Sincerely,



Ed Miller

General Manager, New River Light and Power

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

NOTICE TO THE PUBLIC

DOCKET NO. E-34, SUB 48
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 an adjustments to its purchased power adjustment (PPA) factor, and the coal ash cost recovery (CACR) factor, for service rendered on and after March 1, 2019, 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 decrease to NRLP's customers resulting from the combined new PPA and CACR factors will be approximately (\$2,169,226) per year. The decrease will be applied to NRLP's customers as uniform decreases to the kilowatt-hour (kWh) energy charge. The decrement in revenue produced by the decrease will be the same as the decrease in the combined cost of purchased power and coal ash cleanup from BREMCO, adjusted for the effects of the utility regulatory fee. The proposed decrease of \$0.011023 per kWh (PPA) and the proposed increase of \$0.000540 per kWh (CACR) will result in a decrease in the monthly bill of a residential customer using 1,000 kWh from \$106.88 to \$96.40. The approximate percentage decreases in customers' bills, by rate schedule, are as follows (actual percentages may differ depending on specific customers' usage amounts):

Residential	(9.8%)
Schedule G (Commercial)	(10.2%)
Schedule GL (Large Commercial)	(13.7%)
Schedule GLH (Commercial Demand High Load Factor)	(13.8%)
Schedule A (App. State Univ.)	(16.6%)

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 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.

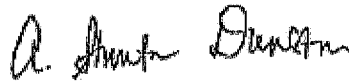
Persons desiring to intervene in this matter as formal parties of record should file a motion under Commission Rules R1-6, R1-7, and R1-19 not later than 45 days after the date of this notice. Persons desiring to present testimony or evidence at a hearing should so advise the Commission. Persons desiring 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 19th day of February, 2019.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in black ink, appearing to read "A. Shonta Dunston".

A. Shonta Dunston, Deputy Clerk