



June 8, 2026

Dear valued customer,

**New River Light and Power (NRLP) is proposing updates to its Electric Service Regulations** as part of an ongoing effort to maintain clear, transparent and customer-focused utility policies.

Electric Service Regulations outline how electric service is provided and include information related to billing, meters, service requirements, and customer and utility responsibilities. The proposed updates are intended to improve clarity, modernize language and provide more specific guidance for both customers and NRLP.

NRLP has submitted proposed updates to the North Carolina Utilities Commission for review and approval in NCUC Docket No. E-34 Sub 60 – NRLP Amendments to Service Regulations.

**Customers may review the current and proposed Electric Service Regulations and submit feedback no later than July 20, 2026, by visiting [nrlp.appstate.edu/electric-service-regulations](http://nrlp.appstate.edu/electric-service-regulations).**

As always, we are committed to providing the best service possible to our hometown. Should you have any questions, please contact our customer service team at 828-264-3671 or [nrlp-csr@appstate.edu](mailto:nrlp-csr@appstate.edu).

Sincerely,

New River Light and Power