

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. E-34, SUB 60

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of
Application of Appalachian State University) ORDER REQUIRING FINAL
d/b/a New River Light and Power Company) APPROVAL OF AMENDED
to Amend Service Regulations) SERVICE REGULATIONS

BY THE COMMISSION: On March 12, 2026, Appalachian State University d/b/a New River Light and Power Company (NRLP) filed an application to amend its service regulations (Application) pursuant to the Commission’s authority under N.C. Gen. Stat. § 116-35 to approve electric rates for sale of power to the community by certain public institutions of higher education.

NRLP’s current service regulations (2023 Service Regulations) were filed in Docket No. E-34, Sub 54, by order issued November 21, 2023. In its Application, NRLP submitted for Commission approval, proposed amendments to those regulations, asserting that the proposed amendments would improve customers’ understanding of the terms and conditions of electric service, help avoid misunderstandings, and facilitate informal dispute resolution.

The Public Staff presented this matter at the Commission’s April 27, 2026 Staff Conference. During Staff Conference, the Commission asked the Public Staff and NRLP’s representative, *inter alia*, what outreach or customer engagement was conducted regarding the proposed amendments in advance of their filing, if any, whether the proposed service regulations are similar to or consistent with those of other utilities, and whether NRLP intends to provide notice to customers about the proposed changes to the service agreement and if so, how such notice would be provided.

On April 29, 2026, NRLP filed Supplemental Responses to Commissioners’ Questions.

On May 13, 2026, the Commission issued an Order Requiring Additional Information (May 13, 2026 Order). In that order, the Commission requested that NRLP provide additional information to ensure that the proposed amendments were reasonable, justified, and protect the interests of customers. Specifically, the Commission required NRLP to: (1) provide justification for each proposed amendment to the 2023 Service Regulations; (2) provide detailed information regarding NRLP’s plan to notify its customers of the proposed amendments if they become effective, including the method of notice and the proposed timeline for such notice; and (3) seek customer feedback on the proposed amendments prior to their effective date.

On May 27, 2026, NRLP filed a Response to the Commission's Order Requiring Additional Information, which, among other things, provided all of the requested information from the Commission's May 13, 2026 Order.

Based on the foregoing, and the entire record, the Commission finds that the additional information provided by NRLP provides sufficient justification for the proposed amendments to its service regulations. The Commission further finds good cause to approve NRLP's proposed process for seeking customer feedback on the proposed amendments, including the subsequent filing of: (1) a notice confirming that such customer notifications have been provided to all customers; and (2) a summary of any substantive customer feedback received regarding the proposed amendments.

Additionally, any further material modifications, revisions, or amendments to the service regulations shall require prior Commission approval before becoming effective.

Within 30 days after NRLP files the notice and summary of substantive customer feedback, the Public Staff shall file a letter with the Commission addressing the following issues:

- (1) Whether NRLP has complied with customer notification and filing requirements as required by this Order;
- (2) Whether NRLP made any additional amendments or modifications to the service regulations following receipt and consideration of its customer feedback; and
- (3) Whether any subsequent revisions or amendments made by NRLP are material in nature.

IT IS, THEREFORE, SO ORDERED.

ISSUED BY ORDER OF THE COMMISSION.

This the 5th day of June, 2026.

NORTH CAROLINA UTILITIES COMMISSION



Tamika D. Conyers, Deputy Clerk

Commissioner van der Vaart did not participate.