North Carolina: Suspension of Utility Disconnections for Non-Payment, Allowing Reconnection, and Waiving Certain Fees

Description of Program and Relief

In light of COVID-19, North Carolina Utilities Commission has ordered that all electric, natural gas, water, and wastewater public utilities, including resellers, cease customer disconnections due to non-payment of utility bills, except where necessary as a matter of safety or where requested by the customer, and waive the application of late fees incurred during the State of Emergency as declared by Governor. The Commission has also ordered the suspension of any and all regulations and provisions of individual utility tariffs on file that prevent or condition reconnection of disconnected customers.

At the end of the State of Emergency, customers having arrearages accrued during the State of Emergency shall be provided the opportunity to make a reasonable payment arrangement over no less than a six-month period and shall not be charged any late fees for late payment for arrearages accrued during the State of Emergency.

Government or Lead Agency

North Carolina Utilities Commission

Dates Available

Effective March 19, 2020

Eligibility Requirements/Restrictions

N/A

Contact for More Information

Contact information for North Carolina Utilities Commission can be found at: https://www.ncuc.net/contactus.html

List of Additional Information

For more information, please visit:
https://www.ncuc.net/

https://starw1.ncuc.net/NCUC/ViewFile.aspx?Id=99807398-6abd-412f-b94e-6c23eb2427b0