



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

October 6, 2023

Ms. A. Shonta Dunston, Chief Clerk  
North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, North Carolina 27699-4325

Re: Docket No. M-100, Sub 158 – Public Staff's September 2023  
Report

Dear Ms. Dunston:

On April 5, 2021, the Commission issued an Order Reinstating Limited Residential Disconnection Moratorium, which required, until further order of the Commission, that the Public Staff file a monthly report in the above-captioned docket regarding total complaints received by utility. Pursuant to the Commission's Order, attached hereto as Exhibit A, is the Public Staff's report on complaints received during the month of September 2023.

Sincerely,

Electronically submitted  
/s/ Gina C. Holt  
Staff Attorney  
[gina.holt@psncuc.nc.gov](mailto:gina.holt@psncuc.nc.gov)

Attachment

cc: Parties of Record

Executive Director  
(919) 733-2435

Accounting  
(919) 733-4279

Consumer Services  
(919) 733-9277

Economic Research  
(919) 733-2267

Energy  
(919) 733-2267

Legal  
(919) 733-6110

Transportation  
(919) 733-7766

Water/Telephone  
(919) 733-5610

September 2023 Public Staff Report on Complaints				
Company	Total Complaints	Disconnection/Non Pay <sup>1</sup>	Payment Arrangement <sup>2</sup>	Revise Existing Payment Arrangements <sup>3</sup>
AT&T	8	0	0	0
Aqua	9	1	0	0
CWS	7	0	0	0
CenturyLink/Brightspeed	9	0	0	0
Dominion NC Power	8	0	2	1
Duke Energy Carolinas	248	30	18	140
Duke Energy Progress	165	18	10	102
Frontier Comm.	3	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	3	0	0	0
Piedmont Natural Gas	15	2	1	8
PSNC/Dominion Energy NC (DENC)	3	0	0	0
Spectrum	7	0	0	0
Total Environmental	0	0	0	0
Water Reseller	5	0	0	0
Windstream Communications	0	0	0	0
Other - Non Regulated	108	0	0	0
<b>Total</b>	<b>598</b>	<b>51</b>	<b>31</b>	<b>251</b>

1 Customer calls on day of disconnection due to non-payment.

2 Customer seeks a payment arrangement to avoid disconnection.

3 Customer has a payment arrangement plan but seeks to modify it.