



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

March 5, 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 February 2024 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 February 2024.

Sincerely,

Electronically submitted
/s/ Gina C. Holt
Staff Attorney
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

February 2024 Public Staff Report on Complaints				
Company	Total Complaints	Disconnection/ Non Pay ¹	Payment Arrangement ²	Revise Existing Payment Arrangements ³
A T & T	9	0	0	0
Aqua	10	2	0	1
Brightspeed	5	0	0	0
CWS	3	0	0	0
CWSS	2	0	0	0
Dominion NC Power	30	1	3	2
Duke Energy Carolinas	593	15	16	121
Duke Energy Progress	330	9	17	99
Frontier Comm.	3	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	1	0	0	0
Other - Non Regulated	270	0	0	0
Piedmont Natural Gas	33	3	3	13
PSNC (Dominion)	7	1	0	1
Spectrum	2	0	0	0
Total Environmental	0	0	0	0
Water Reseller	12	0	0	0
Windstream Communications	2	0	0	0
Total	1312	31	39	237

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.