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September 30, 2021

Ms. Shonta Dunston, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

Re: Docket No. M-100, Sub 158, Investigation of Necessary and
Appropriate Responses to the Novel Coronavirus COVID-19

Dear Ms. Dunston:

The Attorney General's Office recognizes and appreciates Duke Energy's voluntary efforts to continue the moratorium on disconnections for eligible residential customers through the end of March.

Many customers are still struggling financially due to the pandemic and the related uncertainties affecting economic conditions, and the delta variant is still filling hospital beds. Studies have shown a link between utility disconnections and increased COVID risks.¹ By continuing the moratorium on disconnections, Duke will help struggling customers stay in their homes and help slow the spread of COVID.

Best regards,
Electronically submitted
/s/ Margaret A. Force
Special Deputy Attorney General
Consumer Protection Division
pforce@ncdoj.gov

Cc: Parties of Record

¹ See e.g., Studies from the Nicholas Institute at Duke University <https://nicholasinstitute.duke.edu/articles/moratoria-utility-shutoffs-and-evictions-reduced-covid-19-infection-rates-duke-analysis>; and from the Food and Water Watch at Cornell University https://www.foodandwaterwatch.org/wp-content/uploads/2021/03/IB_2103_CornellWaterCOVID-WEB.pdf.