

March 14, 2022

VIA ELECTRONIC MAIL

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 2022 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 2022.

Sincerely,

Electronically submitted
/s/ Gina C. Holt
Staff Attorney
gina.holt@psncuc.nc.gov

Attachment

OFFICIAL COPY

Mar 14 2022

February 2022 Report on Complaints				
Company	Total Complaints	Disconnection/ Non Pay¹	Payment Arrangements²	Revise Existing Payment Arrangements³
AT&T	10	0	0	0
Aqua	6	0	0	0
CWS	1	0	0	0
CenturyLink	7	0	0	0
Dominion NC Power	2	0	0	0
Duke Energy Carolinas	84	3	11	15
Duke Energy Progress	107	0	4	5
Frontier Comm.	0	0	0	0
Frontier Utilities	0	0	0	0
Misc. Electric	2	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	1	0	0	0
North State	1	0	0	0
Unknown/Need More Info. from Consumer	3	0	0	0
Piedmont Natural Gas	32	2	5	2
PSNC	18	0	4	4
Spectrum	1	0	0	0
Total Environmental	2	0	0	0
Water Reseller	2	0	0	0
Western Carolina University	0			
Windstream Communications	1	0	0	0
Other - Non Regulated	16	0	0	0
Total	296	5	24	26

1 Customer call 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.