

**NORTH CAROLINA
PUBLIC UTILITIES COMMISSION
RALEIGH**

NO. E-2, SUB 1214
NO. E-7, SUB 1210

PUBLIC UTILITIES COMMISSION

ORDER GRANTING FURTHER
EXTENSION OF WAIVER

On August 31, 2022, Duke Energy Progress, LLC (DEP),
(C), (collectively, the Companies or Duke) filed a

The Companies filed a joint request for waiver of Commission
rules regarding residential customers prior to termination of

Rule 12-11(m)(2) requires personnel from the Companies to
visit the residential customer at his premises in order to notify the
customer of the disconnection of electric utility service for
which disconnection is to take place. The purpose of this Rule
is to provide the customer an opportunity to make a payment or other arrangements

The Companies stated that they were in the process
of upgrading their structure (AMI) in their North Carolina service
area. The disconnection of electric utility service without making
a visit to the customer (m)(2) would allow the Companies to avoid a visit
to the customer on the day of disconnection. The Companies
are making alternative efforts to notify customers of pending

That since Rule R12-11(m)(2) was promulgated in
2012, the Companies have been required to be away from home during business hours of
disconnection. Through December 2018, their field technicians were
only 2.6% of the time on the day of disconnection.
The Companies stated that their customers had widely adopted the use of mobile
phones. Implementing a procedure for electronic notification would

allow the Companies to more efficiently and directly communicate with their customers
prior to termination of service.

State of North Carolina
Public Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4325

Cross-State Development Corporation
Mr. Don Raff, President
P O Box 830186
Miami, FL 33283-0186



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