



Jack E. Jirak
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November 1, 2021

VIA ELECTRONIC FILING

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

**RE: Duke Energy Carolinas, LLC's Prepaid Advantage Program
Quarterly Report
Docket No. E-7, Sub 1213**

Dear Ms. Dunston:

Pursuant to Ordering Paragraph No. 42 of the Commission's March 31, 2021 *Order Accepting Stipulations, Granting Partial Rate Increase, and Requiring Customer Notice*, enclosed for filing in connection with the referenced matter is Duke Energy Carolinas, LLC's ("DEC") Quarterly Report for the Prepaid Advantage Program for Third Quarter 2021. Due to outstanding technical updates in the billing system, DEC has suspended disconnect nonpay orders for Prepaid Advantage Program customers. Work is underway to resolve the technical issues.

If you have any questions, please do not hesitate to contact me. Thank you for your attention to this matter.

Sincerely,

Jack E. Jirak

Enclosure

cc: Parties of Record

OFFICIAL COPY

Nov 01 2021

Duke Energy Carolinas, LLC Prepaid Advantage Program
 3rd Quarter 2021 Report

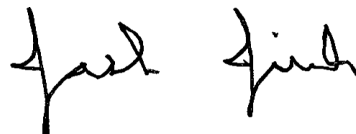
DEC (NC)

		<u>Jul-21</u>	<u>Aug-21</u>	<u>Sep-21</u>	<u>Q3</u>
(1) Number of participants enrolled on the last day of each month		0	7	13	
(2) Number of participants that withdraw from the Prepaid Advantage Program and return to standard arrears billing		0	0	0	
(3) Average number of transactions observed per participant, distinguished by the method of payment used					
	Electronic	0	1.6	1.5	
	Walk-in	<u>0</u>	<u>0</u>	<u>0</u>	
	Total	0	1.6	1.5	
(4) Distribution of payment amounts (from least to most) and the average amount added to the account per transaction					
	Min	\$ -	\$ 20	\$ 5	
	Max	\$ -	\$ 1,000	\$ 105	
	Average	\$ -	\$ 160.55	\$ 48.54	
(5) Distribution of disconnections per participant					
	Min	0	0	0	
	Max	0	0	0	
	Average	0	0	0	
(6) Number of participants with more than one disconnection in a 90-day period					0
(7) Total number of disconnections		0	0	0	
(8) Average customer balance at time of disconnection		\$ -	\$ -	\$ -	
(9) Average time from disconnection to reconnection (hours)		0	0	0	

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Carolinas, LLC's Prepaid Advantage Program Quarterly Report, in Docket No. E-7, Sub 1213, has been served by electronic mail, hand delivery or by depositing a copy in the United States mail, postage prepaid, to parties of record.

This the 1st day of November, 2021.

A handwritten signature in black ink, appearing to read "Jack Jirak", written in a cursive style.

Jack E. Jirak
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