



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

November 14, 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 October 2023 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 October 2023.

Sincerely,

Electronically submitted  
/s/ Gina C. Holt  
Staff Attorney  
[gina.holt@psncuc.nc.gov](mailto: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

October 2023 Public Staff Report on Complaints				
Company	Total Complaints	Disconnection/Non Pay <sup>1</sup>	Payment Arrangement <sup>2</sup>	Revise Existing Payment Arrangements <sup>3</sup>
A T & T	3	0	0	0
Aqua	32	0	0	1
Brightspeed	10	0	0	0
CWS	6	0	0	0
CWSS	1	0	0	0
Dominion NC Power	21	8	1	5
Duke Energy Carolinas	290	34	19	174
Duke Energy Progress	200	13	9	144
Frontier Comm.	3	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	1	0	0	0
Misc. Water	8	0	0	0
Other - Non Regulated	65	0	0	0
Piedmont Natural Gas	38	8	8	16
PSNC	0	0	0	0
Spectrum	3	0	0	0
Total Environmental	0	0	0	0
Water Reseller	3	0	0	0
Windstream Communications	3	0	0	0
<b>Total</b>	<b>687</b>	<b>63</b>	<b>37</b>	<b>340</b>

**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.