



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

May 11, 2021

VIA ELECTRONIC MAIL

Ms. Kimberley A Campbell, 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 April 2021 Report

Dear Ms. Campbell:

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 April 2021.

Sincerely,

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

Attachment

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

EXHIBIT A

April 2021 Report on Complaints				
Company	Total Complaints	Disconnection/Non Pay ¹	Payment Arrangement ²	Revise Existing Payment Arrangements ³
AT&T	3	0	0	0
Aqua	4	1	0	0
CWS	2	0	0	0
CenturyLink	4	0	0	0
Dominion NC Power	0	0	0	0
Duke Energy Carolinas	81	0	3	1
Duke Energy Progress	50	0	11	9
Frontier Comm.	1	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	0	0	0	0
Piedmont Natural Gas	10	0	0	1
PSNC	3	0	0	0
Spectrum	0	0	0	0
Total Environmental	0	0	0	0
Water Reseller	6	0	0	0
Windstream Communications	1	0	0	0
Other - Non Regulated	7	0	0	0
Total	172	1	14	11

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.