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May 02 2022

May 2, 2022

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 First Quarter 2022. Due to outstanding technical updates in the billing system, DEC again suspended disconnect nonpay orders for Prepaid Advantage Program customers. Work is underway to resolve the technical issues.

Please do not hesitate to contact me if you have any questions or need additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "KR", followed by a horizontal line and a small loop at the end.

Kathleen H. Richard

Enclosure

cc: Parties of Record

Duke Energy Carolinas Prepaid Advantage
1st Quarter 2022 Report
DEC (NC)

DEC (NC)		Jan-22	Feb-22	Mar-22
(1) number of participants enrolled on the last day of each month,		15	17	16
(2) number of participants that withdraw from the Prepaid Advantage Program and return to standard arrears billing,		0	0	2
(3) average number of transactions observed per participant, distinguished by the method of payment used,				
	Electronic	1.5	1.9	1.4
	Walk-in	0	0	0
	Total	1.5	1.9	1.4
(4) distribution of payment amounts (from least to most) and the average amount added to the account per transaction,				
	Min	\$ 1	\$ 15	\$ 25
	Max	\$ 200	\$ 1,000	\$ 300
	Average	\$ 65.50	\$ 86.04	\$ 32.10
(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,				
(7) total number of disconnections,		0	0	0
(8) average customer balance at time of disconnection, and		\$ -	\$ -	\$ -
(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 Quarterly Report for the Prepaid Advantage Program 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, 1st Class Postage Prepaid, properly addressed to parties of record.

This the 2nd day of May, 2022.



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