



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

March 15, 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 February 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 February 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

| February 2023 Report on Complaints    |                  |                                    |                                   |   |
|---------------------------------------|------------------|------------------------------------|-----------------------------------|---|
| Company                               | Total Complaints | Disconnection/Non Pay <sup>1</sup> | Payment Arrangements <sup>2</sup> | Revise Existing Payment Arrangements <sup>3</sup> |
| AT&T                                  | 0                | 0                                  | 0                                 | 0   |
| Aqua                                  | 0                | 0                                  | 0                                 | 0   |
| CWS                                   | 0                | 0                                  | 0                                 | 0   |
| CenturyLink                           | 0                | 0                                  | 0                                 | 0   |
| Dominion NC Power                     | 9                | 1                                  | 5                                 | 3   |
| Duke Energy Carolinas                 | 160              | 36                                 | 62                                | 62  |
| Duke Energy Progress                  | 91               | 11                                 | 41                                | 39  |
| Frontier Comm.                        | 0                | 0                                  | 0                                 | 0   |
| Frontier Utilities                    | 0                | 0                                  | 0                                 | 0   |
| Misc. Electric                        | 1                | 0                                  | 0                                 | 0   |
| Misc. Telephone                       | 0                | 0                                  | 0                                 | 0   |
| Misc. Water                           | 1                | 0                                  | 0                                 | 0   |
| NC Natural Gas                        | 0                | 0                                  | 0                                 | 0   |
| North State                           | 0                | 0                                  | 0                                 | 0   |
| Unknown/Need More Info. from Consumer | 4                | 0                                  | 0                                 | 0   |
| Piedmont Natural Gas                  | 27               | 4                                  | 13                                | 10  |
| PSNC                                  | 5                | 1                                  | 3                                 | 1   |
| Spectrum                              | 0                | 0                                  | 0                                 | 0   |
| Total Environmental                   | 0                | 0                                  | 0                                 | 0   |
| Water Reseller                        | 0                | 0                                  | 0                                 | 0   |
| Western Carolina University           | 0                | 0                                  | 0                                 | 0   |
| Windstream Communications             | 0                | 0                                  | 0                                 | 0   |
| Other - Non Regulated                 | 0                | 0                                  | 0                                 | 0   |
| <b>Total</b>                          | <b>298</b>       | <b>53</b>                          | <b>124</b>                        | <b>115</b>  |

1 Customer call 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.