



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

September 15, 2022

VIA ELECTRONIC MAIL

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 August 2022 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 August 2022.

Sincerely,

Electronically submitted
/s/ Gina C. Holt
Staff Attorney
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

August 2022 Report on Complaints				
Company	Total Complaints	Disconnection/Non Payment		
		Pay ¹	Arrangement ²	Revise Existing Payment ³
AT&T	17	0	0	0
Aqua	10	0	0	0
CenturyLink	27	0	0	0
CWS	23	1	0	0
CWSS	2	0	0	0
Dominion NC Power	12	0	4	5
Duke Energy Carolinas	165	26	33	41
Duke Energy Progress	121	14	33	28
Frontier Comm.	4	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	3	0	0	0
Piedmont Natural Gas	15	1	7	4
PSNC	4	0	1	2
Spectrum	4	0	0	0
Total Environmental	0	0	0	0
More Info from consumer	10	0	0	0
Water Reseller	6	0	0	0
Windstream Communications	2	0	0	0
Other - Non Regulated	10	0	0	0
Total	435	42	78	80

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.