



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

August 13, 2021

**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 July 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 July 2021.

Sincerely,

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

## July 2021 Report on Complaints

Company	Total Complaints	Disconnection/Non Pay 1	Payment Arrangements 2	Revise Existing Payment Arrangements 3
AT&T	8	0	0	0
Aqua	8	0	0	0
CWS	3	0	0	0
CenturyLink	12	0	0	0
Dominion NC Power	0	0	0	0
Duke Energy Carolinas	95	2	1	2
Duke Energy Progress	87	6	16	22
Frontier Comm.	5	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	2	0	0	0
Misc. Water	2	0	0	0
Unknown/Need More Info. from Consumer	12	0	0	0
Piedmont Natural Gas	10	1	1	1
PSNC	0	0	0	0
Spectrum	0	0	0	0
<b>Total</b>				
Environmental	0	0	0	0
Water Reseller	3	0	0	0
Windstream Communications	0	0	0	0
Other - Non Regulated	24	0	0	0
<b>Total</b>	<b>271</b>	<b>9</b>	<b>18</b>	<b>25</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.