



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

December 13, 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 November 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 November 2023.

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

November 2023 Public Staff Report on Complaints				
Company	Total Complaints	Disconnection/Non Pay ¹	Payment Arrangement ²	Revise Existing Payment Arrangements ³
A T & T	11	0	0	0
Aqua	18	1	0	0
Brightspeed	6	0	0	0
CWS	6	0	0	0
CWSS	0	0	0	0
Dominion NC Power	9	1	0	1
Duke Energy Carolinas	276	30	26	136
Duke Energy Progress	195	18	20	124
Frontier Comm.	1	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	1	0	0	0
Misc. Water	8	0	0	0
Other - Non Regulated	78	0	0	0
Piedmont Natural Gas	33	9	5	11
PSNC/Dominion Gas	9	1	1	0
Spectrum	2	0	0	0
Total Environmental	0	0	0	0
Water Reseller	5	0	0	0
Windstream Communications	0	0	0	0
Total	658	60	52	272

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.