



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

July 14, 2021

**VIA ELECTRONIC MAIL**

Ms. Kimberley A Campbell, 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 June 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 June 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

June 2021 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	5	0	0	0
Aqua		0	0	0
CWS	5	0	0	0
CenturyLink	9	0	0	0
Dominion NC Power	1	0	0	0
Duke Energy Carolinas	65	0	0	2
Duke Energy Progress	62	2	9	18
Frontier Comm.	5	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	2	0	0	0
Misc. Water Unknown/Need More Info. from Consumer	3 7	0 0	0 0	0 0
Piedmont Natural Gas	9	0	3	1
PSNC	0	0	0	
Spectrum	0	0	0	0
Total Environmental	0	0	0	0
Water Reseller	3	0	0	0
Windstream Communications	3	0	0	0
Other - Non Regulated	19	0	0	0
<b>Total</b>	<b>198</b>	<b>2</b>	<b>12</b>	<b>21</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.