



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

May 7, 2024

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 April 2024 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 April 2024.

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

April 2024 Public Staff Report on Complaints

Company	Total Complaints	Disconnection/Non Pay ¹	Payment Arrangement ²	Revise Existing Payment Arrangements ³
A T & T	2	0	0	0
Aqua	14	2	0	1
Brightspeed	13	0	0	0
CWS	8	0	0	0
Dominion NC Power	18	1	0	2
Duke Energy Carolinas	213	10	27	109
Duke Energy Progress	162	15	21	76
Frontier Comm.	2	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	2	0	0	0
Misc. Water	14	0	0	0
Other - Non Regulated	107	0	0	0
Piedmont Natural Gas	29	3	2	14
PSNC (Dominion)	9	3	2	4
Spectrum	2	0	0	0
Total Environmental	0	0	0	0
Water Reseller	3	0	0	0
Windstream Communications	2	0	0	0
Total	600	34	52	206

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.