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January 31, 2022

VIA ELECTRONIC FILING

Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

**RE: Duke Energy Carolinas, LLC's Prepaid Advantage Program
Quarterly Report
Docket No. E-7, Sub 1213**

Dear Ms. Dunston:

Pursuant to Ordering Paragraph No. 42 of the Commission's March 31, 2021 *Order Accepting Stipulations, Granting Partial Rate Increase, and Requiring Customer Notice*, enclosed for filing in connection with the referenced matter is Duke Energy Carolinas, LLC's ("DEC") Quarterly Report for the Prepaid Advantage Program for Fourth Quarter 2021. Due to outstanding technical updates in the billing system, DEC again suspended disconnect nonpay orders for Prepaid Advantage Program customers. Work is underway to resolve the technical issues.

Please do not hesitate to contact me if you have any questions or need additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "KR", followed by a horizontal line and a small loop at the end.

Kathleen H. Richard

Enclosure

cc: Parties of Record

OFFICIAL COPY

Jan 31 2022

Duke Energy Carolinas, LLC Prepaid Advantage Program

4th Quarter 2021 Report

DEC (NC)

	<u>Oct-21</u>	<u>Nov-21</u>	<u>Dec-21</u>	<u>Q4</u>
(1) number of participants enrolled on the last day of each month	15	14	14	
(2) number of participants that withdraw from the Prepaid Advantage Program and return to standard arrears billing	0	0	0	
(3) average number of transactions observed per participant, distinguished by the method of payment used				
Electronic	1.2	1.3	1.9	
Walk-in	<u>0</u>	<u>0</u>	<u>0</u>	
Total	1.2	1.3	1.9	
(4) distribution of payment amounts (from least to most) and the average amount added to the account per transaction				
Min	\$ 20.00	\$ 20	\$ 20	
Max	\$ 150.00	\$ 121	\$ 250	
Average	\$ 68.34	\$ 60.63	\$ 33.91	
(5) distribution of disconnections per participant				
Min	0	0	0	
Max	0	0	0	
Average	0	0	0	
(6) number of participants with more than one disconnection in a 90-day period				0
(7) total number of disconnections	0	0	0	
(8) average customer balance at time of disconnection	\$ -	\$ -	\$ -	
(9) average time from disconnection to reconnection (hours)	0	0	0	

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Carolinas, LLC's Quarterly Report for the Prepaid Advantage Program in Docket No. E-7, Sub 1213 has been served by electronic mail, hand delivery, or by depositing a copy in the United States Mail, 1st Class Postage Prepaid, properly addressed to parties of record.

This the 31st day of January, 2022.



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