



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

January 14, 2022

**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 December 2021 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 December 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

<b>December 2021 Report on Complaints</b>				
<b>Company</b>	<b>Total Complaints</b>	<b>Disconnection/N on Pay<sup>1</sup></b>	<b>Payment Arrangements<sup>2</sup></b>	<b>Revise Existing Payment Arrangements<sup>3</sup></b>
AT&T	6	0	0	0
Aqua	9	0	0	0
CWS	2	0	0	0
CenturyLink	8	0	0	0
Dominion NC Power	1	0	0	0
Duke Energy Carolinas	88	4	12	13
Duke Energy Progress	39	0	2	3
Frontier Comm.	4	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	3	0	0	0
Unknown/Need More Info. from Consumer	5	0	0	0
Piedmont Natural Gas	19	0	3	0
PSNC	9	3	1	0
Spectrum	0	0	0	0
Total Environmental	0	0	0	0
Water Reseller	2	0	0	0
Western Carolina University	0			
Windstream Communications	2	0	0	0
Other - Non Regulated	12	0	0	0
<b>Total</b>	<b>209</b>	<b>7</b>	<b>18</b>	<b>16</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.