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August 31, 2020

Filed Electronically

Ms. Kimberly Campbell
Chief Clerk
North Carolina Utilities Commission
430 N. Salisbury Street
Raleigh, N.C.

Re: Pluris Hampstead, LLC
W-1305, Sub 12

Dear Ms. Campbell:

Ordering Paragraph 7 of the Order Rescheduling Headings And Requiring Customer Notice issued July 1, 2020 in this docket, provided that Pluris Hampstead, LLC “is required to file reports addressing all customer service and/or service quality complaints expressed at the public witness hearing” held via WebEx on August 17, 2020.

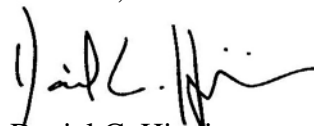
Pursuant to that Order, Pluris Hampstead, LLC makes this filing and notes that while the six Pluris customers who testified at that hearing complained about the proposed rate increase, there were no “customer service and/or service quality complaints” made about the service provided by Pluris.

As always, please contact me if you have any questions.

With best regards, we remain

Sincerely yours,

BURNS, DAY & PRESNELL, P.A.


Daniel C. Higgins

OFFICIAL COPY

Aug 31 2020

Enclosure

cc: Pluris Hampstead, LLC
Public Staff - Legal