



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

February 15, 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 January 2022 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 January 2022.

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>January 2022 Report on Complaints</b>				
<b>Company</b>	<b>Total Complaints</b>	<b>Disconnection/ Non Pay<sup>1</sup></b>	<b>Payment Arrangements<sup>2</sup></b>	<b>Revise Existing Payment Arrangements<sup>3</sup></b>
AT&T	12	0	0	0
Aqua	6	0	0	0
CWS	3	0	0	0
CenturyLink	13	0	0	0
Dominion NC Power	7	0	2	0
Duke Energy Carolinas	101	3	6	9
Duke Energy Progress	63	0	3	1
Frontier Comm.	5	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	2	0	0	0
Unknown/Need More Info. from Consumer	10	0	0	0
Piedmont Natural Gas	22	4	2	1
PSNC	8	2	1	0
Spectrum	3	0	0	0
Total Environmental	2	0	0	0
Water Reseller	4	0	0	0
Western Carolina University	0			
Windstream Communications	0	0	0	0
Other - Non Regulated	20	0	0	0
<b>Total</b>	<b>281</b>	<b>9</b>	<b>14</b>	<b>11</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.