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March 5, 2021

VIA ELECTRONIC FILING

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

RE: Duke Energy Carolinas, LLC, Piedmont Natural Gas Company, Inc. and Duke Energy Progress, LLC's Joint Notification of Compliance with the Commission's Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices Docket No. M-100, Sub 158

Dear Ms. Campbell:

This letter is intended to notify the Commission of actions taken by Duke Energy Carolinas, LLC, Piedmont Natural Gas Company, Inc. and Duke Energy Progress, LLC (collectively, the "Companies") to comply with the Commission's February 23, 2021 *Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices* ("Disconnection Suspension Order"). As the Commission noted in that order, the Companies voluntarily broadened the winter disconnection moratorium to include all Low-Income Energy Assistance Program ("LIEAP") and Crisis Intervention Program ("CIP") beneficiaries on February 11, 2021. The Companies intended these measures to remove the potential for disconnection of service for nonpayment for the timeframe of the winter moratorium, to provide additional time to access LIEAP and other assistance funds and to allow a transition to manageable payments for remaining balances at the end of the winter heating season.

As directed by the Commission's Disconnection Suspension Order, the Companies have added those customers who are eligible to receive assistance from the North Carolina Housing Opportunities and Prevention of Evictions ("NC Hope Program") to the winter disconnection moratorium. The Companies appreciate the opportunity to assist more of their vulnerable customers during this Pandemic. The Companies note, however, for the Commission's information that because of the timing of their voluntary expansion of the winter moratorium and the Commission's Disconnection Suspension Order, LIEAP, CIP

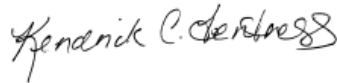
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and NC HOPE customers may still receive disconnection for nonpayment notices that have been previously programmed to be sent during the month of March. Although they may receive these notices, these customers *are not* subject to disconnection, consistent with the Disconnection Suspension Order. The Companies will be sending letters to the LIEAP, CIP and NC HOPE customers, explaining that even if they get a disconnection notice during March 2021, they are not subject to disconnection. The Companies are sending this letter to the Commission to address in advance any confusion regarding previously-scheduled disconnection notices sent to these customers during March 2021. The Companies also plan to share this information with entities that have been assisting our vulnerable customers during this Pandemic – the Public Staff of the North Carolina Utilities Commission, the North Carolina Attorney General’s Office, the North Carolina Justice Center, and Legal Aid – so that they too are aware of these disconnection notices that may be sent to LIEAP-, CIS- or NC Hope-customers.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Kendrick C. Fentress". The signature is written in a cursive style with a large initial 'K'.

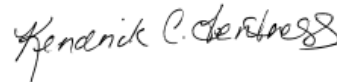
Kendrick C. Fentress

cc: Parties of Record

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Carolinas, LLC, Piedmont Natural Gas Company, Inc., and Duke Energy Progress, LLC's Joint Notification of Compliance with the Commission's Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices, filed in Docket No. M-100, Sub 158, 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 5th day of March 2021.



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