



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

August 22, 2023

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 July 2023 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 July 2023.

Sincerely,

Electronically submitted
/s/ Gina C. Holt
Staff Attorney
gina.holt@psncuc.nc.gov

Attachment

cc: Parties of Record

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

EXHIBIT A

OFFICIAL COPY

Aug 22 2023

July 2023 Public Staff Report on Complaints				
Company	Total Complaints	Disconnection/ Non Pay¹	Payment Arrangement²	Revise Existing Payment Arrangements³
AT&T	12	0	0	0
Aqua	16	0	0	0
CWS	5	0	0	0
CenturyLink/Brightspeed	22	0	0	0
Dominion NC Power	13	0	1	1
Duke Energy Carolinas	359	33	144	119
Duke Energy Progress	230	2	92	73
Frontier Comm.	6	0	0	0
Frontier Utilities	0	0	0	0
Misc. Telephone	1	0	0	0
Misc. Water	10	1	0	0
Piedmont Natural Gas	39	6	15	12
PSNC	5	0	1	2
Spectrum	7	0	0	0
Total Environmental	0	0	0	0
Water Reseller	2	0	0	0
Windstream Communications	4	0	0	0
Other - Non Regulated	87	0	0	0
Total	818	42	253	207

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.