



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

May 12, 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 April 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 April 2022.

Sincerely,

Electronically submitted  
/s/ Gina C. Holt  
Staff Attorney  
[gina.holt@psncuc.nc.gov](mailto: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****May 12 2022**

<b>April 2022 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	0	0	0	0
Aqua	2	0	0	0
CWS	0	0	0	0
CenturyLink	4	0	0	0
Dominion NC Power	2	0	0	0
Duke Energy Carolinas	38	0	3	2
Duke Energy Progress	35	0	1	2
Frontier Comm.	5	0	0	0
Frontier Utilities	0	0	0	0
Misc. Electric	0	0	0	0
Misc. Telephone	0	0	0	0
Misc. Water	3	0	0	0
North State	0	0	0	0
Unknown/Need More Info. from Consumer	0	0	0	0
Piedmont Natural Gas	2	0	0	0
PSNC	1	0	0	0
Spectrum	2	0	0	0
<b>Total Environmental</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Water Reseller</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Western Carolina University</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Windstream Communications</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other - Non Regulated</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>107</b>	<b>0</b>	<b>4</b>	<b>4</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.