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January 15, 2020

VIA ELECTRONIC FILING

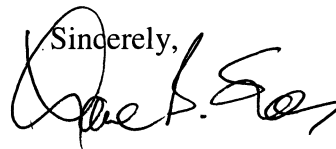
Ms. Kimberley A. Campbell
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

**RE: Duke Energy Carolinas, LLC and Duke Energy Progress, LLC's Late-Filed Exhibit No. 1
Docket Nos. E-100, Sub 157**

Dear Ms. Campbell:

Pursuant to the request of Commissioner Hughes during the January 8, 2020 hearing in connection with the referenced matter, I enclose Duke Energy Carolinas, LLC and Duke Energy Progress, LLC's Late-Filed Exhibit No. 1. This exhibit provides the Companies' procedures for suspending residential customer disconnections for non-payment during winter months and extreme temperatures, as well as the percentage of residential customers disconnected for non-payment during 2019.

Thank you for your attention to this matter. If you have any questions, please let me know.

Sincerely,


Lawrence B. Somers

Enclosure

cc: Parties of Record

OFFICIAL COPY

Jan 15 2020

**Duke Energy Carolinas, LLC and Duke Energy Progress, LLC's
Late-Filed Exhibit No. 1
Docket No. E-100, Sub 157
January 15, 2020**

Non-pay Disconnect Moratorium is a prohibition against disconnecting service to residential customers, during a designated time period, who meet eligibility requirements established by the North Carolina Utilities Commission for the five-month period November 1 through March 31.

To qualify annually under the moratorium provision, a customer must establish **ALL** of the following:

- The termination of service would result in danger to the health of a member of the customer's household.
- Someone in customer's household must be handicapped, elderly (65 or older), or both.
- Household is eligible to receive (regardless of funds availability) LIHEAP (Low Income Home Energy Assistance Program).
- Customer cannot pay account in full, nor pay installments to bring the account into balance within six months.
- County Department of Social Services will present customer with a *Certification Utilities Moratorium* to mail to the utility.

Non-pay Disconnect Suspensions Due to Extreme Temperatures

	Duke Energy Carolinas, LLC	Duke Energy Progress, LLC
Winter	Projected average low temperature is forecasted to go below 32 degrees within 48 hours	Projected average low temperature is forecasted to go below 32 degrees within 48 hours
Summer	Projected heat index is forecasted to be 105 degrees or greater during the immediate 48 hours	Projected heat index is forecasted to be 105 degrees or greater during the immediate 48 hours

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2019 DEC and DEP Percentage of Residential Customers Disconnected for Non-Payment

2019	January	February	March	April	May	June	July	August	September	October	November	December	Avg Month
DEC NC Residential Bills Rendered	1,919,752	1,920,404	1,922,897	1,927,947	1,931,012	1,938,697	1,943,428	1,946,533	1,947,436	1,940,591	1,942,723	1,943,195	1,935,385
# NC Residential Non-Pay Disconnections	11,093	13,921	13,194	15,068	13,588	10,255	5,766	10,876	10,954	12,156	9,417	8,329	11,218
% NC Residential Disconnected to Total Billed	0.57%	0.72%	0.69%	0.78%	0.70%	0.53%	0.30%	0.56%	0.56%	0.63%	0.48%	0.43%	0.58%
													Avg Month
DEP NC Residential Bills Rendered	1,158,585	1,143,237	1,154,704	1,152,394	1,154,116	1,155,420	1,158,404	1,214,083	1,103,861	1,214,734	1,152,776	1,116,299	1,156,551
# NC Residential Non-Pay Disconnections	5,323	5,896	6,436	6,502	6,423	6,724	6,901	8,274	9,359	11,524	8,992	7,997	7,529
% NC Residential Disconnected to Total Billed	0.46%	0.52%	0.56%	0.56%	0.56%	0.58%	0.60%	0.68%	0.85%	0.95%	0.78%	0.72%	0.65%

Jan 15 2020

CERTIFICATE OF SERVICE

I certify that a copy of the Duke Energy Carolinas, LLC and Duke Energy Progress, LLC's Late-Filed Exhibit No. 1, in Docket No. E-100, Sub 157, has been served by electronic mail, hand delivery or by depositing a copy in the United States mail, postage prepaid to the following parties of record:

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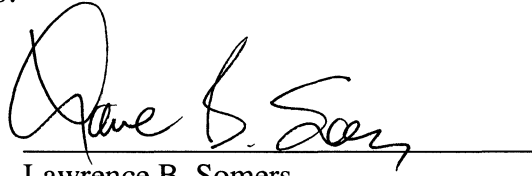
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This is the 15th day of January, 2020.

A handwritten signature in black ink, appearing to read "Lawrence B. Somers", is written over a horizontal line.

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