



Kendrick C. Fentress
Associate General Counsel

Mailing Address:
NCRH 20 / P.O. Box 1551
Raleigh, NC 27602

o: 919.546.6733
f: 919.546.2694

Kendrick.Fentress@duke-energy.com

April 29, 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's Monthly Report of Residential
Disconnections for Non-Payment
Docket No. M-100, Sub 61A**

Dear Ms. Campbell:

Pursuant to amended ordering paragraph six of the Commission orders issued November 4, 1979 and February 7, 1995, Duke Energy Carolinas, LLC is filing a report for the month of March 2021, as follows:

Total Number of Residential Disconnections for Non-Payment: 0.

Disconnection of customers for non-payment for utility service is a last resort for Duke Energy. Because of the timing of the NCUC's February 23, 2021 *Order Suspending Disconnections and Providing for Extended Special Repayment Plans for Certain Vulnerable Residential Customers and Requiring Door Hanger Notices*, as well as the upgrades and improvements to DEC's customer billing system through Customer Connect, Duke Energy voluntarily suspended all residential disconnections for the month of March 2021.

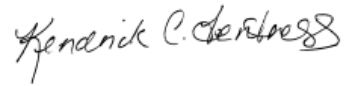
Furthermore, pursuant to ordering paragraph 12 of the Commission's *Order Granting Waiver with Conditions*, issued November 15, 2019 in Docket Nos. E-7, Sub 1210 and E-2, Sub 1214, DEC is providing additional data regarding notice to residential customers prior to termination of service for nonpayment.

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Apr 29 2021

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, stylized "K" and "F".

Kendrick C. Fentress

cc: Dianna Downey

Item Number	Order Item	Data Point	Mar-21
12	Number of Residential North Carolina customers	Number of Residential North Carolina customers	1,823,576
12a	Total monthly disconnections for non-payment without an in-person site visit, differentiated between disconnections with a Company-verified customer receipt of text message or phone call and disconnections without a Company-verified customer receipt of text message or phone call;	Total monthly remote disconnects for non-payment without an in-person site visit.	0
		Total monthly remote disconnects for non-payment with an in-person site visit.	0
12c	The number of residential customers who tender payment or make other satisfactory payment arrangements after receiving the 10-day notice requirement found in R12-11(l), but prior to the 24-hour notice requirement found in R12-11(m)(1);	The number of customers who received 10 Day Notices by month	241,488
		The number of customers who cancel their disconnect after receiving the 10 Day Notice, but prior to receiving the 24 Hour Notice, by month	147,084
12d	The number and percentage of residential customers 60+ days in arrears;	The number of customers 60+ days in arrears	111,158
		The percentage of customers 60+days in arrears	6.1%
12e	The number and percentage of residential customers with multiple shutoffs at the same residence for the last 12 months;	The number of customers with multiple shutoffs at the same residence for the last 12 months	315
		The percentage of customers with multiple shutoffs at the same residence for the last 12 months	0.017%
12f	The number and percentage of residential customers currently on a payment plan;	The number of customers currently on a payment plan	84,144
		The percentage of customers currently on a payment plan	4.6%
12h	The average reconnection time, following subsequent account payment or other satisfactory payment arrangements, for residential customers actually disconnected for nonpayment for the current month, differentiated by AMI and non-AMI meters.	The average AMI Reconnection time (in minutes), after being disconnected for non-payment	7
		The average Non-AMI Reconnection time (in minutes), after being disconnected for non-payment	136

Item Number	Order Item	Data Point	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
12	Number of Residential North Carolina customers	Number of Residential North Carolina customers	1,778,901	1,795,309	1,822,523	1,821,225	1,816,527	1,806,243	1,811,645	1,830,590	1,829,121	1,824,852	1,639,980	1,823,576
12b	The number and percentage of unique customer and total customer 24-Hour disconnect notices issued by month for the last 12 months;	The number of total customer 24-Hour disconnect notices issued by month	0	0	0	0	0	0	147,245	151,265	123,644	96,281	93,841	94,404
		The percentage of customer 24-Hour disocnnect notices issued by month	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.1%	8.3%	6.80%	5.30%	5.70%	5.20%
12g	The number and percentage of residential customers on a payment plan and ultimately disconnected by month for the last 12 months;	The number of customers on a payment plan and then disconnected the following month	0	0	0	0	0	0	0	616	1,936	3,331	3,227	0
		The percentage of residential customers on a payment plan and then disconnected the following month	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.11%	0.18%	0.20%	0.00%