



Kendrick C. Fentress  
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June 29, 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 Progress, LLC's and Duke Energy Carolinas, LLC's  
Status Update on Customer Connect  
Docket Nos. E-2, Sub 1142 and E-7, Sub 1146**

Dear Ms. Campbell:

Duke Energy Progress, LLC ("DEP") and Duke Energy Carolinas LLC ("DEC," collectively, the "Companies") are writing to update the Commission on their implementation of the Customer Connect Platform ("Customer Connect"). Customer Connect is a program designed to bring new capabilities to the Companies' customers; delivering Customer Connect is foundational to transforming the Companies' customers' experience. The Commission approved Customer Connect implementation in the above-captioned dockets and required the Companies to submit an annual report (until 2022) on the implementation. The Companies jointly filed their last annual report with the Commission on February 17, 2020, but they now submit this updated data regarding the timing of the delivery of Customer Connect to DEP's customers.

The Companies have reached a point in their work with Customer Connect implementation that results in their confidence in fully deploying Customer Connect sooner. As such, the Companies have decided to accelerate the program timeline to deliver the new customer service platform five months earlier than originally reported and planned for DEP. The new time frame for Customer Connect full deployment for DEP is now November 2021. The time frame for full deployment for Customer Connect for DEC remains April 2021.

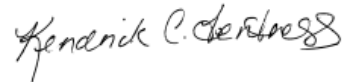
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JUN 29 2020

The Companies shared this letter with the Public Staff before filing it, and the Public Staff had no objection to its filing. This letter is intended for the Commission's information and does not request any Commission action.

Thank you for your attention to this matter and if you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, reading "Kendrick C. Fentress". The signature is written in a cursive, slightly slanted style.

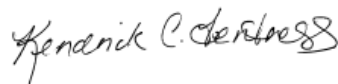
Kendrick C. Fentress

cc: Lucy Edmondson  
Parties of Record

CERTIFICATE OF SERVICE

I certify that a copy of Duke Energy Progress, LLC and Duke Energy Carolinas, LLC's Status Update on Customer Connect, in Docket Nos. E-2, Sub 1142 and E-7, Sub 1146 has been served on all parties of record either by electronic mail, hand delivery or by depositing a copy in the United States mail, postage prepaid to the following:

This the 29<sup>th</sup> day of June, 2020.



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