

[Redacted]

Issue Number	114394 ✓	Submitted On	08/29/2013
Priority	Disconnect Now	Submitted At	10:11:50
Status	Closed	Last Edited On	09/05/2013
Submitted By	[Redacted]	Last Edited At	10:09:02
Assignees	Analysts: [Redacted]		

Description

Entered on 09/05/2013 at 10:09:02 EDT (GMT-0400) by [Redacted]

-> Contacted consumer and left msg. with [Redacted] that their payment posted. In addition PE is continuing their investigation with mail/posting delays due to the numerous calls received from customers directly and through UC. (Move from Raleigh to Charlotte)

-> PE has agreed through UC to work with customers with late fees and disconnects due to the delays.

Checked the account before going home and the \$499.62 posted today 9/4 on acct [Redacted]

Thanks,

[Redacted]
[Redacted]
[Redacted]

Duke Energy Progress

[Redacted]
Mon-Fri 8:00 a.m. - 5:00 p.m.

-> Closed.

Entered on 09/04/2013 at 16:08:41 EDT (GMT-0400) by [Redacted]
Email received today from [Redacted]

"I don't think there is anything to worry about. The final notice doesn't expire until 9/30. August 22 was a Thursday so my guess is there are delays on the weekends then September 4 was a holiday so that is going to cause a delay also. I would think the payment would hit this week. Double checked with Remittance and they are checking postmarks on envelopes and working closely with post office."
- Consumer contacted post office and they stated they have not had any changes in routes and/or distribution centers that would have caused any delays.

Entered on 08/29/2013 at 15:37:03 EDT (GMT-0400) by [Redacted]

- Consumer:**
- Account [Redacted] was disconnected due to late payment.
 - Consumer mailed payment on August 9 and it did not post until August 26, that's 17 days.
 - Mail arrives from Charlotte to Asheville from PE in a reasonable time but return mail does not get processed as quickly.

- PE/ [Redacted]**
- Will investigate.
 - Agrees to waive all late charges at this time.

Contacts: [Redacted]

Accounts:

[Redacted] Due August 16, Sent Aug 22 -> Payment hasn't posted as of today - concerned account will be disconnected like account below.

[REDACTED]

[REDACTED]

[REDACTED]

Billed July 22, Received July 24, Due Aug 5, Mailed Aug 9, Did not post until Aug 26 – tech was out to disconnect

- Consumer verified that Charlotte address is being used – posted on check along with envelope (has copy of check)
- Everyday outgoing mail is brought directly to the same Post Office
- Checks are usually sent individually with stub, sometimes two checks with corresponding stub
- Consumer is going to talk to the postal supervisor to see if there have been any routing changes, distribution center changes/closes and will let me know tomorrow.
- Consumer's concern is the mail arrives from PE/Charlotte on time (see date above on [REDACTED] account) but the problem is the return and actual receiving and posting of payment.
- Didn't have this problem prior to Progress operating out of Raleigh.
- [REDACTED] and I discussed waiving the late fee charges but are we considering the deposit fee that was incurred recently due to the disconnect and this confusion?

Entered on 08/29/2013 at 10:11:50 EDT (GMT-0400) by Venessa Rodgers:
[no Description entered]

Contact Name	[REDACTED]	Customer Account	[REDACTED]
How Received	Telephone	Assistant Referral	Analyst
Primary Phone	[REDACTED]	Secondary Phone	[REDACTED]
Spanish	No	Industry	Electric
Company	Progress Energy	Category	Billing
Sub Category	Late Payment Charge	Service Address	[REDACTED]
Service City	[REDACTED]	Contacted Company	Yes
Reminder Sent	Off	Escalated	Off
Call Back	Off	Verify Phone	Yes
Verify Name	Yes		