



**Issue Number** 115220 ✓  
**Priority** Routine  
**Status** Closed  
**Submitted By** [Redacted]  
**Assignees** Analysts  
 Individual Users: Krishna Rajeev

**Submitted On** 09/16/2013  
**Submitted At** 13:26:44  
**Last Edited On** 09/16/2013  
**Last Edited At** 16:55:08

**Description**

Entered on 09/16/2013 at 16:55:08 EDT (GMT-0400) by [Redacted]  
 Cons: Has several res & non-res acct's w DEP, Always paid on time over 10 yrs, Recently processing time for pymts have been 2 wks & even tho late fee was waived, feels processing time needs to b shorter.

Advised cons that delays r expected currently due to merging of operations but pymts can take up to 10 business days for processing during certain times. Advised that PS is working w DEP to speed up process to facilitate consumers. Thanked me for asst.

Entered on 09/16/2013 at 13:26:44 EDT (GMT-0400) by [Redacted]  
 [ no Description entered ]

**How Received** Telephone  
**Primary Phone** [Redacted]  
**Industry** Electric  
**Category** Billing  
**Contacted Company** Yes  
**Escalated** Off  
**Resolution** Approved  
**Verify Name** Yes

**Assistant Referral** Analyst  
**Spanish** No  
**Company** Progress Energy  
**Sub Category** Late Payment Charge  
**Reminder Sent** Off  
**Call Back** Off  
**Verify Phone** Yes