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March 15, 2021

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street,
Harrisburg, PA 17120

Re: Temporary Reporting Requirements: At-Risk Accounts
Docket No: M-2020-3019244

Dear Secretary Chiavetta:

This filing is submitted pursuant to Pennsylvania Public Utility Commission's Order dated October 8, 2020. Pursuant to Paragraph 9 of the Commission's Order, The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink and CenturyLink Communications, LLC¹ submits responses to the three questions in Paragraph 9 of that order. Please note that the attached data includes information through month-end February 2021.

If you have any questions, or need additional information about the above, please contact me at 614-441-0393.

Sincerely,

A handwritten signature in blue ink that reads "Joshua S. Motzer".

Joshua S. Motzer

JSM/sac

¹ The Lumen brand was launched on September 14, 2020. On January 22, 2021, CenturyLink, Inc. formally changed its name to Lumen Technologies, Inc., or simply Lumen.

In the Matter of the Temporary Reporting Requirements: At-Risk Accounts
Docket No: M-2020-3019244

Report of The United Telephone Company of Pennsylvania, Inc. d/b/a CenturyLink
CenturyLink Communications, LLC
(Collectively, “CenturyLink”)
Pennsylvania Public Utility Commission
Propounded: October 8, 2020
Responded: March 15, 2021

CenturyLink Response to requests from PUC ORDER dated October 8, 2020 in Docket No:M-2020-3012944:

- a. Total number of residential and non-residential accounts at risk of termination at the end of the month and for the same month of the year prior.
- b. Total aggregate dollars of arrears, broken down by the same account categories, at the end of the month and for the same month of the year prior.
- c. The number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

a. and b.	February-end 2021		February-end 2020	
	# of Accounts Total Aggregate	\$ in Arrears	# of Accounts Total Aggregate	\$ in Arrears
Residential	67,939	\$889,451	74,868	\$382,436
Non-residential	8,829	\$539,632	10,276	\$345,990
Total*	76,768	\$1,429,083	85,144	\$728,426

*The Commission’s order requires “...the report shall be filed by the 15th of each month, until this requirement is revised or lifted by the Commission.” For this request, CenturyLink has defined “accounts at risk of termination” as those accounts with any past due balances more than 30 days in arrears at the end of February 2020 and February 2021. Therefore, the total number of accounts reflected above overstates the number of accounts that would be subject to termination. Furthermore, the amount of “total aggregate \$ in Arrears” includes accounts with any past due amounts for services both jurisdictional and non-jurisdictional.

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c.	# of Accounts disconnected for non-payment	\$ amount of Accounts disconnected for non-payment
Residential	1	0
Non-residential	5	\$802
Total**	1	\$802

** It will continue to be difficult to provide a comprehensive response to this subpart. In part, the Commission’s Order of October 8, 2020 stated that “the absolute utility service termination moratorium is lifted and disconnections may commence effective November 9, 2020.” As a general matter, the process for disconnections has requirements that do not begin on the day the disconnections may commence. Moreover, CenturyLink has offered payment plan arrangements for residential customers impacted by COVID and therefore disconnect activity for residential accounts was minimized through February-end 2021. CenturyLink has confirmed this assertion. For its small business customers subscribing to jurisdictional services, based upon information preliminarily available, there has been minimal account activity on these accounts; therefore, disconnections will likely have been minimized as well.

Specifically, for the one residential customer account, CenturyLink has worked to contact the customer directly to resolve any issues with the inadvertent and temporary service suspension. As noted above, CenturyLink has minimized its residential disconnect activity by offering payment plan arrangements to its residential customers impacted by COVID. Specifically, for the five non-residential customer accounts, one of the customers paid their balance in full while the other four were contacted directly by CenturyLink outlining payment plan options including an 18-month payment option.

CenturyLink has not identified any additional customers that have been disconnected for non-payment for February-end 2021. If the data proves to be different for this subpart of the question, CenturyLink will provide updated information in future reports.