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February 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, LLC<sup>1</sup> submits responses to the three questions in Paragraph 9 of that order. Please note that the attached data includes information through month-end January 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

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<sup>1</sup> The Lumen brand was launched on September 14, 2020. As a result, CenturyLink, Inc. is referred to as Lumen Technologies, or simply Lumen. The legal name CenturyLink, Inc. is expected to be formally changed to Lumen Technologies, Inc. upon the completion of all applicable requirements.

**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: February 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.

<b>a. and b.</b>	January-end 2021		January-end 2020	
	# of Accounts Total Aggregate	\$ in Arrears	# of Accounts Total Aggregate	\$ in Arrears
Residential	68,657	\$810,054	75,579	\$392,693
Non-residential	8,916	\$491,525	10,362	\$325,469
<b>Total*</b>	77,573	\$1,301,579	85,941	\$718,162

\*The Commission’s order requires “...the report shall be filed by the 15<sup>th</sup> 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 January 2020 and January 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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<b>c.</b>	# of Accounts disconnected for non-payment	\$ amount of Accounts disconnected for non-payment
Residential	9***	0
Non-residential	0	0
<b>Total**</b>	9**	\$0**

\*\* 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 January-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 9 residential customer accounts, these were marked as subject to suspension for non-payment, but service suspension status was temporary. This small number of accounts flagged as delinquent were inadvertently not included in the category of accounts held from treatment – i.e., accounts held while active service is maintained despite an aging past due balance. CenturyLink promptly placed these 9 accounts in hold treatment and implemented a process change to minimize reoccurrence while under this moratorium requirement. *At this time, absent these temporary suspensions, for both residential customers and small business customers subscribing to jurisdictional services, CenturyLink has not identified any customers that have been disconnected for non-payment for January-end 2021.* If the data proves to be different for this subpart of the question, CenturyLink will provide updated information in its March 15<sup>th</sup> report.