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E. Minna Rolfes-Adkins  
Paralegal  
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December 31, 2014

**VIA OVERNIGHT DELIVERY**

Mr. Jeff Derouen  
Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd  
Frankfort, KY 40601

**RECEIVED**

**JAN 05 2015**

**PUBLIC SERVICE  
COMMISSION**

**RE: Case No. 2014-00438**  
**Josh Grant v. Duke Energy Kentucky, Inc.**

Dear Mr. Derouen:

Enclosed please find an original and twelve copies of the *Answer and Motion to Dismiss of Duke Energy Kentucky Inc.* to be filed in the above captioned case.

Please date-stamp the extra two copies of the filing and return to me in the enclosed envelope.

Very Truly Yours,

E. Minna Rolfes-Adkins

ERA

cc: Josh Grant (w/enclosures)

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JAN 05 2015

PUBLIC SERVICE  
COMMISSION

In the Matter of:  
JOSH GRANT

COMPLAINANT

VS.

DUKE ENERGY KENTUCKY, INC.

DEFENDANT

Case No. 2014-00438

ANSWER

and

MOTION TO DISMISS

Comes now Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), by and through counsel, and, in conformity with the Commission's December 23, 2014 Order in this matter, does hereby respectfully tender its Answer to the Complaint, along with a Motion to Dismiss, respectfully stating as follows:

ANSWER

1. In response to the allegations contained on pages one and two of the Complaint, Duke Energy Kentucky denies the claims that the Company illegally disconnected Josh Grant (Complainant) and failed to provide notice of disconnection.

2. Duke Energy Kentucky admits that on or about November 6, 2014, Complainant contacted Duke Energy Kentucky and its representative told Complainant that the total past due amount of \$433.17 must be paid to have service reconnected. According to the Company's

records, Complainant was advised that the \$200 paid on November 5, 2014 was insufficient to reestablish service and that an additional \$233.71 was necessary to restore service.

3. Duke Energy Kentucky denies the claim that it did not follow the Kentucky Public Service Commission's (Commission) rules. Duke Energy Kentucky respectfully states that it follows the Commission's regulations and the Company's Commission approved tariffs with respect to determining whether a deposit is required on a customer's account. Any deposit required on Complainant's account is a result of failing to maintain a satisfactory payment record consistent with 807 KAR 5:006 Section 8.

4. In response to all of the averments set forth in the Complaint, Duke Energy Kentucky states that it follows the requirements of the tariffs and Kentucky law in providing electric service to its customers.

5. All averments in the Complaint not expressly and affirmatively admitted herein are hereby expressly denied.

6. Answering further, the Company respectfully states that Complainant's account had been subject to immediate disconnection for several months (since early 2014) and Complainant received many notices regarding his account status. Complainant knew or should have known that his account was subject to immediate disconnection as Complainant received a separate and distinct written notice in February 2014 and the account status was also clearly indicated on his monthly bills. Complainant's account became eligible for disconnection in February 2014 with a disconnection notice initially generated on the bill due January 21, 2014.<sup>1</sup> On or about February 13, 2014, Duke Energy Kentucky issued the requisite ten-day notice of disconnection pursuant to 807 KAR 5:006, Section 15. Complainant's account was scheduled for disconnection effective March 4, 2014, subject to any weather restrictions.

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<sup>1</sup> See Attachment A, monthly bills.

7. The Company did not complete the disconnection order on Complainant's account as was scheduled in March 2014 and then, due to an internal processing error, the disconnection order did not get completed until November 6, 2014. The processing error in March 2014 resulted in the work order for Complainant's disconnection not being placed back in the work queue for immediate completion, but instead sat dormant until it was processed in November 2014. Nonetheless, during the ensuing months between the February 2014 written notice of disconnection and the eventual actual disconnection, Complainant received monthly reminders on his electric bill informing him that his account was eligible for immediate disconnection if not paid in full. Complainant continually failed to pay the amount necessary to avoid disconnection and did not bring his account out of disconnect status.

8. According to Company records, the Complainant contacted the Company on April 14, 2014 to discuss his account status and he was advised at that time to pay \$292.34 to cancel the pending disconnection. Complainant only paid \$150.00. Following that payment, Complainant made partial payments on his monthly electric bills that were insufficient to bring the account out of disconnect status. Each of Complainant's monthly electric bills from March 2014 through October 27, 2014 clearly indicated they were "disconnect notices," that the account was eligible for immediate disconnection.<sup>2</sup> These bills also indicated the amount that must be paid to avoid disconnection.<sup>3</sup> The Complainant never paid an amount sufficient to remove the account from disconnection status. As such, the Complainant had full knowledge of the status of his account at all times prior to the disconnection on November 6, 2014.

9. The bill issued on October 27, 2014, immediately before the account was disconnected, included a bill message informing the Complainant that a payment of \$433.71 was

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<sup>2</sup> *Id.*

<sup>3</sup> *Id.*

required to avoid disconnection. Complainant paid the Company \$200 on November 5, 2014, which was posted on November 6, 2014. This payment was insufficient to avoid disconnection given the arrearage on the account. Complainant subsequently made a payment of \$233.71 on November 6, 2014. This second payment on the account was posted after 2:30 p.m. on November 6, 2014, and after the disconnection order had been completed. Payments that post after 2:30 p.m. are generally processed within 24 hours. Complainant's service was reconnected at 10:33 a.m. on November 7, 2014, within 24 hours of receipt of the second payment.

#### **FIRST AFFIRMATIVE DEFENSE**

10. The Complaint fails to state a cause of action upon which relief can be granted.

#### **SECOND AFFIRMATIVE DEFENSE**

11. The Complainant fails to set forth a *prima facie* case that Duke Energy Kentucky has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

#### **THIRD AFFIRMATIVE DEFENSE**

12. At all relevant times, Duke Energy Kentucky has billed Complainant and has otherwise acted in accordance with rules and regulations of the Kentucky Public Service Commission, Duke Energy Kentucky's filed tariffs, and Kentucky law, including but not limited Kentucky Revised Statutes 807 KAR 5:041.

#### **FOURTH AFFIRMATIVE DEFENSE**

13. Duke Energy Kentucky respectfully reserves the right to plead any and all additional defenses that discovery may reveal.

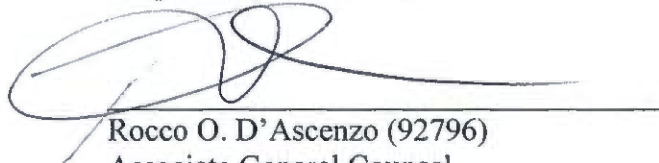
## MOTION TO DISMISS

14. With regard to the Complainant's averments that the Company should be responsible for damages and fines, Duke Energy Kentucky affirmatively states that it adhered to the terms of its tariff and the Commission's regulations with respect to billing and disconnecting the Complainant. Duke Energy Kentucky provided Complainant with separate and distinct notice of disconnection in February 2014, and monthly disconnection notices on his electric bills between February and October 2014.

15. The attached Exhibit A demonstrates that Complainant was aware of the disconnection status of his account, received the disconnection notices, and failed to bring the account current and failed to contact the Company to make payment arrangements. Accordingly, Complainant has failed to state a claim for which relief may be granted and the Complaint should be dismissed with prejudice.

WHEREFORE, Duke Energy Kentucky prays that the Complaint be dismissed with prejudice, this case be stricken from the Commission's docket, and Duke Energy Kentucky be granted any and all other relief to which it may be entitled.

Respectfully submitted,



Rocco O. D'Ascenzo (92796)  
Associate General Counsel  
Amy B. Spiller (85309)  
Deputy General Counsel  
Duke Energy Business Services, LLC  
139 East Fourth Street, 1303 Main  
Cincinnati, Ohio 45201-0960  
Phone: (513) 287-4320  
Fax: (513) 287-4385  
e-mail: [rocco.d'ascenzo@duke-energy.com](mailto:rocco.d'ascenzo@duke-energy.com)  
*Counsel for Duke Energy Kentucky, Inc.*

## CERTIFICATE OF SERVICE

This will certify that a true and accurate copy of the foregoing was served via ordinary U.S. Mail, postage pre-paid, on this 31<sup>st</sup> day of December, 2014, addressed to the following:

Josh Grant  
705 Meadow Wood Drive, Apt. 2  
Crescent Spring, KY 41017



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Rocco O. D'Ascenzo

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 19

| Due Date     | Amount Due |
|--------------|------------|
| Feb 20, 2014 | \$ 292.01  |

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution (for Customer Assistance) Amount Enclosed

Josh Grant  
705 Meadow Wood Dr  
Apt 2  
Fort Mitchell KY 41017

PO Box 1327  
Charlotte NC 28201-1327

**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Jan 29 not included<br>Last payment received Jan 27<br>Bill prepared on Jan 29, 2014<br>Next meter reading Feb 26, 2014 |

**IMPORTANT-** Your service may be disconnected if your past due amount of \$123.77 is not paid before 02/21/2014. A reconnection charge will be required. For questions, please call the number shown above.

**PLEASE NOTE:** Your account was not placed on our Budget Billing Plan because the balance of your account has not been paid. Please contact us if you still wish to enroll in Budget Billing.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Dec 27       | Jan 28 | 32   | 58376         | 60288   | 1,912 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage -                         | 1,912 kWh        |
| Duke Energy - Rate RS           | \$ 158.58        |
| <b>Current Electric Charges</b> | <b>\$ 158.58</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 253.91        |
| Payment(s) Received       | 130.14cr         |
| <b>Balance Forward</b>    | <b>123.77</b>    |
| BBP Ending Balance        | 168.24           |
| <b>Current Amount Due</b> | <b>\$ 292.01</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 9.66 |

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 4 or visit duke-energy.com/SaveOnBulbs.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Feb 20, 2014 |
|--------------|------------|--------------------|
| Feb 20, 2014 | \$ 292.01  | \$ 299.94          |



**DISCONNECT NOTICE**

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

| Due Date     | Amount Due |
|--------------|------------|
| Mar 21, 2014 | \$ 442.34  |

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution (for Customer Assistance) Amount Enclosed

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For inquiries Call         | Account Number |
|--|----------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information   |
|--|---|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Feb 27 not included Bill prepared on Feb 27, 2014<br>Next meter reading Mar 27, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$292.01 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Jan 28       | Feb 26 | 29   | 60288         | 61881   | 1,593 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage -                         | 1,593 kWh        |
| Duke Energy - Rate RS           | \$ 134.22        |
| <b>Current Electric Charges</b> | <b>\$ 134.22</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 292.01        |
| Late Payment Charge(s)    | 7.93             |
| <b>Balance Forward</b>    | <b>299.94</b>    |
| Current Electric Charges  | 134.22           |
| Taxes                     | 8.18             |
| <b>Current Amount Due</b> | <b>\$ 442.34</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 8.18</b> |

Does a short month leave you short on cash? Get \$30 for an eligible fridge and free pickup! Call 855.398.6200 or visit duke-energy.com/short to schedule.

Colder weather increases the demand for energy. We understand your bill may be higher and we'd like to help. Visit duke-energy.com for billing and payment options, as well as tips to lower your energy bill.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through March, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Mar 21, 2014 |
|--------------|------------|--------------------|
| Mar 21, 2014 | \$ 442.34  | \$ 449.05          |

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

| Due Date     | Amount Due |
|--------------|------------|
| Apr 21, 2014 | \$ 553.71  |

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution (for Customer Assistance) Amount Enclosed

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Mar 28 not included<br>Bill prepared on Mar 28, 2014<br>Next meter reading Apr 28, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$442.34 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Feb 26       | Mar 27 | 29   | 61881         | 62942   | 1,061 |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 1,061 kWh       |
| Duke Energy - Rate RS           | \$ 98.65        |
| <b>Current Electric Charges</b> | <b>\$ 98.65</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 442.34        |
| Late Payment Charge(s)    | 6.71             |
| <b>Balance Forward</b>    | <b>449.05</b>    |
| Current Electric Charges  | 98.65            |
| Taxes                     | 6.01             |
| <b>Current Amount Due</b> | <b>\$ 553.71</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 6.01 |

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through April 15, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.

Out with the old, in with the new and get \$30 too. Save up to \$150/yr on your energy bill. We'll pick up your old refrigerator for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit [duke-energy.com/recycle](http://duke-energy.com/recycle). Some restrictions apply.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Apr 21, 2014 | \$ 553.71  | Apr 21, 2014 |
|              |            | \$ 558.64    |

**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| May 21, 2014 | \$ 463.98  |

Account Number XXXXXXXXXX 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326

**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number   |
|--|-------------------------------|--|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Apr 29 not included<br>Last payment received Apr 14<br>Bill prepared on Apr 29, 2014<br>Next meter reading May 28, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$403.71 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Mar 27       | Apr 28 | 32   | 62942         | 63558   | 616   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 616 kWh         |
| Duke Energy - Rate RS           | \$ 56.81        |
| <b>Current Electric Charges</b> | <b>\$ 56.81</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 553.71        |
| Payment(s) Received       | 150.00cr         |
| <b>Balance Forward</b>    | <b>403.71</b>    |
| Current Electric Charges  | 56.81            |
| Taxes                     | 3.46             |
| <b>Current Amount Due</b> | <b>\$ 463.98</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 3.46</b> |

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through May 15, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.

Is the air inside your home aggravating your allergies? Our Smart Saver Insulate and Seal program helps keep dust and allergens outside, as well as helping to lower your energy bill. Get up to \$425 to help make these improvements. Schedule now at [duke-energy.com/spring](http://duke-energy.com/spring). Results vary by home.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After<br>May 21, 2014 |
|--------------|------------|-----------------------|
| May 21, 2014 | \$ 463.98  | \$ 466.82             |

**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| Jun 20, 2014 | \$ 523.68  |

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after May 29 not included<br>Bill prepared on May 29, 2014<br>Next meter reading Jun 26, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$463.98 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Apr 28       | May 28 | 30   | 63558         | 64107   | 549   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 549 kWh         |
| Duke Energy - Rate RS           | \$ 53.59        |
| <b>Current Electric Charges</b> | <b>\$ 53.59</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 463.98        |
| Late Payment Charge(s)    | 2.84             |
| <b>Balance Forward</b>    | <b>466.82</b>    |
| Current Electric Charges  | 53.59            |
| Taxes                     | 3.27             |
| <b>Current Amount Due</b> | <b>\$ 523.68</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.27 |

Is your insulation doing its job? Better attic insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at [duke-energy.com/comfy](http://duke-energy.com/comfy).

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through June 16, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Jun 20, 2014 | \$ 523.68  | Jun 20, 2014 |
|              |            | \$ 526.36    |

**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| Jul 21, 2014 | \$ 584.42  |

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution (for Customer Assistance) Amount Enclosed

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326

**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jun 27 not included<br>Bill prepared on Jun 27, 2014<br>Next meter reading Jul 28, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$523.68 immediately to avoid disconnection.

| Meter | Number    | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|-----------|-------------------|--------|------|------------------------|---------|-------|
| Elec  | 095934690 | May 28            | Jun 26 | 29   | 64107                  | 64683   | 576   |

| Electric - Residential          |                 | Current Billing           |                  |
|---------------------------------|-----------------|---------------------------|------------------|
| Usage -                         | 576 kWh         | Amt Due - Previous Bill   | \$ 523.68        |
| Duke Energy - Rate RS           | \$ 54.73        | Late Payment Charge(s)    | 2.68             |
| <b>Current Electric Charges</b> | <b>\$ 54.73</b> | <b>Balance Forward</b>    | <b>526.36</b>    |
|                                 |                 | Current Electric Charges  | 54.73            |
|                                 |                 | Taxes                     | 3.33             |
|                                 |                 | <b>Current Amount Due</b> | <b>\$ 584.42</b> |
| <b>Taxes</b>                    |                 |                           |                  |
| <b>Taxes</b>                    | <b>\$ 3.33</b>  |                           |                  |

Will your attic insulation keep your cool air inside this summer? Make your home more comfortable by upgrading your insulation and sealing air leaks. We have rebates up to \$350 to help. Learn more at [duke-energy.com/keepcool](http://duke-energy.com/keepcool).

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through July 15, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Jul 21, 2014 |
|--------------|------------|--------------------|
| Jul 21, 2014 | \$ 584.42  | \$ 587.16          |

**DISCONNECT NOTICE**

Account Number XXXXXXXXXX 80 19

For more detailed billing information on your monthly bill, check box on right

| Due Date     | Amount Due |
|--------------|------------|
| Aug 20, 2014 | \$ 503.12  |

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution (for Customer Assistance)      Amount Enclosed

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number   |
|--|-------------------------------|--|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jul 29 not included<br>Last payment received Jun 30<br>Bill prepared on Jul 29, 2014<br>Next meter reading Aug 26, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$434.42 immediately to avoid disconnection.

| Meter | Number    | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|-----------|-------------------|--------|------|------------------------|---------|-------|
| Elec  | 095934690 | Jun 26            | Jul 28 | 32   | 64683                  | 65372   | 689   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 689 kWh         |
| Duke Energy - Rate RS           | \$ 64.76        |
| <b>Current Electric Charges</b> | <b>\$ 64.76</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 584.42        |
| Payment(s) Received       | 150.00cr         |
| <b>Balance Forward</b>    | <b>434.42</b>    |
| Current Electric Charges  | 64.76            |
| Taxes                     | 3.94             |
| <b>Current Amount Due</b> | <b>\$ 503.12</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.94 |

The more you know, the less you spend. Get bill-lowering tips at [duke-energy.com/energytips](http://duke-energy.com/energytips).

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at [duke-energy.com/RecycleNow](http://duke-energy.com/RecycleNow) or by calling 855.398.6200.

Did you know HVAC units need tune-ups, just like cars? Our Health Check can improve your heating and cooling system's efficiency, help save energy and lower your bills. Plus, we'll pay \$50 of the cost. Get started at [duke-energy.com/healthcheck](http://duke-energy.com/healthcheck).

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Aug 20, 2014 |
|--------------|------------|--------------------|
| Aug 20, 2014 | \$ 503.12  | \$ 506.36          |

**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| Sep 18, 2014 | \$ 468.08  |

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |  |
|--|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Aug 27 not included<br>Last payment received Aug 04 | Bill prepared on Aug 27, 2014<br>Next meter reading Sep 25, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$403.12 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Jul 28       | Aug 26 | 29   | 65372         | 65973   | 601   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 601 kWh         |
| Duke Energy - Rate RS           | \$ 61.23        |
| <b>Current Electric Charges</b> | <b>\$ 61.23</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 503.12        |
| Payment(s) Received       | 100.00cr         |
| <b>Balance Forward</b>    | <b>403.12</b>    |
| Current Electric Charges  | 61.23            |
| Taxes                     | 3.73             |
| <b>Current Amount Due</b> | <b>\$ 468.08</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.73 |

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) or check your FREE CFL eligibility by calling 800.943.7585 and choose option 4. Either way, we'll deliver your bulbs right to your door.

The more you know, the less you spend. Get bill-lowering tips at [duke-energy.com/energytips](http://duke-energy.com/energytips).

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at [duke-energy.com/HaulAway](http://duke-energy.com/HaulAway) or by calling 855.398.6200.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Sep 18, 2014 | \$ 468.08  | Sep 18, 2014 |
|              |            | \$ 471.14    |

**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| Oct 20, 2014 | \$ 433.96  |

Account Number XXXXXXXXXX 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number   |
|--|-------------------------------|--|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Sep 26 not included<br>Last payment received Sep 22<br>Bill prepared on Sep 26, 2014<br>Next meter reading Oct 24, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$368.08 immediately to avoid disconnection.

| Meter | Number    | Reading Date From To | Days | Meter Reading Previous | Meter Reading Present | Usage |
|-------|-----------|----------------------|------|------------------------|-----------------------|-------|
| Elec  | 095934690 | Aug 26 Sep 25        | 30   | 65973                  | 66625                 | 652   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 652 kWh         |
| Duke Energy - Rate RS           | \$ 62.10        |
| <b>Current Electric Charges</b> | <b>\$ 62.10</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 468.08        |
| Payment(s) Received       | 100.00cr         |
| <b>Balance Forward</b>    | <b>368.08</b>    |
| Current Electric Charges  | 62.10            |
| Taxes                     | 3.78             |
| <b>Current Amount Due</b> | <b>\$ 433.96</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.78 |

Take control of your energy use with Home Energy House Call - a \$180 value, FREE. Eligible homeowners can get a free in-home energy assessment, free CFLs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall) or 844-346-4366.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) or check your FREE CFL eligibility by calling 800.943.7585 and choose option 4. Either way, we'll deliver your bulbs right to your door.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Oct 20, 2014 |
|--------------|------------|--------------------|
| Oct 20, 2014 | \$ 433.96  | \$ 437.07          |



**DISCONNECT NOTICE**

| Due Date     | Amount Due |
|--------------|------------|
| Nov 18, 2014 | \$ 474.50  |

Account Number [REDACTED] 80 19

For more detailed billing information on your monthly bill, check box on right

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326

**DISCONNECT NOTICE**

Page 1 of 2

| Name /Service Address  | For Inquiries Call            | Account Number |
|--|-------------------------------|----------------|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Oct 27 not included<br>Bill prepared on Oct 27, 2014<br>Next meter reading Nov 24, 2014 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$433.71 immediately to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Sep 25       | Oct 24 | 29   | 66625         | 66981   | 356   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 356 kWh         |
| Duke Energy - Rate RS           | \$ 35.51        |
| <b>Current Electric Charges</b> | <b>\$ 35.51</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 433.96        |
| Late Payment Charge(s)    | 3.11             |
| <b>Balance Forward</b>    | <b>437.07</b>    |
| Current Electric Charges  | 35.51            |
| Deposit Refund + Interest | 0.25cr           |
| Taxes                     | 2.17             |
| <b>Current Amount Due</b> | <b>\$ 474.50</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 2.17</b> |

Fall Freebie: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at [duke-energy.com/October](http://duke-energy.com/October) or by calling 855.398.6200.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) or check your FREE CFL eligibility by calling 800.943.7585 and choose option 4. Either way, we'll deliver your bulbs right to your door.

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Nov 18, 2014 | \$ 474.50  | Nov 18, 2014 |
|              |            | \$ 476.28    |

Account Number XXXXXXXXXX 80 19

For more detailed billing information on your monthly bill, check box on right

| Due Date     | Amount Due |
|--------------|------------|
| Dec 17, 2014 | \$ 93.00   |

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
WinterCare Contribution Amount Enclosed  
(for Customer Assistance)

Josh Grant  
705 Meadow Wood Dr Apt 2  
Crescent Spgs KY 41017-4625

PO Box 1326  
Charlotte NC 28201-1326



Page 1 of 3

| Name /Service Address  | For Inquiries Call            | Account Number   |
|--|-------------------------------|--|
| Josh Grant<br>705 Meadow Wood Dr<br>Apt: 2<br>Fort Mitchell KY 41017 | Duke Energy<br>1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information  |
|--|--|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Nov 25 not included<br>Last payment received Nov 07<br>Bill prepared on Nov 25, 2014<br>Next meter reading Dec 29, 2014 |

PLEASE NOTE: A service deposit is being charged to your account because your service was previously disconnected for nonpayment. If your deposit has not yet been paid, please pay the stated deposit amount, by the due date indicated, in order to avoid disconnection.

| Meter | Number    | Reading Date |        | Days | Meter Reading |         | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
|       |           | From         | To     |      | Previous      | Present |       |
| Elec  | 095934690 | Oct 24       | Nov 06 | 13   | 66981         | 67215   | 234   |
| Elec  | 095934690 | Nov 07       | Nov 24 | 17   | 67215         | 67917   | 702   |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 234 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 21.57        |
| Usage - 702 kWh                 |                 |
| Duke Energy - Rate RS           | 61.44           |
| <b>Current Electric Charges</b> | <b>\$ 83.01</b> |

| Current Billing            |                 |
|----------------------------|-----------------|
| Amt Due - Previous Bill    | \$ 474.50       |
| Payment(s) Received        | 433.71cr        |
| <b>Balance Forward</b>     | <b>40.79</b>    |
| Budget Billing Amt Due     | 93.00           |
| Security Deposit Amt Due   | 30.00           |
| Transfer to Budget Billing | 31.21           |
| Budget Billing Amt Due Adj | 102.00cr        |
| <b>Current Amount Due</b>  | <b>\$ 93.00</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 5.06 |

| Account Balance        |           |
|------------------------|-----------|
| Budget Billing Balance | \$ 158.86 |

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Dec 17, 2014 | \$ 93.00   | Dec 17, 2014 |
|              |            | \$ 97.40     |