

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEANE COLE)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2022-00435
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

Duke Energy Kentucky, Inc. (Duke Kentucky) is hereby notified that it has been named as a Defendant in a formal complaint filed on December 27, 2022, a copy of which is attached as an Appendix to this Order.

Based upon the complaint filed on December 27, 2022, and documents filed on February 21, 2023, a copy of which is attached as an Appendix to this Order, the Commission finds that the complaint established a prima facie case, and should be accepted for filing.

The Commission finds that pursuant to 807 KAR 5:001E, Section 20, Duke Kentucky should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. If Duke Kentucky decides to file a written answer instead of satisfying the matters complained of then Duke Kentucky should include with its written answer a copy of all meter test results for tests performed on Ms. Cole's meter that is at issue in this matter. The Commission directs Duke Kentucky to

the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Duke Kentucky shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

2. If Duke Kentucky files a written answer instead of satisfying the matters complained of then Duke Kentucky shall include with its written answer a copy of all meter test results for tests performed on Ms. Cole's meter that is at issue in this matter.

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¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

PUBLIC SERVICE COMMISSION



Chairman



Vice Chairman



Commissioner



ATTEST:



Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2022-00435 DATED MAR 30 2023

TWENTY-ONE PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

DEC 27 2022

PUBLIC SERVICE
COMMISSION

In the matter of:

Jeane Cole
(Your Full Name)
COMPLAINANT

VS.

Duke Energy
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Jeane Cole respectfully shows:
(Your Full Name)

(a) Jeane Cole
(Your Full Name)

319 Ervin Terrace, Dayton, Ky 41074
(Your Address)

(b) Duke Energy
(Name of Utility)

P.O. 1094, Charlotte, N.C. 28201-1094
(Address of Utility)

(c) That: Please see attachment
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks Send a bill with appropriate amounts.
(Specifically state the relief desired.)

I would like Duke Energy to
with draw the so called "Reverse
Bill" as it appears to have been
made up... since they could not read
what they said was a broken meter. And
to my knowledge they have not repaired or

*replaced
the meter?*

Dated at Dayton, Kentucky, this 12-20-22 day
(Your City)

of December, 2022
(Month)

Jesse Cole
(Your Signature*)

N/A
(Name and address of attorney, if any)

Dec. 20, 2022
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Ky. Public Utilities
CS.# [REDACTED] for Jeanne Cole
12/20/22

In August, 2022, I received a bill from Duke Energy for \$704.⁵⁹ It stated it was for service Mar. 15 - Aug. 12. I had already paid for March, April, May, June and July. When I called Duke, I was told that my gas meter wasn't working during those months, so they didn't get a reading. However, the bill they sent showed specific readings for each of those months. They could not explain how or when they got those readings. Other people in my neighborhood had also received strange bills, so I contacted Ky. Public Utilities Commission who began to look into it. I emailed copies of several bills on Sept. 14th to Rosamery Tuth @ the Commission... none of which added up or made sense.

Beginning in August I have been adding together the current amount of electric + gas use and paying that amount each month. over please →

To Duke

and explaining that the Ky Public Utilities is looking into the problem. Since then, Duke has threatened to cut off my electricity & gas. They then sent a notice that if I didn't pay up by 12-11-22, my services would be disconnected. Mr. Tuttle intervened and stopped them. (Public Utilities)

Then just today, I received the form to file a complaint. I appreciate your help in getting this matter resolved. I always pay my bills on time and realize that because my meter was allegedly broken they could not get a reading. However, they did nothing to address that for five months and certainly did not inform me.

Respectfully
Jeanne Cole
319 Erwin Terrace
Dayton, KY 41074

Feb. 2, 2023

Received several chg bills in August

Dear Ky Public Utilities Team,

I am enclosing copies of bills from Duke received over past months.

When I received the first bill for \$491. (in the summer), I showed Duke and was told no one read my meter during winter months & it was broken. No one could explain how they decided what I suddenly owed in August.

I pay my bill, on time, every month. I am not on estimated payments.

Thank you for helping me get this straightened out.

Respectfully,

Jean Cole
319 Erin Terrace
Dayton, Ky - 45424

RECEIVED
FEB 21 2023

PUBLIC SERVICE
COMMISSION

September 5, 2022

Duke Energy Payment Processing
P O Box 1094
Charlotte, NC 28201-1094

To Whom It May Concern,

I am enclosing a check for \$207.33 which is \$177.96 for electric and \$29.34 for gas for this month's bill. These are the amounts quoted to me by your staff during one of many phone conversations discussing a "reverse" bill I received which I do not understand.

No one has been able to explain to me why the months of March to June would have amounts for gas that are many times more than this current month. Those are the months I did not use my furnace. I am in contact with the Kentucky Public Utilities Commission to see if they can help.

*shey told me
my
meter
was
broken*

Meanwhile, I am paying what seems like a normal bill for July-August.

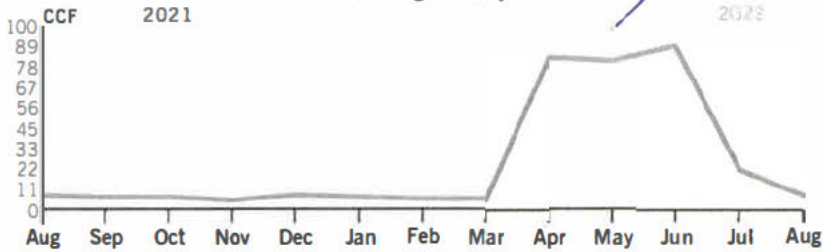
Respectfully,

Jeane Cole
319 Ervin Terrace
Dayton, Kentucky 41074



Your usage snapshot - Continued

Gas usage history



Average temperature in degrees

76° 69° 62° 42° 44° 29° 25° 22° 20° 18° 15° 11° 11°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	8	8	329	27

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Aug 12	42604
Previous reading on Jul 15	- 41033
Energy Used	1,571 kWh
Billed kWh	1,571.000 kWh

Current Gas usage for meter number 1183200

Actual reading on Aug 12	781
Previous reading on Jul 15	- 773
Gas Used	8 CCF
Billed CCF	8.000 CCF

Current Gas usage for meter number 1183200

Actual reading on Jul 14	773
Previous reading on Jun 14	- 751
Gas Used	22 CCF
Billed CCF	22.000 CCF

Current Gas usage for meter number 1183200

Actual reading on Jun 13	751
Previous reading on May 13	- 662
Gas Used	89 CCF
Billed CCF	89.000 CCF

Current Gas usage for meter number 1183200

Actual reading on May 12	662
Previous reading on Apr 14	- 581
Gas Used	81 CCF
Billed CCF	81.000 CCF

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Billing details - Electric continued

Environmental Surcharge Mechanism Rider (ESM)	\$5.20
Total Current Charges	\$63.48

Billing details - Electric

Billing Period - Mar 15 to Apr 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
556.000 kWh @ \$0.08099500	45.03
Demand Side Management Cost Recovery Program Rider (DSM)	
556.000 kWh @ \$0.00697500	3.88
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
556.000 kWh @ \$-0.00023100	-0.13
Electric Fuel Adjustment	
556.000 kWh @ \$0.00598800	3.33
Environmental Surcharge Mechanism Rider (ESM)	5.90
Total Current Charges	\$70.91

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jul 15 to Aug 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
8.000 CCF @ \$0.52474000	4.20
Gas DSM Rider	
8.000 CCF @ \$0.01480300	0.12
Gas Cost Recovery	
8.000 CCF @ \$0.90290000	7.22
Total Current Charges	\$29.34

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 14 to Jul 14	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
24.000 CCF @ \$0.52474000	12.59
Gas DSM Rider	
24.000 CCF @ \$0.01480300	0.36
Gas Cost Recovery	
24.000 CCF @ \$0.90290000	21.67
Total Current Charges	\$52.42

Your current rate is Residential Service (RS).

Billing details - Gas continued

Billing Period - May 13 to Jun 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
87.000 CCF @ \$0.52474000	45.65
Gas DSM Rider	
87.000 CCF @ \$0.01480300	1.29
Gas Cost Recovery	
87.000 CCF @ \$0.90290000	78.55
Total Current Charges	\$143.29

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 to May 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
81.000 CCF @ \$0.52474000	42.50
Gas DSM Rider	
81.000 CCF @ \$0.01480300	1.20
Gas Cost Recovery	
81.000 CCF @ \$0.60340000	48.88
Total Current Charges	\$110.38

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Mar 15 to Apr 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$0.01480300	1.23
Gas Cost Recovery	
83.000 CCF @ \$0.60340000	50.08
Gas WNA Rider	
83.000 CCF @ \$-0.01870361	-1.55
Total Current Charges	\$111.11

Your current rate is Residential Service (RS).

Billing details - Other Charges and Credits

Misc. Credit	\$-283.22
Total Other Charges and Credits	\$-283.22

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duke-energy.com
800.544.6900

Account number [REDACTED]

Handwritten notes:
 2/28 144.45
 3/28 95.83
 4/28 95.35
 5/26 122.57
 6/28 184.59
 8/14 61.
 March 24.7

Billing details - Gas continued

22.000 CCF @ \$0.90290000	\$19.86
Total Current Charges	\$49.53

Billing details - Gas

Billing Period - May 13 to Jun 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
89.000 CCF @ \$0.52474000	46.70
Gas DSM Rider	
89.000 CCF @ \$0.01480300	1.32
Gas Cost Recovery	
89.000 CCF @ \$0.90290000	80.36
Total Current Charges	\$146.18

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 to May 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
81.000 CCF @ \$0.52474000	42.50
Gas DSM Rider	
81.000 CCF @ \$0.01480300	1.20
Gas Cost Recovery	
81.000 CCF @ \$0.60340000	48.88
Total Current Charges	\$110.38

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Mar 15 to Apr 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$0.01480300	1.23
Gas Cost Recovery	
83.000 CCF @ \$0.60340000	50.08
Gas WNA Rider	
83.000 CCF @ \$-0.01870361	-1.55
Total Current Charges	\$111.11

Your current rate is Residential Service (RS).

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duke-energy.com
800.544.6900

Your Energy Bill

Service address
JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Jul 19, 2022
For service Mar 15 - Jul 14
122 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$95.83
Payment Received Jun 30	-501.62
Current Electric Charges	453.50
Current Gas Charges	417.20
Taxes	26.13
Total Amount Due Aug 09	\$491.04



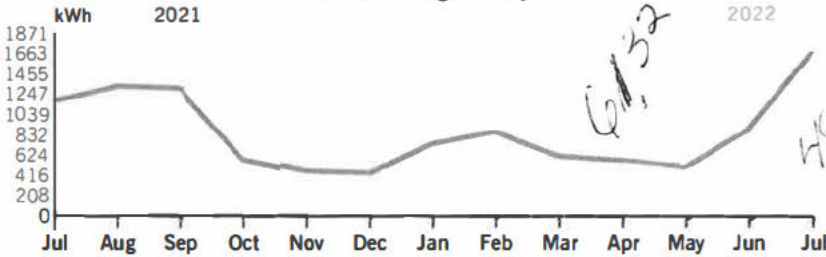
Thank you for your payment.

Do you or does someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Duke Energy is here to help you save on your summer energy bills. See all the ways we can help you lower your energy use and better manage your bills at duke-energy.com/SummerHeat.

Your usage snapshot

Electric usage history



Average temperature in degrees

75°	76°	69°	62°	42°	44°	29°	34°	47°	52°	66°	74°	79°
Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage									
Electric (kWh)	1,663	1,166	818									

12-month usage based on most recent history

7-10 days - call

Mar. 15 -

Jun. 2 -

July 14

800 544-6900
 Payment 9/2/22
 643.27
 7/1 CK# 148
 184.89
 6/1 122.57
 CK# 1483

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number [REDACTED]

\$491.04
by Aug 9

After Aug 9, the amount due will increase to \$535.89.

6 months
 to 7-24
 not showing up
 as returned

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light
Amount enclosed

008601 000000445

JEAN COLE
319 ERVIN TER
DAYTON KY 41074-1034



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

Service address

JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date **Aug 4, 2022**
For service Mar 15 - Apr 13
30 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$95.83
Payment Received Jun 30	-501.62
Current Electric Charges	70.91
Taxes	2.13
Credit Amount, Do Not Pay	-\$332.75

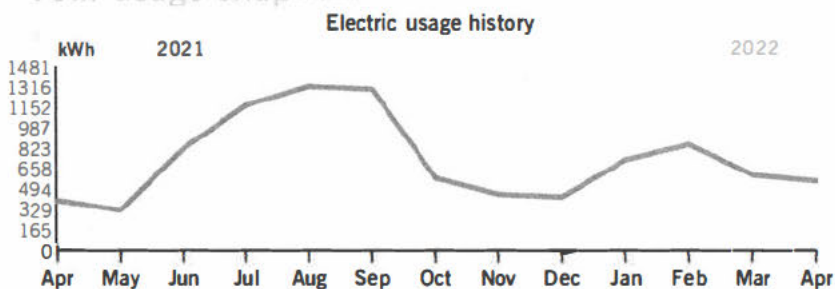


Thank you for your payment.

It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Your usage snapshot



Average temperature in degrees

54° 61° 73° 75° 76° 69° 62° 42° 44° 57° 33° 47° 25°

	Current Month	Apr 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	556	399	9,094	758

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Apr 13	38011
Previous reading on Mar 15	- 37455
Energy Used	556 kWh
Billed kWh	556.000 kWh

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number [REDACTED]

\$0.00

No payment is required at this time.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

005956 000000612
[Barcode]

JEAN COLE
319 ERVIN TER
DAYTON KY 41074-1034



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094



duke-energy.com
800.544.6900

Your Energy Bill

Service address

JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Aug 4, 2022
For service Apr 14 - May 12
29 days

Account number [REDACTED]

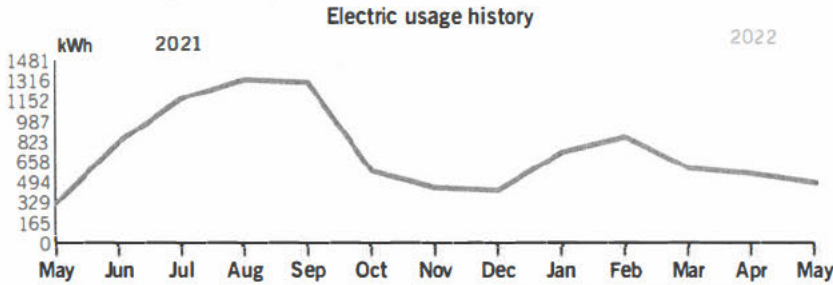
Billing summary

Previous Amount Due	\$-332.75
Payment Received	0.00
Current Electric Charges	63.48
Taxes	1.90
Credit Amount, Do Not Pay	\$-267.37

It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Your usage snapshot



Average temperature in degrees

61° 73° 75° 76° 69° 62° 42° 44° 39° 34° 37° 35° 61°

	Current Month	May 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	485	319	9,260	772
12 month usage based on most recent history				

Current electric usage for meter number 320351578

Actual reading on May 12 38496
Previous reading on Apr 14 - 38011

Energy Used 485 kWh

Billed kWh 485.000 kWh

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201 1090

Account number [REDACTED]

\$0.00

No payment is required at this time.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

005958 000000611



JEAN COLE
319 ERVIN TER
DAYTON KY 41074-1034



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

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duke-energy.com
800.544.6900

Your Energy Bill

Service address
JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Aug 4, 2022
For service May 13 - Jun 13
32 days

Account number [REDACTED]

Billing summary

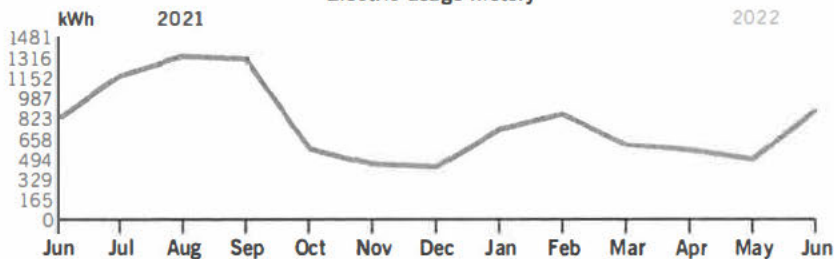
Previous Amount Due	\$-267.37
Payment Received	0.00
Current Electric Charges	124.20
Taxes	3.73
Credit Amount, Do Not Pay	\$-139.44

It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Your usage snapshot

Electric usage history



Average temperature in degrees

73° 75° 76° 69° 62° 42° 44° 25° 34° 37° 32° 64° 71°

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	874	813	9,321	777
12-month usage based on most recent history				

Current electric usage for meter number 320351578

Actual reading on Jun 13 39370
Previous reading on May 13 - 38496

Energy Used 874 kWh

Billed kWh 874.000 kWh

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number [REDACTED]

\$0.00

No payment is required at this time.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

005960 000000611



JEAN COLE
319 ERVIN TER
DAYTON KY 41074-1034



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094



duke-energy.com
800.544.6900

Your Energy Bill

Service address

JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Aug 4, 2022
For service Jun 14 - Jul 14
31 days

Account number [REDACTED]

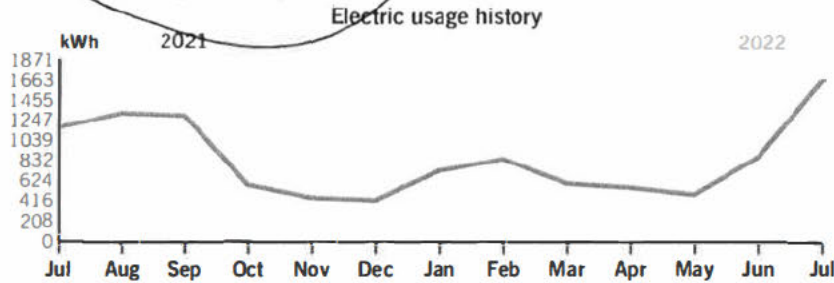
Billing summary

Previous Amount Due	\$-139.44
<i>Payment Received</i>	0.00
Current Electric Charges	194.91
Taxes	5.85
Total Amount Due Aug 25	\$61.32

It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Your usage snapshot



Average temperature in degrees

75° 76° 69° 62° 42° 44° 21° 14° 12° 50° 46° 70° 21°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,663	1,166	9,818	818

12-month usage based on most recent history

Current electric usage for meter number 320351578	
Actual reading on Jul 14	41033
Previous reading on Jun 14	- 39370
Energy Used	1,663 kWh
Billed kWh	1,663.000 kWh

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

kb dek duke_bill_20220803214357_4.afp-11907-000000612



duke-energy.com
800.544.6900

Your Energy Bill

Bill date Aug 16, 2022
For service Mar 15 - Aug 12
151 days

Service address
JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Account number [REDACTED]

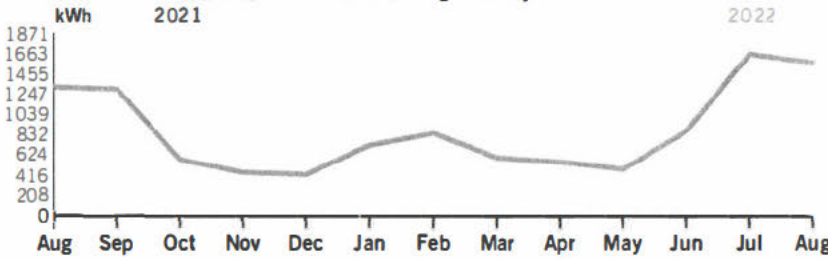
Billing summary

Previous Amount Due	\$61.32
Payment Received	329.90
Current Electric Charges	177.99
Current Gas Charges	446.54
Taxes	18.74
Total Amount Due Sep 06	\$704.59

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Your usage snapshot

Electric usage history



Average temperature in degrees

76° 69° 62° 42° 44° 29° 31° 37° 32° 64° 75° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,571	1,316	10,073	839
12-month usage based on most recent history				

It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that qualify. Visit 211.org or dial 2-1-1 to get started.

Truss 30'
1.2
25 W. Fifth
across 1:00
Shells 1:00

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

current 6/23.29
9/2/22

Account number [REDACTED]

\$704.59
by Sep 6

After Sep 6, the amount due will increase to \$704.59.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

016772 000000624



JEAN COLE
319 ERVIN TER
DAYTON KY 41074-1034



Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

9/6/22 pd. \$207.33 ck# 1509
 8/16/27 pd. \$61.32 ck# 1501

Bill date Sep 7, 2022
 For service Mar 15 - Aug 12
 151 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$95.83
Payment Received Aug 23 - ?	-279.72
Current Electric Charges	631.49
Current Gas Charges	446.54
Other Charges and Credits	-283.22
Taxes	32.34
Total Amount Due Sep 28	\$643.26



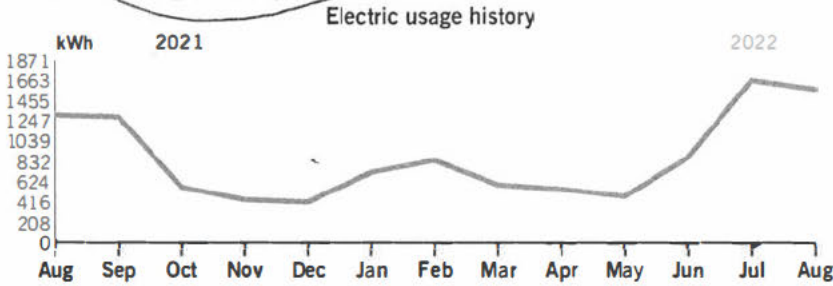
Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

Do you or someone you know need help with energy bills or other essentials? Help is available through new and existing assistance programs for those who qualify. Visit 211.org or dial 211 to get started.

To help us repair malfunctioning streetlights, quickly: 1. Visit duke-energy.com/lightrepair or call us at 800.419.6356. 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

Your usage snapshot



6/28 pd \$184.84 ck# 1489
 5/26 pd \$122.57 ck# 1493
 4/28/ pd \$98.33 ck# 1476
 3/28 pd \$95.83 ck# 1471
 2/28 pd \$144.48 ck# 1459

Average temperature in degrees

76° 69° 62° 42° 44° 29° 34° 47° 22° 56° 24° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,571	1,316	10,073	839

12-month usage based on most recent history

Sent to Rosemary
 9/14/22
 Ky Public Utilities Comm.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number [REDACTED]

\$643.26
by Sep 28

After Sep 28, the amount due will increase to \$643.26.

\$ _____ \$ _____
 Add here, to help others with a contribution to Share the Light **Amount enclosed**



005599 000001196
 JEAN COLE
 319 ERVIN TER
 DAYTON KY 41074-1034



Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094





duke-energy.com
800.544.6900

*pd. 9/26 - cktl
136.53
32.00
\$168.53*

Your Energy Bill

Service address
JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Sep 16, 2022
For service Aug 13 - Sep 14
33 days

Account number [REDACTED]

Billing summary

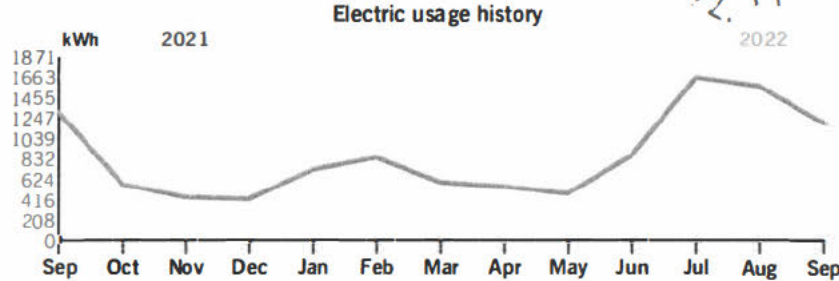
Previous Amount Due	\$643.26
<i>Payment Received Sep 09</i>	-207.33
Current Electric Charges	136.53
Current Gas Charges	32.00
Taxes	5.06
Total Amount Due Oct 07	\$609.52



Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

Your usage snapshot



*- 168.53
2,440.99*

Do you or someone you know need help with energy bills or other essentials? Help is available through new and existing assistance programs for those who qualify. Visit 211.org or dial 211 to get started.

To help us repair malfunctioning streetlights, quickly: 1. Visit duke-energy.com/lightrepair or call us at 800.419.6356. 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

Average temperature in degrees

	Current Month	Sep 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,195	1,294	9,974	831

12-month usage based on most recent history

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.



duke-energy.com
800.544.6900

Your Energy Bill

Service address
JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Nov 15, 2022
For service Oct 14 - Nov 12
30 days

Account number [REDACTED]

Billing summary - Disconnect Notice

Previous Amount Due	\$582.43
<i>Payment Received Nov 03</i>	-137.32
Current Electric Charges	66.51
Current Gas Charges	83.02
Taxes	4.49
Total Amount Due Dec 06	\$599.13

IMPORTANT DISCONNECTION INFORMATION

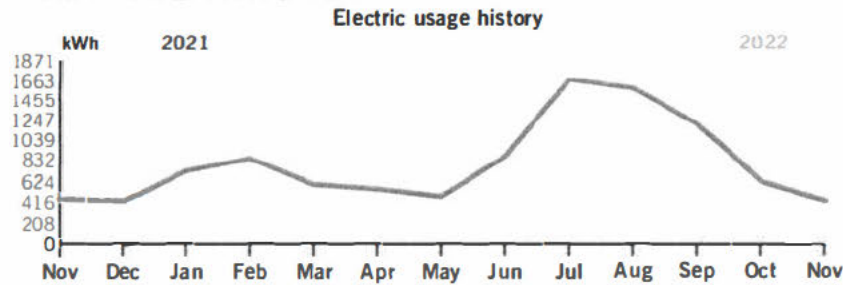
Your past-due amount of \$445.11 must be paid by Dec. 11, 2022 to avoid possible disconnection of your service on or after Dec. 12, 2022. If your service is disconnected, a reconnection charge will be required to restart service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.



Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Your usage snapshot



Average temperature in degrees

	Current Month	Nov 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	447	448	10,025	835

12 month usage based on most recent history

Find tips, tools and programs to help lower your energy bills at duke-energy.com/LowerBills

Are you a fan of saving? Get up to \$53 in annual bill credits by enrolling in Power Manager. Help reduce energy use during periods of high demand. Enroll your AC unit today! Learn more and sign up at: duke-energy.com/MyCredits

atty. checked

*599.13
149.53
349.60*

*66.51
83.02
149.53*

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.



duke-energy.com
800.544.6900

Your Energy Bill

Service address

JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date **Dec 16, 2022**

For service Nov 12 - Dec 13
32 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$599.13
<i>Payment Received Dec 05</i>	-149.53
Current Electric Charges	107.09
Current Gas Charges	173.77
Other Charges and Credits	7.71
Taxes	8.42
Total Amount Due Jan 06	\$746.59

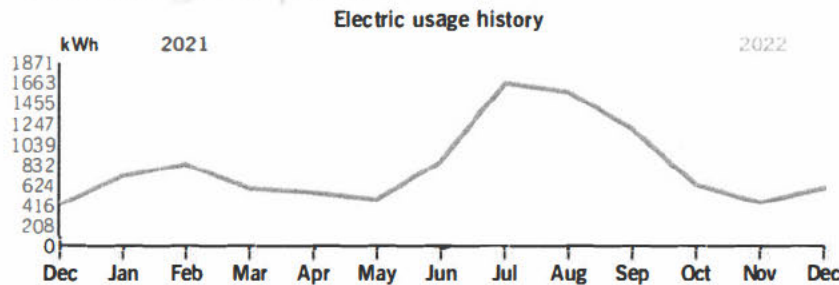


Thank you for your payment.

Duke Energy's Share the Light Fund, is a support program that helps those who are struggling to pay their bills and gives those who can the chance to share the power. Visit duke-energy.com/SharePower for more information.

Help lower winter bills by setting your thermostat to the lowest comfortable setting. It's less work for your heating system and more savings for you. Find more easy, money-saving tips at duke-energy.com/LowerBills.

Your usage snapshot



Average temperature in degrees

44° 41° 38° 42° 50° 60° 71° 77° 74° 68° 50° 46° 41°

	Current Month	Dec 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	598	427	10,196	850
12-month usage based on most recent history				

kb.dek.duke.bills.20221215210021.29.afp-29465-000000172

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.



duke-energy.com
800.544.6900

Your Energy Bill

Service address

JEAN COLE
319 ERVIN TER
DAYTON KY 41074

Bill date Jan 17, 2023

For service Dec 14 - Jan 13
31 days

Account number XXXXXXXXXX

Billing summary - Disconnect Notice

Previous Amount Due	\$746.59
<i>Payment Received Jan 03</i>	-280.86
Current Electric Charges	106.88
Current Gas Charges	216.35
Other Charges and Credits	14.47
Taxes	9.70
Total Amount Due Feb 07	\$813.13

IMPORTANT DISCONNECTION INFORMATION

Your past-due amount of \$465.73 must be paid by Feb. 12, 2023 to avoid possible disconnection of your service on or after Feb. 13, 2023. If your service is disconnected, a reconnection charge will be required to restart service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.

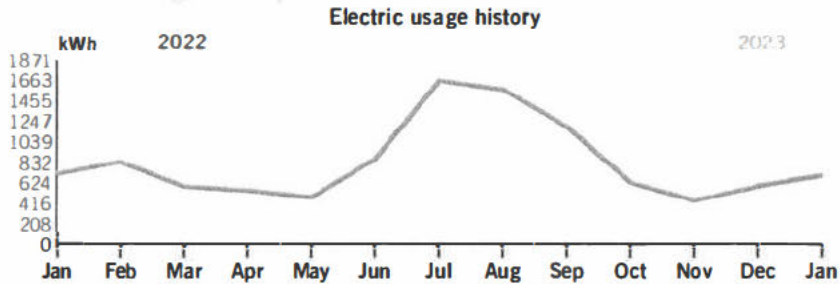


Thank you for your payment.

Winter's cold weather can bring higher energy bills. Get lots of ideas and resources to help control your energy use and save at duke-energy.com/LowerBills.

106.88
216.35
323.23

Your usage snapshot



Average temperature in degrees

29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 44°

	Current Month	Jan 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	707	727	10,176	848
12-month usage based on most recent history				

kb.dek.duke.bills.20230116214519.26.afp-19521-000000994

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Jeane Cole
319 Ervin Terrace
Dayton, KENTUCKY 41074

*Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45202

*Rocco O D'Ascenzo
Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45201