

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JUDY M. HANDSHOE)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2020-00161
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

Duke Energy Kentucky, Inc. (Duke Kentucky) is hereby notified that it has been named as Defendant in a formal complaint (Complaint) filed on May 7, 2020, a copy of which is attached to this Order. The Commission directs Duke Kentucky to the Commission’s March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085,¹ regarding filings with the Commission.² The Commission expects the original documents to be filed with the Commission within 30 days of the lifting of the current state of emergency. All responses in paper medium shall be appropriately bound, tabbed, and indexed.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1–3.

² Any electronic email filed in this matter should be sent to PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

Pursuant to 807 KAR 5:001, Section 20, Duke Kentucky is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the Complaint within ten days from the date of entry of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

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By the Commission

ENTERED
OCT 16 2020
rca
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Deputy Executive Director

Case No. 2020-00161

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00161 DATED OCT 16 2020

THIRTY EIGHT PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Judy M Handshoe
(Your Full Name))
COMPLAINANT)

VS.

Duke Energy
(Name of Utility))
DEFENDANT)

RECEIVED

MAY 07 2020

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Judy M. Handshoe respectfully shows:
(Your Full Name)

(a) Judy M. Handshoe
(Your Full Name)

3046 Silverbell Way Independence, Ky 41051
(Your Address)

(b) Duke Energy
(Name of Utility)

139 East 4th Street, Cincinnati, OH 4520.
(Address of Utility)

(c) That: (Attached is copy of complaint letter)
(Describe here, attaching additional sheets if necessary,
and (copy of Duke's Meter check results)
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page


Judy Handshoe VS Duke Energy

(Attachment paper)

I have electric service with Duke Energy at 3046 Silverbell Way, Independence, KY 41051 with account number of [REDACTED] on bill. Duke Energy came out and installed a smart meter at my house location without even notifying me or getting permission, and not long afterwards my bills began to double and triple in cost. I told Duke that the meter must be broke and to check the meter and replace it on numerous occasions, but they kept refusing and said the meter was fine. I called Duke Energy weatherization program/home inspector program for their energy program and ask why my bills keep going up in cost now, so they agreed to come to my home to do a walk-thru and tests all my appliances, check meter, and check for leakages. The home inspector stated all my appliances were energy efficient, no leakages in my new home, and furnace settings were recommended settings per Duke over the last 90 days. I have a smart thermostat, so it shows my settings for last 90 days and nothing new had been changed. The Duke inspector with weatherization stated he needed to refer to a technician to check the meter properly, because he thought it was a meter issue also. One week later, a technician comes out and says meter is great and refused to replace it with Duke. I talked to multiple managers with Duke Energy and nothing was resolved for months from 2019-2020, so I decided to take it above Duke Energy. I would like to express my dissatisfaction with the treatment received by Duke Energy managers. I called and reported my concerns to Public Service Commission in March of 2020 and was given complaint number of 2020-00302 on 4/3/20 via letter from the Commission office from Rosemary Tutt. Since this complaint, I have tried to work with Felicia with Duke at 513-498-8806, but the manager keeps refusing to credit back my bill and denies any issues with Duke Energy services or meter. Duke (Felicia) finally agrees to change out the meter, but they kept the old meter for over a month and refused to test it due to COVID 19. I kept getting bills from Duke, so I called back and talked to Felicia again the end of April 2020. Felicia stated she would make an exception and get the meter tested, and the next day she calls and tells me that the meter was perfect and accurate. I do not agree with this, because it is a conflict of interest, so I requested Kent Chandler with Public Commission office to have a PSC to test the meter and check if Duke is lying on this. If Duke can't find a reason for months of my bills going high with home inspection, then it has to be a meter issue. I think the meter test was not done correctly and Duke is lying about it. I have not done anything to make my bill increase for years, so none of this makes sense to me. Also the next day after the meter was changed, my bills went back to the norm, so it doesn't add up on how the meter didn't malfunction. I have owned my house for over 5 years and my bills range between 12-180 on most bills, so why my bills would go up to 280 doesn't make any sense. I feel that Duke should have looked at my norm usage, and corrected the billing issue, since my bills went back to normal after the meter was changed. I warned Duke on numerous occasions that if not resolved, then I will have to file a formal complaint, and they said go ahead. I really hope you can test the meter at the public commission office and get to the truth and help me resolve this with Duke Energy quickly. Thank you for your time.

Judy Handshoe _____

Date _____


5/1/20

Formal Complaint

Judy M. Handshee vs. Duke Energy

Page 2 of 2

(Please see attachment)

Wherefore, complainant asks to be refunded money (Specifically state the relief desired)

back on my acct for the incorrect amount on billing for a messed up meter at my home. There was months of billing messed up due to this faulty meter from 2019-2020.

Dated at Independence, Kentucky, this 1st day (Your City)

of May, 20 20 (Month)

Judy Handshee (Your Signature*)

(Name and address of attorney, if any)

5/1/20 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.



April 28, 2020

Ms. Judy M. Handshoe
3046 Silverbell Way
Independence, KY 41051

Subject: 3046 Silverbell Way.

Dear Customer:

At your request, we conducted accuracy testing on the electric meter located at 3046 Silverbell Way. on 04/28/20.

The Kentucky Public Service Commission regulations state that any electric meter which tests between 98 percent and 102 percent is considered accurate.

Base on the test results below, your meter did register within the Commission guidelines for accuracy. The results are provided for "full load", which simulates when you are using a lot of electricity in your home, and for "light load", which is like when most of your appliances are turned off. The average value is also provided for your information.

Meter number: 320284213

99.93 percent proof of full load
99.94 percent proof of light load
99.93 percent proof of average

If you need additional assistance, please contact us toll free at 1-800-544-6900.

At Duke Energy, we value you as a customer and appreciate the opportunity to serve you.

Sincerely,

Customer Service

(This is from Duke Energy and I feel like this is a conflict of interest that they were allowed to test the meter since they are the accused party in case.)

RECEIVED

MAY 07 2020

PUBLIC SERVICE
COMMISSION

HOME ENERGY HOUSE CALL

Ding Dong!

YOU SIGNED UP. WE CAME OVER.
NOW START SAVING.

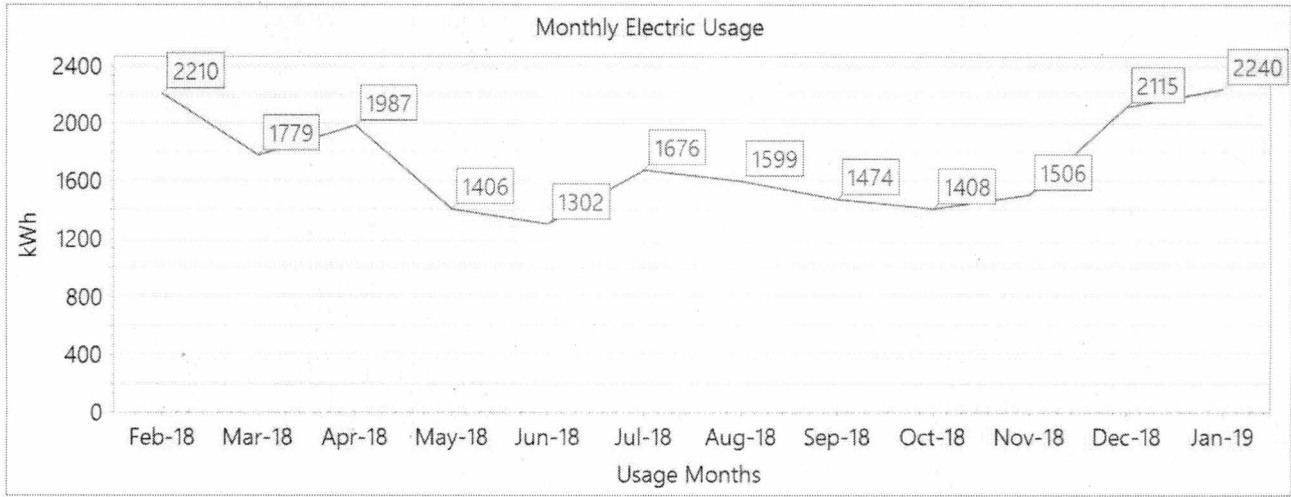
JUDY M HANDSHOE
3046 SILVERBELL WAY, INDEPENDENCE, KY 41051

Prepared By: Tyler Stegemiller, BPI Certified Assessor



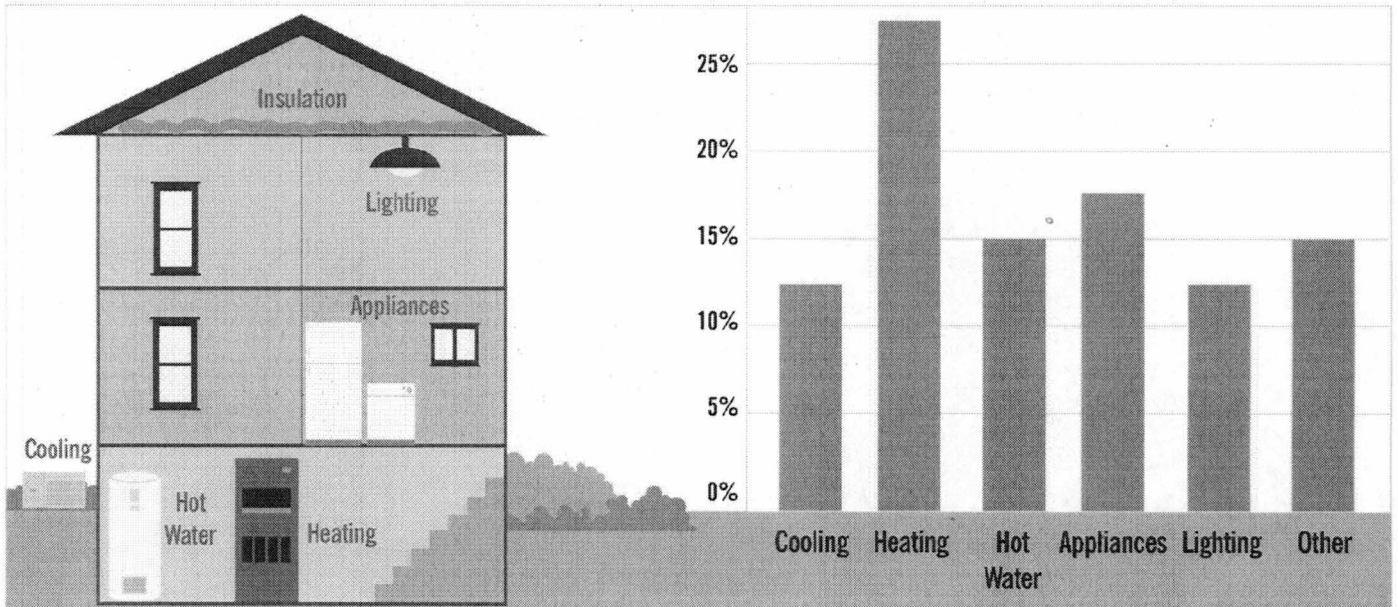
Your Energy History

Every building, and every individual, uses energy differently. The history report below outlines your home's unique energy performance over the past 12 months.



How An Average Home Consumes Energy

Movement of air, moisture and heat influence the comfort and energy usage of the building envelope. The visual below provides an example of how the average home consumes energy by system.



Based on typical usage for homes in your area.

* While your home's building shell doesn't directly use energy, it determines how much energy is needed to heat and cool your home.

About Your Home

It helps to know where you should take action first. Your personalized energy assessment is designed to improve your comfort, enhance your understanding of how your home uses energy and find ways you can save.

See the summary below for an overview of your home's energy performance based on our analysis.

System	Description	Status
Appliances	You may benefit from upgrading to newer, more efficient equipment depending on the age of some of your home appliances.	Excellent
Building Shell	Your building shell separates conditioned air inside your home from an unconditioned air outside your home. This part of the evaluation will include a check for air leaks, insulations levels, moisture, etc. to help you avoid energy loss and protect your home's barrier to weather.	Excellent
Cooling	Whether it's small changes in the way you use your home's cooling system or a total system replacement, there are ways to reduce energy waste. You will receive specific recommendations based on the age, rating, location and average temperature settings of your system, so you can get your savings started right away!	Excellent
Heating	Depending on the age, rating, location and how you use your heating system, there are ways to reduce wasted energy while increasing comfort -- ranging from small behavioral modifications to a total system replacement.	Excellent
Hot Water	Water heaters typically account for about 15 to 25 percent of your monthly energy bill. You will receive specific recommendations depending on the age, location, condition and temperature settings of your water heater, to help you save energy and money.	Excellent
Lighting	Traditional incandescent bulbs use a lot of energy to produce light. In fact, 90 percent of the energy is wasted as heat. That lost energy is money thrown away. In the evaluation today, we'll be looking for opportunities to install LEDs. These bulbs use up to 66 percent less energy than traditional light bulbs!	Excellent

Your Home Solutions

Here are a few ways you can improve the efficiency of your home's energy usage. The solutions outlined below include recommendations ranging from those with no cost you can start today, to those with low to medium cost investments for future consideration.

Opportunity	Recommendation	Cost
Recommend Preventative Maintenance for HVAC unit(s)	Seasonal servicing of your HVAC equipment can increase equipment life span and ensure maximum efficiency and savings.	\$ ✓

Notes:

Opportunity	Recommendation	Cost
Recommend Programmable Thermostats	A programmable thermostat can reduce daily energy consumption through reductions in temperature while no one is occupying the home	\$ ✓

Notes:

*Recommend leaving heat temperature to 68, and *not* increasing based on the outside weather. 68 is 68, regardless of the temperature outside. Place thermometers throughout the house so you can see how warm the house is, if need be. Raising the temperature a lot *will* raise your bills. Recommend trying 74 degrees for summer temp.*

Opportunity	Recommendation	Cost
Home Shell Air Tightness	Air leaks in your home allow conditioned air to escape and outside air to infiltrate your home. By maintaining a tight building shell and reducing the amount of air exchange, you minimize the cost and energy needed to condition your home. Your home could benefit from sealing leaky doors, windows, and other areas where air infiltration is present.	\$\$

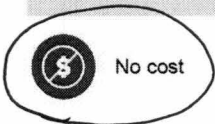
Notes:

Basement door will more than likely need a new threshold to stop the draft.

Opportunity	Recommendation	Cost
Furnace Filter - Maintenance	Dirty filters are the most common problem in furnace malfunctions. Dust and dirt restrict the airflow causing the motor to work harder to cycle air. This in turn expends more energy and cost you money. Your HVAC system would benefit from having a new filter installed or the current filter being cleaned.	\$ ✓

Notes:

Filter should be changed with a standard, cheaper filter once per month.



No cost

Low cost

Medium cost

High cost

Start saving today

Take advantage of the no cost saving opportunities that can help you start saving immediately.

Future savings

Explore your low-cost options and prioritize which items you want to incorporate for future savings.

Learn more about Duke Energy offerings exclusive to you as a valued customer

Understanding what Duke Energy has to offer you as a valued customer.

Duke Energy Offerings

Learn about other available programs and rebates for qualifying customers. Details and contact information are included below.

Power Manager





Earn extra credit just by signing up. Power Manager® is a voluntary program that pays you for reducing your air conditioning use during times of high demand for electricity. Visit <https://www.duke-energy.com/billsaving> or call 1-877-392-4848 to enroll by phone.

Shop the Online Savings Store

The Duke Energy Online Savings Store offers amazing deals on a variety of ENERGY STAR certified LED specialty light bulbs. Today's ENERGY STAR certified energy-efficient LED lights use up to 90 percent less energy than traditional bulbs and last at least 15 times longer. Visit our online store at www.duke-energy.com/ShopForBulbs for instant discounts on lighting for every room in your home. You'll save today, and for years to come. Purchase limits apply

Your Assessment Summary

See below a list of services your adviser provided to start your savings right away.

	Qty.	Item
	1	Bathroom Aerator
	1	High-Efficiency Showerhead
	2	9W LED
	6	9W LED - Additional

Home Energy House Call Terms and Conditions

Home Energy House Call is available to qualifying Duke Energy Kentucky, Inc. ("Duke Energy") customers.

Thank you for your interest in Duke Energy's Home Energy House Call (HEHC). This free energy analysis of your home will require an Energy Expert to spend between one to two hours inside and outside your home to assess the energy related features of your home and your family's energy habits. Below are more details about the HEHC procedures. You must review and agree to these terms and conditions before the energy analysis begins.

Duke Energy ID: Your HEHC Energy Expert is an agent of Duke Energy and is carrying identification to verify his authorization to perform the energy analysis for Duke Energy.

Duke Energy Customer and Signature: To participate in the program, you must be a current customer of Duke Energy. The homeowner must be present for the Energy Expert to complete the energy audit. An authorized signature at the bottom of this form or electronically on a tablet computer is required before the energy analysis begins.

Survey of Home: The Energy Expert will survey many areas and features of your home including, but not limited to, the garage, basement, attic, windows, doors and most rooms in the home. If there is an area of the home you do not wish to be included in this survey, please advise the Energy Expert and list here.

Interview Questions: The Energy Expert will ask you many questions about your home and family's energy usage habits. All questions will be related to energy usage.

Energy Use History: Your past energy use will be used by the Energy Expert and other Duke Energy agents to evaluate your home's energy efficiency and to create your final report. Your past Duke Energy billing history will be kept confidential.

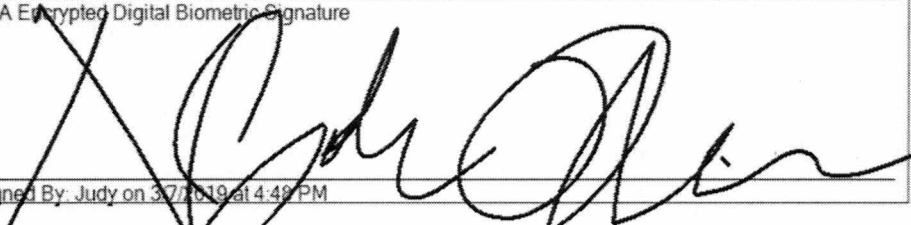
Estimates: Any verbal and/or written information provided to you from the energy analysis is approximate and based on observations and the professional judgment of the Energy Expert, and computer simulation of the home. The information is provided for purposes of assisting you in evaluating energy efficiency measures you may implement.

Release: Costs to implement an energy saving measure, estimated energy savings and resulting estimated payback for the investment are approximate. Your actual costs to implement a measure and the actual savings will depend on many variables. Due to the number of factors beyond Duke Energy's control, Duke Energy in no way represents or warrants that you will achieve the reduction in your home energy bills as suggested in these estimates. Duke Energy expressly disclaims, and you release Duke Energy from, any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the Home Energy House Call. Before installing any equipment or modifying any operation parameters for equipment at your home, you are responsible for being in compliance with all local, state and federal codes, statutes, and legislation. In addition, be sure to check manufacturers' recommendations and warranty information to ensure that you are in compliance with installation and operating guidelines specific to your equipment.

Energy Efficiency Starter Kit Performance: The HEHC program may include a standardized package of free, energy saving measures. Contents of this package may vary from time to time. The Energy Expert will demonstrate the use of these measures and, upon your request, will install them for you in an agreed upon location in your home. Duke Energy makes this offer so that you may start saving energy immediately. Duke Energy and its agents do not warrant the performance or savings estimates associated with these measures. You will assume all risk and liability resulting from the use and installation of the measures.

By signing below, you acknowledge that you have read, understand and agree to the above terms and conditions.

RSA Encrypted Digital Biometric Signature



Signed By: Judy on 3/7/2019 at 4:48 PM



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

Account Number XXXXXXXXXX

80 11

Due Date	Amount Due
Aug 8, 2019	\$ 133.22

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1326
 Charlotte NC 28201-1326

Page 1 of 2



Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

Duke Energy

1-800-544-6900



Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 17 not included Last payment received Jul 10	Bill prepared on Jul 17, 2019 Next meter reading Aug 14, 2019

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	320284213	Jun 14	Jul 16	32	31818	33325	1,507

Electric - Residential	Current Billing	
Usage - 1,507 kWh		Amt Due - Previous Bill \$ 288.34
Duke Energy - Rate RS	\$ 129.34	Payment(s) Received 288.34cr
Current Electric Charges	\$ 129.34	Balance Forward 0.00
		Current Electric Charges 129.34
		Taxes 3.88
		Current Amount Due \$ 133.22

Taxes	
Taxes	\$ 3.88

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JUL 28 2020

PUBLIC SERVICE
 COMMISSION

Due Date	Amount Due	After Aug 8, 2019
Aug 8, 2019	\$ 133.22	\$ 139.69



Visit us at www.duke-energy.com



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

DISCONNECT NOTICE **

Account Number XXXXXXXXXX 80 11

Due Date	Amount Due
Nov 6, 2019	\$ 286.45

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1327
 Charlotte NC 28201-1327



**** DISCONNECT NOTICE ****

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Judy M Handshoe 3046 Silverbell Way Independence KY 41051	Duke Energy 1-800-544-6900	XXXXXXXXXX

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Oct 15 not included Bill prepared on Oct 15, 2019 Next meter reading Nov 13, 2019

***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE *****
***** IMPORTANT: Your service may be disconnected if your past due amount of \$147.35 is not paid before 11/08/2019. A reconnection charge will be required. For questions, please call the number shown above.**

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	320284213	Sep 13	Oct 14	31	36790	38348	1,558

Electric - Residential	
Usage -	1,558 kWh
Duke Energy - Rate RS	\$ 128.11
Current Electric Charges	\$ 128.11

Current Billing	
Amt Due - Previous Bill	\$ 147.35
Late Payment Charge(s)	7.15
Balance Forward	154.50
Current Electric Charges	128.11
Taxes	3.84
Current Amount Due	\$ 286.45

Taxes	
Taxes	\$ 3.84

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

**** DISCONNECT NOTICE ****

Due Date	Amount Due	After Nov 6, 2019
Nov 6, 2019	\$ 286.45	\$ 292.86



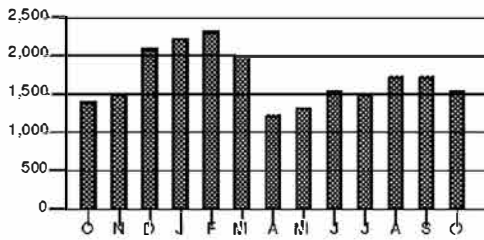
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 1,558	Customer Charge	\$ 11.10
Sep 13 - Oct 14 31 Days	Energy Chrg	
	1,558 kWh @ \$ 0.07165000	111.63
	Elec DSM Rider	
	1,558 kWh @ \$ 0.00312000cr	4.86cr
	Rider PSM	
	1,558 kWh @ \$ 0.00016300cr	0.25cr
	Elec Fuel Adjustment	
	1,558 kWh @ \$ 0.00023100	0.36
	Rider ESM	10.13
		\$ 128.11
Total Current Electric Charges		\$ 128.11

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.84
		\$ 3.84
	Total Taxes	\$ 3.84

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 20,878
Average Usage 1,740

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	1,408	1,506	2,115	2,240	2,344	2,004	1,244	1,335	1,560	1,507	1,730	1,735	1,558



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

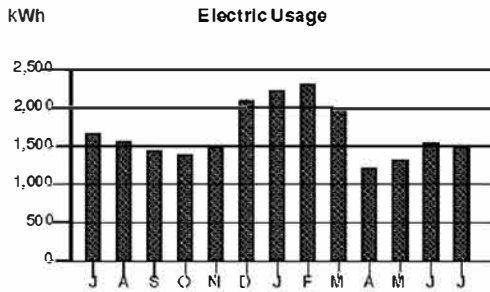


Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 1,507	Customer Charge	\$ 11.10
Jun 14 - Jul 16 32 Days	Energy Chrg 1,507 kWh @ \$ 0.07165000	107.98
	Elec DSM Rider 1,507 kWh @ \$ 0.00006100cr	0.09cr
	Rider PSM 1,507 kWh @ \$ 0.00016300cr	0.25cr
	Elec Fuel Adjustment 1,507 kWh @ \$ 0.00238700	3.60
	Rider ESM	7.00
	Total Current Electric Charges	\$ 129.34

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.88
	Total Taxes	\$ 3.88



Calculations based on most recent 12 month history
 Total Usage 20,336
 Average Usage 1,695

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Electric	1,676	1,599	1,474	1,408	1,506	2,115	2,240	2,004	2,004	1,244	1,335	1,560	1,507



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

Account Number XXXXXXXXXX 80 11

Due Date	Amount Due
Dec 6, 2019	\$ 147.39

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1326
 Charlotte NC 28201-1326



Name /Service Address	For Inquiries Call	Account Number
Judy M Handshoe 3046 Silverbell Way Independence KY 41051	Duke Energy 1-800-544-6900	XXXXXXXXXX

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 14 not included Last payment received Oct 22	Bill prepared on Nov 14, 2019 Next meter reading Dec 13, 2019

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	320284213	Oct 14	Nov 13	30	38348	40103	1,755

Electric - Residential	
Usage -	1,755 kWh
Duke Energy - Rate RS	\$ 143.10
Current Electric Charges	\$ 143.10

Current Billing	
Amt Due - Previous Bill	\$ 286.45
Payment(s) Received	286.45cr
Balance Forward	0.00
Current Electric Charges	143.10
Taxes	4.29
Current Amount Due	\$ 147.39

Taxes	
Taxes	\$ 4.29

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to WinterCare. To donate, see enclosed bill insert or go to duke-energy.com/Care.

Due Date	Amount Due	After Dec 6, 2019
Dec 6, 2019	\$ 147.39	\$ 154.55

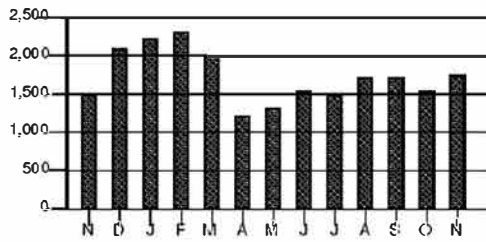


Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 1,755	Customer Charge	\$ 11.10
Oct 14 - Nov 13	Energy Chrg	
30 Days	1,755 kWh @ \$ 0.07165000	125.75
	Elec DSM Rider	
	1,755 kWh @ \$ 0.00312000cr	5.48cr
	Rider PSM	
	1,755 kWh @ \$ 0.00016300cr	0.29cr
	Elec Fuel Adjustment	
	1,755 kWh @ \$ 0.00188100	3.30
	Rider ESM	8.72
		\$ 143.10
	Total Current Electric Charges	\$ 143.10

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 4.29
		\$ 4.29
	Total Taxes	\$ 4.29

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 21,127
 Average Usage 1,761

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	1,506	2,115	2,240	2,344	2,004	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

DISCONNECT NOTICE **

Account Number [REDACTED] 80 11

Due Date	Amount Due
Jan 7, 2020	\$ 414.78

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1327
 Charlotte NC 28201-1327



**** DISCONNECT NOTICE ****

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
----------------------	--------------------	----------------

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

Duke Energy

1-800-544-6900

[REDACTED]

Mail Payments To	Account Information
------------------	---------------------

PO Box 1327
 Charlotte NC 28201-1327

Payments after Dec 16 not included

Bill prepared on Dec 16, 2019
 Next meter reading Jan 16, 2020

***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE *****
***** IMPORTANT:** Your service may be disconnected if your past due amount of \$147.39 is not paid before 01/10/2020. A reconnection charge will be required. For questions, please call the number shown above.

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	320284213	Nov 13	Dec 13	30	40103	42931	2,828

Electric - Residential	
Usage -	2.828 kWh
Duke Energy - Rate RS	\$ 252.65
Current Electric Charges	\$ 252.65

Current Billing	
Amt Due - Previous Bill	\$ 147.39
Late Payment Charge(s)	7.16
Balance Forward	154.55
Current Electric Charges	252.65
Taxes	7.58
Current Amount Due	\$ 414.78

Taxes	
Taxes	\$ 7.58

**** DISCONNECT NOTICE ****

Due Date	Amount Due	After Jan 7, 2020
Jan 7, 2020	\$ 414.78	\$ 427.41



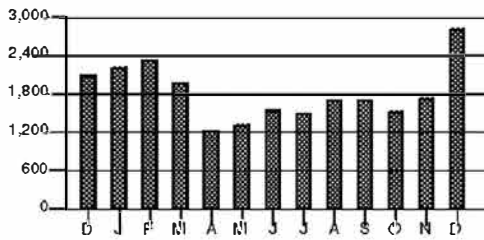
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 2,828	Customer Charge	\$ 11.10
Nov 13 - Dec 13	Energy Chrg	
30 Days	2,828 kWh @ \$ 0.07165000	202.63
	Elec DSM Rider	
	2,828 kWh @ \$ 0.00312000cr	8.82cr
	Rider PSM	
	2,828 kWh @ \$ 0.00010300	0.29
	Elec Fuel Adjustment	
	2,828 kWh @ \$ 0.01343400	37.99
	Rider ESM	9.46
		\$ 252.65
Total Current Electric Charges		\$ 252.65

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 7.58
		\$ 7.58
	Total Taxes	\$ 7.58

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 21,840
 Average Usage 1,820

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	2,115	2,240	2,344	2,004	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp



Visit us at www.duke-energy.com



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

DISCONNECT NOTICE **

Account Number [REDACTED]

80 11

Due Date
Feb 10, 2020

Amount Due
\$ 567.98

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1327
 Charlotte NC 28201-1327



**** DISCONNECT NOTICE ****

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
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Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

Duke Energy

1-800-544-6900



Mail Payments To	Account Information
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PO Box 1327
 Charlotte NC 28201-1327

Payments after Jan 17 not included
 Last payment received Jan 08

Bill prepared on Jan 17, 2020
 Next meter reading Feb 14, 2020

***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE ***** ***** DISCONNECT NOTICE *****
***** IMPORTANT: Your service may be disconnected if your past due amount of \$267.39 is not paid before 02/13/2020. A reconnection charge will be required. For questions, please call the number shown above.**

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	320284213	Dec 13	Jan 16	34	42931	46054	3,123

Electric - Residential	
Usage -	3,123 kWh
Duke Energy - Rate RS	\$ 279.57
Current Electric Charges	\$ 279.57

Current Billing	
Amt Due - Previous Bill	\$ 414.78
Payment(s) Received	147.39cr
Late Payment Charge(s)	12.63
Balance Forward	280.02
Current Electric Charges	279.57
Taxes	8.39
Current Amount Due	\$ 567.98

Taxes	
Taxes	\$ 8.39

**** DISCONNECT NOTICE ****

Due Date
Feb 10, 2020

Amount Due
\$ 567.98

After Feb 10, 2020
\$ 581.96



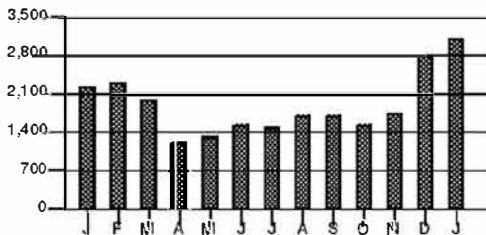
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 3,123	Customer Charge	\$ 11.10
Dec 13 - Jan 16 34 Days	Energy Chrg 3,123 kWh @ \$ 0.07165000	223.76
	Elec DSM Rider 3,123 kWh @ \$ 0.00312000cr	9.74cr
	Rider PSM 3,123 kWh @ \$ 0.00010300	0.32
	Elec Fuel Adjustment 3,123 kWh @ \$ 0.01275400	39.83
	Rider ESM	14.30
	Total Current Electric Charges	\$ 279.57

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 8.39
	Total Taxes	\$ 8.39

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 22,723
 Average Usage 1,894

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	2,240	2,344	2,004	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828	3,123



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp



Visit us at www.duke-energy.com



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

Account Number [REDACTED] 80 11

Due Date	Amount Due
Apr 8, 2020	\$ 354.39

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051

PO Box 1326
 Charlotte NC 28201-1326

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Judy M Handshoe 3046 Silverbell Way Independence KY 41051	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 17 not included Last payment received Mar 11 Bill prepared on Mar 17, 2020 Next meter reading Apr 15, 2020

Meter Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 320284213	Feb 14	Mar 16	31	49205	52029	2,824

Electric - Residential	
Usage -	2,824 kWh
Duke Energy - Rate RS	\$ 219.80
Current Electric Charges	\$ 219.80

Current Billing	
Amt Due - Previous Bill	\$ 575.05
Payment(s) Received	575.05cr
Balance Forward	0.00
Current Electric Charges	219.80
Agmt#: 15100290m it uB	12: 8.00
Taxes	6.59
Current Amount Due	\$ 354.39

Taxes	
Taxes	\$ 6.59

Account Balance	
Current Charges	\$ 226.39
Agreement Balance	253.96
Total Account Balance	\$ 480.35

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting duke-energy.com/MyNewBill.

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

Due Date	Amount Due	After Apr 8, 2020
Apr 8, 2020	\$ 354.39	\$ 365.38



Visit us at www.duke-energy.com

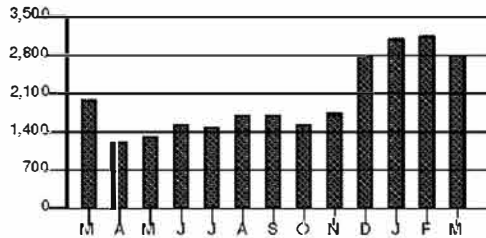
Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 320284213	Duke Energy Rate RS - Residential Service	
kWh Usage - 2,824	Customer Charge	\$ 11.10
Feb 14 - Mar 16 31 Days	Energy Chrg 2,824 kWh @ \$ 0.07165000	202.34
	Elec DSM Rider 2,824 kWh @ \$ 0.00312000cr	8.81cr
	Rider PSM 2,824 kWh @ \$ 0.00032800	0.93
	Elec Fuel Adjustment 2,824 kWh @ \$ 0.00014200	0.40
	Rider ESM	13.84
	Total Current Electric Charges	\$ 219.80

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 6.59
	Total Taxes	\$ 6.59

Agreement Information			
Summary		Previous Agreement Balance	\$ 581.96
Agreement Number - 5101129		Payment(s) Received	\$ 328.00cr
Agreement Amount - \$ 581.96		Agreement Balance	\$ 253.96
Agreement Date - 02/17/20			
Number of Payments - 4			
Monthly Amount Due - \$ 128.00			

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 24,350
 Average Usage 2,029

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	2,004	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828	3,123	3,151	2,824



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

Due Date	Amount Due
May 13, 2020	\$ 566.02

Account Number [REDACTED] 80 11

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051-0227

PO Box 1326
 Charlotte NC 28201-1326



PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Judy M Handshoe 3046 Silverbell Way Independence KY 41051	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 21 not included Bill prepared on Apr 21, 2020 Next meter reading May 14, 2020

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	320284213	Mar 16	Mar 23	7	52029	52518	489
Elec	320295911*	Mar 23	Mar 31	8	00000	347	347
Elec	320321984	Mar 31	Apr 15	15	00000	653	653

* New Meter

Electric - Residential	
Usage - 1.489 kWh	
Duke Energy - Rate RS	\$ 122.90
Current Electric Charges	\$ 122.90

Current Billing	
Amt Due - Previous Bill	\$ 354.39
Cancel Late Pmt Charge	40.92cr
Balance Forward	313.47
Current Electric Charges	122.90
Cancel Agmt #5101129 Amt Due	128.00cr
Agmt #5101129 Ending Bal	253.96
Taxes	3.69
Current Amount Due	\$ 566.02

Taxes	
	\$ 3.69

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at duke-energy-env.alertline.com.

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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

Due Date	Amount Due
May 13, 2020	\$ 566.02



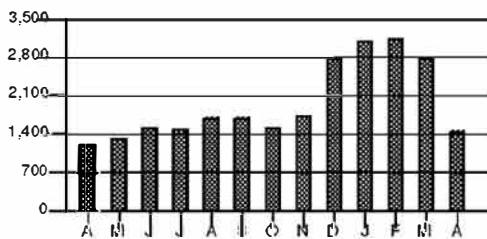
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric		Duke Energy
Meter - 3202842 13		Rate RS - Residential Service
kWh Usage - 489		Customer Charge \$ 11.10
Mar 16 - Mar 23		Energy Chrg
7 Days		1,489 kWh @ \$ 0.07165000 106.69
Meter - * 320295911		Elec DSM Rider 4.65cr
kWh Usage - 347		1,489 kWh @ \$ 0.00312000cr
Meter - 320321984		Rider PSM 0.49
kWh Usage - 653		1,489 kWh @ \$ 0.00032800
Mar 31 - Apr 15		Elec Fuel Adjustment 2.37
15 Days		1,489 kWh @ \$ 0.00158900 6.90
* Meter Change		Rider ESM
		\$ 122.90
Total Current Electric Charges		\$ 122.90

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.69
	Total Taxes	\$ 3.69

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 24,595
 Average Usage 2,050

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828	3,123	3,151	2,824	1,489



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

Due Date	Amount Due
May 13, 2020	\$ 566.02

Account Number [REDACTED] 80 11

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051-0227

PO Box 1326
 Charlotte NC 28201-1326



PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Judy M Handshoe 3046 Silverbell Way Independence KY 41051	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 21 not included Bill prepared on Apr 21, 2020 Next meter reading May 14, 2020

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	320284213	Mar 16	Mar 23	7	52029	52518	489
Elec	320295911*	Mar 23	Mar 31	8	00000	347	347
Elec	320321984	Mar 31	Apr 15	15	00000	653	653

* New Meter

Electric - Residential	
Usage - 1.489 kWh	
Duke Energy - Rate RS	\$ 122.90
Current Electric Charges	\$ 122.90

Current Billing	
Amt Due - Previous Bill	\$ 354.39
Cancel Late Pmt Charge	40.92cr
Balance Forward	313.47
Current Electric Charges	122.90
Cancel Agmt #5101129 Amt Due	128.00cr
Agmt #5101129 Ending Bal	253.96
Taxes	3.69
Current Amount Due	\$ 566.02

Taxes	
	\$ 3.69

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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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

Due Date	Amount Due
May 13, 2020	\$ 566.02



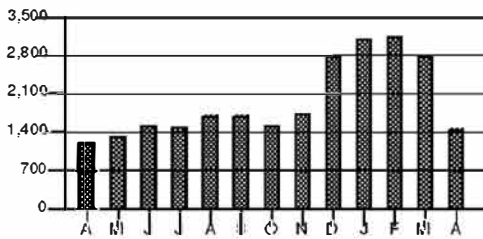
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Explanation of Current Charges		
Electric Meter - 3202842 13	Duke Energy	
kWh Usage - 489	Rate RS - Residential Service	
Mar 16 - Mar 23 7 Days	Customer Charge	\$ 11.10
Meter - * 320295911	Energy Chrg	
kWh Usage - 347	1,489 kWh @ \$ 0.07165000	106.69
Meter - 320321984	Elec DSM Rider	
kWh Usage - 653	1,489 kWh @ \$ 0.00312000cr	4.65cr
Mar 31 - Apr 15 15 Days	Rider PSM	
* Meter Change	1,489 kWh @ \$ 0.00032800	0.49
	Elec Fuel Adjustment	
	1,489 kWh @ \$ 0.00158900	2.37
	Rider ESM	6.90
		\$ 122.90
Total Current Electric Charges		\$ 122.90

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.69
		\$ 3.69
	Total Taxes	\$ 3.69

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 24,595
 Average Usage 2,050

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	1,244	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828	3,123	3,151	2,824	1,489



To view information printed on the back of your bill please click or go to www.duke-energy.com/kentucky/billing/back-of-bill.asp

REMINDER NOTICE

Account Number [REDACTED] 80 11

Due Date	Amount Due
Jun 8, 2020	\$ 696.82

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

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

Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051-0227

PO Box 1326
 Charlotte NC 28201-1326



REMINDER NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
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Judy M Handshoe
 3046 Silverbell Way
 Independence KY 41051
 Duke Energy 1-800-544-6900 [REDACTED]

Mail Payments To	Account Information
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PO Box 1326
 Charlotte NC 28201-1326
 Payments after May 15 not included Bill prepared on May 15, 2020
 Next meter reading Jun 15, 2020

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	320321984	Apr 15	May 14	29	653	2123	1,470

Electric - Residential	
Usage -	760 kWh
Duke Energy - Rate RS	\$ 62.75
Usage -	710 kWh
Duke Energy - Rate RS	64.24
Current Electric Charges	\$ 126.99
Old Rate Effective Apr 15 To Apr 30	
New Rate Effective Apr 30 To May 14	

Current Billing	
Amt Due - Previous Bill	\$ 566.02
Balance Forward	566.02
Current Electric Charges	126.99
Taxes	3.81
Current Amount Due	\$ 696.82

Taxes	
Taxes	\$ 3.81

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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

REMINDER NOTICE

Due Date	Amount Due
Jun 8, 2020	\$ 696.82



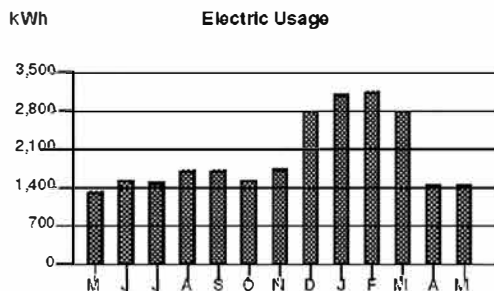
Visit us at www.duke-energy.com

Name	Service Address	Account Number
Judy M Handshoe	3046 Silverbell Way Independence KY 41051	[REDACTED]

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1-800-544-6900 or complete an energy theft form at duke-energy.com, under the customer service link.

Explanation of Current Charges		
Electric Meter - 320321984 kWh Usage - 1,470 Apr 15 - May 14 29 Days	Duke Energy Rate RS - Residential Service Old Rate Effective Apr 15 To Apr 30 Customer Charge \$ 5.74 Energy Chrg 760 kWh @ \$ 0.07165000 54.45 Elec DSM Rider 760 kWh @ \$ 0.00314300cr 2.39cr Rider PSM 760 kWh @ \$ 0.00032800 0.25 Elec Fuel Adjustment 760 kWh @ \$ 0.00066100 0.50 Rider ESM 4.20	\$ 62.75
	Duke Energy Rate RS - Residential Service New Rate Effective Apr 30 To May 14 Customer Charge \$ 6.13 Energy Chrg 710 kWh @ \$ 0.07796000 55.35 Elec DSM Rider 710 kWh @ \$ 0.00314300cr 2.23cr Rider PSM 710 kWh @ \$ 0.00032800 0.23 Elec Fuel Adjustment 710 kWh @ \$ 0.00066100 0.47 Rider ESM 4.29	
Total Current Electric Charges		\$ 126.99

Explanation of Taxes		
Taxes	Rate Incr for School Tax	\$ 3.81
	Total Taxes	\$ 3.81



Calculations based on most recent 12 month history
 Total Usage 24,730
 Average Usage 2,061

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Electric	1,335	1,560	1,507	1,730	1,735	1,558	1,755	2,828	3,123	3,151	2,824	1,489	1,470



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
3046 SILVERBELL WAY
INDEPENDENCE KY 41051

Bill date Jun 16, 2020
For service May 14 - Jun 15
32 days

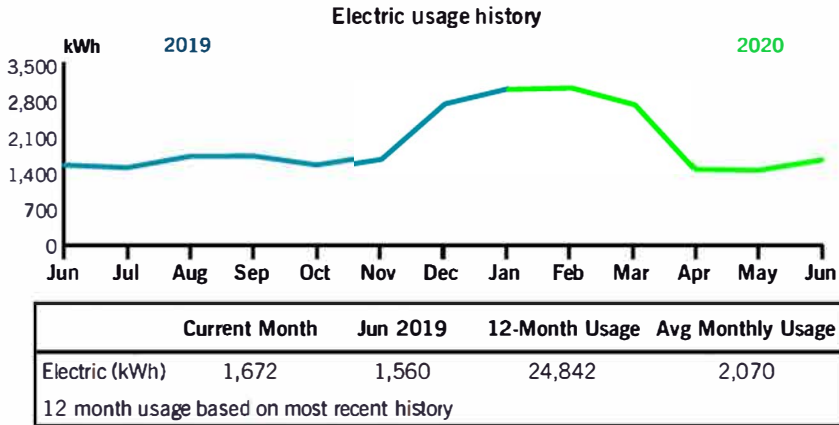
Account number [REDACTED]

Billing summary

Previous amount due	\$696.82
Current Electric Charges	144.91
Taxes	4.35
Total amount due Jul 08	\$846.08

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at duke-energy.com/TourTheBill to explore the enhancements and find answers to all your questions.

Your usage snapshot



Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.

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]

Amount due

\$846.08
by Jul 8

Late fees are currently suspended due to COVID-19.

\$ _____ \$ _____
Add here, to help others with a contribution to WinterCare. **Amount enclosed**

JUDY M HANDSHOE
3046 SILVERBELL WAY
INDEPENDENCE KY 41051-0227

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326



We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.648.6056 or 711

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Jul 15

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$75 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

Your usage snapshot

Current electric usage for meter number 320321984	
Actual reading on Jun 15	3795
Previous reading on May 14	- 2123
Energy used	1,672 kWh
kWh Usage	1,672



A kilowatt hour (kWh) is a measure of the energy used by a 1,000 watt appliance in one hour. A 10 watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Meter - 320321984	
Rate RS - Residential Service	
Customer Charge	\$12.70
Energy Chrg	
1,672 kWh @ \$0.07796	130.35
Demand Side Management Cost Recovery Program Rider (DSM)	
1,672 kWh @ \$-0.003143	-5.26
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,672 kWh @ \$0.00007	0.12
Elec Fuel Adjustment	
1,672 kWh @ \$0.000478	0.80
Environmental Surcharge Mechanism Rider (ESM)	6.20
Total Charges	\$144.91

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates

Billing details - Taxes

Rate Incr for School Tax	\$4.35
T Taxes	\$4.35



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
3046 SILVERBELL WAY
INDEPENDENCE KY 41051

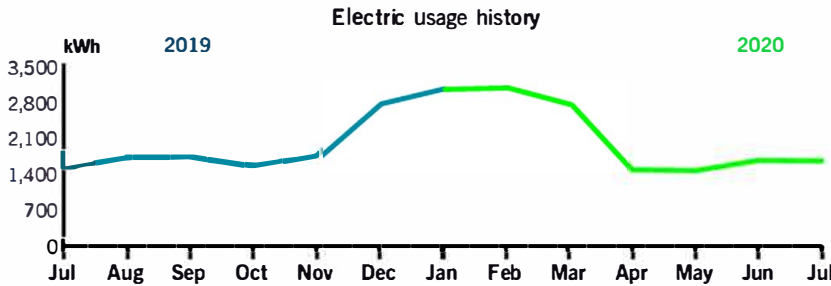
Bill date Jul 16, 2020
For service Jun 15 - Jul 15
30 days

Account number [REDACTED]

Billing summary

Previous amount due	\$846.08
<i>Payment received Jul 08</i>	-145.00
Current Electric Charges	139.74
Taxes	4.19
Total amount due Aug 07	\$845.01

Your usage snapshot



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,659	1,507	24,994	2,083

12 month usage based on most recent history



Thank you for your payment

Extended payment arrangements are available for customers who have experienced economic hardship during COVID 19. Stay up to date on other actions we're taking to help customers at dukeenergyupdates.com.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at duke-energy.com/TourTheBill to explore the enhancements and find answers to all your questions.

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]

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.

Amount due

\$845.01
by Aug 7

Late fees are currently suspended due to COVID-19.

\$ _____ \$ _____
Add here, to help others with a contribution to WinterCare. **Amount enclosed**

JUDY M HANDSHOE
3046 SILVERBELL WAY
INDEPENDENCE KY 41051-0227

Duke Energy Payment Processing
PO Box 1326
Charlotte, NC 28201-1326



We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.648.6056 or 711

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.)	800.544.6900
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Important to know

Your next meter reading: Aug 13

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes lights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$75 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

Your usage snapshot - continued

Current electric usage for meter number 320321984	
Actual reading on Jul 15	5454
Previous reading on Jun 15	- 3795
Energy used	1,659 kWh
kWh Usage	1,659



A kilowatt hour (kWh) is a measure of the energy used by a 1,000 watt appliance in one hour. A 10 watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Meter - 320321984	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,659 kWh @ \$0.07796	129.34
Demand Side Management Cost Recovery Program Rider (DSM)	
1,659 kWh @ \$-0.003143	-5.21
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,659 kWh @ \$0.00007	0.12
Elec Fuel Adjustment	
1,659 kWh @ \$-0.002343	-3.89
Environmental Surcharge Mechanism Rider (ESM)	6.48
Total Charges	\$139.74

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates

Billing details - Taxes

Rate Incr for School Tax	\$4.19
T Taxes	\$4.19

*Judy M. Handshoe
3046 Silverbell Way
Independence, KENTUCKY 41051

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

*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