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COMMISSION

David S. Samford
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August 30, 2021

VIA EMAIL & U.S. MAIL

Hon. Linda Bridwell, P.E.
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

RE: *In the Matter of: Joseph J. Oka v. Duke Energy Kentucky, Inc.*
Case No. 2021-00324; Answer

Dear Ms. Bridwell:

Attached, please find Duke Energy Kentucky, Inc.'s Answer to be filed in the above-styled case. This will also certify that the foregoing non-electronic filing is a true and accurate copy of the document that was transmitted to the Commission and Complainant via email and U.S. Mail, postage pre-paid on August 30, 2021. Pursuant to 807 KAR 5:001, Section 4(10), the Complainant's account number, meter numbers and email address have been redacted from this filing.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. Samford".

David S. Samford

Enc.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:

JOSEPH J. OKA	COMPLAINANT)	
)	
V.)	CASE NO.
)	2021-00324
DUKE ENERGY)	
KENTUCKY, INC.	DEFENDANT)	

DUKE ENERGY KENTUCKY, INC.’S ANSWER

Comes now Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), by counsel, pursuant to the Commission’s August 20, 2021 Satisfy of Answer Order entered herein, and does hereby tender its Answer to the Complaint filed by Mr. Joseph J. Oka on or about August 11, 2021, respectfully stating as follows:

I. INTRODUCTION

1. Mr. Oka has been a customer of Duke Kentucky since February 7, 2008. In March of 2020, he became a net metering customer following the installation of a 24.14 kilowatt (kW) solar array on his residence. At the time, Mr. Oka’s account utilized a bi-directional electric meter that measured both the energy provided by the Company to his residence and the excess energy produced by his solar arrays which flowed back on to the Duke Kentucky distribution system.

2. Following the Commission’s approval of an advanced metering infrastructure project in Case No. 2016-00152,¹ Duke Energy Kentucky began replacing customer meters with

¹ See *In the Matter of the Application of Duke Energy Kentucky, Inc. for (1) A Certificate of Public Convenience and Necessity Authorizing the Construction of an Advance Metering Infrastructure; (2) Request for Accounting Treatment; and (3) All Other Necessary Waivers, Approvals and Relief*, Order, Case No. 2016-00152 (Ky. P.S.C. May 25, 2017).

newer meters that afforded more options and greater flexibility for customers. As part of this process, Mr. Oka's bi-directional meter was replaced with an MDM meter on April 9, 2020. At the time of the switch, Mr. Oka had accrued 3,029 excess kilowatt hours (kWhs). These kWhs transferred to the MDM account.

3. The Commission approved Duke Energy Kentucky's proposal to update its bill format in Case No. 2019-00271.² The new bill format replaced the old format with additional information that gives customers enhanced awareness of their energy consumption habits and histories.

4. In Case 2019-00271, the Commission also noted that Duke Energy Kentucky's ongoing efforts to implement a new customer service and billing solution would not be complete until 2022.³ The Customer Connect system represents the first wholesale upgrade to the Company's customer service infrastructure in over two decades. This upgrade also allows Duke Energy Kentucky to integrate all of its legacy billing systems into a single, comprehensive information technology architecture that will further empower customers to make wise choices with regard to their usage of energy resources.

5. Mr. Oka's Complaint is fundamentally based upon a misunderstanding of how the three important changes identified above – better meters with more functionality, easier to understand bills with more information, and a major upgrade to the customer service system – will soon work together to provide him with more and better information concerning his solar panels and their relationship to the Duke Energy Kentucky system as a whole. However, because each of these improvements are all significant in scope and investment, it is simply not possible to

² See *In the Matter of the Electronic Application of Duke Energy Kentucky, Inc. for 1) An Adjustment of the Electric Rates; 2) Approval of New Tariffs; 3) Approval of Accounting Practices to Establish Regulatory Assets and Liabilities; and 4) All Other Required Approvals and Relief*, Order, Case No. 2019-00271, p. 54 (Ky. P.S.C. Apr. 27, 2020).

³ See *id.*, pp. 27-28.

deliver all three enhancements at the same time. While the meter switch has occurred and the new bill format is in place, the customer service system is not yet fully operational. As a result, Mr. Oka's frustration is acknowledged but anticipated to be fully mitigated once all three elements of this improved customer experience upgrade are complete.

6. In the meantime, what is certain is that Mr. Oka's account has been properly billed and he is benefitting from his status as a net metering customer. As part of the monthly billing process for Mr. Oka, Duke Energy Kentucky credits his account for the total amount of kWhs of energy delivered to him during the applicable billing period. Thus, the energy he consumes that is provided by Duke Energy Kentucky is offset by any excess energy his solar panels fed to the grid during the same billing period. Due to the size of Mr. Oka's solar array, he has consistently produced more energy than he takes from the Company and his energy costs have been offset by his excess production. The credit received by Mr. Oka also includes the amounts that he would otherwise have been charged for the uniform gross receipts tax imposed by the Beechwood school district and franchise fees imposed by the City of Ft. Mitchell, Kentucky.

7. As Table 1 demonstrates, the charges Mr. Oka has incurred for electric service have remained consistent despite the change to the bill format and the installation of the MDM meter. In fact, his electric charges have been only slightly more than the Company's tariffed customer charge of \$12.60 per month for a residential customer.⁴

⁴ See Duke Energy Kentucky, Inc. Rate RS, Ky. P.S.C. Electric No. 2, Eleventh Revised Sheet No. 30, p. 1 (Oct 16, 2020). The customer charge reflected on a customer's bill is \$12.90 to incorporate the monthly \$0.30 Home Energy Assistance charge. See Duke Energy Kentucky, Inc. Rider DSMR – Demand Side Management Rider, Ky. P.S.C. Electric No. 2 – Thirtieth Revised Sheet No. 78 (May 3, 2021).

Table 1 – Monthly Electric Charges.⁵

Bill Date	Electric Bill	Net Metering Adjustment	Bill Amount
7/28/2021	\$94.55	\$80.49	\$14.06
6/24/2021	\$89.89	\$75.93	\$13.96
5/25/2021	\$78.55	\$64.48	\$14.07
4/27/2021	\$47.37	\$33.41	\$13.96
4/5/2021	\$13.85	\$0.00	\$13.85
2/24/2021	\$14.37	\$0.00	\$14.37
1/28/2021	\$13.73	\$0.00	\$13.73
12/29/2020	\$13.60	\$0.00	\$13.60
11/24/2020	\$13.71	\$0.00	\$13.71
10/22/2020	\$13.69	\$0.00	\$13.69
9/22/2020	\$14.03	\$0.00	\$14.03
8/21/2020	\$13.95	\$0.00	\$13.95
7/23/2020	\$13.53	\$0.00	\$13.53
6/23/2020	\$13.27	\$0.00	\$13.27
5/22/2020	\$13.08	\$0.00	\$13.08
4/23/2020	\$42.59	\$0.00	\$42.59
3/24/2020	\$205.88	\$0.00	\$205.88
2/21/2020	\$256.86	\$0.00	\$256.86

II. ANSWER

8. With respect to the “FACTUAL BACKGROUND” included in the Complaint, Duke Energy Kentucky generally admits:
- a. Mr. Oka’s address, as stated;
 - b. that Mr. Oka is and has been a Duke customer since 2008;
 - c. that Mr. Oka applied for interconnection as a net metering customer;
 - d. that Mr. Oka subsequently received approval to install a 24.14 KW photovoltaic (PV) system;

⁵ Although Mr. Oka’s billing cycle does not perfectly align with calendar months, an April bill date would generally reflect energy usage during the period which predominately includes the month of March. Mr. Oka’s actual bills for the months represented in the chart are attached hereto and incorporated herein as Exhibit 1 with appropriate redactions. Processing and bill presentment is different with the new meter but the net result is the same. A bill for 0 kWh results when the customer generates more electricity than they use. Table 1 does not include any applicable taxes.

- e. that Mr. Oka's solar panels began producing energy in March of 2020;
- f. that Mr. Oka had a bi-directional meter (331452121) at the time he became a net metering customer;
- g. that a MDM meter (337388417) was installed on Mr. Oka's account on April 9 2021; and
- h. that Mr. Oka carried a balance of 3,029 kWhs when the new meter was installed.

9. With further regard to the "Factual Background," Duke Energy Kentucky states that the monthly bills and correspondence which Mr. Oka references and attaches to his Complaint speak for themselves and no response is required.

10. With further regard to the remaining averments in the "Factual Background," Duke Energy Kentucky states that it is without information sufficient to confirm or deny the accuracy of said averments, which are therefore denied at this time.

11. With regard to the "Current to this Filing" averments included in the Complaint, Duke Energy Kentucky admits that Mr. Oka had a current credit of 1,334 kWh as of August 5, 2021. Mr. Oka spoke with Duke Energy Kentucky customer service personnel on May 7, 2021, May 10, 2021, July 6, 2021 and August 5, 2021.

12. With regard to the averments in "Complaint I" of the Complaint, Duke Energy Kentucky states that KRS 278.466 speaks for itself and no response is required.

13. With further regard to the averments in "Complaint I" of the Complaint, Duke Energy Kentucky denies:

- a. Mr. Oka's negative characterizations of his bills;

b. that he is not receiving the proper credit prescribed by law and the Company's net metering tariff;⁶

c. that the Company has incorrectly placed an environmental surcharge upon his bill; and

d. that he has been improperly billed in any respect.

14. With regard to the averments in "Complaint II" of the Complaint, Duke Energy Kentucky states that KRS 278.466 and the Commission's records speak for themselves and no response is required.

15. With further regard to the averments in "Complaint II," Duke Energy Kentucky denies:

a. that it has changed its billing practices and affirmatively states that the differences noted by Mr. Oka throughout his Complaint are instead the result of authorized changes in the meters and bill format described above and incremental upgrades to the Customer Connect system; and

b. that Mr. Oka has been improperly billed in any respect.

16. With regard to the averments in "Complaint III" of the Complaint, Duke Energy Kentucky denies such averments.

17. With regard to the averments in "Complaint IV" of the Complaint, Duke Energy Kentucky denies such averments. Moreover, KRS 278.466 speaks for itself and no response is required.

18. With regard to the averments in "Complaint V" of the Complaint, Duke Energy Kentucky denies such averments.

⁶ See Rider NM – Net Metering Rider, Ky. P.S.C. Electric No. 2, Sixth Revised Sheet No. 89 (May 1, 2020).

19. With regard to the averments in “Complaint VI” of the Complaint, Duke Energy Kentucky states that its correspondence and bills to Mr. Oka speak for themselves. The Company further states that once the customer service solution is fully implemented, Mr. Oka’s concerns should be eliminated and he will enjoy more functionality and have access to more information than he previously had with a bi-directional meter, the old bill format and the less capable customer service system.

20. With further regard to the averments in “Complaint VI” of the Complaint, Duke Energy Kentucky denies such averments.

21. With regard to the averments in “Complaint VII” of the Complaint, Duke Energy Kentucky denies that it has violated its net metering tariff. Moreover, the net metering tariff speaks for itself and no response is required.

22. With regard to the averments in “Complaint VIII” of the Complaint, Duke Energy Kentucky is without information sufficient to confirm or deny the accuracy of said averments, which are therefore denied at this time. To the extent that Mr. Oka may have invested in a system that is larger than necessary, the “break even” point for recognizing a return on his investment is the result of his own choices and not attributable to the Company.

23. With regard to the averments in “Complaint IX” of the Complaint, Duke Energy Kentucky respectfully denies the averments. Duke Energy Kentucky affirmatively states that it responded to the inquiry from Commission Staff regarding the complaint and complied with the Commission’s rules for doing so in a timely fashion.

24. Any averment which is not herein expressly admitted is hereby expressly denied.

III. AFFIRMATIVE DEFENSES

25. Mr. Oka has not set forth a sufficient factual basis to support the relief which he seeks.

26. Some of the charges which Mr. Oka appears to be challenging must be charged to him without regard to his energy usage or net metering credits (i.e. the Customer Charge and HEA Charge).

27. Duke Energy Kentucky has acted fully consistent with its tariffs and the Filed Rate Doctrine set forth in KRS 278.160 therefore bars Mr. Oka's claims.

28. Mr. Oka has generally failed to sustain his burden of proof under KRS 278.260, KRS 278.270 and KRS 278.280.

29. The Commission lacks jurisdiction to grant some of the relief sought by Mr. Oka and certain relief he seeks is improper, including, without limitation, that the Commission "be an advocate on [his] behalf" and that the Commission award damages, in any form, for any alleged violation set forth in the Complaint.

30. Mr. Oka lacks standing to contest the accounts of any other Duke Energy Kentucky customer.

31. According to Exhibit 8 of the Complaint, Mr. Oka was advised by Commission Staff to file a formal complaint against Duke Energy Kentucky in correspondence dated July 6, 2021. When Mr. Oka contacted the Company's customer service staff on August 5, 2021, he requested the contact information for the Company's renewables energy department, which was provided to him in the course of his call. However, it appears that, in light of the prior direction from Staff given on July 6, 2021, Mr. Oka's August 5, 2021 call was pretextual in nature and his complaint was sent on August 9, 2021 – two business days later. It appears Mr. Oka was

attempting to gather support for his Complaint rather than in good faith resolve what he perceived to be a billing dispute.

WHEREFORE, on the basis of the foregoing, Duke Energy Kentucky, Inc. respectfully requests the Commission to dismiss the Complaint.

This 30th day of August 2021.

Respectfully submitted,

Rocco O. D'Ascenzo
Deputy General Counsel
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Cincinnati, OH 45202
(513) 287-4320
rocco.d'ascenzo@duke-energy.com

and



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david@gosssamfordlaw.com
allyson@gosssamfordlaw.com

Counsel for Duke Energy Kentucky, Inc.

CERTIFICATE OF SERVICE

This is to certify that the foregoing filing is a true and accurate copy of the document being filed; that the filing was transmitted to the Commission (PSCED@ky.gov) and the Complainant [REDACTED] on August 30, 2021 and that the original was mailed to the Commission, with a copy mailed to the Complainant, by placing same into the custody and care of the U.S. Postal Service, postage prepaid, also on August 30, 2021, pursuant to the Commission's August 20, 2021 Order, addressed as follows:

Ms. Linda Bridwell, P.E.
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

Mr. Joseph J. Oka
42 Ross Avenue
Ft. Mitchell, KY 41017



Counsel for Duke Energy Kentucky, Inc.

EXHIBIT 1
CUSTOMER BILLS

Account Number [REDACTED] 80 15

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

Due Date	Amount Due
Mar 16, 2020	\$ 229.00

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

Joseph J Oka
 42 Ross
 Fort Mitchell KY 41017

PO Box 1326
 Charlotte NC 28201-1326



Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Joseph J Oka 42 Ross Fort Mitchell KY 41017	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 21 not included Last payment received Feb 14 Bill prepared on Feb 21, 2020 Next meter reading Mar 20, 2020

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jan 22	Feb 21	30	138	143	5
Elec	[REDACTED]	Jan 22	Feb 20	29	58465	61851	3,386

Gas - Residential	
Usage -	5 CCF
Duke Energy - Rate RS	\$ 20.81
Current Gas Charges	\$ 20.81
Gas Cost Recovery \$0.31810000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 185.00
Payment(s) Received	185.00cr
Balance Forward	0.00
Budget Billing Amt Due	229.00
Current Amount Due	\$ 229.00

Electric - Residential	
Usage -	3,386 kWh
Duke Energy - Rate RS	\$ 256.86
Current Electric Charges	\$ 256.86

Account Balance	
Budget Billing Balance	\$ 0.40cr

Taxes	
Taxes	\$ 16.91

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.

Due Date	Amount Due	After Mar 16, 2020
Mar 16, 2020	\$ 229.00	\$ 239.60

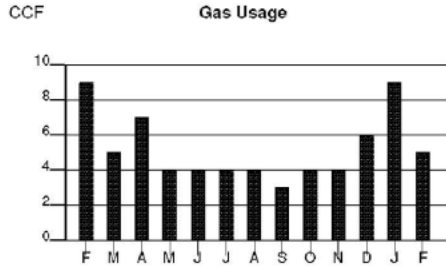
Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	██████████

Explanation of Current Charges			
Gas Meter - ██████████ CCF Usage - 5 Jan 22 - Feb 21 30 Days	Duke Energy Rate RS - Residential Service		
	Customer Charge	\$ 16.60	
	Gas Delivery Charge 5 CCF @ \$ 0.46920000	2.35	
	Gas DSM Rider 5 CCF @ \$ 0.01225000cr	0.06cr	
	Gas Cost Recovery 5 CCF @ \$ 0.31810000	1.59	
	Gas WNA Rider 5 CCF @ \$ 0.06591600	0.33	
		\$ 20.81	
	Total Current Gas Charges	\$ 20.81	
	Electric Meter - ██████████ kWh Usage - 3,386 Jan 22 - Feb 20 29 Days	Duke Energy Rate RS - Residential Service	
		Customer Charge	\$ 11.10
Energy Chrg 3,386 kWh @ \$ 0.07165000		242.61	
Elec DSM Rider 3,386 kWh @ \$ 0.00312000cr		10.56cr	
Rider PSM 3,386 kWh @ \$ 0.00010300		0.35	
Elec Fuel Adjustment 3,386 kWh @ \$ 0.00166000cr		5.62cr	
Rider ESM		18.98	
		256.86	
Total Current Electric Charges		\$ 256.86	

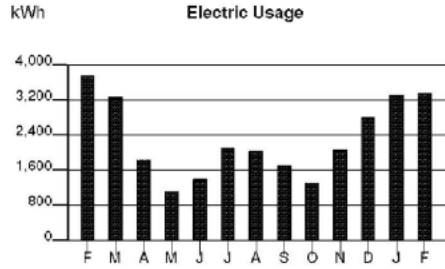
Explanation of Taxes		
Taxes	Franchise Fee-Fort Mitchell	\$ 8.33
	Rate Incr for School Tax	8.58
	Total Taxes	\$ 16.91

Budget Billing Plan (BBP) Information			
Summary			
BBP Option :	Quarterly Plan	Previous Budget Billing Balance	\$ 109.98cr
BBP Installment Amount:	\$ 229.00	Payment(s) Received	185.00cr
		Current Gas Charges	20.81
		Current Electric Charges	256.86
		Taxes	16.91
		Budget Billing Balance	\$ 0.40cr

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	[REDACTED]



Calculations based on most recent 12 month history
 Total Usage 59
 Average Usage 5



Calculations based on most recent 12 month history
 Total Usage 26,653
 Average Usage 2,221

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	9	5	7	4	4	4	4	3	4	4	6	5	5
Electric	3,761	3,299	1,845	1,153	1,401	2,128	2,088	1,757	1,351	2,103	2,807	3,355	3,386

Account Number [REDACTED] 80 15

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

Due Date	Amount Due
Apr 15, 2020	\$ 229.00

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

Joseph J Oka
 42 Ross
 Fort Mitchell KY 41017

PO Box 1326
 Charlotte NC 28201-1326



Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Joseph J Oka 42 Ross Fort Mitchell KY 41017	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 24 not included Last payment received Mar 17 Bill prepared on Mar 24, 2020 Next meter reading Apr 21, 2020

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Feb 21	Mar 20	28	143	148	5
Elec	[REDACTED]	Feb 20	Mar 20	29	61851	64486	2,635

Gas - Residential	
Usage - 5 CCF	
Duke Energy - Rate RS	\$ 20.24
Current Gas Charges	\$ 20.24
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 229.00
Payment(s) Received	229.00cr
Balance Forward	0.00
Budget Billing Amt Due	229.00
Current Amount Due	\$ 229.00

Electric - Residential	
Usage - 2,635 kWh	
Duke Energy - Rate RS	\$ 205.88
Current Electric Charges	\$ 205.88

Account Balance	
Budget Billing Balance	\$ 10.50

Taxes	
Taxes	\$ 13.78

Net Metering Applicable.

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 15, 2020
Apr 15, 2020	\$ 229.00	\$ 240.45

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	██████████

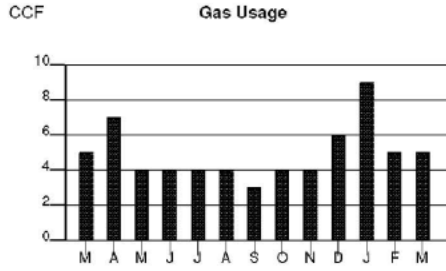
A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting duke-energy.com/MyNewBill.

Explanation of Current Charges		
Gas Meter - ██████████ CCF Usage - 5 Feb 21 - Mar 20 28 Days	Duke Energy Rate RS - Residential Service	
	Customer Charge	\$ 16.60
	Gas Delivery Charge 5 CCF @ \$ 0.46920000	2.35
	Gas DSM Rider 5 CCF @ \$ 0.01225000cr	0.06cr
	Gas Cost Recovery 5 CCF @ \$ 0.21800000	1.09
	Gas WNA Rider 5 CCF @ \$ 0.05136600	0.26
	Total Current Gas Charges	
Electric Meter - ██████████ kWh Usage - 2,635 Feb 20 - Mar 20 29 Days	Duke Energy Rate RS - Residential Service	
	Customer Charge	\$ 11.10
	Energy Chrg 2,635 kWh @ \$ 0.07165000	188.80
	Elec DSM Rider 2,635 kWh @ \$ 0.00312000cr	8.22cr
	Rider PSM 2,635 kWh @ \$ 0.00032800	0.86
	Elec Fuel Adjustment 2,635 kWh @ \$ 0.00014200	0.37
	Rider ESM	12.97
Total Current Electric Charges		\$ 205.88

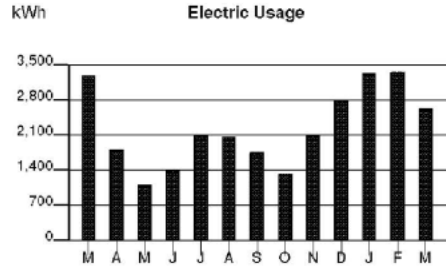
Explanation of Taxes		
Taxes	Franchise Fee-Fort Mitchell	\$ 6.79
	Rate Incr for School Tax	6.99
	Total Taxes	

Budget Billing Plan (BBP) Information			
Summary			
BBP Option :	Quarterly Plan	Previous Budget Billing Balance	\$ 0.40cr
BBP Installment Amount:	\$ 229.00	Payment(s) Received	229.00cr
		Current Gas Charges	20.24
		Current Electric Charges	205.88
		Taxes	13.78
		Budget Billing Balance	\$ 10.50

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	██████████



Calculations based on most recent 12 month history
 Total Usage 59
 Average Usage 5



Calculations based on most recent 12 month history
 Total Usage 25,989
 Average Usage 2,166

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	5	7	4	4	4	4	3	4	4	6	9	5	5
Electric	3,299	1,845	1,153	1,401	2,128	2,068	1,757	1,351	2,103	2,807	3,355	3,386	2,635

Account Number [REDACTED] 80 15

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

Due Date	Amount Due
May 15, 2020	\$ 229.00

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

Joseph J Oka
 42 Ross
 Fort Mitchell KY 41017

PO Box 1326
 Charlotte NC 28201-1326



Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Joseph J Oka 42 Ross Fort Mitchell KY 41017	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 23 not included Last payment received Apr 15 Bill prepared on Apr 23, 2020 Next meter reading May 20, 2020

IMPORTANT: A quarterly review of your account indicates that your current Budget Billing amount is out of line, when compared to your past 12 month's usage. Beginning next month, your Budget Billing amount will be adjusted to \$183.

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	[REDACTED]	Mar 20	Apr 21	32	148	153	5
Elec	[REDACTED]	Mar 20	Mar 24	4	64486	64899	413
Elec	[REDACTED] *	Mar 24	Apr 21	28	00000	00000	0

* New Meter

Gas - Residential	
Usage -	5 CCF
Duke Energy - Rate RS	\$ 19.64
Current Gas Charges	\$ 19.64
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 229.00
Payment(s) Received	229.00cr
Balance Forward	0.00
Budget Billing Amt Due	229.00
Current Amount Due	\$ 229.00

Electric - Residential	
Usage -	413 kWh
Duke Energy - Rate RS	\$ 42.59
Current Electric Charges	\$ 42.59

Account Balance	
Budget Billing Balance	\$ 152.47cr

Taxes	
Taxes	\$ 3.80

Due Date	Amount Due
May 15, 2020	\$ 229.00

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	██████████

IMPORTANT: Please check the due date on your bill because it may have changed. We have modified our meter reading routes in an effort to improve efficiencies and manage costs.

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.

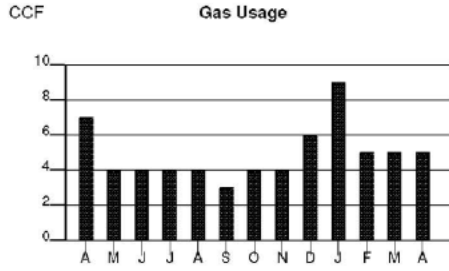
Net Metering Applicable.

Explanation of Current Charges		
Gas	Duke Energy	
Meter - ██████████	Rate RS - Residential Service	
CCF Usage - 5	Customer Charge	\$ 16.60
Mar 20 - Apr 21	Gas Delivery Charge	
32 Days	5 CCF @ \$ 0.46920000	2.35
	Gas DSM Rider	
	5 CCF @ \$ 0.01225000cr	0.06cr
	Gas Cost Recovery	
	5 CCF @ \$ 0.21800000	1.09
	Gas WNA Rider	
	5 CCF @ \$ 0.06805400cr	0.34cr
		\$ 19.64
	Total Current Gas Charges	\$ 19.64
Electric	Duke Energy	
Meter - ██████████	Rate RS - Residential Service	
kWh Usage - 413	Customer Charge	\$ 11.10
Mar 20 - Mar 24	Energy Chrg	
4 Days	413 kWh @ \$ 0.07165000	29.59
Meter - *	Elec DSM Rider	
██████████	413 kWh @ \$ 0.00312000cr	1.29cr
kWh Usage - 0	Rider PSM	
Mar 24 - Apr 21	413 kWh @ \$ 0.00032800	0.14
28 Days	Elec Fuel Adjustment	
	413 kWh @ \$ 0.00158900	0.66
* Meter Change	Rider ESM	2.39
		42.59
	Total Current Electric Charges	\$ 42.59

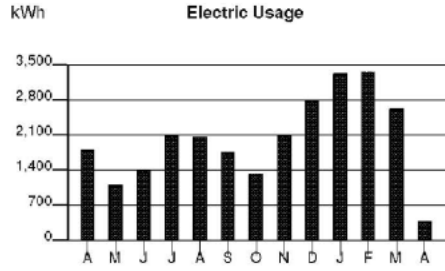
Explanation of Taxes		
Taxes	Franchise Fee-Fort Mitchell	\$ 1.87
	Rate Incr for School Tax	1.93
		\$ 3.80
	Total Taxes	\$ 3.80

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 10.50
BBP Option :	Quarterly Plan	Payment(s) Received	229.00cr
BBP Installment Amount:	\$ 229.00	Current Gas Charges	19.64
		Current Electric Charges	42.59
		Taxes	3.80
		Budget Billing Balance	\$ 152.47cr

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	[REDACTED]



Calculations based on most recent 12 month history
 Total Usage 57
 Average Usage 5



Calculations based on most recent 12 month history
 Total Usage 24,557
 Average Usage 2,046

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	7	4	4	4	4	3	4	4	6	9	5	5	5
Electric	1,845	1,158	1,401	2,128	2,068	1,757	1,351	2,103	2,807	3,355	3,386	2,635	413

Account Number [REDACTED] 80 15

Amount Due
\$ 0.00

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

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

Joseph J Oka
 42 Ross
 Fort Mitchell KY 41017

PO Box 1326
 Charlotte NC 28201-1326



Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
Joseph J Oka 42 Ross Fort Mitchell KY 41017	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 22 not included Bill prepared on May 22, 2020 Next meter reading Jun 19, 2020

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Apr 21	May 21	30	153	158	5
Elec	[REDACTED]	Apr 21	May 20	29	00000	00000	0

Gas - Residential	
Usage - 5 CCF	
Duke Energy - Rate RS	\$ 20.19
Current Gas Charges	\$ 20.19
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 229.00
Balance Forward	229.00
Current Gas Charges	20.19
Current Electric Charges	13.08
Cncl Budget Billing Amt Due	229.00cr
Budget Billing Ending Bal	152.47cr
Taxes	2.02
Current Amount Due	\$ 117.18cr

Electric - Residential	
Usage - 0 kWh	
Duke Energy - Rate RS	\$ 3.69
Usage - 0 kWh	
Duke Energy - Rate RS	9.39
Current Electric Charges	\$ 13.08
Old Rate Effective Apr 21 To Apr 30	
New Rate Effective Apr 30 To May 20	

Taxes	
Taxes	\$ 2.02

Amount Due
\$ 0.00

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	██████████

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

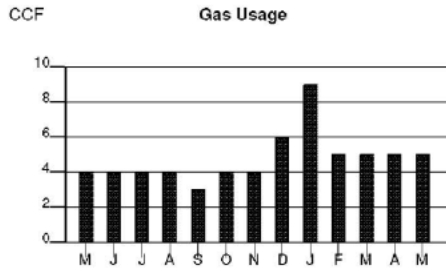
Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

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.

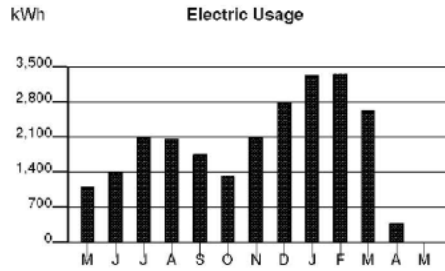
Net Metering Applicable.

Explanation of Current Charges		
Gas Meter - ██████████ CCF Usage - 5 Apr 21 - May 21 30 Days	Duke Energy Rate RS - Residential Service	
	Customer Charge	\$ 16.60
	Gas Delivery Charge 5 CCF @ \$ 0.46920000	2.35
	Gas DSM Rider 5 CCF @ \$ 0.03073500	0.15
	Gas Cost Recovery 5 CCF @ \$ 0.21800000	1.09
	Total Current Gas Charges	\$ 20.19
Electric Meter - ██████████ kWh Usage - 0 Apr 21 - May 20 29 Days	Duke Energy Rate RS - Residential Service	
	Old Rate Effective Apr 21 To Apr 30 Customer Charge	\$ 3.44
	Rider ESM	0.25
	----- Duke Energy Rate RS - Residential Service	
	New Rate Effective Apr 30 To May 20 Customer Charge	\$ 8.76
	Rider ESM	0.63
	Total Current Electric Charges	\$ 13.08
Explanation of Taxes		
Taxes	Franchise Fee-Fort Mitchell	\$ 1.00
	Rate Incr for School Tax	1.02
	Total Taxes	\$ 2.02

Name	Service Address	Account Number
Joseph J Oka	42 Ross Fort Mitchell KY 41017	[REDACTED]



Calculations based on most recent 12 month history
 Total Usage 58
 Average Usage 5



Calculations based on most recent 12 month history
 Total Usage 23,404
 Average Usage 1,950

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	4	4	4	4	3	4	4	6	9	5	5	5	5
Electric	1,153	1,401	2,128	2,068	1,757	1,351	2,103	2,807	3,355	3,386	2,835	413	0



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
42 ROSS
FORT MITCHELL KY 41017

Bill date Jun 23, 2020
For service May 20 - Jun 20
31 days

Account number [REDACTED]

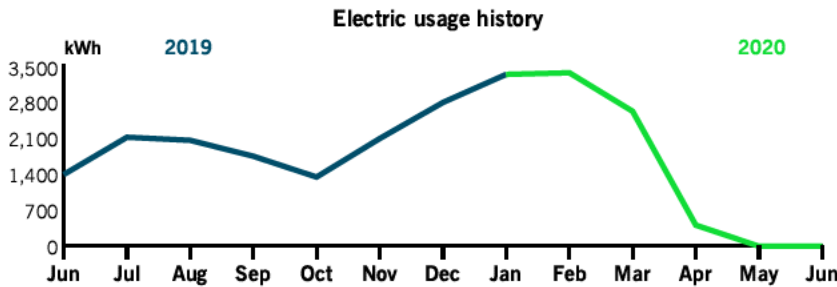
Billing summary

Previous amount due	\$-117.18
Current Gas Charges	19.54
Current Electric Charges	13.27
Taxes	2.00
Credit amount, do not pay	\$-82.37

Net Metering Applicable.

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



	Current Month	Jun 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	1,401	22,003	1,834
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.

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

\$0.00

No payment is required at this time.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 21

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

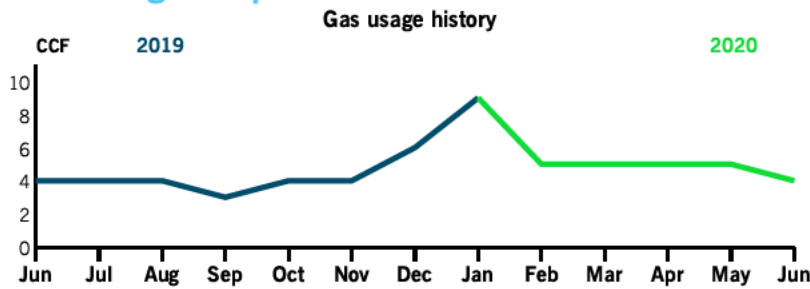
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Jun 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	4	4	58	5

12-month usage based on most recent history

Current electric usage for meter number [REDACTED]

Actual reading on Jun 19	0
Previous reading on May 20	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Jun 20	162
Previous reading on May 21	- 158
Gas used	4 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.70
Environmental Surcharge Mechanism Rider (ESM)	0.57
Total Charges	\$13.27

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.60
Gas Delivery Charge	
4 CCF @ \$0.4692	1.88
Gas DSM Rider	
4 CCF @ \$0.030735	0.12

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery	
4 CCF @ \$0.2354	0.94
Total Charges	\$19.54

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$0.99
Rate Incr for School Tax	1.01
Total Taxes	\$2.00



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address 42 ROSS
FORT MITCHELL KY 41017

Bill date Jul 23, 2020
For service Jun 19 - Jul 21
32 days

Account number [REDACTED]

Billing summary

Previous amount due	\$-82.37
Current Gas Charges	20.48
Current Electric Charges	13.53
Taxes	2.07
Credit amount, do not pay	\$-46.29

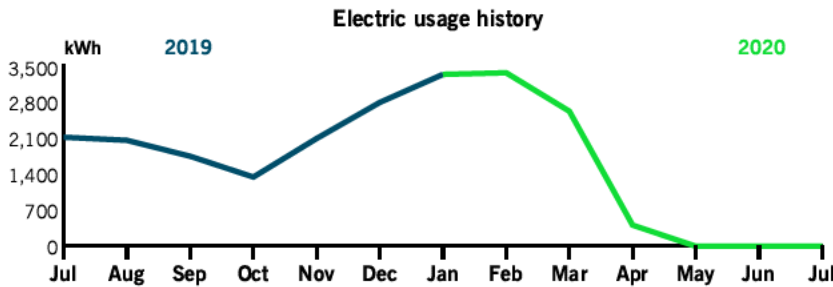
Extended payment arrangements are available for customers who have experienced economic hardship during COVID-19. Stay up to date on other actions we're taking to help customers at dukeenergyupdates.com.

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.

Net Metering Applicable.

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Your usage snapshot



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	2,128	19,875	1,656
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.

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

\$0.00

No payment is required at this time.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number [REDACTED]

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

Important to know

Your next meter reading: Aug 19

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

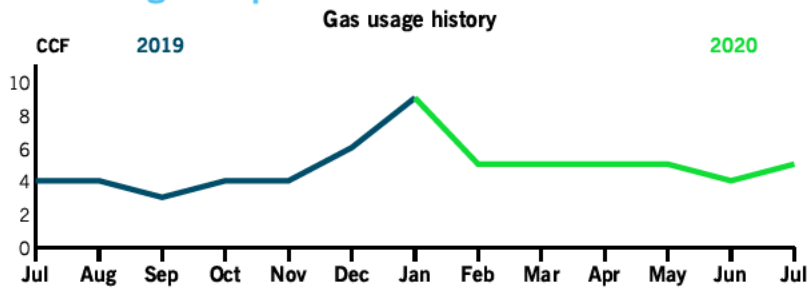
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	4	59	5
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Jul 21	0
Previous reading on Jun 19	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Jul 21	167
Previous reading on Jun 20	- 162
Gas used	5 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.63
Total Charges	\$13.53

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
5 CCF @ \$0.4692	2.35
Gas DSM Rider	
5 CCF @ \$0.030735	0.15

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery	
5 CCF @ \$0.2354	1.18
Total Charges	\$20.48

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.02
Rate Incr for School Tax	1.05
Total Taxes	\$2.07



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address 42 ROSS
FORT MITCHELL KY 41017

Bill date Aug 21, 2020
For service Jul 21 - Aug 19
29 days

Account number [REDACTED]

Billing summary

Previous amount due	\$-46.29
Current Gas Charges	19.74
Current Electric Charges	13.95
Taxes	2.05
Credit amount, do not pay	\$-10.55

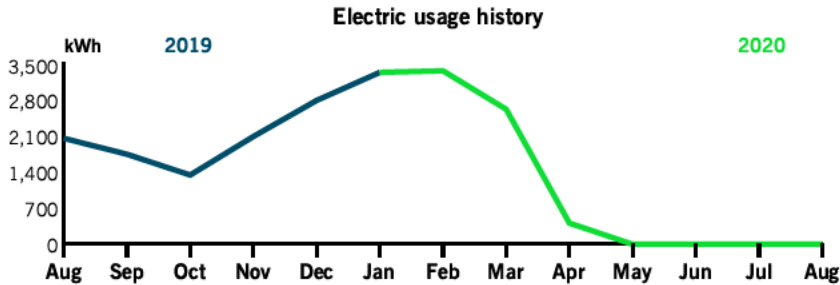
Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. 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.

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.

Extended payment arrangements are available for those experiencing financial hardship during COVID-19 at duke-energy.com/ExtraTime. Stay up to date on other actions we're taking to help at dukeenergyupdates.com.

Net Metering Applicable.

Your usage snapshot



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	2,068	17,807	1,484
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% 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



Amount due

\$0.00

No payment is required at this time.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number [REDACTED]

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: Sep 18

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

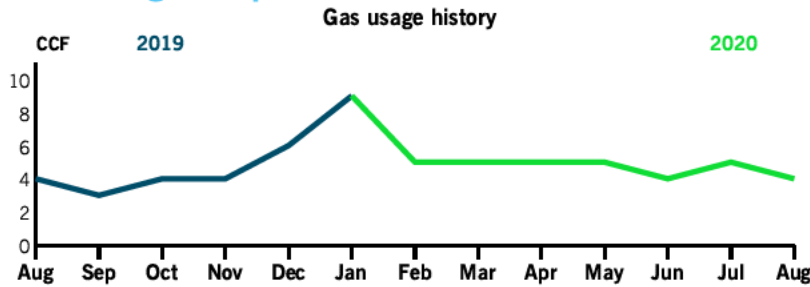
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	4	4	59	5
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Aug 19	0
Previous reading on Jul 21	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Aug 19	171
Previous reading on Jul 21	- 167
Gas used	4 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter - [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.05
Total Charges	\$13.95

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter - [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
4 CCF @ \$0.4692	1.88
Gas DSM Rider	
4 CCF @ \$0.030735	0.12

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery	
4 CCF @ \$0.2354	0.94
Total Charges	\$19.74

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.01
Rate Incr for School Tax	1.04
Total Taxes	\$2.05



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address 42 ROSS
FORT MITCHELL KY 41017

Bill date Sep 22, 2020
For service Aug 19 - Sep 18
30 days

Account number [REDACTED]

Billing summary

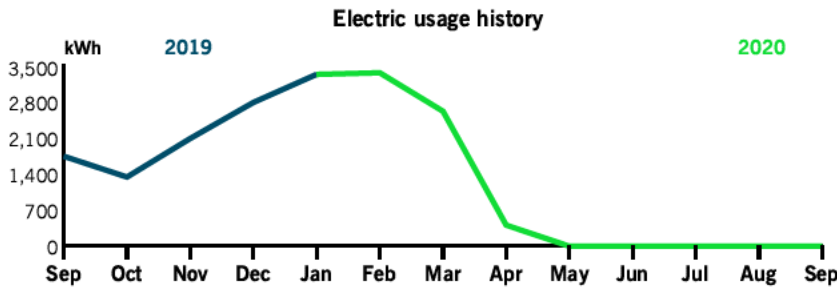
Previous amount due	\$-10.55
Current Gas Charges	19.92
Current Electric Charges	14.03
Taxes	2.07
Total amount due Oct 14	\$25.47

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.

Net Metering Applicable.

Your usage snapshot



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	1,757	16,050	1,338
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% 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]

Amount due

\$25.47
by Oct 14

After Oct 14, the amount due will increase to \$26.74.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Oct 19

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

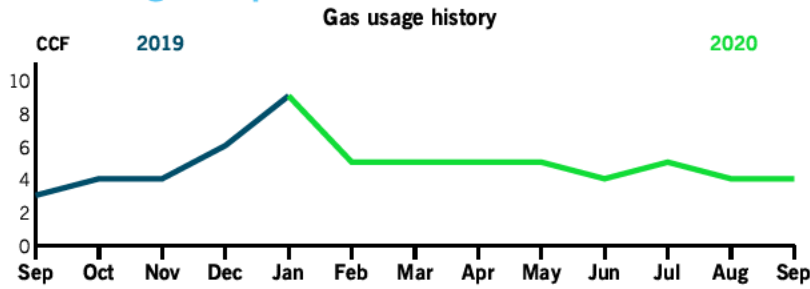
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
 1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	4	3	60	5
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Sep 18	0
Previous reading on Aug 19	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Sep 18	175
Previous reading on Aug 19	- 171
Gas used	4 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.13
Total Charges	\$14.03

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
4 CCF @ \$0.4692	1.88
Gas DSM Rider	
4 CCF @ \$0.030735	0.12

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number: [REDACTED]

Billing details - Gas continued

Gas Cost Recovery	
4 CCF @ \$0.2789	1.12
Total Charges	\$19.92

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.02
Rate Incr for School Tax	1.05
Total Taxes	\$2.07



duke-energy.com
1.800.544.6900

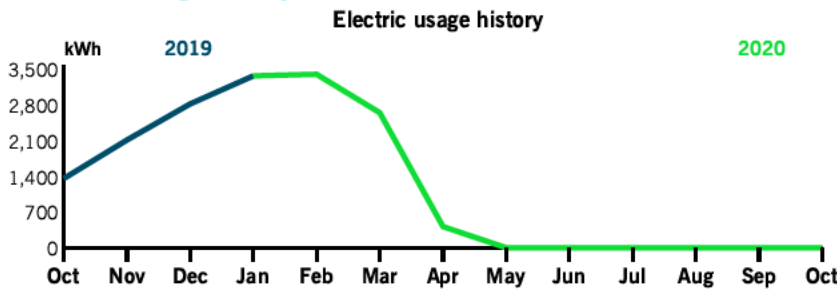
Your Energy Bill

Service address 42 ROSS FORT MITCHELL KY 41017
Bill date Oct 22, 2020
For service Sep 18 - Oct 19
31 days
Account number [REDACTED]

Billing summary

Previous amount due	\$25.47
Payment received Oct 14	-25.47
Current Gas Charges	20.69
Current Electric Charges	13.69
Taxes	2.09
Total amount due Nov 13	\$36.47

Your usage snapshot



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	1,351	14,699	1,225
12-month usage based on most recent history				



Thank you for your payment.

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.

Standard billing & payment policies resume in Nov. Residential accounts with past-due balances will be automatically set up on a multi-month payment plan, as allowed by regulators. Learn more at duke-energy.com/ExtraTime.

Net Metering Applicable.

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% 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]

Amount due

\$36.47
by Nov 13

After Nov 13, the amount due will increase to \$38.19.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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 (7 a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Nov 18

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

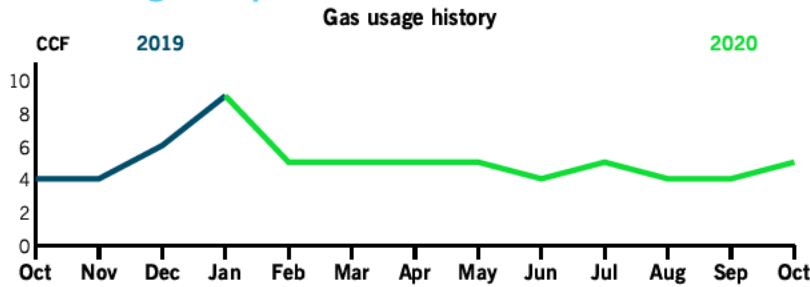
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	4	61	5
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]	
Actual reading on Oct 19	0
Previous reading on Sep 18	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]	
Actual reading on Oct 19	180
Previous reading on Sep 18	- 175
Gas used	5 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.79
Total Charges	\$13.69

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter - 1 [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
5 CCF @ \$0.4692	2.35
Gas DSM Rider	
5 CCF @ \$0.030735	0.15

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery	
5 CCF @ \$0.2789	1.39
Total Charges	\$20.69

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.03
Rate Incr for School Tax	1.06
Total Taxes	\$2.09



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

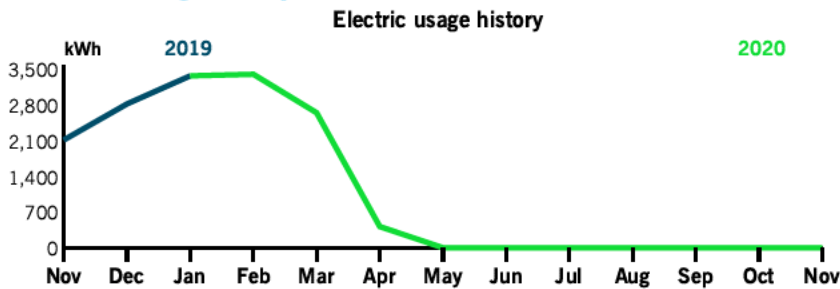
Bill date Nov 24, 2020
For service Oct 19 - Nov 18
30 days

Account number [REDACTED]

Billing summary

Previous amount due	\$36.47
<i>Payment received Nov 13</i>	-36.47
Current Gas Charges	23.11
Current Electric Charges	13.71
Taxes	2.24
Total amount due Dec 16	\$39.06

Your usage snapshot



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	2,103	12,596	1,050
12-month usage based on most recent history				



Thank you for your payment.

COVID Update: Ordered by the Kentucky Public Service Commission, no late payment charges will be applied to a customer's account before December 31, 2020. Although the bill shows a late charge being applied if not paid before a certain date, a late charge will not apply to the customer's account until after December 31, 2020.

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.

Help neighbors struggling to pay their bills with a gift to WinterCare. Contributions are matched by Duke Energy up to \$25,000. Learn more at duke-energy.com/KentuckyCare.

Net Metering Applicable.

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% 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



Amount due

\$39.06
by Dec 16

After Dec 16, the amount due will increase to \$40.90.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Dec 21

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.

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When you pay by check

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Para nuestros clientes que hablan Español

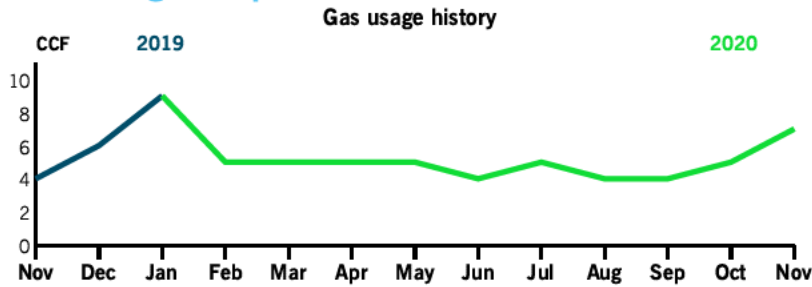
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	7	4	64	5
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Nov 18	0
Previous reading on Oct 19	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Nov 18	187
Previous reading on Oct 19	- 180
Gas used	7 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Service	
Old Rate Effective Oct 19 To Oct 28	
Customer Charge	\$3.87
Environmental Surcharge Mechanism Rider (ESM)	0.24
Rate RS - Residential Service	
New Rate Effective Oct 28 To Nov 18	
Customer Charge	9.03
Environmental Surcharge Mechanism Rider (ESM)	0.57
Total Charges	\$13.71

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter - 1 [REDACTED]
Rate RS - Residential Service

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number: [REDACTED]

Billing details - Gas continued

Customer Charge	\$16.80
Gas Delivery Charge	
7 CCF @ \$0.4692	3.28
Gas DSM Rider	
7 CCF @ \$0.030735	0.22
Gas Cost Recovery	
7 CCF @ \$0.2789	1.95
Gas WNA Rider	
7 CCF @ \$0.123296	0.86
Total Charges	\$23.11

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.10
Rate Incr for School Tax	1.14
Total Taxes	\$2.24



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

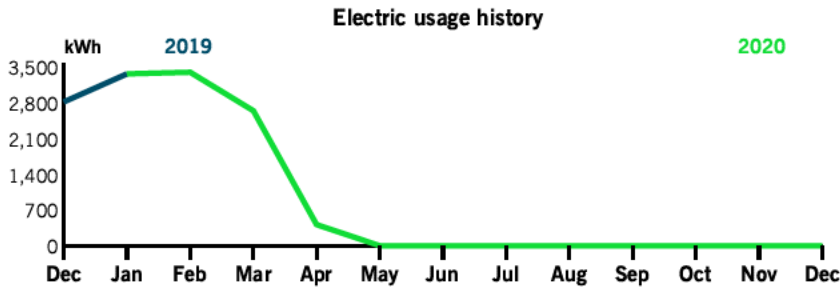
Bill date Dec 29, 2020
For service Nov 18 - Dec 21
33 days

Account number [REDACTED]

Billing summary

Previous amount due	\$39.06
<i>Payment received Dec 16</i>	-39.06
Current Gas Charges	24.21
Current Electric Charges	13.60
Taxes	2.31
Total amount due Jan 20	\$40.12

Your usage snapshot



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	2,807	9,789	816
12-month usage based on most recent history				



Thank you for your payment.

COVID Update: Ordered by the Kentucky Public Service Commission, no late payment charges will be applied to a customer's account before December 31, 2020. Although the bill shows a late charge being applied if not paid before a certain date, a late charge will not apply to the customer's account until after December 31, 2020.

Help neighbors struggling to pay their energy bills with a gift to WinterCare. Contributions are matched by Duke Energy up to \$25,000. Learn more at duke-energy.com/KentuckyCare.

Net Metering Applicable.

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% 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



Amount due

\$40.12
by Jan 20

After Jan 20, the amount due will increase to \$42.01.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Jan 22

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

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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

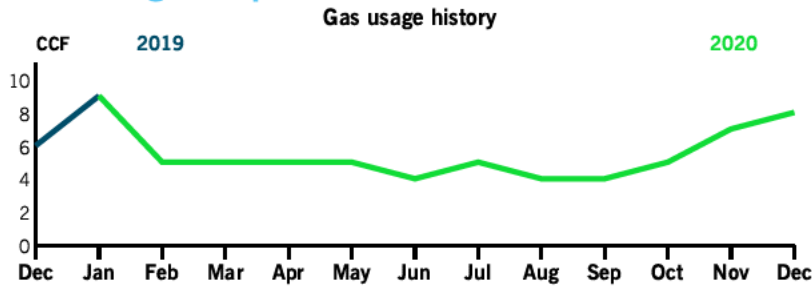
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Dec 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	8	6	66	6
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Dec 21	0
Previous reading on Nov 18	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Dec 21	195
Previous reading on Nov 18	- 187
Gas used	8 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.70
Total Charges	\$13.60

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
8 CCF @ \$0.4692	3.75
Gas DSM Rider	
8 CCF @ \$0.030735	0.25

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery		
8 CCF @ \$0.3868	3.09	
Gas WNA Rider		
8 CCF @ \$0.040578	0.32	
Total Charges		\$24.21

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.14	
Rate Incr for School Tax	1.17	
Total Taxes		\$2.31



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date Jan 28, 2021
For service Dec 21 - Jan 23
33 days

Account number [REDACTED]

Billing summary

Previous amount due	\$40.12
<i>Payment received Jan 20</i>	-40.12
Current Gas Charges	25.14
Current Electric Charges	13.73
Taxes	2.36
Total amount due Feb 19	\$41.23



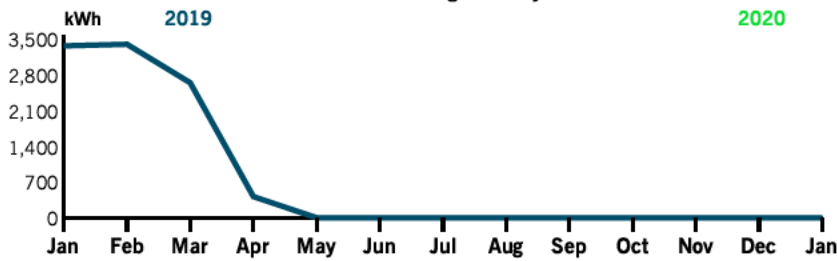
Thank you for your payment.

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

Net Metering Applicable.

Your usage snapshot

Electric usage history



	Current Month	Jan 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	3,355	6,434	536
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% 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]

Amount due

\$41.23
by Feb 19

After Feb 19, the amount due will increase to \$43.17.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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

[REDACTED]



duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Feb 22

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

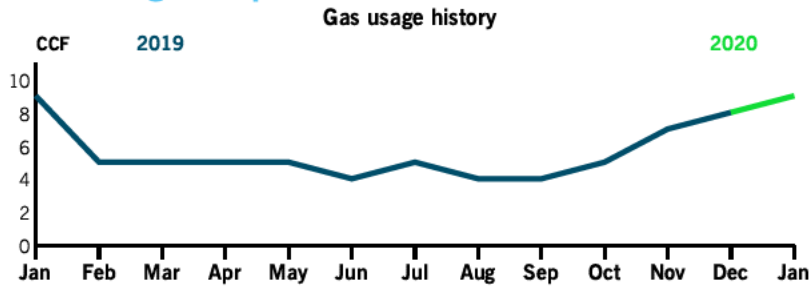
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
 1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Jan 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	9	9	66	6

12-month usage based on most recent history

Current electric usage for meter number [REDACTED]

Actual reading on Jan 22	0
Previous reading on Dec 21	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Jan 23	204
Previous reading on Dec 21	- 195
Gas used	9 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.83
Total Charges	\$13.73

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
9 CCF @ \$0.4692	4.22
Gas DSM Rider	
9 CCF @ \$0.030735	0.28

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery		
9 CCF @ \$0.3868	3.48	
Gas WNA Rider		
9 CCF @ \$0.040533	0.36	
Total Charges		\$25.14

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.16	
Rate Incr for School Tax	1.20	
Total Taxes		\$2.36



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date Feb 24, 2021
For service Jan 22 - Feb 22
31 days

Account number [REDACTED]

Billing summary

Previous amount due	\$41.23
<i>Payment received Feb 19</i>	-41.23
Current Gas Charges	22.38
Current Electric Charges	14.37
Net Metering Adj	295.42
Net Metering Adj	-295.42
Taxes	2.23
Total amount due Mar 18	\$38.98



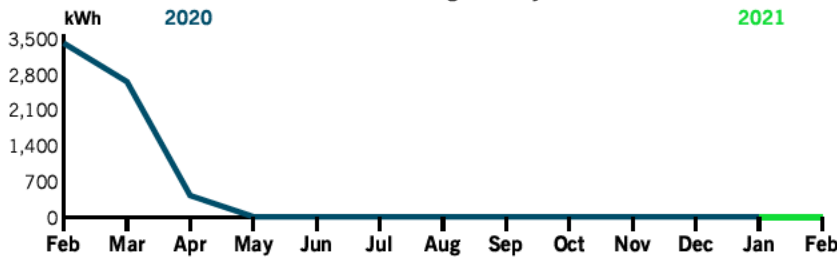
Thank you for your payment.

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.

Net Metering Applicable.

Your usage snapshot

Electric usage history



	Current Month	Feb 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	3,386	3,048	254
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% 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



Amount due

\$38.98
by Mar 18

After Mar 18, the amount due will increase to \$40.93.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Mar 23

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

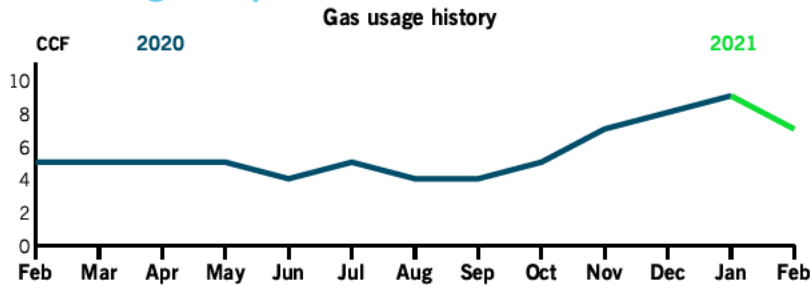
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com
 1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued



	Current Month	Feb 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	7	5	68	6
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Feb 22	0
Previous reading on Jan 22	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]

Actual reading on Feb 22	211
Previous reading on Jan 23	- 204
Gas used	7 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.47
Total Charges	\$14.37

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]

Rate RS - Residential Service

Customer Charge	\$16.80
Gas Delivery Charge	
7 CCF @ \$0.4692	3.28
Gas DSM Rider	
7 CCF @ \$0.030735	0.22

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Cost Recovery		
7 CCF @ \$0.3868	2.71	
Gas WNA Rider		
7 CCF @ \$-0.090381	-0.63	
Total Charges		\$22.38

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.10	
Rate Incr for School Tax	1.13	
Total Taxes		\$2.23



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date Apr 5, 2021
For service Feb 22 - Mar 23
29 days

Account number [REDACTED]

Billing summary

Previous amount due	\$38.98
<i>Payment received Mar 18</i>	-38.98
Current Gas Charges	25.53
Current Electric Charges	13.85
Taxes	2.41
Total amount due Apr 27	\$41.79

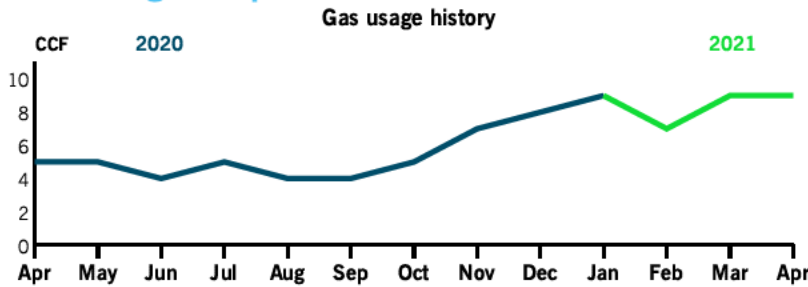


Thank you for your payment.

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.

Net Metering Applicable.

Your usage snapshot



	Current Month	Apr 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	9	5	76	6

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% 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



Amount due

\$41.79
by Apr 27

After Apr 27, the amount due will increase to \$43.76.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Apr 22

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 [REDACTED]	
Actual reading on Mar 23	0
Previous reading on Feb 22	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current gas usage for meter number [REDACTED]	
Actual reading on Mar 23	220
Previous reading on Feb 22	- 211
Gas used	9 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter - [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.95
Total Charges	\$13.85

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter - 1 [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
9 CCF @ \$0.4692	4.22
Gas DSM Rider	
9 CCF @ \$0.030735	0.28
Gas Cost Recovery	
9 CCF @ \$0.3551	3.20
Gas WNA Rider	
9 CCF @ \$0.114554	1.03
Total Charges	\$25.53

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$1.19
Rate Incr for School Tax	1.22



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Taxes continued

Total Taxes	\$2.41
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duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date Apr 27, 2021
For service Mar 23 - Apr 22
30 days

Account number [REDACTED]

Billing summary

Previous amount due	\$41.79
Payment received Apr 27	-41.79
Current Gas Charges	21.15
Current Electric Charges	47.37
Net Metering Adj	-33.41
Tax Adjustment	-1.03
Tax Adjustment	-1.00
Taxes	4.16
Total amount due May 19	\$37.24

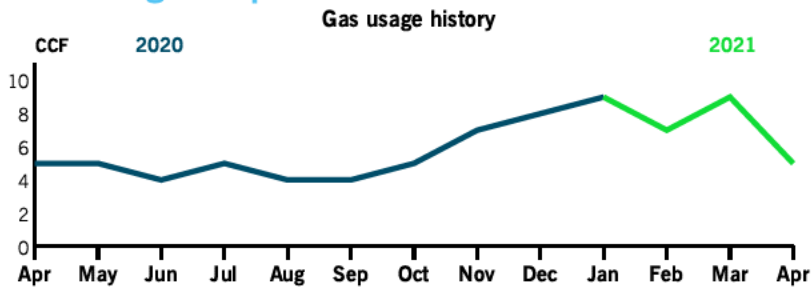


Thank you for your payment.

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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org. Penalties may apply for not calling. Visit www.duke-energy.com/call811 for more info.

Net Metering Applicable.

Your usage snapshot



	Current Month	Apr 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	5	72	6

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% 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



Amount due

\$37.24
by May 19

After May 19, the amount due will increase to \$39.10.

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

\$ _____
Amount enclosed

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: May 21

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.

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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.



duke-energy.com
 1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Apr 9	0
Previous reading on Mar 23	- 0
Energy used	0 kWh
kWh Usage	0



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.

Current electric usage for meter number [REDACTED]	
Actual reading on Apr 22	403
Previous reading on Apr 9	- 0
Energy used	403 kWh
kWh Usage	403

* Meter Change

Current gas usage for meter number [REDACTED]	
Actual reading on Apr 22	225
Previous reading on Mar 23	- 220
Gas used	5 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]	
Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
403 kWh @ \$0.079431	32.01
Demand Side Management Cost Recovery Program Rider (DSM)	
403 kWh @ \$-0.002863	-1.15
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
403 kWh @ \$-0.001122	-0.45
Elec Fuel Adjustment	
403 kWh @ \$0.001158	0.47
Environmental Surcharge Mechanism Rider (ESM)	3.59
Total Charges	\$47.37

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]
Rate RS - Residential Service

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Customer Charge	\$16.80
Gas Delivery Charge	
5 CCF @ \$0.4692	2.35
Gas DSM Rider	
5 CCF @ \$0.030735	0.15
Gas Cost Recovery	
5 CCF @ \$0.3551	1.78
Gas WNA Rider	
5 CCF @ \$0.014304	0.07
Total Charges	\$21.15

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$2.05
Rate Incr for School Tax	2.11
Total Taxes	\$4.16



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date May 25, 2021
For service Apr 22 - May 21
29 days

Account number [REDACTED]

Billing summary

Previous amount due	\$37.24
<i>Payment received May 19</i>	-37.24
Current Gas Charges	23.76
Current Electric Charges	78.55
Net Metering Adj	-64.48
Tax Adjustment	-1.99
Tax Adjustment	-1.94
Taxes	6.23
Total amount due Jun 16	\$40.13



Thank you for your payment.

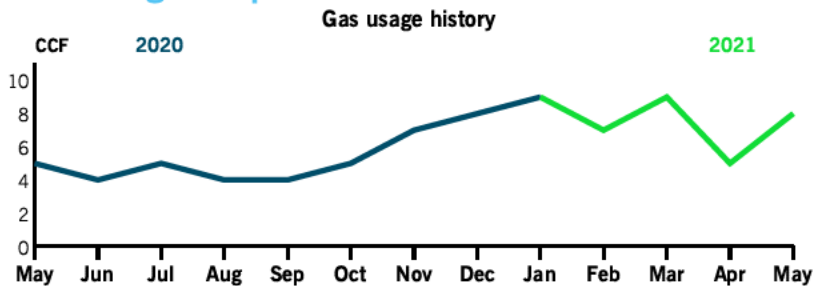
Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

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.

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.

Net Metering Applicable.

Your usage snapshot



	Current Month	May 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	8	5	75	6

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% 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



Amount due

\$40.13
by Jun 16

After Jun 16, the amount due will increase to \$42.14.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Jun 22

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.



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on May 21	1120
Previous reading on Apr 22	- 403
Energy used	717 kWh
kWh Usage	717



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.

Current gas usage for meter number [REDACTED]	
Actual reading on May 21	233
Previous reading on Apr 22	- 225
Gas used	8 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
717 kWh @ \$0.079431	56.95
Demand Side Management Cost Recovery Program Rider (DSM)	
717 kWh @ \$0.002175	1.56
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
717 kWh @ \$-0.001122	-0.80
Elec Fuel Adjustment	
717 kWh @ \$0.001963	1.41
Environmental Surcharge Mechanism Rider (ESM)	6.53
Total Charges	\$78.55

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
8 CCF @ \$0.4692	3.75
Gas DSM Rider	
8 CCF @ \$0.045817	0.37
Gas Cost Recovery	
8 CCF @ \$0.3551	2.84

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Total Charges	\$23.76
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Billing details - Taxes

Franchise Fee-Fort Mitchell	\$3.07
Rate Incr for School Tax	3.16
Total Taxes	\$6.23



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

Bill date Jun 24, 2021
For service May 21 - Jun 22
32 days

Account number [REDACTED]

Billing summary

Previous amount due	\$40.13
<i>Payment received Jun 16</i>	-40.13
Current Gas Charges	21.52
Current Electric Charges	89.89
Net Metering Adj	-75.93
Tax Adjustment	-2.35
Tax Adjustment	-2.28
Taxes	6.80
Total amount due Jul 16	\$37.65

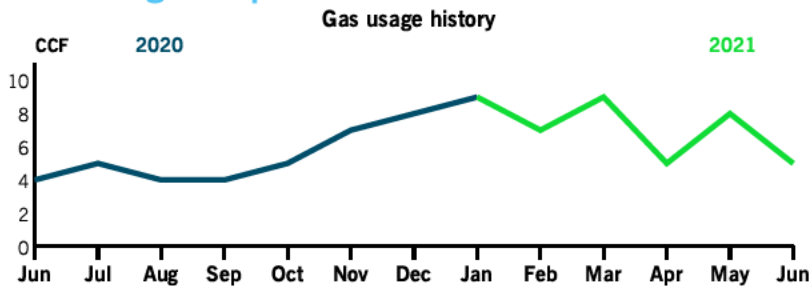


Thank you for your payment.

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

Net Metering Applicable.

Your usage snapshot



	Current Month	Jun 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	4	76	6

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% 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]

Amount due

\$37.65 by Jul 16	<i>After Jul 16, the amount due will increase to \$39.53.</i>
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\$ _____ \$ _____
Add here, to help others with a contribution to WinterCare. **Amount enclosed**

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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



duke-energy.com
1.800.544.6900

Account number: [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 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: Jul 22

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.



duke-energy.com
 1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Jun 22	1964
Previous reading on May 21	- 1120
Energy used	844 kWh
kWh Usage	844



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.

Current gas usage for meter number [REDACTED]	
Actual reading on Jun 22	238
Previous reading on May 21	- 233
Gas used	5 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
844 kWh @ \$0.079431	67.04
Demand Side Management Cost Recovery Program Rider (DSM)	
844 kWh @ \$0.002175	1.84
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
844 kWh @ \$-0.000475	-0.40
Elec Fuel Adjustment	
844 kWh @ \$0.001965	1.66
Environmental Surcharge Mechanism Rider (ESM)	6.85
Total Charges	\$89.89

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
5 CCF @ \$0.4692	2.35
Gas DSM Rider	
5 CCF @ \$0.045817	0.23
Gas Cost Recovery	
5 CCF @ \$0.4283	2.14

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Total Charges	\$21.52
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Billing details - Taxes

Franchise Fee-Fort Mitchell	\$3.35
Rate Incr for School Tax	3.45
Total Taxes	\$6.80



duke-energy.com
1.800.544.6900

Your Energy Bill

Service address Bill date Jul 28, 2021
JOSEPH J OKA For service Jun 22 - Jul 22
42 ROSS 30 days
FORT MITCHELL KY 41017
Account number [REDACTED]

Billing summary

Previous amount due	\$37.65
Payment received Jul 16	-37.65
Current Gas Charges	19.63
Current Electric Charges	94.55
Net Metering Adj	-80.49
Tax Adjustment	-2.49
Tax Adjustment	-2.42
Taxes	6.96
Total amount due Aug 19	\$35.74



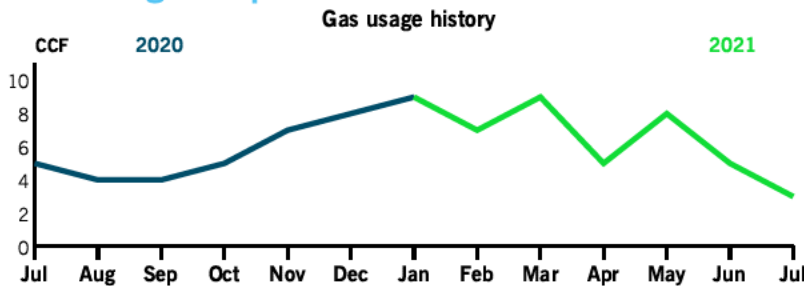
Thank you for your payment.

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.

Summer weather can mean higher temperatures and higher energy usage. Get tons of ideas to help you cool down your summer energy bill at duke-energy.com/SummerHeat.

Net Metering Applicable.

Your usage snapshot



	Current Month	Jul 2020	12-Month Usage	Avg Monthly Usage
Gas (CCF)	3	5	74	6

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% 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



Amount due

\$35.74
by Aug 19

After Aug 19, the amount due will increase to \$37.53.

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

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





duke-energy.com
1.800.544.6900

Account number [REDACTED]

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 (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy

P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.648.6056 or 711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Aug 20

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.

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duke-energy.com
1.800.544.6900

Account number [REDACTED]

Your usage snapshot - continued

Current electric usage for meter number [REDACTED]	
Actual reading on Jul 22	2839
Previous reading on Jun 22	- 1964
Energy used	875 kWh
kWh Usage	875



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.

Current gas usage for meter number [REDACTED]	
Actual reading on Jul 22	241
Previous reading on Jun 22	- 238
Gas used	3 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Billing details - Electric

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
875 kWh @ \$0.079431	69.50
Demand Side Management Cost Recovery Program Rider (DSM)	
875 kWh @ \$0.002175	1.90
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
875 kWh @ \$-0.000475	-0.42
Elec Fuel Adjustment	
875 kWh @ \$0.003264	2.86
Environmental Surcharge Mechanism Rider (ESM)	7.81
Total Charges	\$94.55

Your current rate is Residential Service (RS).

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

Billing details - Gas

Meter [REDACTED]	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
3 CCF @ \$0.4692	1.41
Gas DSM Rider	
3 CCF @ \$0.045817	0.14
Gas Cost Recovery	
3 CCF @ \$0.4283	1.28

Your current rate is Residential Service (RS).



duke-energy.com
1.800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Total Charges	\$19.63
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Billing details - Taxes

Franchise Fee-Fort Mitchell	\$3.43
Rate Incr for School Tax	3.53
Total Taxes	\$6.96