

FEB 25 2022

PUBLIC SERVICE
COMMISSION

From: [REDACTED]
To: [PSC Executive Director](#)
Subject: Case 2021-00324
Date: Friday, February 25, 2022 1:22:15 PM
Attachments: [23703665020-.pdf](#)

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Dear PSC,

Attached is my latest Duke energy bill. There are many difficulties with this bill that I wish to be added to Case 2021-00324 and hope that PSC analysts may be able to figure out what is going on.

Here is an incomplete list of issues starting at the top of the bill :

1. **Billing Summary**- How can the average rate payer understand what all the net metering adjustments are or mean? The proper 1:1 kWh credit would solve this confusion and lack of transparency.
2. **Your usage snapshot**- From Feb to Mar 2021, one can see the graph at zero, this is when I had the older bi-directional meter and mechanically received the proper kWh credit. Where the graph rises the first time is after the installation of the new "smart" meter. Around Aug I had Tesla Powerwalls installed and began using them for times when my PV system was not producing. Around October, I realized I had approximately 10,000 kWh stored with Duke and set my Powerwalls to 100% back up mode to "burn" down some of my stored Duke credits. For the sake of argument, based on a 3000 kWh/mo usage rate the 10,000 kWh credit should have carried me with zero usage for 3 months. Additionally, if I always maintain a surplus positive credit with Duke and if I were given the proper legal 1:1 kWh credit, then mathematically my usage chart should remain at zero. As you can see, the chart shows that I am "using" energy. This can only be because Duke is not giving me the proper credit for what I supply to them. This chart does not allow me to see what I am giving back to the grid on a monthly basis.
3. **Billing Details - Electric**- Every calculation that you see using $2,967kWh @...$, should be $0kWh @...$ since I maintain a surplus. This effects everything including taxes.

The way I see it, the formula should be:

Step 1: [This month's Energy sent to the grid kWh + Current Surplus credits with Duke kWh]= Total Credit

Step 2: [Total Credit from Step 1] - [This month's Energy drawn from the grid kWh] = Net Balance kWh

Step 3: If [Net Balance kWh from Step 2] is a positive number, that means more energy was given to Duke than drawn and becomes the next month's Current Surplus credit with Duke; hence ($0kWh @...$) should be used in billing formulas.

Step 4: If [Net Balance kWh from Step 2] is a negative number that would mean I am using more energy from Duke than I produce and have exhausted my stored surplus credit. The absolute value of the negative [Net Balance kWh from Step 2] would become a positive number and would be used in the billing formulas; /[Net Balance kWh from Step 2]/ @.....e.g. $3000kWh@$. Obviously, there would not be a surplus credit increase.

Please look into these matters and add my concerns to the public record.

Sincerely,
Joseph Oka

<https://ebill-prod.duke-energy.com/DukeEnergy/Secure/ViewBill.aspx>

Sent from my iPhone



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, 2022
For service Jan 24 - Feb 22
29 days

Account number [REDACTED]

Billing summary

Previous amount due	\$43.74
Current Gas Charges	30.57
Current Electric Charges	367.52
Net Metering Adj	130.32
Net Metering Adj	373.22
Net Metering Adj	-223.60
Net Metering Adj	-373.22
Net Metering Adj	-354.21
Tax Adjustment	-27.26
Taxes	24.25
Credit amount, do not pay	-\$8.67

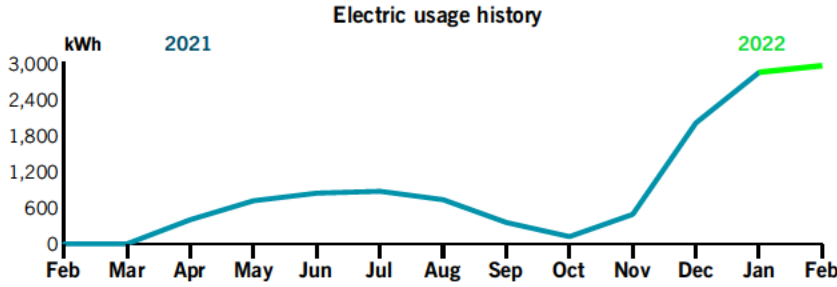
Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered.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

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 assistance programs for those that qualify. Visit 211.org or dial 211 to get started.

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

Net Metering Applicable.

Your usage snapshot



	Current Month	Feb 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,967	0	12,380	1,032
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



Amount due

\$0.00

No payment is required at this time.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light. **Amount enclosed**

JOSEPH J OKA
42 ROSS
FORT MITCHELL KY 41017

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





We're here for you

Report an emergency

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

Convenient ways to pay your bill

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

Help managing your account (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

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	800.222.3448 or 711
International	1.407.629.1010

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 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 service(s) may be disconnected if your payment is past due

If payment for your service(s) 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.

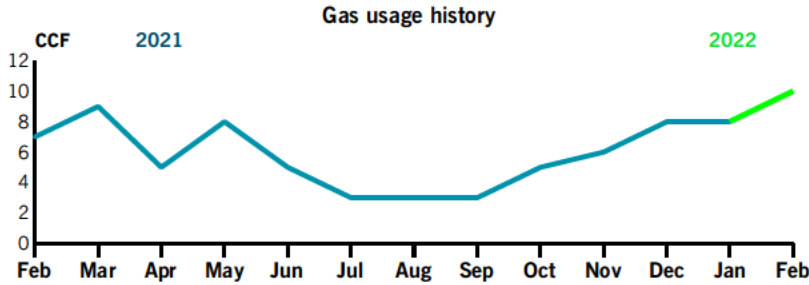
When you pay by check

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 Month	Feb 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	10	7	73	6
12 month usage based on most recent history				

Current electric usage for meter number 337388417	
Actual reading on Feb 22	12380
Previous reading on Jan 24	- 9413
Energy used	2,967 kWh
kWh Usage	2,967



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 001120452	
Actual reading on Feb 22	284
Previous reading on Jan 24	- 274
Gas used	10 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 - 337388417	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,967 kWh @ \$0.080995	240.31
Demand Side Management Cost Recovery Program Rider (DSM)	
2,967 kWh @ \$0.006975	20.69
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,967 kWh @ \$-0.000827	-2.45
Elec Fuel Adjustment	
2,967 kWh @ \$0.028599	84.85
Environmental Surcharge Mechanism Rider (ESM)	11.22
Total Charges	\$367.52

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 - 1120452	
Rate RS - Residential Service	
Customer Charge	\$17.80
Gas Delivery Charge	
10 CCF @ \$0.52474	5.25
Gas DSM Rider	
10 CCF @ \$0.014803	0.15
Gas Cost Recovery	
10 CCF @ \$0.7267	7.27
Gas WNA Rider	
10 CCF @ \$0.009976	0.10
Total Charges	\$30.57

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee-Fort Mitchell	\$11.95
Rate Incr for School Tax	12.30
Total Taxes	\$24.25