

RECEIVED

JUL 27 2022

PUBLIC SERVICE
COMMISSION

From: [PSC Public Information Officer](#)
To: [PSC Public Comment](#); [PSC Executive Director](#)
Subject: FW: Case 2021-00324 Duke bill dated June 23, 2022
Date: Friday, July 29, 2022 11:50:19 AM
Attachments: [Duke bill 05-23-22.pdf](#)
[Duke bill 06-23-22.pdf](#)
[Duke bill 07-26-22.pdf](#)

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

From: [REDACTED]
Sent: Wednesday, July 27, 2022 2:59 PM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Cc: PSC Electronic Filings Mailbox <pscfilings@ky.gov>
Subject: Re: Case 2021-00324 Duke bill dated June 23, 2022

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

Karen,

It has been approximately one month since my "ticket" was opened at Duke concerning the wiping out of my carried forward kWh balance with Duke Kentucky. My latest bill dated 07-26-22 shows carry forward balance of 1228 kWh, which means the problem was not corrected and Duke is essentially starting my net metering balance from zero. I have attached May, June and July 2022 bills for ease of reference.

The May bill looks correct.

The June bill takes my 9175kWh previous carry forward balance and zeroes it out. It should of had 2023 kWh as the current carried forward (2079 kWh delivered minus 56 kWh used = 2023 kWh carried forward) added to the 9175 kWh previous carried forward for a June total of 11,198 kWh carried forward.

The July bill should have (11,198 kWh previous carried forward + 1228 kWh current carried forward) = 12,426 kWh carried forward.

I called Duke today and spoke with Portia, she said my previous "ticket" has never been shown as completed and will write up another one. This is all very frustrating. I call Duke Energy, they write up tickets which don't appear to get resolved and no one can tell me when the billing problems will be solved. Duke never follows up with me regarding the tickets that have been written. Having the proper credit is very important in the event my solar/battery system goes down or needs maintenance in addition to the value it adds to my home.

Please add these bills and email to the record of case number 2021-00324 and pass this information on to Ms. Bridwell.

Sincerely,
Joseph Oka

-----Original Message-----

From: PSC Public Information Officer <PSC.Info@ky.gov>
To: Joseph Oka [REDACTED]
Cc: PSC Electronic Filings Mailbox <pscfilings@ky.gov>
Sent: Tue, Jun 28, 2022 11:41 am
Subject: RE: Case 2021-00324 Duke bill dated June 23, 2022

Mr. Oka,

I apologize, I did not realize there is an open case. I've copied the email address you should use for submitting records in this case.

Regards,

Karen

From: Joseph Oka [REDACTED]
Sent: Tuesday, June 28, 2022 11:04 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Re: Case 2021-00324 Duke bill dated June 23, 2022

I would like the attached bill added to the record please.
Thank you,
Joseph Oka

Sent from my iPhone

On Jun 28, 2022, at 09:47, PSC Public Information Officer <PSC.Info@ky.gov> wrote:

Mr. Oka,

I am providing the link on the PSC website with information regarding utility issues in case you have not already contacted Consumer Services.

<https://psc.ky.gov/Home/Complaints>

Regards,

Karen

Karen L. Wilson
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
Office: 502.782.7136

[REDACTED]

From: [REDACTED]
Sent: Monday, June 27, 2022 10:17 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: Case 2021-00324 Duke bill dated June 23, 2022

****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 bill from Duke dated June 23, 2022.

During the cool weather in May and early June of 2022 I had turned off my air conditioner and turned on my Tesla powerwalls. I used 56kWh and delivered 2079kWh for a net total of 2023kWh. For some reason my bill does not reflect this but show my entire credit is wiped out to zero. It should be $9175\text{kWh} + 2079\text{kWh} = 11198\text{kWh}$. I called Duke three times. I was disconnected twice and finally got the third person write up a billing work order to look into the matter.

I emailed Duke a while back to see if my taxes and tariffs were ever corrected and am still waiting on an answer.

Thank you,
Joseph Oka



duke-energy.com
800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS AVE
FORT MITCHELL KY 41017

Bill date May 23, 2022
For service Apr 22 - May 19
28 days

Account number [REDACTED]

Billing summary

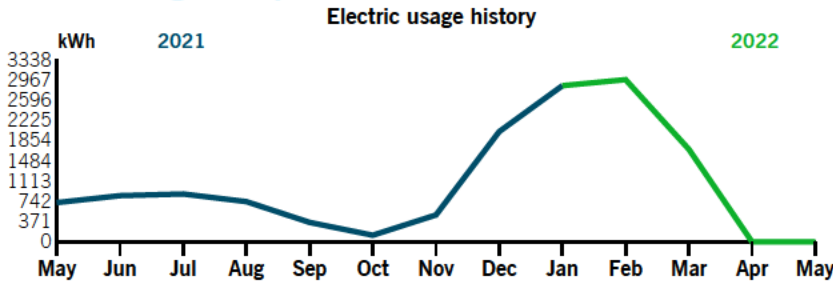
Previous Amount Due	\$41.33
<i>Payment Received May 20</i>	-41.33
Current Electric Charges	14.05
Current Gas Charges	23.51
Taxes	2.29
Total Amount Due Jun 13	\$39.85



Thank you for your payment.

We've made updates to your bill! Your usage snapshot now includes the average outdoor temperature, and a new account number also displays at the top of your statement. If paying electronically, we encourage you to use this new 12-digit number, although payments can be processed under the old account number, too. Visit duke-energy.com/BillUpdates to learn more.

Your usage snapshot



Average temperature in degrees

61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 64°

	Current Month	May 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	717	12,955	1,080
12-month usage based on most recent history				

Late payments are subject to a 0.0% late charge.

Amount of automatic draft

\$39.85
by Jun 13

Your payment is scheduled to be made by monthly automatic draft on Jun 13

Account number [REDACTED]

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



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

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

JOSEPH J OKA
42 ROSS AVE
FT MITCHELL KY 41017-2939

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



duke-energy.com
800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS AVE
FORT MITCHELL KY 41017

Bill date Jun 23, 2022
For service May 20 - Jun 21
33 days

Account number [REDACTED]

Billing summary

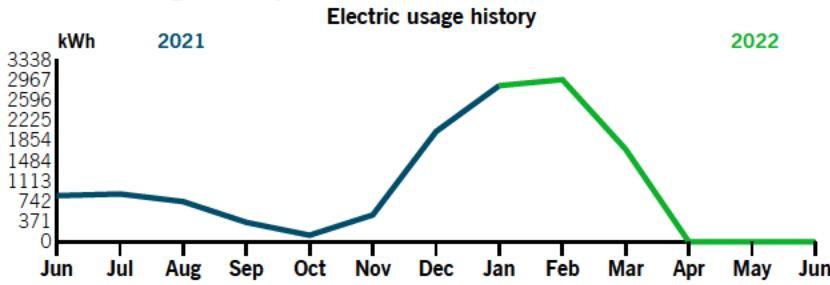
Previous Amount Due	\$39.85
<i>Payment Received Jun 13</i>	-39.85
Current Electric Charges	14.17
Current Gas Charges	26.46
Taxes	2.47
Total Amount Due Jul 14	\$43.10



Thank you for your payment.

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.

Your usage snapshot



Average temperature in degrees

73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 72°

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	844	12,111	1,009
12-month usage based on most recent history				

Late payments are subject to a 5.0% late charge.

Amount of automatic draft

\$43.10
by Jul 14

Your payment is scheduled to be made by monthly automatic draft on Jul 14

Account number [REDACTED]

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



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

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

JOSEPH J OKA
42 ROSS AVE
FT MITCHELL KY 41017-2939

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



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 1094 Charlotte, NC 28201-1094
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 (not for payment)

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
------------------------	--------------

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 eights 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 the amount specified in the **Important Disconnect Information** section on your bill, as well as, 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 \$90 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.

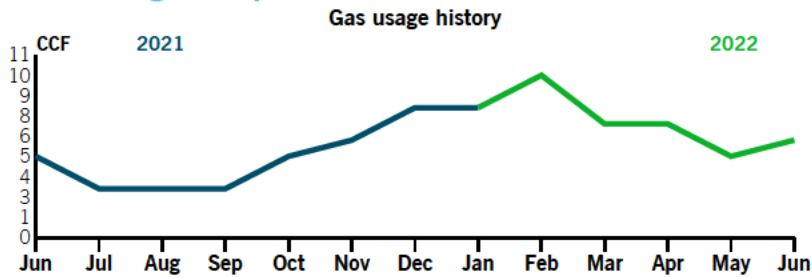
When you pay by check

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



Average temperature in degrees

73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 72°

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	6	5	71	6

12-month usage based on most recent history

Net Metering summary

Previous Carried Forward Balance	9,175
Current Carried Forward	-9,175
Carried Forward Balance	0 kWh

Current electric usage for meter number 337388417

Actual reading on Jun 21 16188
Previous reading on May 20 - 16132

Energy Used 56 kWh

Energy Delivered

Actual reading on Jun 21 24356
Previous reading on May 20 - 22277

Energy delivered to grid 2079 kWh

Billed kWh 0.000 kWh



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 1120452

Actual reading on Jun 21 309
Previous reading on May 20 - 303

Gas Used 6 CCF

Billed CCF 6.000 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

Billing Period - May 20 to Jun 21	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.27
Total Current Charges	\$14.17

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

Billing Period - May 20 to Jun 21	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$0.90290000	5.42
Total Current Charges	\$26.46

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.21
Rate Increase For School Tax	1.26
Total Taxes	\$2.47



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 1094 Charlotte, NC 28201-1094
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 (not for payment)

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

Important to know

Your next meter reading: Jun 21

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

Your 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 the amount specified in the **Important Disconnect Information** section on your bill, as well as, 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 \$90 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.

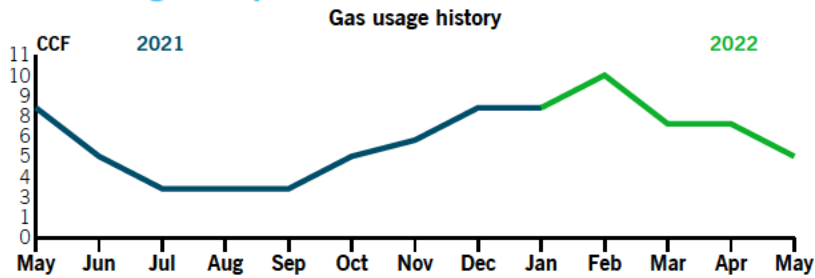
When you pay by check

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



Average temperature in degrees

61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 64°

	Current Month	May 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	8	70	6
12-month usage based on most recent history				

Net Metering summary

Previous Carried Forward Balance	7,215
Current Carried Forward	1,960
Carried Forward Balance	9,175 kWh

Current electric usage for meter number 337388417

Actual reading on May 19 16132
Previous reading on Apr 22 - 15678

Energy Used 454 kWh

Energy Delivered

Actual reading on May 19 22277
Previous reading on Apr 22 - 19863

Energy delivered to grid 2414 kWh

Billed kWh 0.000 kWh



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 1120452

Actual reading on May 19 303
Previous reading on Apr 22 - 298

Gas Used 5 CCF

Billed CCF 5.000 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

Billing Period - Apr 22 to May 19	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.15
Total Current Charges	\$14.05

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

Billing Period - Apr 22 to May 19	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
5.000 CCF @ \$0.52474000	2.62
Gas DSM Rider	
5.000 CCF @ \$0.01480300	0.07
Gas Cost Recovery	
5.000 CCF @ \$0.60340000	3.02
Total Current Charges	\$23.51

Your current rate is Residential Service (RS).

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.

Billing details - Taxes

Franchise Fee	\$1.12
Rate Increase For School Tax	1.17
Total Taxes	\$2.29



duke-energy.com
800.544.6900

Your Energy Bill

Service address
JOSEPH J OKA
42 ROSS AVE
FORT MITCHELL KY 41017

Bill date Jul 26, 2022
For service Jun 22 - Jul 24
33 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$43.10
<i>Payment Received Jul 14</i>	-43.10
Current Electric Charges	14.17
Current Gas Charges	26.46
Taxes	2.47
Total Amount Due Aug 16	\$43.10

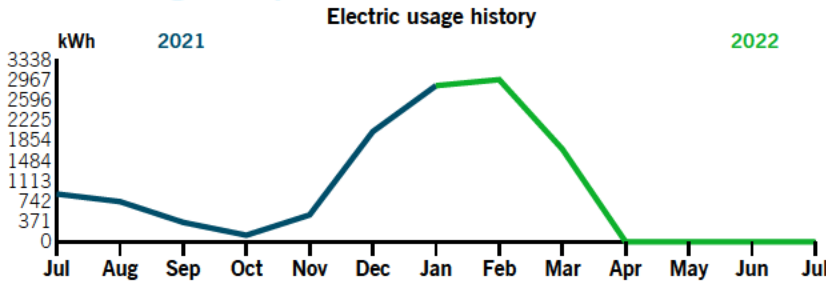


Thank you for your payment.

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

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

Your usage snapshot



Average temperature in degrees

75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 78°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	875	11,236	936
12-month usage based on most recent history				

Late payments are subject to a 5.0% late charge.

Amount of automatic draft

\$43.10
by Aug 16

Your payment is scheduled to be made by monthly automatic draft on Aug 16

Account number [REDACTED]

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

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



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

JOSEPH J OKA
42 ROSS AVE
FT MITCHELL KY 41017-2939

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



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 1094 Charlotte, NC 28201-1094
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 (not for payment)

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
------------------------	--------------

Important to know

Your next meter reading: Aug 22

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

Your 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 the amount specified in the **Important Disconnect Information** section on your bill, as well as, 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 \$90 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

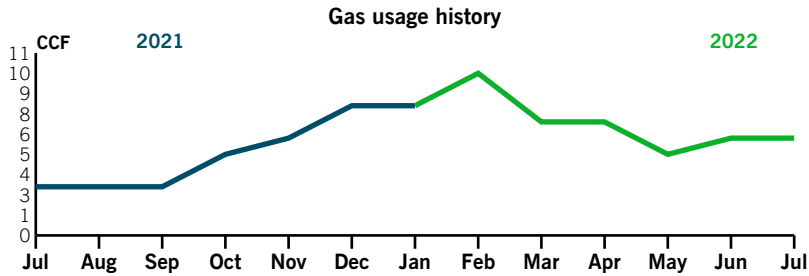
We may process the payment as a regular check or convert it into a one-time electronic check payment.

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



Average temperature in degrees

75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 78°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	6	3	74	6
12-month usage based on most recent history				

Net Metering summary

Carried Forward Balance 1,228 kWh

Current electric usage for meter number 337388417

Actual reading on Jul 21	16280
Previous reading on Jun 22	- 16188
<hr/>	
Energy Used	92 kWh

Energy Delivered

Actual reading on Jul 21	25676
Previous reading on Jun 22	- 24356
<hr/>	
Energy delivered to grid	1320 kWh
Billed kWh	0.000 kWh

Current Gas usage for meter number 1120452

Actual reading on Jul 24	315
Previous reading on Jun 22	- 309
<hr/>	
Gas Used	6 CCF
Billed CCF	6.000 CCF

Billing details - Electric

Billing Period - Jun 22 to Jul 21

Meter - 337388417

Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.27

Total Current Charges \$14.17

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

Billing Period - Jun 22 to Jul 24

Your current rate is Residential Service (RS).



duke-energy.com
800.544.6900

Account number [REDACTED]



Billing details - Gas continued

Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$0.90290000	5.42
Total Current Charges	\$26.46

Billing details - Taxes

Franchise Fee	\$1.21
Rate Increase For School Tax	1.26
Total Taxes	\$2.47