

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

SEP 27 2017

PUBLIC SERVICE  
COMMISSION

In the matter of:

Christina Rule  
(Your Full Name)  
COMPLAINANT

VS.

Duke Energy  
(Name of Utility)  
DEFENDANT

Case No. 2017-00403

COMPLAINT

The complaint of Christina Rule  
(Your Full Name) respectfully shows:

(a) Christina Rule  
(Your Full Name)

637 W 12th St Covington KY 41011  
(Your Address)

(b) Duke Energy  
(Name of Utility)

1262 Cox Ave Erlanger KY 41018  
(Address of Utility)

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

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

and basis for the complaint.)

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks \_\_\_\_\_  
(Specifically state the relief desired.)

See Attached

Dated at Covington, Kentucky, this 14<sup>th</sup> day  
(Your City)  
of August, 2017.  
(Month)

Christopher Paul  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

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



- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
  - (a) The full name and post office address of the complainant;
  - (b) The full name and post office address of the defendant; and
  - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
  - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
    1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
    2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
  - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
  - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
  - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.

IN THE MATTER OF:  
CHRISTINA RULE VS. DUKE ENERGY  
1262 COX AVENUE, ERLANGER, KY 41018  
(800) 544-6900

THE COMPLAINT OF CHRISTINA RULE RESPECTFULLY SHOWS:

CHRISTINA RULE  
637 WEST 12TH STREET  
COVINGTON KY. 41011

DUKE ENGERY  
1262 COX AVENUE  
ERLANGER, KY 41018  
(800) 544-6900

Over the past two years DUKE ENGERY has vigorously overcharged plaintiff for GAS and POWER services. Additionally, DUKE ENGERY has refused to provide plaintiff with a fair and adequate utility service at a correct rate. From inaccurate bills to long telephone hold times, DUKE ENGERY's highly dysfunctional billing system has us fed up.

Plaintiff Christina Rule is an individual and owner of a single family residence located within the City of Covington KY. Plaintiff contracted DUKE ENGERY to provide electrical and gas services at her residence beginning in January 2016. For a period of the last two years, DUKE ENGERY has been improperly and excessively billed plaintiff for gas and electric services.

The first bill plaintiff received from DUKE ENGERY was estimated. Plaintiff then called DUKE ENERGY to request someone come and read meters. It wasn't until plaintiff's April bill that Plaintiff received an actual read with an enormous bill. DUKE ENGERY stated this was due to the fact that they had not physically read on plaintiff's meters in years and that they had to adjust bill to reflect this difference. Plaintiff is claiming that DUKE ENGERY overcharged her for the difference of previous owners. DUKE ENGERY would not give her any information or a viable solution. When asked DUKE ENGERY for their last physical reading they had done on the property DUKE ENGERY would not disclose that information nor did they respect that plaintiff was the new owner they simply threatened to shut off our power.

On multiple occasions DUKE ENGERY has sent techs to read plaintiff's meters (located inside the property) and has failed to record readings and continued to bill plaintiff based on ESTIMATED reads. Plaintiff has record of each time DUKE ENGERY has entered the property to take readings as she has to take off of work on each occasion.

DUKE ENGERY has continued to overcharge plaintiff with their ESTIMATED billing system. PLAINTIFF has been forced to use vacation days to take off work on multiple occasions to give DUKE ENGERY access to

property and DUKE ENGERY has continued to estimate bills. When plaintiff would call DUKE ENGERY about this DUKE ENGERY would state that no tech was ever there and basically accuse plaintiff of lying.

ESTIMATED BILLS sent to plaintiff were so high plaintiff requested a meter and gas check on multiple occasions to check for leaks/malfunctions. Plaintiff hired independent contractors to check electrical and gas throughout the home. Contractor's all agreed the electric and gas estimations were outrageous and did not reflect actual energy consumption of 2 people who work fulltime, commenting that DUKE ENGERY'S transformer or such could be bad and stated that gas line is located under the home so if it's leaking might not be able to notice an odor. When plaintiff contacted DUKE ENGERY about the finding DUKE ENGERY stated all they could do is send someone out to inspect the meters. When asked to clarify what DUKE ENGERY was basing their estimations on they simply stated "past usage". We reached out to the previous owner(a family of 4) of the home who stated his bills were nowhere near as high as what DUKE ENGERY has been "estimating" ours. Plaintiff works 50 hours a week, uses all LED bulbs, has a furnace that is 3 years old, has no major appliances and cooks once a week. Furthermore, plaintiff is rehabbing home and only dwells on the top part of the home. Plaintiff also reached out to neighbors to compare bills and found that a neighbor with a family of 6 had an average of \$250-\$300 bill. As you can see from plaintiff's bills she averaged a much larger bill...further proof that DUKE ENGERY has been overestimating plaintiff's bills and refusing to do anything about it.

It wasn't until May 2017 the DUKE ENGERY allowed plaintiff to start calling in readings. Prior to this DUKE ENGERY wouldn't allow plaintiff the option of doing this. Even still DUKE ENGERY would continue to bill customer **incorrectly**. DUKE ENGERY would still estimate gas and/or electric and only record one actual reading even though both were submitted. This would result in plaintiff having to spend hours on the phone with Duke to get a corrected bill, some months plaintiff would receive as many as 3 different rebills (see attached).

As customer of DUKE ENGERY a binding contract is entered into between DUKE ENGERY and the customer. Among the terms, either express or implicit, that are agreed to between DUKE ENGERY and the customer are the following:

- a. The Customer agrees to permit unobstructed access by a DUKE ENGERY representative to the meters at the service location for purpose of maintenance and meter reading:
- b. DUKE ENGERY agrees to make periodic readings of the meter to measure usage by the customer of gas and/or electric
- c. DUKE ENGERY agrees to send a bill accurate reflecting the customer's usage of service during the billing period
- d. The customer agrees to timely pay in full for all gas and electric services that have been used by the customer during billing period.

Plaintiff has been continuously over charged and held accountable for outrageous unexplained charges. DUKE ENGERY has not recorded plaintiff's physical readings and has consistently remained diligent in collecting these charges, going as far as disconnecting plaintiffs power on multiple times.

**Plaintiff is seeking:**

- a. The amount in dispute to be dissolved.
- b. Compensation for vacation time used to allow DUKE ENGERY access to property and failed to submit a meter read. This happened on at least 5 occasions.
- c. A refund for all late fees, disconnection and reconnections fee including compensation for food spoiling after power was turned off for 3 days. When plaintiff was in dispute.
- d. Compensation for all Estimated over charges.
- e. Compensation for time spent dealing with duke customer service reps and billing department.

*Charles Rube*

*8/14/17*





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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Feb 16, 2017 | \$ 415.60  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000415600 92000593453 021620173 00000426024

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Jan 25 not included Bill prepared on Jan 25, 2017<br>Next meter reading Feb 20, 2017 |

**Urgent Message** - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

**IMPORTANT** - Your service may be disconnected if your past due amount of \$191.67 is not paid before 02/17/2017. A reconnection charge will be required. For questions, please call the number shown above.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Dec 19       | Jan 20  | 32   | 861 E                  | 981 E   | 120   |
| Elec  | [REDACTED] | Dec 19       | Jan 20  | 32   | 34338 E                | 35286 E | 948   |

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage -                            | 120 CCF          |
| Duke Energy - Rate RS              | \$ 127.14        |
| <b>Current Gas Charges</b>         | <b>\$ 127.14</b> |
| Gas Cost Recovery \$0.50190000/CCF |                  |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 948 kWh         |
| Duke Energy - Rate RS           | \$ 81.24        |
| <b>Current Electric Charges</b> | <b>\$ 81.24</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 191.67        |
| Late Payment Charge(s)    | 9.30             |
| <b>Balance Forward</b>    | <b>200.97</b>    |
| Current Gas Charges       | 127.14           |
| Current Electric Charges  | 81.24            |
| Taxes                     | 6.25             |
| <b>Current Amount Due</b> | <b>\$ 415.60</b> |

*no pmt*

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Feb 16, 2017 |
|--------------|------------|--------------------|
| Feb 16, 2017 | \$ 415.60  | \$ 426.02          |



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 6.25 |

Help neighbors in need stay warm this winter by contributing to Duke Energy's WinterCare program. For details on how you can help, visit us online at [duke-energy.com/WinterCare](http://duke-energy.com/WinterCare).



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

Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Jan 17, 2017 | \$ 191.67  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000191671 92000593453 011720170 00000200972

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| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Dec 22 not included<br>Last payment received Dec 13<br>Bill prepared on Dec 22, 2016<br>Next meter reading Jan 20, 2017 |

Urgent Message - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number                                                                 | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|------------------------------------------------------------------------|-------------------|--------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Nov 16            | Dec 19 | 33   | 752 E                  | 861 E   | 109   |
| Elec  | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Nov 16            | Dec 19 | 33   | 33424 E                | 34338 E | 914   |

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage -                            | 109 CCF          |
| Duke Energy - Rate RS              | \$ 107.74        |
| <b>Current Gas Charges</b>         | <b>\$ 107.74</b> |
| Gas Cost Recovery \$0.42060000/CCF |                  |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 372.76        |
| Payment(s) Received       | 372.76cr         |
| <b>Balance Forward</b>    | <b>0.00</b>      |
| Current Gas Charges       | 107.74           |
| Current Electric Charges  | 78.35            |
| Taxes                     | 5.58             |
| <b>Current Amount Due</b> | <b>\$ 191.67</b> |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 914 kWh         |
| Duke Energy - Rate RS           | \$ 78.35        |
| <b>Current Electric Charges</b> | <b>\$ 78.35</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 5.58</b> |

| Due Date     | Amount Due | After Jan 17, 2017 |
|--------------|------------|--------------------|
| Jan 17, 2017 | \$ 191.67  | \$ 200.97          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

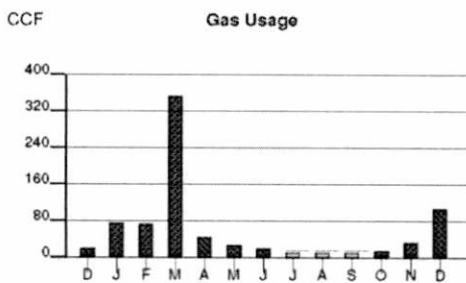


| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

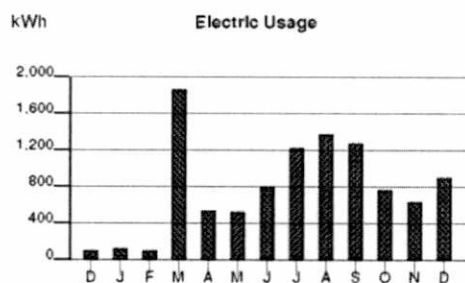
Help neighbors in need stay warm this winter by contributing to Duke Energy's WinterCare program. See this month's bill insert for more information, or visit us online at [duke-energy.com/WinterCare](http://duke-energy.com/WinterCare).

| Explanation of Current Charges |                                       |                  |
|--------------------------------|---------------------------------------|------------------|
| <b>Gas</b>                     | <b>Duke Energy</b>                    |                  |
| Meter - [REDACTED]             | Rate RS - Residential Service         |                  |
| CCF Usage - 109                | Customer Charge                       | \$ 16.10         |
| Nov 16 - Dec 19                | Gas Delivery Charge                   |                  |
| 33 Days                        | 109 CCF @ \$ 0.37213000               | 40.56            |
|                                | Gas DSM Rider                         |                  |
|                                | 109 CCF @ \$ 0.04474100               | 4.88             |
|                                | Gas Cost Recovery                     |                  |
|                                | 109 CCF @ \$ 0.42060000               | 45.85            |
|                                | Service Replacement Rider             | 0.35             |
|                                |                                       | \$ 107.74        |
|                                | <b>Total Current Gas Charges</b>      | <b>\$ 107.74</b> |
| <b>Electric</b>                | <b>Duke Energy</b>                    |                  |
| Meter - [REDACTED]             | Rate RS - Residential Service         |                  |
| kWh Usage - 914                | Customer Charge                       | \$ 4.60          |
| Nov 16 - Dec 19                | Energy Chrg                           |                  |
| 33 Days                        | 914 kWh @ \$ 0.08073600               | 73.79            |
|                                | Elec DSM Rider                        |                  |
|                                | 914 kWh @ \$ 0.00712800               | 6.51             |
|                                | Rider MSR-E                           |                  |
|                                | 914 kWh 0.00000000                    | 0.00             |
|                                | Rider PSM                             |                  |
|                                | 914 kWh @ \$ 0.00122500cr             | 1.12cr           |
|                                | Elec Fuel Adjustment                  |                  |
|                                | 914 kWh @ \$ 0.00593700cr             | 5.43cr           |
|                                |                                       | 78.35            |
|                                | <b>Total Current Electric Charges</b> | <b>\$ 78.35</b>  |

| Explanation of Taxes |                         |                |
|----------------------|-------------------------|----------------|
| <b>Taxes</b>         |                         |                |
|                      | Franchise Fee-Covington | \$ 5.58        |
|                      |                         | \$ 5.58        |
|                      | <b>Total Taxes</b>      | <b>\$ 5.58</b> |



Calculations based on most recent 12 month history  
Total Usage 806  
Average Usage 67



Calculations based on most recent 12 month history  
Total Usage 10,242  
Average Usage 854

|          | DEC | JAN | FEB | MAR   | APR | MAY | JUN | JUL   | AUG   | SEP   | OCT | NOV | DEC |
|----------|-----|-----|-----|-------|-----|-----|-----|-------|-------|-------|-----|-----|-----|
| Gas      | 21  | 78  | 75  | 353   | 47  | 30  | 20  | 15    | 13    | 15    | 17  | 34  | 109 |
| Electric | 111 | 129 | 108 | 1,872 | 558 | 523 | 803 | 1,225 | 1,397 | 1,295 | 775 | 643 | 914 |





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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Dec 13, 2016 | \$ 372.76  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

210 00000372765 92000593453 121320169 00000377988

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

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| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Nov 21 not included<br>Bill prepared on Nov 21, 2016<br>Next meter reading Dec 19, 2016 |

Urgent Message - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

**IMPORTANT:** If your service has not yet been disconnected, please pay \$260.18 immediately to avoid disconnection.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Oct 18       | Nov 16  | 29   | 718 E                  | 752 E   | 34    |
| Elec  | [REDACTED] | Oct 18       | Nov 16  | 29   | 32781 E                | 33424 E | 643   |

| Gas - Residential                  |          |
|------------------------------------|----------|
| Usage -                            | 34 CCF   |
| Duke Energy - Rate RS              | \$ 45.67 |
| Current Gas Charges                | \$ 45.67 |
| Gas Cost Recovery \$0.44260000/CCF |          |

| Electric - Residential   |          |
|--------------------------|----------|
| Usage -                  | 643 kWh  |
| Duke Energy - Rate RS    | \$ 58.66 |
| Current Electric Charges | \$ 58.66 |

| Current Billing          |           |
|--------------------------|-----------|
| Amt Due - Previous Bill  | \$ 260.18 |
| Late Payment Charge(s)   | 5.12      |
| Balance Forward          | 265.30    |
| Current Gas Charges      | 45.67     |
| Current Electric Charges | 58.66     |
| Taxes                    | 3.13      |
| Current Amount Due       | \$ 372.76 |

*no pmt*

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Dec 13, 2016 |
|--------------|------------|--------------------|
| Dec 13, 2016 | \$ 372.76  | \$ 377.98          |



DUKE

## DISCONNECT NOTICE

To view information printed on the back of your bill please click or  
visit [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

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| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.13 |

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

Help neighbors in need stay warm this winter by contributing to Duke Energy's WinterCare program. See this month's bill insert for more information, or visit us online at [duke-energy.com/WinterCare](http://duke-energy.com/WinterCare).



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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Nov 14, 2016 | \$ 260.18  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000260185 92000593453 111420165 00000265306

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

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| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Oct 21 not included<br>Bill prepared on Oct 21, 2016<br>Next meter reading Nov 16, 2016 |

**Urgent Message** - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

**IMPORTANT**- Your service may be disconnected if your past due amount of \$147.52 is not paid before 11/17/2016. A reconnection charge will be required. For questions, please call the number shown above.

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|----------------------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Sep 19 Oct 18        | 29   | 701 E                  | 718 E   | 17    |
| Elec  | [REDACTED] | Sep 19 Oct 18        | 29   | 32006 E                | 32781 E | 775   |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 17 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 31.50        |
| <b>Current Gas Charges</b>         | <b>\$ 31.50</b> |
| Gas Cost Recovery \$0.46850000/CCF |                 |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 775 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 70.90        |
| <b>Current Electric Charges</b> | <b>\$ 70.90</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 147.85        |
| Late Payment Charge(s)    | 7.18             |
| <b>Balance Forward</b>    | <b>155.03</b>    |
| Current Gas Charges       | 31.50            |
| Current Electric Charges  | 70.90            |
| Deposit Refund + Interest | 0.33cr           |
| Taxes                     | 3.08             |
| <b>Current Amount Due</b> | <b>\$ 260.18</b> |

*no pmt*

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Nov 14, 2016 | \$ 260.18  | Nov 14, 2016 |
|              |            | \$ 265.30    |



DUKE

To view information printed on the back of your bill please click or  
**DISCONNECT NOTICE** [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.08 |

Earn up to \$1,675 for home improvements and lower your energy costs this winter with Smart Saver incentives. Rebates are available to help upgrade or replace insulation, HVAC, water heaters and more. Find participating contractors at [duke-energy.com/smart-saver](http://duke-energy.com/smart-saver)

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

PLEASE NOTE: Your Service Deposit Interest of \$0.33 has been applied as a credit to your account.





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Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Oct 14, 2016 | \$ 147.85  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000147850 92000593453 101420167 00000155039

Page 1 of 3

| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Sep 22 not included<br>Last payment received Sep 21<br>Bill prepared on Sep 22, 2016<br>Next meter reading Oct 18, 2016 |

**Urgent Message** - We have been unable to read your meter(s) for at least 5 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

**Urgent Message** - The electric charges on this bill have been estimated because the meter was blocked by an obstacle. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

may/Oct

+ 1,295

complete charges  
↓ may

| Meter | Number                                                                 | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|------------------------------------------------------------------------|-------------------|--------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Aug 18            | Sep 19 | 32   | 686 E                  | 701 E   | 15    |
| Elec  | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Aug 18            | Sep 19 | 32   | 30711 E                | 32006 E | 1,295 |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage -                            | 15 CCF          |
| Duke Energy - Rate RS              | \$ 29.50        |
| <b>Current Gas Charges</b>         | <b>\$ 29.50</b> |
| Gas Cost Recovery \$0.45310000/CCF |                 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage -                         | 1,295 kWh        |
| Duke Energy - Rate RS           | \$ 114.04        |
| <b>Current Electric Charges</b> | <b>\$ 114.04</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 307.12        |
| Payment(s) Received       | 314.56cr         |
| Late Payment Charge(s)    | 7.44             |
| <b>Balance Forward</b>    | <b>0.00</b>      |
| Current Gas Charges       | 29.50            |
| Current Electric Charges  | 114.04           |
| Taxes                     | 4.31             |
| <b>Current Amount Due</b> | <b>\$ 147.85</b> |

| Due Date     | Amount Due | After Oct 14, 2016 |
|--------------|------------|--------------------|
| Oct 14, 2016 | \$ 147.85  | \$ 155.03          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

| Taxes |         |
|-------|---------|
| Taxes | \$ 4.31 |

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

Stay in the know. Get power outage alerts by email, text or voice message. Enroll now at [duke-energy.com/PowerAlerts](http://duke-energy.com/PowerAlerts) or text REG to 57801. To report an outage, simply text OUT to 57801. For residential and small business customers only.

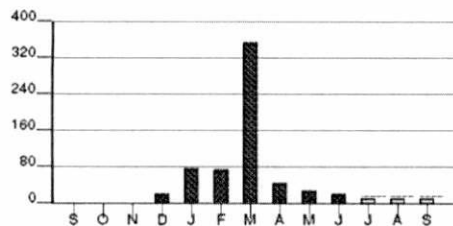
| Explanation of Current Charges |                                       |                  |
|--------------------------------|---------------------------------------|------------------|
| <b>Gas</b>                     | <b>Duke Energy</b>                    |                  |
| Meter -                        | Rate RS - Residential Service         |                  |
| CCF Usage - 15                 | Customer Charge                       | \$ 16.10         |
| Aug 18 - Sep 19                | Gas Delivery Charge                   |                  |
| 32 Days                        | 15 CCF @ \$ 0.37213000                | 5.58             |
|                                | Gas DSM Rider                         |                  |
|                                | 15 CCF @ \$ 0.04474100                | 0.67             |
|                                | Gas Cost Recovery                     |                  |
|                                | 15 CCF @ \$ 0.45310000                | 6.80             |
|                                | Service Replacement Rider             | 0.35             |
|                                |                                       | \$ 29.50         |
|                                | <b>Total Current Gas Charges</b>      | <b>\$ 29.50</b>  |
| <b>Electric</b>                | <b>Duke Energy</b>                    |                  |
| Meter -                        | Rate RS - Residential Service         |                  |
| kWh Usage - 1,295              | Customer Charge                       | \$ 4.60          |
| Aug 18 - Sep 19                | Energy Chrg                           |                  |
| 32 Days                        | 1,295 kWh @ \$ 0.08073600             | 104.55           |
|                                | Elec DSM Rider                        |                  |
|                                | 1,295 kWh @ \$ 0.00712800             | 9.23             |
|                                | Rider MSR-E                           |                  |
|                                | 1,295 kWh 0.00000000                  | 0.00             |
|                                | Rider PSM                             |                  |
|                                | 1,295 kWh @ \$ 0.00062000cr           | 0.80cr           |
|                                | Elec Fuel Adjustment                  |                  |
|                                | 1,295 kWh @ \$ 0.00273000cr           | 3.54cr           |
|                                |                                       | 114.04           |
|                                | <b>Total Current Electric Charges</b> | <b>\$ 114.04</b> |

| Explanation of Taxes |                         |                |
|----------------------|-------------------------|----------------|
| <b>Taxes</b>         |                         |                |
|                      | Franchise Fee-Covington | \$ 4.31        |
|                      |                         | \$ 4.31        |
|                      | <b>Total Taxes</b>      | <b>\$ 4.31</b> |

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

CCF

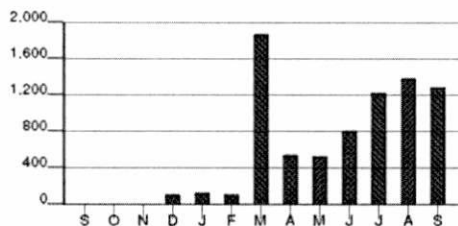
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 667  
Average Usage 67

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 8,021  
Average Usage 802

|          | SEP | OCT | NOV | DEC | JAN | FEB | MAR   | APR | MAY | JUN | JUL   | AUG   | SEP   |
|----------|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-------|-------|-------|
| Gas      | 0   | 0   | 0   | 21  | 78  | 75  | 353   | 47  | 30  | 20  | 15    | 13    | 15    |
| Electric | 0   | 0   | 0   | 111 | 129 | 108 | 1,872 | 558 | 523 | 803 | 1,225 | 1,397 | 1,295 |





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

# DISCONNECT NOTICE

Account Number [REDACTED] 80 14

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

☐

| Due Date                                             | Amount Due      |
|------------------------------------------------------|-----------------|
| Sep 14, 2016                                         | \$ 307.12       |
| \$ _____                                             | \$ _____        |
| WinterCare Contribution<br>(for Customer Assistance) | Amount Enclosed |

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000307122 92000593453 091420163 00000314560

## DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Aug 23 not included<br>Last payment received Aug 22<br>Bill prepared on Aug 23, 2016<br>Next meter reading Sep 19, 2016 |

**IMPORTANT-** Your service may be disconnected if your past due amount of \$146.97 is not paid before 09/16/2016. A reconnection charge will be required. For questions, please call the number shown above.

**Urgent Message -** The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous | Meter Reading Present | Usage |
|-------|------------|----------------------|------|------------------------|-----------------------|-------|
| Gas   | [REDACTED] | Jul 20 Aug 18        | 29   | 673 E                  | 686 E                 | 13    |
| Elec  | [REDACTED] | Jul 20 Aug 18        | 29   | 29314 E                | 30711 E               | 1,397 |

557  
1,397

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 13 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 27.18        |
| <b>Current Gas Charges</b>         | <b>\$ 27.18</b> |
| Gas Cost Recovery \$0.40860000/CCF |                 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 259.53        |
| Payment(s) Received       | 112.56cr         |
| Late Payment Charge(s)    | 6.87             |
| <b>Balance Forward</b>    | <b>153.84</b>    |
| Current Gas Charges       | 27.18            |
| Current Electric Charges  | 121.63           |
| Taxes                     | 4.47             |
| <b>Current Amount Due</b> | <b>\$ 307.12</b> |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 1,397 kWh               |                  |
| Duke Energy - Rate RS           | \$ 121.63        |
| <b>Current Electric Charges</b> | <b>\$ 121.63</b> |

## DISCONNECT NOTICE

| Due Date     | Amount Due | After Sep 14, 2016 |
|--------------|------------|--------------------|
| Sep 14, 2016 | \$ 307.12  | \$ 314.56          |





| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 4.47 |

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

Stay in the know. Get power outage alerts by email, text or voice message. Enroll now at [duke-energy.com/PowerAlerts](http://duke-energy.com/PowerAlerts) or text REG to 57801. To report an outage, simply text OUT to 57801. For residential and small business customers only.



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# DISCONNECT NOTICE

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Aug 16, 2016 | \$ 259.53  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000259535 92000593453 081620164 00000266400

## DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Jul 25 not included<br>Bill prepared on Jul 25, 2016<br>Next meter reading Aug 18, 2016 |

**IMPORTANT-** Your service may be disconnected if your past due amount of \$112.56 is not paid before 08/19/2016. A reconnection charge will be required. For questions, please call the number shown above.

**Urgent Message -** The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Jun 20       | Jul 20  | 30   | 658 E                  | 673 E   | 15    |
| Elec  | [REDACTED] | Jun 20       | Jul 20  | 30   | 28089 E                | 29314 E | 1,225 |

*Est*  
*1,225*

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 15 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 28.58        |
| <b>Current Gas Charges</b>         | <b>\$ 28.58</b> |
| Gas Cost Recovery \$0.39180000/CCF |                 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 1,225 kWh               |                  |
| Duke Energy - Rate RS           | \$ 108.84        |
| <b>Current Electric Charges</b> | <b>\$ 108.84</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 112.56        |
| Late Payment Charge(s)    | 5.42             |
| <b>Balance Forward</b>    | <b>117.98</b>    |
| Current Gas Charges       | 28.58            |
| Current Electric Charges  | 108.84           |
| Taxes                     | 4.13             |
| <b>Current Amount Due</b> | <b>\$ 259.53</b> |

*No print*

## DISCONNECT NOTICE

| Due Date     | Amount Due | After Aug 16, 2016 |
|--------------|------------|--------------------|
| Aug 16, 2016 | \$ 259.53  | \$ 266.40          |



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Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 4.13 |

Don't miss a thing. Sign up for email updates from [illumination.duke-energy.com](http://illumination.duke-energy.com) for inspiring stories about remarkable people, innovation, community and the environment - plus helpful tips and cool retro photos.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).





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Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Jul 15, 2016 | \$ 112.56  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000112569 92000593453 071520161 00000117986

Page 1 of 3

| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jun 23 not included<br>Last payment received May 27<br>Bill prepared on Jun 23, 2016<br>Next meter reading Jul 20, 2016 |

**Urgent Message** - The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number                                                                 | Reading Date From To | Days | Meter Reading Previous | Present | Usage |
|-------|------------------------------------------------------------------------|----------------------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | May 19 Jun 20        | 32   | 638 E                  | 658 E   | 20    |
| Elec  | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | May 19 May 26        | 7    | 27286 E                | 27286   | 0     |
| Elec  | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | May 27 Jun 20        | 24   | 27286                  | 28089 E | 803   |

803

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 20 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 31.93        |
| <b>Current Gas Charges</b>         | <b>\$ 31.93</b> |
| Gas Cost Recovery \$0.35750000/CCF |                 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 717.79        |
| Cancel Late Pmt Charge    | 22.95cr          |
| Payment(s) Received       | 693.88cr         |
| <b>Balance Forward</b>    | <b>0.96</b>      |
| Current Gas Charges       | 31.93            |
| Current Electric Charges  | 76.42            |
| Taxes                     | 3.25             |
| <b>Current Amount Due</b> | <b>\$ 112.56</b> |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 0 kWh                   |                 |
| Duke Energy - Rate RS           | \$ 1.01         |
| Usage - 803 kWh                 |                 |
| Duke Energy - Rate RS           | 75.41           |
| <b>Current Electric Charges</b> | <b>\$ 76.42</b> |

| Due Date     | Amount Due | After Jul 15, 2016 |
|--------------|------------|--------------------|
| Jul 15, 2016 | \$ 112.56  | \$ 117.98          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.25 |

This bill contains final charges for electric service on Meter #62601982.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

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 800.544.6900 or complete an energy theft form at [duke-energy.com](http://duke-energy.com), under the customer service link.

Learn how to lower you bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall) or 855-739-9114.

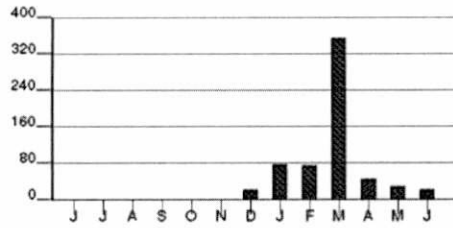
| Explanation of Current Charges                                                                                                                     |                               |          |                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------|-----------------|
| <b>Gas</b><br>Meter - <span style="background-color: black; color: black;">XXXXXXXXXX</span><br>CCF Usage - 20<br>May 19 - Jun 20<br>32 Days       | <b>Duke Energy</b>            |          |                 |
|                                                                                                                                                    | Rate RS - Residential Service |          |                 |
|                                                                                                                                                    | Customer Charge               | \$ 16.10 |                 |
|                                                                                                                                                    | Gas Delivery Charge           |          |                 |
|                                                                                                                                                    | 20 CCF @ \$ 0.37213000        | 7.44     |                 |
|                                                                                                                                                    | Gas DSM Rider                 |          |                 |
|                                                                                                                                                    | 20 CCF @ \$ 0.04474100        | 0.89     |                 |
|                                                                                                                                                    | Gas Cost Recovery             |          |                 |
|                                                                                                                                                    | 20 CCF @ \$ 0.35750000        | 7.15     |                 |
|                                                                                                                                                    | Service Replacement Rider     | 0.35     | \$ 31.93        |
| <b>Total Current Gas Charges</b>                                                                                                                   |                               |          | <b>\$ 31.93</b> |
| <b>Electric</b><br>Meter - <span style="background-color: black; color: black;">XXXXXXXXXX</span><br>kWh Usage - 0<br>May 19 - May 26<br>7 Days    | <b>Duke Energy</b>            |          |                 |
|                                                                                                                                                    | Rate RS - Residential Service |          |                 |
|                                                                                                                                                    | Customer Charge               | \$ 1.01  | 1.01            |
| <b>Electric</b><br>Meter - <span style="background-color: black; color: black;">XXXXXXXXXX</span><br>kWh Usage - 803<br>May 27 - Jun 20<br>24 Days | <b>Duke Energy</b>            |          |                 |
|                                                                                                                                                    | Rate RS - Residential Service |          |                 |
|                                                                                                                                                    | Customer Charge               | \$ 3.45  |                 |
|                                                                                                                                                    | Energy Chrg                   |          |                 |
|                                                                                                                                                    | 803 kWh @ \$ 0.08073600       | 64.83    |                 |
|                                                                                                                                                    | Elec DSM Rider                |          |                 |
|                                                                                                                                                    | 803 kWh @ \$ 0.00712800       | 5.72     |                 |
|                                                                                                                                                    | Rider MSR-E                   |          |                 |
|                                                                                                                                                    | 803 kWh 0.00000000            | 0.00     |                 |
|                                                                                                                                                    | Rider PSM                     |          |                 |
|                                                                                                                                                    | 803 kWh @ \$ 0.00008000       | 0.06     |                 |
|                                                                                                                                                    | Elec Fuel Adjustment          |          |                 |
|                                                                                                                                                    | 803 kWh @ \$ 0.00167700       | 1.35     | 75.41           |
| <b>Total Current Electric Charges</b>                                                                                                              |                               |          | <b>\$ 76.42</b> |

| Explanation of Taxes |                         |                |
|----------------------|-------------------------|----------------|
| Taxes                | Franchise Fee-Covington | \$ 3.25        |
|                      | <b>Total Taxes</b>      | <b>\$ 3.25</b> |

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

CCF

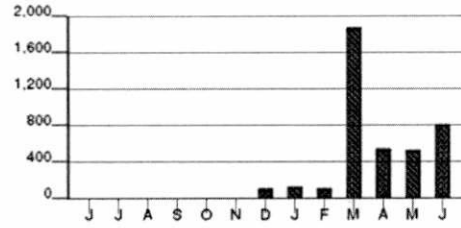
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 624  
 Average Usage 89

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 4,104  
 Average Usage 586

|          | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR   | APR | MAY | JUN |
|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|
| Gas      | 0   | 0   | 0   | 0   | 0   | 0   | 21  | 78  | 75  | 353   | 47  | 30  | 20  |
| Electric | 0   | 0   | 0   | 0   | 0   | 0   | 111 | 129 | 108 | 1,872 | 558 | 523 | 803 |





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

# DISCONNECT NOTICE

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Jun 15, 2016 | \$ 717.79  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

210 00000717797 92000593453 061520163 00000722111

## DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after May 24 not included<br>Last payment received May 11<br>Bill prepared on May 24, 2016<br>Next meter reading Jun 20, 2016 |

**IMPORTANT:** If your service has not yet been disconnected, please pay \$628.88 immediately to avoid disconnection.

**Urgent Message -** The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Apr 20       | May 19  | 29   | 608                    | 638 E   | 30    |
| Elec  | [REDACTED] | Apr 20       | May 19  | 29   | 26763                  | 27286 E | 523   |

155

1523

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 30 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 38.74        |
| <b>Current Gas Charges</b>         | <b>\$ 38.74</b> |
| Gas Cost Recovery \$0.32620000/CCF |                 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 828.88        |
| Payment(s) Received       | 200.00cr         |
| <b>Balance Forward</b>    | <b>628.88</b>    |
| Current Gas Charges       | 38.74            |
| Current Electric Charges  | 47.58            |
| Taxes                     | 2.59             |
| <b>Current Amount Due</b> | <b>\$ 717.79</b> |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 523 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 47.58        |
| <b>Current Electric Charges</b> | <b>\$ 47.58</b> |

## DISCONNECT NOTICE

| Due Date     | Amount Due | After Jun 15, 2016 |
|--------------|------------|--------------------|
| Jun 15, 2016 | \$ 717.79  | \$ 722.11          |



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 2.59 |

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 800.544.6900 or complete an energy theft form at [duke-energy.com](http://duke-energy.com), under the customer service link.

Learn how to lower you bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall) or 855-739-9114.





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

**CORRECTED DISCONNECT**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| May 20, 2016 | \$ 828.88  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

210 00000828882 92000593453 052020166 00000833908

# DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Apr 28 not included Bill prepared on Apr 28, 2016<br>Next meter reading May 19, 2016 |

IMPORTANT: This corrected bill does not stop any disconnection activity on your account.

*METER*

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous | Meter Reading Present | Usage |
|-------|------------|----------------------|------|------------------------|-----------------------|-------|
| Gas   | [REDACTED] | Mar 21 Apr 20        | 30   | 561                    | 608                   | 47    |
| Elec  | [REDACTED] | Mar 21 Apr 20        | 30   | 26205                  | 26763                 | 558   |

*47  
+ 558*

| Gas - Residential                   |
|-------------------------------------|
| Usage - 47 CCF                      |
| Duke Energy - Rate RS \$ 50.11      |
| <b>Current Gas Charges \$ 50.11</b> |
| Gas Cost Recovery \$0.26560000/CCF  |

| Current Billing                     |
|-------------------------------------|
| Amt Due - Previous Bill \$ 1,092.33 |
| Canceled Charges:                   |
| Gas Charges 218.32cr                |
| Electric Charges 148.62cr           |
| <b>Balance Forward 725.39</b>       |
| Current Gas Charges 50.11           |
| Current Electric Charges 50.37      |
| Taxes 3.01                          |
| <b>Current Amount Due \$ 828.88</b> |

*no pmt*

| Electric - Residential                   |
|------------------------------------------|
| Usage - 558 kWh                          |
| Duke Energy - Rate RS \$ 50.37           |
| <b>Current Electric Charges \$ 50.37</b> |

| Taxes                |
|----------------------|
| <b>Taxes \$ 3.01</b> |

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

# DISCONNECT NOTICE

| Due Date     | Amount Due | After May 20, 2016 |
|--------------|------------|--------------------|
| May 20, 2016 | \$ 828.88  | \$ 833.90          |



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

This bill reflects canceled and rebilled gas charges for prior months.

This bill reflects canceled and rebilled electric charges for prior months.



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

# DISCONNECT NOTICE

Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due  |
|--------------|-------------|
| May 17, 2016 | \$ 1,092.33 |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00001092332 92000593453 051720164 00001110144

## DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call            | Account Number                                                         |
|------------------------------------------------------|-------------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy<br>1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Apr 25 not included<br>Bill prepared on Apr 25, 2016<br>Next meter reading May 19, 2016 |

**IMPORTANT** - Your service may be disconnected if your past due amount of \$702.44 is not paid before 05/20/2016. A reconnection charge will be required. For questions, please call the number shown above.

**Urgent Message** - The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number                                                                 | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------------------------------------------------------------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Mar 21       | Apr 20  | 30   | 561                    | 834 E   | 273   |
| Elec  | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Mar 21       | Apr 20  | 30   | 26205                  | 27908 E | 1,703 |

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage -                            | 273 CCF          |
| Duke Energy - Rate RS              | \$ 211.96        |
| <b>Current Gas Charges</b>         | <b>\$ 211.96</b> |
| Gas Cost Recovery \$0.26560000/CCF |                  |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage -                         | 1,703 kWh        |
| Duke Energy - Rate RS           | \$ 144.29        |
| <b>Current Electric Charges</b> | <b>\$ 144.29</b> |

| Current Billing           |                    |
|---------------------------|--------------------|
| Amt Due - Previous Bill   | \$ 549.70          |
| Late Payment Charge(s)    | 22.95              |
| <b>Balance Forward</b>    | <b>572.65</b>      |
| Current Gas Charges       | 211.96             |
| Current Electric Charges  | 144.29             |
| Agmt #4265319 Ending Bal  | 152.74             |
| Taxes                     | 10.69              |
| <b>Current Amount Due</b> | <b>\$ 1,092.33</b> |

## DISCONNECT NOTICE

| Due Date     | Amount Due  | After May 17, 2016 |
|--------------|-------------|--------------------|
| May 17, 2016 | \$ 1,092.33 | \$ 1,110.14        |

*THIS BILL SHOWS CONTINUED OUTSTANDING ESTIMATED*

*EST + 273 1703*

*no pmt*





DUKE

To view information printed on the back of your bill please click or  
DISCONNECT NOTICE [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |          |
|-------|----------|
| Taxes | \$ 10.69 |

PLEASE NOTE: Our records indicate that your previous bill was not paid in full. As a result, you have been removed from your agreement. The entire agreement balance is now due.

Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit [www.kentucky811.org](http://www.kentucky811.org).



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

Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Apr 13, 2016 | \$ 549.70  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000549703 92000593453 041320168 00000572659

Page 1 of 3

| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Mar 22 not included<br>Last payment received Mar 16<br>Bill prepared on Mar 22, 2016<br>Next meter reading Apr 20, 2016 |

| Meter | Number                                                             | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|--------------------------------------------------------------------|-------------------|--------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXX</span> | Feb 19            | Mar 21 | 31   | 208 E                  | 561     | 353   |
| Elec  | <span style="background-color: black; color: black;">XXXXXX</span> | Feb 19            | Mar 21 | 31   | 24333 E                | 26205   | 1,872 |

| Gas - Residential                  |           |
|------------------------------------|-----------|
| Usage -                            | 353 CCF   |
| Duke Energy - Rate RS              | \$ 296.54 |
| Current Gas Charges                | \$ 296.54 |
| Gas Cost Recovery \$0.34290000/CCF |           |

| Electric - Residential   |           |
|--------------------------|-----------|
| Usage -                  | 1,872 kWh |
| Duke Energy - Rate RS    | \$ 162.39 |
| Current Electric Charges | \$ 162.39 |

| Taxes |          |
|-------|----------|
| Taxes | \$ 13.77 |

| Current Billing           |           |
|---------------------------|-----------|
| Amt Due - Previous Bill   | \$ 524.74 |
| Payment(s) Received       | 295.00cr  |
| Balance Forward           | 229.74    |
| Current Gas Charges       | 296.54    |
| Current Electric Charges  | 162.39    |
| Agmt #4265319 Amt Due     | 77.00     |
| Transfer to Agmt #4265319 | 229.74cr  |
| Taxes                     | 13.77     |
| Current Amount Due        | \$ 549.70 |

| Account Balance       |           |
|-----------------------|-----------|
| Current Charges       | \$ 472.70 |
| Agreement Balance     | 229.74    |
| Total Account Balance | \$ 702.44 |

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 3349379. \$295.00 has been received as a security deposit for your account on 03/16/2016.

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| Apr 13, 2016 | \$ 549.70  | Apr 13, 2016 |
|              |            | \$ 572.65    |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

THIS BILL  
REFLECTS  
THEIR MISS  
INFORMATION

METER

+ 353

+ 1,872

THIS IS ALSO THE FIRST TIME THE ACTUALLY  
RECORDED METER. BUT THEY HAD  
ALREADY BEEN IN A METER



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

"Important: For your safety, 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 800.544.6900."

| Explanation of Current Charges |                                       |                  |
|--------------------------------|---------------------------------------|------------------|
| <b>Gas</b>                     | <b>Duke Energy</b>                    |                  |
| Meter -                        | Rate RS - Residential Service         |                  |
| CCF Usage - 353                | Customer Charge                       | \$ 16.10         |
| Feb 19 - Mar 21                | Gas Delivery Charge                   |                  |
| 31 Days                        | 353 CCF @ \$ 0.37213000               | 131.36           |
|                                | Gas DSM Rider                         |                  |
|                                | 353 CCF @ \$ 0.07843200               | 27.69            |
|                                | Gas Cost Recovery                     |                  |
|                                | 353 CCF @ \$ 0.34290000               | 121.04           |
|                                | Service Replacement Rider             | 0.35             |
|                                |                                       | \$ 296.54        |
|                                | <b>Total Current Gas Charges</b>      | <b>\$ 296.54</b> |
| <b>Electric</b>                | <b>Duke Energy</b>                    |                  |
| Meter -                        | Rate RS - Residential Service         |                  |
| kWh Usage - 1,872              | Customer Charge                       | \$ 4.60          |
| Feb 19 - Mar 21                | Energy Chrg                           |                  |
| 31 Days                        | 1,872 kWh @ \$ 0.08073600             | 151.14           |
|                                | Elec DSM Rider                        |                  |
|                                | 1,872 kWh @ \$ 0.00595500             | 11.15            |
|                                | Rider MSR-E                           |                  |
|                                | 1,872 kWh 0.00000000                  | 0.00             |
|                                | Rider PSM                             |                  |
|                                | 1,872 kWh @ \$ 0.00070500cr           | 1.32cr           |
|                                | Elec Fuel Adjustment                  |                  |
|                                | 1,872 kWh @ \$ 0.00170100cr           | 3.18cr           |
|                                |                                       | 162.39           |
|                                | <b>Total Current Electric Charges</b> | <b>\$ 162.39</b> |

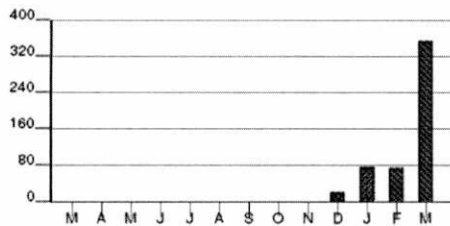
| Explanation of Taxes |                         |                 |
|----------------------|-------------------------|-----------------|
| <b>Taxes</b>         |                         |                 |
|                      | Franchise Fee-Covington | \$ 13.77        |
|                      |                         | \$ 13.77        |
|                      | <b>Total Taxes</b>      | <b>\$ 13.77</b> |

| Agreement Information |           |                                   |                  |
|-----------------------|-----------|-----------------------------------|------------------|
| <b>Summary</b>        |           | <b>Previous Agreement Balance</b> | <b>\$ 0.00</b>   |
| Agreement Number -    | 4265319   | Transfer From Current Billing     | \$ 229.74        |
| Agreement Amount -    | \$ 229.74 | <b>Agreement Balance</b>          | <b>\$ 229.74</b> |
| Agreement Date -      | 03/15/16  |                                   |                  |
| Number of Payments -  | 3         |                                   |                  |
| Monthly Amount Due -  | \$ 77.00  |                                   |                  |

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

CCF

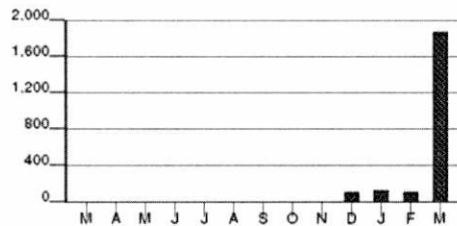
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 527  
Average Usage 132

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 2,220  
Average Usage 555

|          | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR   |
|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Gas      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 21  | 78  | 75  | 353   |
| Electric | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 111 | 129 | 108 | 1,872 |



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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Mar 17, 2016 | \$ 524.74  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000524743 92000593453 031720168 00000529362

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Feb 24 not included Bill prepared on Feb 24, 2016<br>Next meter reading Mar 21, 2016 |

IMPORTANT-Your service may be disconnected if your past due amount of \$423.29 is not paid before 03/18/2016. This includes your past due utility amount of \$128.29 and your past due Deposit amount of \$295.00. A reconnection charge will be required. For questions, please call the number shown above.

Urgent Message - The charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Jan 21       | Feb 19  | 29   | 133 E                  | 208 E   | 75    |
| Elec  | [REDACTED] | Jan 21       | Feb 19  | 29   | 24225 E                | 24333 E | 108   |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage -                            | 75 CCF          |
| Duke Energy - Rate RS              | \$ 78.62        |
| <b>Current Gas Charges</b>         | <b>\$ 78.62</b> |
| Gas Cost Recovery \$0.37540000/CCF |                 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 423.29        |
| Late Payment Charge(s)    | 6.23             |
| <b>Balance Forward</b>    | <b>429.52</b>    |
| Current Gas Charges       | 78.62            |
| Current Electric Charges  | 13.83            |
| Taxes                     | 2.77             |
| <b>Current Amount Due</b> | <b>\$ 524.74</b> |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 108 kWh         |
| Duke Energy - Rate RS           | \$ 13.83        |
| <b>Current Electric Charges</b> | <b>\$ 13.83</b> |

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Mar 17, 2016 |
|--------------|------------|--------------------|
| Mar 17, 2016 | \$ 524.74  | \$ 529.36          |





DUKE

To view information printed on the back of your bill please click or

DISCONNECT NOTICE [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 2.77 |

Get up to a \$425 rebate when you seal air leaks and upgrade insulation this winter. Plus enjoy increased comfort and energy savings throughout the year. To see if you are eligible, visit [duke-energy.com/get425](http://duke-energy.com/get425) or call 866.785.6209.

We make house calls! A free in-home energy assessment can reveal ways you're losing energy and money. Available for eligible homeowners - a \$180 value. Contact [duke-energy.com/FreeAudit](http://duke-energy.com/FreeAudit) or 855.739.9114 to see if you qualify.



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

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Feb 17, 2016 | \$ 423.29  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000423297 92000593453 021720160 00000429520

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jan 26 not included<br>Bill prepared on Jan 26, 2016<br>Next meter reading Feb 19, 2016 |

PLEASE NOTE: A service deposit is being charged to your account as a result of your current credit status. If you have not yet paid your deposit, please pay the stated deposit amount, by the due date indicated, in order to avoid disconnection.

Urgent Message - The charges on this bill have been estimated because the gate was padlocked. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous Present | Usage |
|-------|------------|----------------------|------|--------------------------------|-------|
| Gas   | [REDACTED] | Dec 18 Jan 21        | 34   | 55 133 E                       | 78    |
| Elec  | [REDACTED] | Dec 18 Jan 21        | 34   | 24096 24225 E                  | 129   |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 78 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 78.83        |
| <b>Current Gas Charges</b>         | <b>\$ 78.83</b> |
| Gas Cost Recovery \$0.35070000/CCF |                 |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 129 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 14.78        |
| <b>Current Electric Charges</b> | <b>\$ 14.78</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 0.00          |
| Prior Month(s) Charges:   |                  |
| Gas Charges               | 20.89            |
| Electric Charges          | 10.06            |
| <b>Balance Forward</b>    | <b>30.95</b>     |
| Current Gas Charges       | 78.83            |
| Current Electric Charges  | 14.78            |
| Deposit Amt Due           | 295.00           |
| Taxes                     | 3.73             |
| <b>Current Amount Due</b> | <b>\$ 423.29</b> |

| Due Date     | Amount Due | After Feb 17, 2016 |
|--------------|------------|--------------------|
| Feb 17, 2016 | \$ 423.29  | \$ 429.52          |



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 3.73 |

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

Welcome to Duke Energy's e-Bill program. You will no longer receive a paper bill. To view/pay your bill, go to [www.duke-energy.com](http://www.duke-energy.com), select your local utility, login to Online Services and click on Pay My Bill with e-Bill.





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

# DISCONNECT NOTICE

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Mar 17, 2017 | \$ 410.77  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000410772 92000593453 031720176 00000419338

## DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Feb 23 not included<br>Last payment received Feb 20<br>Bill prepared on Feb 23, 2017<br>Next meter reading Mar 21, 2017 |

Urgent Message - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

IMPORTANT- Your service may be disconnected if your past due amount of \$223.93 is not paid before 03/20/2017. A reconnection charge will be required. For questions, please call the number shown above.

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous | Meter Reading Present | Usage |
|-------|------------|----------------------|------|------------------------|-----------------------|-------|
| Gas   | [REDACTED] | Jan 20 Feb 20        | 31   | 981 E                  | 1079 E                | 98    |
| Elec  | [REDACTED] | Jan 20 Feb 20        | 31   | 35286 E                | 36085 E               | 799   |

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage - 98 CCF                     |                  |
| Duke Energy - Rate RS              | \$ 101.30        |
| <b>Current Gas Charges</b>         | <b>\$ 101.30</b> |
| Gas Cost Recovery \$0.44460000/CCF |                  |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 799 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 69.98        |
| <b>Current Electric Charges</b> | <b>\$ 69.98</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 415.60        |
| Payment(s) Received       | 191.67cr         |
| Late Payment Charge(s)    | 10.42            |
| <b>Balance Forward</b>    | <b>234.35</b>    |
| Current Gas Charges       | 101.30           |
| Current Electric Charges  | 69.98            |
| Taxes                     | 5.14             |
| <b>Current Amount Due</b> | <b>\$ 410.77</b> |

## DISCONNECT NOTICE

| Due Date     | Amount Due | After Mar 17, 2017 |
|--------------|------------|--------------------|
| Mar 17, 2017 | \$ 410.77  | \$ 419.33          |





DUKE

To view information printed on the back of your bill please click or  
DUKE ENERGY KENTUCKY DISCONNECT NOTICE [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 5.14 |

Duke Energy EZRead Program Reminder - This bill was prepared with estimated meter reading(s). To avoid an estimated bill next month, please submit your meter reading(s) within 3 business days of the next meter reading date listed in the "Account Information" section of this bill.



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

**DISCONNECT NOTICE**

Account Number 9[REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Apr 17, 2017 | \$ 575.54  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

210 00000575542 92000593453 041720174 00000583120

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Mar 24 not included<br>Bill prepared on Mar 24, 2017<br>Next meter reading Apr 20, 2017 |

**Urgent Message** - Your bill has been estimated for at least 9 months because we have not had access to your meter(s). Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

**IMPORTANT:** If your service has not yet been disconnected, please pay \$410.77 immediately to avoid disconnection.

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Feb 20       | Mar 21  | 29   | 1079 E                 | 1161 E  | 82    |
| Elec  | [REDACTED] | Feb 20       | Mar 21  | 29   | 36085 E                | 36795 E | 710   |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage -                            | 82 CCF          |
| Duke Energy - Rate RS              | \$ 89.71        |
| <b>Current Gas Charges</b>         | <b>\$ 89.71</b> |
| Gas Cost Recovery \$0.47130000/CCF |                 |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage -                         | 710 kWh         |
| Duke Energy - Rate RS           | \$ 61.95        |
| <b>Current Electric Charges</b> | <b>\$ 61.95</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 410.77        |
| Late Payment Charge(s)    | 8.56             |
| <b>Balance Forward</b>    | <b>419.33</b>    |
| Current Gas Charges       | 89.71            |
| Current Electric Charges  | 61.95            |
| Taxes                     | 4.55             |
| <b>Current Amount Due</b> | <b>\$ 575.54</b> |

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Apr 17, 2017 |
|--------------|------------|--------------------|
| Apr 17, 2017 | \$ 575.54  | \$ 583.12          |



DUKE

**DISCONNECT NOTICE**

To view information printed on the back of your bill please click or  
visit [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Taxes |         |
|-------|---------|
| Taxes | \$ 4.55 |

"Important: For your safety, 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 800.543.5599. "



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

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| May 15, 2017 | \$ 591.81  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000591815 92000593453 051520173 00000615706

Page 1 of 3

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Apr 21 not included<br>Last payment received Mar 30<br>Bill prepared on Apr 21, 2017<br>Next meter reading May 19, 2017 |

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous Present | Usage |
|-------|------------|----------------------|------|--------------------------------|-------|
| Gas   | [REDACTED] | Mar 21 Apr 20        | 30   | 1161 E 1674                    | 513   |
| Elec  | [REDACTED] | Mar 21 Mar 29        | 8    | 36795 E 36991                  | 196   |
| Elec  | [REDACTED] | Mar 30 Apr 20        | 21   | 36991 37175                    | 184   |

2  
2

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage - 513 CCF                    |                  |
| Duke Energy - Rate RS              | \$ 442.77        |
| <b>Current Gas Charges</b>         | <b>\$ 442.77</b> |
| Gas Cost Recovery \$0.47130000/CCF |                  |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 575.54        |
| Payment(s) Received       | 475.77 cr        |
| <b>Balance Forward</b>    | <b>99.77</b>     |
| Current Gas Charges       | 442.77           |
| Current Electric Charges  | 34.94            |
| Taxes                     | 14.33            |
| <b>Current Amount Due</b> | <b>\$ 591.81</b> |

| Electric - Residential          |                 |
|---------------------------------|-----------------|
| Usage - 196 kWh                 |                 |
| Duke Energy - Rate RS           | \$ 17.06        |
| Usage - 184 kWh                 |                 |
| Duke Energy - Rate RS           | 17.88           |
| <b>Current Electric Charges</b> | <b>\$ 34.94</b> |

| Taxes        |                 |
|--------------|-----------------|
| <b>Taxes</b> | <b>\$ 14.33</b> |

This bill contains final charges for electric service on Meter #62601982.

| Due Date     | Amount Due | After        |
|--------------|------------|--------------|
| May 15, 2017 | \$ 591.81  | May 15, 2017 |
|              |            | \$ 615.70    |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit [www.kentucky811.org](http://www.kentucky811.org).

"Important: For your safety, 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 800.543.5599."

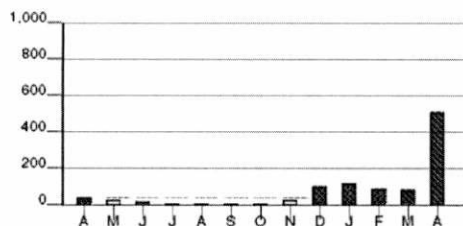
| Explanation of Current Charges |                                       |                  |
|--------------------------------|---------------------------------------|------------------|
| <b>Gas</b>                     | <b>Duke Energy</b>                    |                  |
| Meter - [REDACTED]             | Rate RS - Residential Service         |                  |
| CCF Usage - 513                | Customer Charge                       | \$ 16.10         |
| Mar 21 - Apr 20                | Gas Delivery Charge                   |                  |
| 30 Days                        | 513 CCF @ \$ 0.37213000               | 190.90           |
|                                | Gas DSM Rider                         |                  |
|                                | 513 CCF @ \$ 0.01324100cr             | 6.79cr           |
|                                | Gas Cost Recovery                     |                  |
|                                | 513 CCF @ \$ 0.47130000               | 241.78           |
|                                | Service Replacement Rider             | 0.78             |
|                                |                                       | <b>\$ 442.77</b> |
|                                | <b>Total Current Gas Charges</b>      | <b>\$ 442.77</b> |
| <b>Electric</b>                | <b>Duke Energy</b>                    |                  |
| Meter - [REDACTED]             | Rate RS - Residential Service         |                  |
| kWh Usage - 196                | Customer Charge                       | \$ 1.23          |
| Mar 21 - Mar 29                | Energy Chrg                           |                  |
| 8 Days                         | 196 kWh @ \$ 0.08073600               | 15.82            |
|                                | Elec DSM Rider                        |                  |
|                                | 196 kWh @ \$ 0.00735000               | 1.44             |
|                                | Rider MSR-E                           |                  |
|                                | 196 kWh 0.00000000                    | 0.00             |
|                                | Rider PSM                             |                  |
|                                | 196 kWh @ \$ 0.00152500cr             | 0.30cr           |
|                                | Elec Fuel Adjustment                  |                  |
|                                | 196 kWh @ \$ 0.00578400cr             | 1.13cr           |
|                                |                                       | <b>17.06</b>     |
| <b>Electric</b>                | <b>Duke Energy</b>                    |                  |
| Meter - [REDACTED]             | Rate RS - Residential Service         |                  |
| kWh Usage - 184                | Customer Charge                       | \$ 3.22          |
| Mar 30 - Apr 20                | Energy Chrg                           |                  |
| 21 Days                        | 184 kWh @ \$ 0.08073600               | 14.86            |
|                                | Elec DSM Rider                        |                  |
|                                | 184 kWh @ \$ 0.00796700               | 1.47             |
|                                | Rider MSR-E                           |                  |
|                                | 184 kWh 0.00000000                    | 0.00             |
|                                | Rider PSM                             |                  |
|                                | 184 kWh @ \$ 0.00152500cr             | 0.28cr           |
|                                | Elec Fuel Adjustment                  |                  |
|                                | 184 kWh @ \$ 0.00754600cr             | 1.39cr           |
|                                |                                       | <b>17.88</b>     |
|                                | <b>Total Current Electric Charges</b> | <b>\$ 34.94</b>  |

| Explanation of Taxes |                         |                 |
|----------------------|-------------------------|-----------------|
| <b>Taxes</b>         |                         |                 |
|                      | Franchise Fee-Covington | \$ 14.33        |
|                      |                         | <b>\$ 14.33</b> |
|                      | <b>Total Taxes</b>      | <b>\$ 14.33</b> |

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

CCF

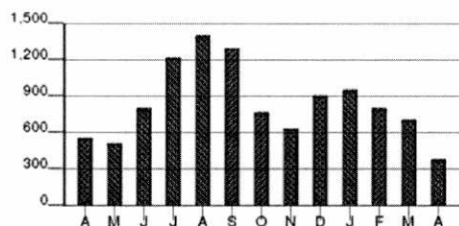
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 1,066  
Average Usage 89

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 10,412  
Average Usage 868

|          | APR | MAY | JUN | JUL   | AUG   | SEP   | OCT | NOV | DEC | JAN | FEB | MAR | APR |
|----------|-----|-----|-----|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|
| Gas      | 47  | 30  | 20  | 15    | 13    | 15    | 17  | 34  | 109 | 120 | 98  | 82  | 513 |
| Electric | 558 | 523 | 803 | 1,225 | 1,397 | 1,295 | 775 | 643 | 914 | 948 | 799 | 710 | 380 |



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

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Jun 15, 2017 | \$ 392.05  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000392057 92000593453 061520171 00000408360

Page 1 of 3

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after May 24 not included<br>Last payment received May 22<br>Bill prepared on May 24, 2017<br>Next meter reading Jun 20, 2017 |

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Apr 20       | May 19  | 29   | 1674                   | 2006 E  | 332   |
| Elec  | [REDACTED] | Apr 20       | May 19  | 29   | 37175                  | 37459 E | 284   |

???

| Gas - Residential                    |
|--------------------------------------|
| Usage - 332 CCF                      |
| Duke Energy - Rate RS \$ 299.47      |
| <b>Current Gas Charges \$ 299.47</b> |
| Gas Cost Recovery \$0.49230000/CCF   |

| Electric - Residential                   |
|------------------------------------------|
| Usage - 284 kWh                          |
| Duke Energy - Rate RS \$ 26.80           |
| <b>Current Electric Charges \$ 26.80</b> |

| Taxes                |
|----------------------|
| <b>Taxes \$ 9.78</b> |

| Current Billing                     |
|-------------------------------------|
| Amt Due - Previous Bill \$ 591.81   |
| Payment(s) Received 56.00cr         |
| Late Payment Charge(s) 23.89        |
| <b>Balance Forward 559.70</b>       |
| Current Gas Charges 299.47          |
| Current Electric Charges 26.80      |
| Agmt #4524218 Amt Due 56.00         |
| Transfer to Agmt #4524218 615.70cr  |
| Agmt #4524218 Amt Due 56.00         |
| Taxes 9.78                          |
| <b>Current Amount Due \$ 392.05</b> |

| Account Balance                        |
|----------------------------------------|
| Current Charges \$ 336.05              |
| Agreement Balance 559.70               |
| <b>Total Account Balance \$ 895.75</b> |

Duke Energy EZRead Program Reminder - This bill was prepared with estimated meter reading(s). To avoid an estimated bill next month, please submit your meter reading(s) within 3 business days of the next meter reading date listed in the "Account Information" section of this bill.

| Due Date     | Amount Due | After Jun 15, 2017 |
|--------------|------------|--------------------|
| Jun 15, 2017 | \$ 392.05  | \$ 408.36          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at [duke-energy.com/housecall](http://duke-energy.com/housecall).

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 800.544.6900 or complete an energy theft form at [duke-energy.com](http://duke-energy.com), under the customer service link.

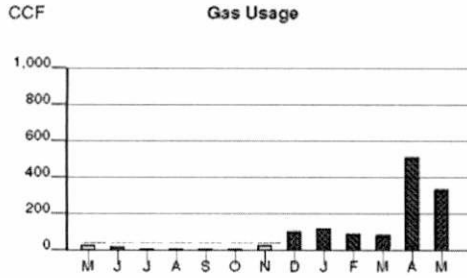
| Explanation of Current Charges                                                                                                                     |                               |          |                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------|------------------|
| <b>Gas</b><br>Meter - <span style="background-color: black; color: black;">[REDACTED]</span><br>CCF Usage - 332<br>Apr 20 - May 19<br>29 Days      | <b>Duke Energy</b>            |          |                  |
|                                                                                                                                                    | Rate RS - Residential Service |          |                  |
|                                                                                                                                                    | Customer Charge               | \$ 16.10 |                  |
|                                                                                                                                                    | Gas Delivery Charge           |          |                  |
|                                                                                                                                                    | 332 CCF @ \$ 0.37213000       | 123.55   |                  |
|                                                                                                                                                    | Gas DSM Rider                 |          |                  |
|                                                                                                                                                    | 332 CCF @ \$ 0.01324100cr     | 4.40cr   |                  |
|                                                                                                                                                    | Gas Cost Recovery             |          |                  |
|                                                                                                                                                    | 332 CCF @ \$ 0.49230000       | 163.44   |                  |
|                                                                                                                                                    | Service Replacement Rider     | 0.78     | \$ 299.47        |
| <b>Total Current Gas Charges</b>                                                                                                                   |                               |          | <b>\$ 299.47</b> |
| <b>Electric</b><br>Meter - <span style="background-color: black; color: black;">[REDACTED]</span><br>kWh Usage - 284<br>Apr 20 - May 19<br>29 Days | <b>Duke Energy</b>            |          |                  |
|                                                                                                                                                    | Rate RS - Residential Service |          |                  |
|                                                                                                                                                    | Customer Charge               | \$ 4.60  |                  |
|                                                                                                                                                    | Energy Chrg                   |          |                  |
|                                                                                                                                                    | 284 kWh @ \$ 0.08073600       | 22.93    |                  |
|                                                                                                                                                    | Elec DSM Rider                |          |                  |
|                                                                                                                                                    | 284 kWh @ \$ 0.00796700       | 2.26     |                  |
|                                                                                                                                                    | Rider MSR-E                   |          |                  |
|                                                                                                                                                    | 284 kWh 0.00000000            | 0.00     |                  |
|                                                                                                                                                    | Rider PSM                     |          |                  |
|                                                                                                                                                    | 284 kWh @ \$ 0.00152500cr     | 0.43cr   |                  |
|                                                                                                                                                    | Elec Fuel Adjustment          |          |                  |
|                                                                                                                                                    | 284 kWh @ \$ 0.00902700cr     | 2.56cr   | 26.80            |
| <b>Total Current Electric Charges</b>                                                                                                              |                               |          | <b>\$ 26.80</b>  |

| Explanation of Taxes |                         |                |
|----------------------|-------------------------|----------------|
| <b>Taxes</b>         | Franchise Fee-Covington | \$ 9.78        |
|                      | <b>Total Taxes</b>      | <b>\$ 9.78</b> |

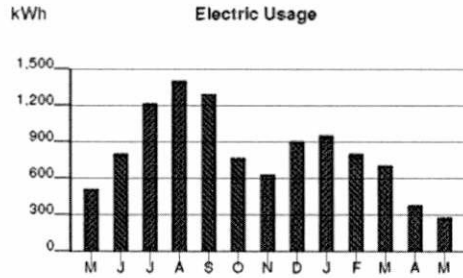
| Agreement Information |           |                               |                  |
|-----------------------|-----------|-------------------------------|------------------|
| <b>Summary</b>        |           | Previous Agreement Balance    | \$ 0.00          |
| Agreement Number -    | 4524218   | Transfer From Current Billing | \$ 615.70        |
| Agreement Amount -    | \$ 615.70 | Payment(s) Received           | \$ 32.11cr       |
| Agreement Date -      | 05/19/17  | <b>Agreement Balance</b>      | <b>\$ 559.70</b> |
| Number of Payments -  | 11        |                               |                  |
| Monthly Amount Due -  | \$ 56.00  |                               |                  |



| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |



Calculations based on most recent 12 month history  
 Total Usage 1,368  
 Average Usage 114



Calculations based on most recent 12 month history  
 Total Usage 10,173  
 Average Usage 848

|          | MAY | JUN | JUL   | AUG   | SEP   | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY |
|----------|-----|-----|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|
| Gas      | 30  | 20  | 15    | 13    | 15    | 17  | 34  | 109 | 120 | 98  | 82  | 513 | 332 |
| Electric | 523 | 803 | 1,225 | 1,397 | 1,295 | 775 | 643 | 914 | 948 | 799 | 710 | 380 | 284 |



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

Account Number [REDACTED] 80 14

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

☐

| Due Date     | Amount Due |
|--------------|------------|
| Jun 30, 2017 | \$ 852.47  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000852473 92000593453 063020176 00000889989

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jun 08 not included Bill prepared on Jun 08, 2017<br>Next meter reading Jun 20, 2017 |

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous Present | Usage |
|-------|------------|----------------------|------|--------------------------------|-------|
| Gas   | [REDACTED] | Apr 20 May 19        | 29   | 1674 2006                      | 332   |

| Gas - Residential                  |                  |
|------------------------------------|------------------|
| Usage -                            | 332 CCF          |
| Duke Energy - Rate RS              | \$ 299.47        |
| <b>Current Gas Charges</b>         | <b>\$ 299.47</b> |
| Gas Cost Recovery \$0.49230000/CCF |                  |

| Taxes |          |
|-------|----------|
| Taxes | \$ 21.70 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 131.25        |
| Cancel Late Pmt Charge    | 23.89cr          |
| Prior Month(s) Charges:   |                  |
| Gas Charges               | 423.94           |
| <b>Balance Forward</b>    | <b>531.30</b>    |
| Current Gas Charges       | 299.47           |
| Taxes                     | 21.70            |
| <b>Current Amount Due</b> | <b>\$ 852.47</b> |

| Due Date     | Amount Due | After Jun 30, 2017 |
|--------------|------------|--------------------|
| Jun 30, 2017 | \$ 852.47  | \$ 889.98          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)



To view information printed on the back of your bill please click or go to [www.duke-energy.com/kentucky/billing/back-of-bill.asp](http://www.duke-energy.com/kentucky/billing/back-of-bill.asp) **\*\* CORRECTED BILL \*\***

Account Number [REDACTED] 80 14

| Due Date     | Amount Due |
|--------------|------------|
| Jun 29, 2017 | \$ 131.25  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000131253 92000593453 062920173 00000132594

**\*\* CORRECTED BILL \*\***

Page 1 of 1

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jun 07 not included Bill prepared on Jun 07, 2017<br>Next meter reading Jun 20, 2017 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 392.05        |
| Canceled Charges:         |                  |
| Gas Charges               | 764.50cr         |
| <b>Balance Forward</b>    | <b>372.45cr</b>  |
| Agmt #4524218 Ending Bal  | 503.70           |
| <b>Current Amount Due</b> | <b>\$ 131.25</b> |

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

We have removed your agreement and adjusted your amount due to reflect the actual amount owed based on a recent meter reading. If you would like to setup new payment arrangements, please call us at 1-800-544-6900.

This bill reflects canceled and rebilled gas charges for prior months.

| Agreement Information |           |                            |                |
|-----------------------|-----------|----------------------------|----------------|
| <b>Summary</b>        |           | Previous Agreement Balance | \$ 0.00        |
| Agreement Number -    | 4524218   | <b>Agreement Balance</b>   | <b>\$ 0.00</b> |
| Agreement Amount -    | \$ 615.70 |                            |                |
| Agreement Date -      | 05/19/17  |                            |                |
| Number of Payments -  | 11        |                            |                |

**\*\* CORRECTED BILL \*\***

| Due Date     | Amount Due | After Jun 29, 2017 |
|--------------|------------|--------------------|
| Jun 29, 2017 | \$ 131.25  | \$ 132.59          |



Visit us at [www.duke-energy.com](http://www.duke-energy.com)

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

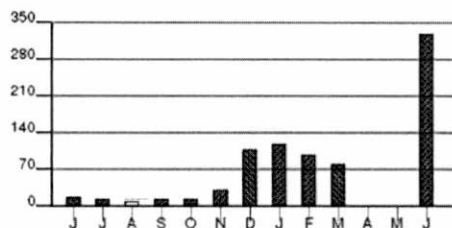
| Explanation of Current Charges |                                                |                  |
|--------------------------------|------------------------------------------------|------------------|
| <b>Gas</b>                     | <b>Duke Energy</b>                             |                  |
| Meter -                        | Rate RS - Residential Service                  |                  |
| CCF Usage - 332                | Customer Charge                                | \$ 16.10         |
| Apr 20 - May 19<br>29 Days     | Gas Delivery Charge<br>332 CCF @ \$ 0.37213000 | 123.55           |
|                                | Gas DSM Rider<br>332 CCF @ \$ 0.01324100cr     | 4.40cr           |
|                                | Gas Cost Recovery<br>332 CCF @ \$ 0.49230000   | 163.44           |
|                                | Service Replacement Rider                      | 0.78             |
|                                | <b>Total Current Gas Charges</b>               | <b>\$ 299.47</b> |

| Explanation of Prior Month(s) Charges |                                                |                  |
|---------------------------------------|------------------------------------------------|------------------|
| <b>Gas</b>                            | <b>Duke Energy</b>                             |                  |
| Meter -                               | Rate RS - Residential Service                  |                  |
| CCF Usage - 513                       | Customer Charge                                | \$ 16.10         |
| Mar 21 - Apr 20<br>30 Days            | Gas Delivery Charge<br>513 CCF @ \$ 0.37213000 | 190.90           |
|                                       | Gas DSM Rider<br>513 CCF @ \$ 0.01324100cr     | 6.79cr           |
|                                       | Gas Cost Recovery<br>513 CCF @ \$ 0.43460000   | 222.95           |
|                                       | Service Replacement Rider                      | 0.78             |
|                                       | <b>Total Prior Gas Charges</b>                 | <b>\$ 423.94</b> |

| Explanation of Taxes |                         |                 |
|----------------------|-------------------------|-----------------|
| <b>Taxes</b>         | Franchise Fee-Covington | \$ 21.70        |
|                      | <b>Total Taxes</b>      | <b>\$ 21.70</b> |

CCF

Gas Usage



Calculations based on most recent 12 month history

Any prior months adjusted usage on this bill, will display in your historical usage graph and chart on your next bill

Total Usage 835  
Average Usage 70

|     | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Gas | 20  | 15  | 13  | 15  | 17  | 34  | 109 | 120 | 98  | 82  | 0   | 0   | 332 |





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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Jul 13, 2017 | \$ 725.62  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000725625 92000593453 071320170 00000755630

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Jun 21 not included Bill prepared on Jun 21, 2017<br>Next meter reading Jul 20, 2017 |

IMPORTANT- Your service may be disconnected if your past due amount of \$107.36 is not paid before 07/14/2017. A reconnection charge will be required. For questions, please call the number shown above.

*Southern Cross*

| Meter | Number     | Reading From | Date To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|--------------|---------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Jun 08       | Jun 20  | 12   | 1705                   | 1719    | 14    |
| Gas   | [REDACTED] | May 19       | Jun 08  | 20   | 1694 E                 | 1705    | 11    |
| Elec  | [REDACTED] | May 19       | Jun 20  | 32   | 37459 E                | 38743   | 1,284 |

*??*

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 14 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 17.72        |
| <b>Current Gas Charges</b>         | <b>\$ 37.22</b> |
| Gas Cost Recovery \$0.45520000/CCF |                 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 1,284 kWh               |                  |
| Duke Energy - Rate RS           | \$ 105.17        |
| <b>Current Electric Charges</b> | <b>\$ 105.17</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 852.47        |
| Canceled Charges:         |                  |
| Gas Charges               | 308.45cr         |
| Prior Month(s) Charges:   |                  |
| Gas Charges               | 33.91            |
| <b>Balance Forward</b>    | <b>577.93</b>    |
| Current Gas Charges       | 37.22            |
| Current Electric Charges  | 105.17           |
| Taxes                     | 5.30             |
| <b>Current Amount Due</b> | <b>\$ 725.62</b> |

| Taxes |         |
|-------|---------|
| Taxes | \$ 5.30 |

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Jul 13, 2017 |
|--------------|------------|--------------------|
| Jul 13, 2017 | \$ 725.62  | \$ 755.63          |



DUKE

To view information printed on the back of your bill please click or

DISCONNECT NOTICE

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Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

This bill reflects canceled and rebilled gas charges for prior months.

We calculated your gas charges using the readings you provided.



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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due  |
|--------------|-------------|
| Aug 16, 2017 | \$ 1,002.14 |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00001002147 92000593453 081620172 00001015567

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                    |
|----------------------------------------|--------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Jul 25 not included<br>Bill prepared on Jul 25, 2017<br>Next meter reading Aug 18, 2017 |

**IMPORTANT:** Your service may be disconnected if your past due amount of \$725.62 is not paid before 08/18/2017. A reconnection charge will be required. For questions, please call the number shown above.

| Meter | Number     | Reading Date From | Reading Date To | Days | Meter Reading Previous | Meter Reading Present | Usage |
|-------|------------|-------------------|-----------------|------|------------------------|-----------------------|-------|
| Gas   | [REDACTED] | Jun 20            | Jul 20          | 30   | 1719                   | 1749 E                | 30    |
| Elec  | [REDACTED] | Jun 20            | Jul 20          | 30   | 38743                  | 41390                 | 2,647 |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 30 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 40.74        |
| <b>Current Gas Charges</b>         | <b>\$ 40.74</b> |
| Gas Cost Recovery \$0.43670000/CCF |                 |

| Current Billing           |                    |
|---------------------------|--------------------|
| Amt Due - Previous Bill   | \$ 725.62          |
| <b>Balance Forward</b>    | <b>725.62</b>      |
| Current Gas Charges       | 40.74              |
| Current Electric Charges  | 227.73             |
| Taxes                     | 8.05               |
| <b>Current Amount Due</b> | <b>\$ 1,002.14</b> |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 2,647 kWh               |                  |
| Duke Energy - Rate RS           | \$ 227.73        |
| <b>Current Electric Charges</b> | <b>\$ 227.73</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 8.05</b> |

**DISCONNECT NOTICE**

| Due Date     | Amount Due  | After Aug 16, 2017 |
|--------------|-------------|--------------------|
| Aug 16, 2017 | \$ 1,002.14 | \$ 1,015.56        |





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Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Aug 21, 2017 | \$ 984.94  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000984949 92000593453 082120173 00000997536

**\*\* CORRECTED BILL \*\***

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jul 28 not included Bill prepared on Jul 28, 2017<br>Next meter reading Aug 18, 2017 |

| Meter | Number                                                                 | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|------------------------------------------------------------------------|-------------------|--------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXXXXXX</span> | Jun 20            | Jul 20 | 30   | 1719                   | 1728    | 9     |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage -                            | 9 CCF           |
| Duke Energy - Rate RS              | \$ 24.04        |
| <b>Current Gas Charges</b>         | <b>\$ 24.04</b> |
| Gas Cost Recovery \$0.43670000/CCF |                 |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 1,002.14      |
| Canceled Charges:         |                  |
| Gas Charges               | 41.96cr          |
| <b>Balance Forward</b>    | <b>960.18</b>    |
| Current Gas Charges       | 24.04            |
| Taxes                     | 0.72             |
| <b>Current Amount Due</b> | <b>\$ 984.94</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 0.72</b> |

Should payment of this bill by the due date present a problem, please call us at the number listed in the "For Inquiries Call" section of your bill.

This bill reflects canceled and rebilled gas charges for prior months.

We calculated your gas charges using the readings you provided.

**\*\* CORRECTED BILL \*\***

| Due Date     | Amount Due | After Aug 21, 2017 |
|--------------|------------|--------------------|
| Aug 21, 2017 | \$ 984.94  | \$ 997.53          |



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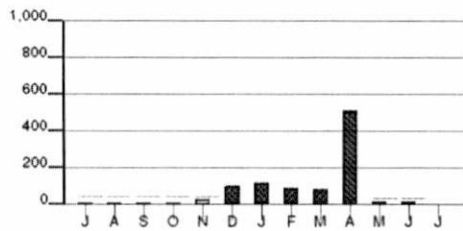
| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

| Explanation of Current Charges |                                  |                 |
|--------------------------------|----------------------------------|-----------------|
| <b>Gas</b>                     | <b>Duke Energy</b>               |                 |
| Meter - [REDACTED]             | Rate RS - Residential Service    |                 |
| CCF Usage - 9                  | Customer Charge                  | \$ 16.10        |
| Jun 20 - Jul 20                | Gas Delivery Charge              |                 |
| 30 Days                        | 9 CCF @ \$ 0.37213000            | 3.35            |
|                                | Gas DSM Rider                    |                 |
|                                | 9 CCF @ \$ 0.01324100cr          | 0.12cr          |
|                                | Gas Cost Recovery                |                 |
|                                | 9 CCF @ \$ 0.43670000            | 3.93            |
|                                | Service Replacement Rider        | 0.78            |
|                                |                                  | \$ 24.04        |
|                                | <b>Total Current Gas Charges</b> | <b>\$ 24.04</b> |

| Explanation of Taxes |                         |                |
|----------------------|-------------------------|----------------|
| <b>Taxes</b>         |                         |                |
|                      | Franchise Fee-Covington | \$ 0.72        |
|                      |                         | \$ 0.72        |
|                      | <b>Total Taxes</b>      | <b>\$ 0.72</b> |

CCF

Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,055  
 Average Usage 88

|     | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Gas | 15  | 13  | 15  | 17  | 34  | 109 | 120 | 98  | 82  | 513 | 20  | 25  | 9   |



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Account Number [REDACTED] 80 14

Amount Due

\$ 725.62

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00000725625 92000593453 000000000 00000725625

Page 1 of 1

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Jun 27 not included Bill prepared on Jun 27, 2017<br>Next meter reading Jul 20, 2017 |

| Current Billing                   |
|-----------------------------------|
| Amt Due - Previous Bill \$ 725.62 |
| Current Amount Due \$ 725.62      |

The due date for any new charges on this bill will be reflected on your next scheduled bill. Any previous charges are due on the date shown on your prior bill.

Amount Due

\$ 725.62



Visit us at [www.duke-energy.com](http://www.duke-energy.com)



DUKE

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**DISCONNECT NOTICE** [duke-energy.com/kentucky/billing/back-of-bill.asp](http://duke-energy.com/kentucky/billing/back-of-bill.asp)

Page 2 of 2

| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 | [REDACTED]     |

Duke Energy EZRead Program Reminder - This bill was prepared with estimated meter reading(s). To avoid an estimated bill next month, please submit your meter reading(s) within 3 business days of the next meter reading date listed in the "Account Information" section of this bill.

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](http://duke-energy.com/HouseCall).



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

**DISCONNECT NOTICE**

Account Number [REDACTED] 80 14

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

| Due Date     | Amount Due |
|--------------|------------|
| Sep 14, 2017 | \$ 923.90  |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1327  
Charlotte NC 28201-1327

210 00000923907 92000593453 091420171 00000933538

**DISCONNECT NOTICE**

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 1

| Name /Service Address                                | For Inquiries Call         | Account Number |
|------------------------------------------------------|----------------------------|----------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | [REDACTED]     |

| Mail Payments To                       | Account Information                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| PO Box 1327<br>Charlotte NC 28201-1327 | Payments after Aug 23 not included<br>Last payment received Aug 21<br>Bill prepared on Aug 23, 2017<br>Next meter reading Sep 19, 2017 |

**IMPORTANT-** Your service may be disconnected if your past due amount of \$725.62 is not paid before 09/15/2017. A reconnection charge will be required. For questions, please call the number shown above.

| Meter | Number     | Reading Date From To | Days | Meter Reading Previous | Present | Usage |
|-------|------------|----------------------|------|------------------------|---------|-------|
| Gas   | [REDACTED] | Jul 20 Aug 18        | 29   | 1728                   | 1736    | 8     |
| Elec  | [REDACTED] | Jul 20 Aug 18        | 29   | 41390                  | 43376   | 1,986 |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 8 CCF                      |                 |
| Duke Energy - Rate RS              | \$ 23.08        |
| <b>Current Gas Charges</b>         | <b>\$ 23.08</b> |
| Gas Cost Recovery \$0.41570000/CCF |                 |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 1,986 kWh               |                  |
| Duke Energy - Rate RS           | \$ 169.43        |
| <b>Current Electric Charges</b> | <b>\$ 169.43</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 5.77</b> |

| Current Billing           |                  |
|---------------------------|------------------|
| Amt Due - Previous Bill   | \$ 984.94        |
| Payment(s) Received       | 259.32cr         |
| <b>Balance Forward</b>    | <b>725.62</b>    |
| Current Gas Charges       | 23.08            |
| Current Electric Charges  | 169.43           |
| Taxes                     | 5.77             |
| <b>Current Amount Due</b> | <b>\$ 923.90</b> |

**DISCONNECT NOTICE**

| Due Date     | Amount Due | After Sep 14, 2017 |
|--------------|------------|--------------------|
| Sep 14, 2017 | \$ 923.90  | \$ 933.53          |





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

Account Number XXXXXXXXXX 80 14

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

| Due Date     | Amount Due  |
|--------------|-------------|
| Oct 12, 2017 | \$ 1,066.29 |

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

Christina L Rule  
637 12Th W  
Covington KY 41011

PO Box 1326  
Charlotte NC 28201-1326

200 00001066293 92000593453 101220176 00001073206

Page 1 of 2

| Name /Service Address                                | For Inquiries Call         | Account Number                                                         |
|------------------------------------------------------|----------------------------|------------------------------------------------------------------------|
| Christina L Rule<br>637 12Th W<br>Covington KY 41011 | Duke Energy 1-800-544-6900 | <span style="background-color: black; color: black;">XXXXXXXXXX</span> |

| Mail Payments To                       | Account Information                                                                                 |
|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| PO Box 1326<br>Charlotte NC 28201-1326 | Payments after Sep 20 not included Bill prepared on Sep 20, 2017<br>Next meter reading Oct 18, 2017 |

| Meter | Number                                                             | Reading Date From | To     | Days | Meter Reading Previous | Present | Usage |
|-------|--------------------------------------------------------------------|-------------------|--------|------|------------------------|---------|-------|
| Gas   | <span style="background-color: black; color: black;">XXXXXX</span> | Aug 18            | Sep 19 | 32   | 1736                   | 1746    | 10    |
| Elec  | <span style="background-color: black; color: black;">XXXXXX</span> | Aug 18            | Sep 19 | 32   | 43376                  | 44715   | 1,339 |

| Gas - Residential                  |                 |
|------------------------------------|-----------------|
| Usage - 10 CCF                     |                 |
| Duke Energy - Rate RS              | \$ 24.44        |
| <b>Current Gas Charges</b>         | <b>\$ 24.44</b> |
| Gas Cost Recovery \$0.39720000/CCF |                 |

| Current Billing           |                    |
|---------------------------|--------------------|
| Amt Due - Previous Bill   | \$ 923.90          |
| <b>Balance Forward</b>    | <b>923.90</b>      |
| Current Gas Charges       | 24.44              |
| Current Electric Charges  | 113.81             |
| Taxes                     | 4.14               |
| <b>Current Amount Due</b> | <b>\$ 1,066.29</b> |

| Electric - Residential          |                  |
|---------------------------------|------------------|
| Usage - 1,339 kWh               |                  |
| Duke Energy - Rate RS           | \$ 113.81        |
| <b>Current Electric Charges</b> | <b>\$ 113.81</b> |

| Taxes        |                |
|--------------|----------------|
| <b>Taxes</b> | <b>\$ 4.14</b> |

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| Due Date     | Amount Due  | After Oct 12, 2017 |
|--------------|-------------|--------------------|
| Oct 12, 2017 | \$ 1,066.29 | \$ 1,073.20        |

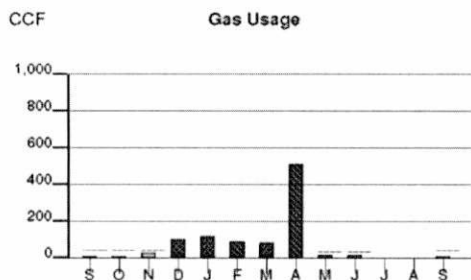


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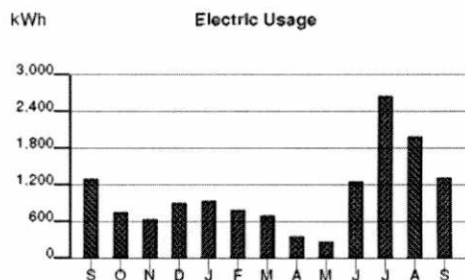
| Name             | Service Address                  | Account Number |
|------------------|----------------------------------|----------------|
| Christina L Rule | 637 12Th W<br>Covington KY 41011 |                |

| Explanation of Current Charges                                                           |                                                                                                                                                                                                                                                                                                                                                                                                      |                  |
|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Gas</b><br>Meter - [REDACTED]<br>CCF Usage - 10<br>Aug 18 - Sep 19<br>32 Days         | <b>Duke Energy</b><br>Rate RS - Residential Service<br><br>Customer Charge \$ 16.10<br>Gas Delivery Charge<br>10 CCF @ \$ 0.37213000 3.72<br>Gas DSM Rider<br>10 CCF @ \$ 0.01324100cr 0.13cr<br>Gas Cost Recovery<br>10 CCF @ \$ 0.39720000 3.97<br>Service Replacement Rider 0.78<br><br><b>Total Current Gas Charges</b>                                                                          | <b>\$ 24.44</b>  |
| <b>Electric</b><br>Meter - [REDACTED]<br>kWh Usage - 1,339<br>Aug 18 - Sep 19<br>32 Days | <b>Duke Energy</b><br>Rate RS - Residential Service<br><br>Customer Charge \$ 4.60<br>Energy Chrg<br>1,339 kWh @ \$ 0.07545600 101.04<br>Elec DSM Rider<br>1,339 kWh @ \$ 0.00796700 10.67<br>Rider MSR-E<br>1,339 kWh 0.00000000 0.00<br>Rider PSM<br>1,339 kWh @ \$ 0.00045600cr 0.61cr<br>Elec Fuel Adjustment<br>1,339 kWh @ \$ 0.00141400cr 1.89cr<br><br><b>Total Current Electric Charges</b> | <b>\$ 113.81</b> |

| Explanation of Taxes |                                 |                |
|----------------------|---------------------------------|----------------|
| <b>Taxes</b>         | Franchise Fee-Covington \$ 4.14 | \$ 4.14        |
|                      | <b>Total Taxes</b>              | <b>\$ 4.14</b> |



Calculations based on most recent 12 month history  
Total Usage 1,045  
Average Usage 87



Calculations based on most recent 12 month history  
Total Usage 12,709  
Average Usage 1,059

|          | SEP   | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN   | JUL   | AUG   | SEP   |
|----------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Gas      | 15    | 17  | 34  | 109 | 120 | 98  | 82  | 513 | 20  | 25    | 9     | 8     | 10    |
| Electric | 1,295 | 775 | 643 | 914 | 948 | 799 | 710 | 380 | 284 | 1,284 | 2,647 | 1,986 | 1,339 |