

RECEIVED

AUG 22 2022

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE  
COMMISSION

In the matter of:

Elizabeth L. Eichelberger

(Your Full Name)

COMPLAINANT

VS.

Duke Energy Budget Plan

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Elizabeth L. Eichelberger respectfully shows:  
(Your Full Name)

(a) \_\_\_\_\_  
(Your Full Name)

\_\_\_\_\_  
(Your Address)

(b) \_\_\_\_\_  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: Duke Energy has raised my budget plan  
(Describe here, attaching additional sheets if necessary,

from \$217.00 per month to \$333.00. They say  
the specific act, fully and clearly, or facts that are the reason

due to my increased Electric use.  
and basis for the complaint.)

during the first month of 2022 (see Attached) Exhibit #1

Continued on Next Page

Formal Complaint

Elizabeth L Eichelberger vs. Duke Energy

Page 2 of 2

my electric WAS increased only "1" month  
in April of 2022 (see Attached list Duke Energy  
sent me.

\$217.00 Budget Bill (Attached) Exhibit #2

\$333.00 Budget Bill (Attached) Exhibit #3

January to May - 2021 = 11,412 KWH 2022 = 10,685 KWH = -727  
for 2022

Wherefore, complainant asks Duke Energy to recind  
(Specifically state the relief desired.)

the \$333.00 monthly to more appropriate  
Budget Billing They have increased my  
yearly Electric by \$1392.00 A year for 2022

They screw up my first 5 month payments  
(See Attached Bills 2022) I have not increased my Electric  
usage

Dated at Covington, Kentucky, this 9<sup>th</sup> day

of August, 2022  
(Month)

Elizabeth Eichelberger  
(Your Signature\*)

N/A  
(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.

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
LATONIA, KY 41015

Exhibit # 1  
Check and the Cost  
per day

Date	Days	Read	Actual KWH	Bill KWH	KWH/Day	Net Charge	Local Tax	Cost Per Day
↓ 5/17/2022	28	92269	980	980	35	\$ 131.41	\$ 16.30	\$ 4.69
→ ↑ 4/19/2022	33	91289	2,110	2,110	63.9	\$ 250.72	\$ 8.57	\$ 7.60
↓ 3/18/2022	28	89179	2,108	2,108	75.3	\$ 204.87	\$ 13.33	\$ 7.32
↓ 2/18/2022	29	87071	2,590	2,590	89.3	\$ 322.53	\$ 20.98	\$ 11.12
↓ 1/20/2022	34	84481	2,897	2,897	85.2	\$ 391.72	\$ 25.47	\$ 11.52
12/17/2021	31	81584	2,647	2,647	85.4	\$ 306.90	\$ 19.95	\$ 9.90
11/16/2021	29	78937	1,815	1,815	62.6	\$ 201.13	\$ 13.08	\$ 6.94
10/18/2021	31	77122	991	991	32	\$ 98.69	\$ 6.42	\$ 3.18
9/17/2021	30	76131	1,322	1,322	44.1	\$ 133.16	\$ 8.66	\$ 4.44
8/18/2021	29	74809	1,337	1,337	46.1	\$ 131.12	\$ 8.53	\$ 4.52
7/20/2021	32	73472	1,490	1,490	46.6	\$ 151.12	\$ 9.83	\$ 4.72
6/18/2021	30	71982	1,179	1,179	39.3	\$ 120.00	\$ 7.80	\$ 4.00
5/19/2021	29	70803	1,199	1,199	41.3	\$ 121.88	\$ 7.92	\$ 4.20
→ 4/20/2021	32	69604	1,809	1,809	56.5	\$ 163.89	\$ 10.65	\$ 5.12
3/19/2021	29	67795	2,306	2,306	79.5	\$ 200.22	\$ 13.02	\$ 6.90
2/18/2021	29	65489	2,807	2,807	96.8	\$ 246.91	\$ 16.06	\$ 8.51
1/20/2021	34	62682	3,291	3,291	96.8	\$ 283.21	\$ 18.42	\$ 8.33
12/17/2020	31	59391	2,629	2,629	84.8	\$ 232.26	\$ 15.10	\$ 7.49
11/16/2020	32	56762	1,588	1,588	49.6	\$ 137.04	\$ 8.91	\$ 4.28
10/15/2020	29	55174	769	769	26.5	\$ 74.77	\$ 4.86	\$ 2.58
9/16/2020	30	54405	1,317	1,317	43.9	\$ 123.01	\$ 8.00	\$ 4.10
8/17/2020	31	53088	1,610	1,610	51.9	\$ 136.20	\$ 8.85	\$ 4.39
7/17/2020	30	51478	1,588	1,588	52.9	\$ 134.33	\$ 8.74	\$ 4.48
6/17/2020	30	49890	1,421	1,421	47.4	\$ 125.14	\$ 8.13	\$ 4.17
5/18/2020	31	48469	1,723	1,723	55.6	\$ 147.97	\$ 9.62	\$ 4.77

only  
April  
was  
higher  
in  
2022



duke-energy.com  
1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
LATONIA KY 41015

**Bill date** Mar 8, 2021  
**For service** Jan 20 - Feb 18  
29 days

**Account number** [REDACTED]

### Billing summary

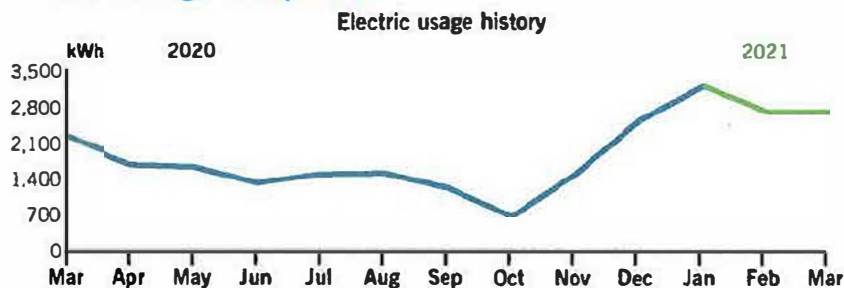
Previous amount due	\$68.59
Payment received Feb 23	-68.59
Budget Billing Amt Due	217.00
<b>Total amount due Mar 30</b>	<b>\$217.00</b>



Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

### Your usage snapshot



	Current Month	Mar 2020	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,807	2,265	23,310	1,943
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.** Late payments are subject to a 5% late charge.

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



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

**Account number** [REDACTED]

#### Amount due

**\$217.00**  
by Mar 30

After Mar 30, the amount due will increase to \$226.80.

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



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

008072 000000391



BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463



*Exhibit #2*

*2021*

*Jan to Feb 18*



## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

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

### Help managing your account (not applicable for all customers)

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

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

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

### Request the condensed or detailed bill format

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

#### Your next meter reading: Mar 19

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

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

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

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

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

#### When you pay by check

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

#### Para nuestros clientes que hablan Español

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

**Service address**  
BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
LATONIA KY 41015

**Bill date** Jul 21, 2022  
**For service** Jun 17 - Jul 19  
33 days

**Account number** [REDACTED]

## Billing summary

Previous Amount Due	\$172.33
Payment Received Jul 05	-172.33
Current Budget Billing Plan Charges	333.00
<b>Total Amount Due Aug 11</b>	<b>\$333.00</b>

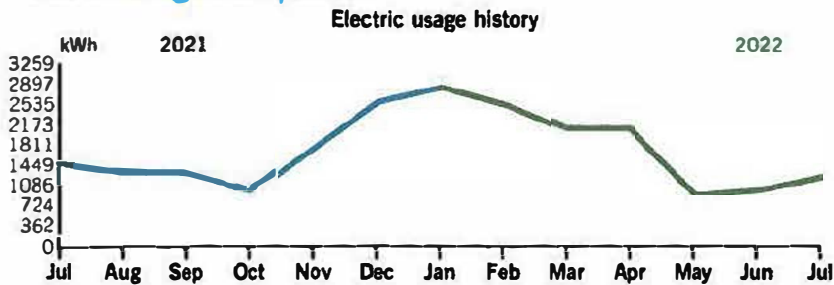


Thank you for your payment.

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

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

## Your usage snapshot



### Average temperature in degrees

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

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,314	1,490	21,186	1,766
12-month usage based on most recent history				

**Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.**

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



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

*Exhibit #3*

**Account number** [REDACTED]

### Amount due

**\$333.00**  
by Aug 11

After Aug 11, the amount due will increase to \$333.00.

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

010185 000001667



BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463



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

*7-29-22*



duke-energy.com  
800.544.6900

Account number



## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

### Help managing your account (not applicable for all customers)

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

### Correspond with Duke Energy (not for payment)

P.O. Box 1326  
Charlotte, NC 28201

### General questions or concerns

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

### Request the condensed or detailed bill format

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

#### Your next meter reading: Aug 18

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

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

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

#### When you pay by check

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

#### Para nuestros clientes que hablan Español

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



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



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

007959 000000508

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

Account number

**\$590.58**

by Mar 1

After Mar 1, the amount due will increase to \$605.71.

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

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

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



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

002637 000005636

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

Account number

**\$0.00**

No payment is required at this time.

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

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

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



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

010133 000001132

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

Account number

**\$0.00**

No payment is required at this time.

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

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



3334

316

April 2022

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 0.0% late charge.

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



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

Exhibit 1

Account number

[Redacted]

\$ 89.67  
by May 12

After May 12, the amount due will increase to \$809.67.

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



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

008512 000000971  
[Barcode]

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

[Redacted]

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 0.0% late charge.

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



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

Account number

[Redacted]

\$316.00  
by May 26

After May 26, the amount due will increase to \$316.00.

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



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

006135 000004082  
[Barcode]

BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

[Redacted]

May Bill