



139 East Fourth Street
1303-Main
Cincinnati, Ohio 45202

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Larisa.Vaysman@duke-energy.com
Larisa M. Vaysman
Senior Counsel

VIA ELECTRONIC MAIL: PSCED@ky.gov

April 10, 2023

Ms. Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

RECEIVED

APR 10 2023

PUBLIC SERVICE
COMMISSION

Re: Case No. 2022-00435
In the Matter of: Jeane Cole v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. hereby submits for electronic filing with the Commission its Answer to the Complaint in the above-styled case.

I certify that the electronically filed documents are true and accurate copies of the original documents. The Company will retain the original filing in paper medium as the requirement to file it with the Commission was permanently granted a deviation in Case No. 2020-00085.

Respectfully submitted,

/s/Larisa Vaysman

Larisa M. Vaysman (98944)

Senior Counsel

Duke Energy Business Services LLC

139 East Fourth Street, 1303-Main

Cincinnati, Ohio 45202

Phone: (513) 287-4010

Fax: (513) 370-5720

Email: larisa.vaysman@duke-energy.com

Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

cc: Jeane Cole

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEANE COLE)	
)	
COMPLAINANT)	Case No. 2022-00435
)	
v.)	
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

**DUKE ENERGY KENTUCKY, INC.’S ANSWER
AND MOTION TO DISMISS**

Now comes Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), by and through counsel, and pursuant to the Kentucky Public Service Commission (Commission)’s March 30, 2023, Order in this matter, does hereby respectfully tender its Answer to the Complaint and respectfully requests that the Complaint be dismissed.

I. INTRODUCTION

1. Jeane Cole (Complainant) is a customer of Duke Energy Kentucky, for both natural gas and electric service.

2. On or about April 21, 2022, Duke Energy Kentucky replaced the module on Ms. Cole’s gas meter which enables the meter to communicate its readings remotely to the Company’s customer information system. Records pertaining to this change are attached hereto as Exhibit A.

3. After replacing the module, Duke Energy Kentucky verified that the gas meter was able to communicate remotely with the new module.

4. After April 21, 2022, Ms. Cole's gas meter was communicating its actual meter reads, but the gas meter did not immediately convert successfully into the Company's new customer information system and therefore the communicated gas meter reads were not successfully linked to Ms. Cole's account by the customer information system.

5. The customer information system continued to estimate Ms. Cole's natural gas bills for the following bill dates:

- April 22, 2022;
- May 18, 2022; and
- June 21, 2022.¹

6. After Duke Energy Kentucky associated the gas meter to Ms. Cole's account, the Company used actual meter reads to revise previously estimated meter reads for April 13, 2022, May 12, 2022, June 13, 2022, and July 14, 2022.

7. On or about July 19, 2022, Duke Energy Kentucky issued the corrected bill, attached as Exhibit C, to Ms. Cole for the period of March 15, 2022 to July 14, 2022.

8. On or about August 16, 2022, Duke Energy Kentucky issued a corrected bill to Ms. Cole for the period of March 15, 2022, to August 12, 2022. This corrected bill is attached as Exhibit D.

9. On or about September 2, 2022, Ms. Cole contacted the Commission to challenge the accuracy of her Duke Energy Kentucky natural gas bill "since March," and Duke Energy Kentucky received a PSC Consumer Inquiry System sheet with the Complaint No. 2022-02692 listed (informal complaint).

¹ These bills are attached as Exhibit B.

10. On or about September 7, 2022, Duke Energy Kentucky issued a corrected bill, attached as Exhibit E, to Ms. Cole; the July 14, 2022, gas meter reading of 773 on the September 7, 2022 bill was the same as it had been on the July 19, 2022 bill in Exhibit C and on the August 16, 2022 bill in Exhibit D. Likewise, the gas meter reading for August 12 was the same on both bills in Exhibit D and Exhibit E: 781.

11. Ms. Cole's natural gas service has been active during the entire time period for which Ms. Cole disputes billing accuracy in the Complaint, which the Company understands to be March 2022 to August 2022, inclusive.

12. The Company believes that Ms. Cole's current billing is up-to-date and accurately reflects her usage since March 2022.

II. ANSWER

In response to the allegations contained in the Complaint, Duke Energy Kentucky states as follows:

13. Duke Energy Kentucky denies the claims that the Company is incorrectly billing the Complainant for usage between March 2022 and August 2022, inclusive.

14. With respect to the personal information included in the Complaint, Duke Energy Kentucky generally admits:

- a. That the Complainant's name is Jeane Cole;
- b. That the Complainant is a customer of Duke Energy Kentucky, Inc.;
- c. That the Complainant received a bill on August 16, 2022, with a total amount due of \$704.59; and,
- d. That the Complainant's natural gas meter readings were initially not being communicated remotely, and then not being effectively linked in the

Company's customer information system to the Complainant's account during the period of March 2022 through July 2022, and therefore that estimated natural gas meter reads were used to bill Complainant for bills issued on April 22, May 18, and June 21, 2022.

15. Duke Energy Kentucky admits that Complainant was inadvertently issued a disconnect notice on the November 15, 2022, bill that stated in part, "Your past due amount of \$445.11 must be paid by December 11, 2022 to avoid possible disconnection of your service on or after Dec. 12, 2022." Answering further, Duke Energy Kentucky states that it had placed a "lock" on the account to prevent it from entering into the disconnect process pending the Company's investigation of the informal complaint, but the lock was removed through human error. Answering further, Duke Energy Kentucky states that the lock has been restored, pending resolution of these proceedings.

16. Out of an abundance of caution, given the Commission's directive to "include with its written answer a copy of all meter test results for tests performed on Ms. Cole's meter that is at issue in this matter," the Company attaches Exhibit F, which depicts test results for a previously removed meter from Ms. Cole's premises. The tested meter, which was removed in September 2021, is not at issue in this matter, which concerns the accuracy of billing from March 2022 to August 2022, inclusive.

17. All averments in the Complaint not expressly and affirmatively admitted herein are hereby expressly denied.

FIRST AFFIRMATIVE DEFENSE

18. The Complaint fails to state a cause of action upon which relief can be granted.

SECOND AFFIRMATIVE DEFENSE

19. At all relevant times, Duke Energy Kentucky has billed Complainant for actual consumption in accordance with Duke Energy Kentucky's filed tariffs.

THIRD AFFIRMATIVE DEFENSE

20. Duke Energy Kentucky respectfully reserves the right to plead any and all additional defenses that discovery may reveal.

III. MOTION TO DISMISS

21. Complainant has failed to state a claim for which relief may be granted and the Complaint should be dismissed with prejudice.

WHEREFORE, Duke Energy Kentucky prays that the Complaint be dismissed with prejudice, this case be stricken from the Commission's docket, and Duke Energy Kentucky be granted any and all other relief to which it may be entitled.

Respectfully submitted,

/s/Larisa M. Vaysman

Larisa M. Vaysman (98944)

Senior Counsel

Duke Energy Business Services LLC

139 East Fourth Street, 1303-Main

Cincinnati, Ohio 45202

Phone: (513) 287-4010

Fax: (513) 370-5720

E-mail: larisa.vaysman@duke-energy.com

Counsel for Duke Energy Kentucky, Inc.

CERTIFICATE OF SERVICE

This is to certify that a true and accurate copy of the foregoing has been emailed to the Kentucky Public Service Commission at PSCED@ky.gov. In addition, a true and accurate copy of the foregoing was placed in the U.S. mail, postage prepaid, on April 10, 2023 addressed to the following:

Jeane Cole
319 Ervin Terrace
Dayton, KY 41074

/s/Larisa M. Vaysman

Counsel, Duke Energy Kentucky, Inc.

Home | 319 / ERVIN TER - SAP Cloud for

https://my354464-ss0.crm.ondemand.com/sap/ap/ui/repository/SAP_UI/HTML5/newclient.html?app.component=/SAP_UI_CT/Main/root.uicwoc&rootWindow=X&redirectUrl=/sap/byd/runtime#Nav/1/eyJ0aGluZ3Bhcm...

Power BI | NGBU Launch_Lear... | Google | GMC & TFO Team,... | The Portal | High-Risk Tools | OnBoard® LMS | SharePoint 2013 | Offboarding Assista... | Fleet Duke Energy -... | GreenSky Customer... | Request Details | D... | Rentec Direct | Other favorites

DUKE ENERGY

Live Activity Center | Premise 319 / ERVIN TER

319 / ERVIN TER | Move Out | Move In

view | Connection Details | Exceptions | Other Premise Details | Create/Change ZTMD | Create Service Order | Service Order Change/Cancel | Ad hoc Premise Correspondence | Additional Fields | Create Gas Trouble | Change/Cancel Gas Trouble | Meter Test Result | Work Order

Orders

Line Items (1)

Order Number	Order Type	Order Status	Created On	Closure Date	MAT Code	BPEM	BPEM Status	Installation	Meter Number	Meter Type
100002116153	Investigation Order	Completed	04-14-2022	04-21-2022	Field Meter Investigate	1004726804	Completed	7007990689	1183200	AMI

Order History | Display

Home x 319 / ERVIN TER - SAP Cloud for x +

https://my354464-ss0.crm.ondemand.com/sap/ap/ui/repository/SAP_UI/HTML5/newclient.html?app.component=/SAP_UI_CT/Main/root.uiccwoc&rootWindow=X&redirectUrl=/sap/byd/runtime#Nav/1/eyJ0aGluZ3Bhcm...

Power BI NGBU Launch_Lear... Google GMC & TFO Team,... The Portal High-Risk Tools OnBoard® LMS SharePoint 2013 Offboarding Assista... Fleet Duke Energy -... GreenSky Customer... Request Details | D... Rentec Direct Other favorites

DUKE ENERGY

Live Activity Center Premise 319 / ERVIN TER

319 / ERVIN TER | Move Out Move In

view Connection Details Exceptions Other Premise Details Create/Change ZTMD Create Service Order **Service Order Change/Cancel** Ad hoc Premise Correspondence Additional Fields Create Gas Trouble Change/Cancel Gas Trouble Meter Test Result Work Order

Orders

Display Service Order (100002116153) Order Type: Investigation Order MAT Code: Field Meter Investigate Remote No

Order Status:	Completed	Reason:	
Reference Order Number:		Meter Type:	
Existing Comment:	[SS9 PP1SERVUSER 04/21/2022 12:32:12] SWIPED MODULE AND VERIFIED CONNECTED TO ELECTRIC METER [CSR RMETZ1 04/14/2022 15:13:52] SWIPE MODULE & VERIFY PAIRED. VERIFY ELECTRIC METERS ARE IN RANGE BEFORE FINAL SWIPE OF	Rate Category:	KY - Gas Residential Service
Primary Person Name:	JEAN COLE	Business Unit:	MW-MTR-GAS
Primary Number / Extn:		Wanted Date:	04/18/2022
Secondary Person Name:		Wanted Time:	08:00:00 16:00:00
Secondary Number / Extn:		Requested By:	<input type="radio"/> Customer <input checked="" type="radio"/> Internal
Call Ahead: <input type="checkbox"/>	Office Review: <input type="checkbox"/>	Service Fee:	
		Fee Waiver Flag:	<input type="checkbox"/>
		Waiver Reason:	

Order History Close

OP Center	Dispatcher	Employee Name	Company	Job Code	Job Code Desc	Order Type	Action to be Taken	Account Number	Meter Number	Address	Contact Phone	Suburb	Work Status	Completed Date	Completion Remarks	UNIX Code	UNIX Date	UNIX Remarks	Cancel Reason	Cancelled Date	Appointment Start	Expiry Date	Dispatch Date	En Route Date	Onsite Date	Assign Closed Date	On Time	Completion Model	Order Number	Latest Comments
FLORENCE	BUCKLEY, KATHY	BAKER, KELLY R	DUKE	INV-GAS	Gas Investigation		IFG		1183200	319 ERVINTER DAYTON		DAYTON	CMPL	4/21/2022 12:32:07 PM	SWIPED MODULE AND VERIFIED CONNECTED TO ELECTRIC METER							4/18/2022					N	GAS METER	SAP100002116153-00	[CSR RMETZ1 04/14/2022 15:13:52],SWIPE MODULE & VERIFY PAIRED. VERIFY ELECTRIC METERS ARE IN RANGE,PERFORM FINAL SWIPE OF MODULE BEFORE LEAVING. THANKS.XA.



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

JEAN COLE
[Redacted]
[Redacted]

Bill date Apr 22, 2022

For service Mar 15 - Apr 13
30 days

Account number [Redacted]

Billing summary

Previous Amount Due	\$95.83
<i>Payment Received Mar 29</i>	-95.83
Current Electric Charges	70.91
Current Gas Charges	24.55
Taxes	2.87
Total Amount Due May 13	\$98.33

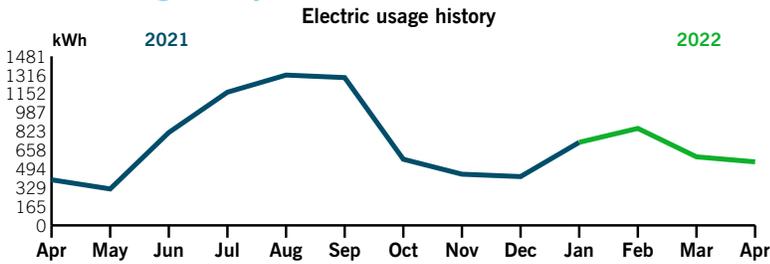


Thank you for your payment.

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

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit Kentucky811.org.

Your usage snapshot



Average temperature in degrees

54° 61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 45°

	Current Month	Apr 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	556	399	9,094	758
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 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]

Amount due

\$98.33
by May 13

After May 13, the amount due will increase to \$98.33.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

JEAN COLE
[Redacted]

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

88 [Redacted] 000330000000000000000000983300000098332



Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

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

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

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

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: May 12

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.

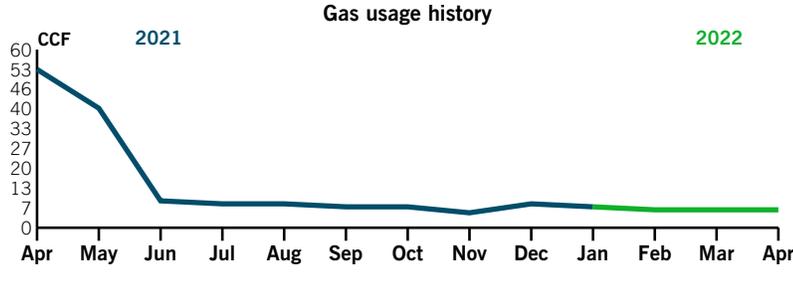
Para nuestros clientes que hablan Español

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.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

54° 61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 45°

	Current Month	Apr 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	6	53	117	10

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Apr 13	38011
Previous reading on Mar 15	- 37455
Energy Used	556 kWh
Billed kWh	556.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current Gas usage for meter number 1183200

Estimated reading on Apr 13	44
Previous reading on Mar 15	- 38
Gas Used	6 CCF
Billed CCF	6.000 CCF



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

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter.

Billing details - Electric

Billing Period - Mar 15 to Apr 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
556.000 kWh @ \$0.08099500	45.03
Demand Side Management Cost Recovery Program Rider (DSM)	
556.000 kWh @ \$0.00697500	3.88
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
556.000 kWh @ \$-0.00023100	-0.13
Electric Fuel Adjustment	
556.000 kWh @ \$0.00598800	3.33
Environmental Surcharge Mechanism Rider (ESM)	5.90
Total Current Charges	\$70.91

Your current rate is Residential Service (RS).

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

Billing details - Gas

Billing Period - Mar 15 to Apr 13
--

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Gas continued

Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$0.60340000	3.62
Gas WNA Rider	
6.000 CCF @ \$-0.01870361	-0.11
Total Current Charges	\$24.55

Billing details - Taxes

Franchise Fee	\$2.87
Total Taxes	\$2.87



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

JEAN COLE
[REDACTED]
[REDACTED]

Bill date May 18, 2022

For service Apr 14 - May 12
29 days

Account number [REDACTED]

Billing summary

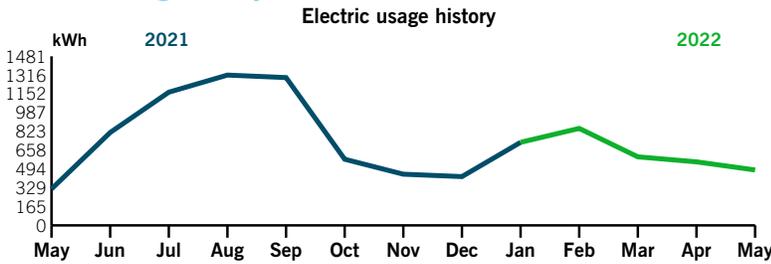
Previous Amount Due	\$98.33
<i>Payment Received May 03</i>	-98.33
Current Electric Charges	63.48
Current Gas Charges	55.52
Taxes	3.57
Total Amount Due Jun 08	\$122.57



Thank you for your payment.

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

Your usage snapshot



Average temperature in degrees

61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 60°

	Current Month	May 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	485	319	9,260	772
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 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]

Amount due

\$122.57
by Jun 8

After Jun 8, the amount due will increase to \$122.57.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

JEAN COLE
[REDACTED]

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

88 [REDACTED] 0003300000000000000000001225700000122575



Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

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

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

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

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jun 13

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.

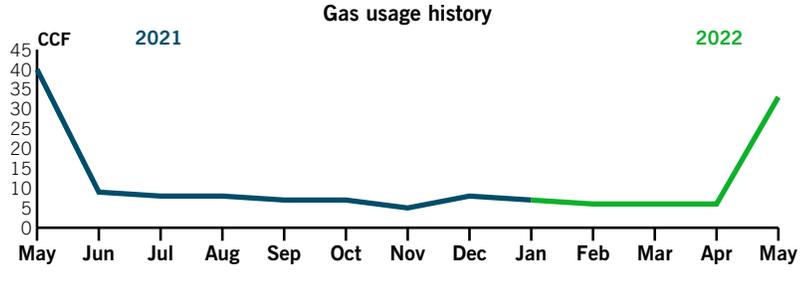
Para nuestros clientes que hablan Español

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.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

61° 73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 60°

	Current Month	May 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	33	40	110	9

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on May 12	38496
Previous reading on Apr 14	- 38011
Energy Used	485 kWh
Billed kWh	485.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current Gas usage for meter number 1183200

Estimated reading on May 12	77
Estimated previous reading on Apr 14	- 44
Gas Used	33 CCF
Billed CCF	33.000 CCF



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

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter.

Billing details - Electric

Billing Period - Apr 14 to May 12	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
485.000 kWh @ \$0.08099500	39.28
Demand Side Management Cost Recovery Program Rider (DSM)	
485.000 kWh @ \$0.00697500	3.38
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
485.000 kWh @ \$-0.00023100	-0.11
Electric Fuel Adjustment	
485.000 kWh @ \$0.00583200	2.83
Environmental Surcharge Mechanism Rider (ESM)	5.20
Total Current Charges	\$63.48

Your current rate is Residential Service (RS).

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

Billing details - Gas

Billing Period - Apr 14 to May 12
--

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Gas continued

Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
33.000 CCF @ \$0.52474000	17.32
Gas DSM Rider	
33.000 CCF @ \$0.01480300	0.49
Gas Cost Recovery	
33.000 CCF @ \$0.60340000	19.91
Total Current Charges	\$55.52

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

Billing details - Taxes

Franchise Fee	\$3.57
Total Taxes	\$3.57



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

JEAN COLE
[REDACTED]
[REDACTED]

Bill date Jun 21, 2022

For service May 13 - Jun 13
32 days

Account number [REDACTED]

Billing summary

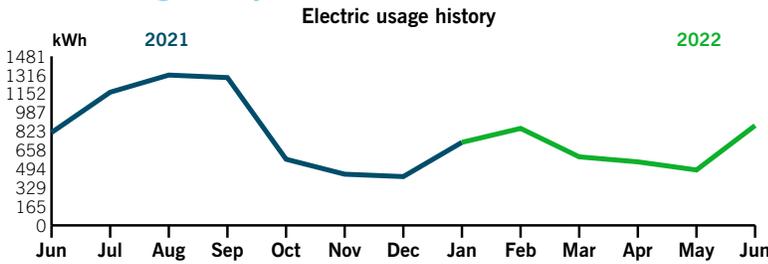
Previous Amount Due	\$122.57
<i>Payment Received May 31</i>	-122.57
Current Electric Charges	124.20
Current Gas Charges	55.30
Taxes	5.39
Total Amount Due Jul 12	\$184.89



Thank you for your payment.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1-800-544-6900 or complete an energy theft form at duke-energy.com, under the customer service link.

Your usage snapshot



Average temperature in degrees

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

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	874	813	9,321	777
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

Account number [REDACTED]

Amount due

\$184.89
by Jul 12

After Jul 12, the amount due will increase to \$194.14.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

JEAN COLE
[REDACTED]

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

88 [REDACTED] 0003300000000000000000001848900000184890



Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

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

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

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

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jul 14

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

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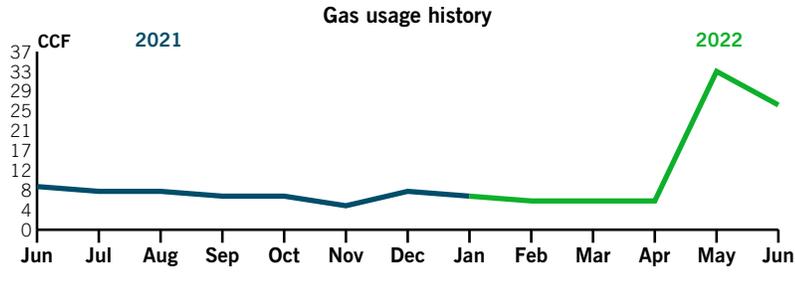
Para nuestros clientes que hablan Español

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Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

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

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	26	9	127	11
12-month usage based on most recent history				

Current electric usage for meter number 320351578

Actual reading on Jun 13	39370
Previous reading on May 13	- 38496
Energy Used	874 kWh
Billed kWh	874.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current Gas usage for meter number 1183200

Estimated reading on Jun 13	103
Estimated previous reading on May 13	- 77
Gas Used	26 CCF
Billed CCF	26.000 CCF



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

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter.

Billing details - Electric

Billing Period - May 13 to Jun 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
874.000 kWh @ \$0.08099500	70.79
Demand Side Management Cost Recovery Program Rider (DSM)	
874.000 kWh @ \$0.00697500	6.10
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
874.000 kWh @ \$-0.00003300	-0.03
Electric Fuel Adjustment	
874.000 kWh @ \$0.02663400	23.28
Environmental Surcharge Mechanism Rider (ESM)	11.16
Total Current Charges	\$124.20

Your current rate is Residential Service (RS).

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

Billing details - Gas

Billing Period - May 13 to Jun 13
--

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Gas continued

Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
26.000 CCF @ \$0.52474000	13.64
Gas DSM Rider	
26.000 CCF @ \$0.01480300	0.38
Gas Cost Recovery	
26.000 CCF @ \$0.90290000	23.48
Total Current Charges	\$55.30

Billing details - Taxes

Franchise Fee	\$5.39
Total Taxes	\$5.39



Account number [REDACTED]

We're here for you

Report an emergency

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By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
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International	1.407.629.1010

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Important to know

Your next meter reading: Aug 12

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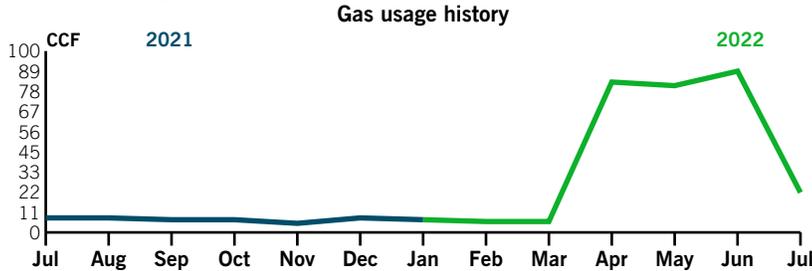
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Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 79°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	22	8	329	27

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Jul 14	41033
Previous reading on Jun 14	- 39370
Energy Used	1,663 kWh
Billed kWh	1,663.000 kWh

Current electric usage for meter number 320351578

Actual reading on Jun 13	39370
Previous reading on May 13	- 38496
Energy Used	874 kWh
Billed kWh	874.000 kWh

Current electric usage for meter number 320351578

Actual reading on May 12	38496
Previous reading on Apr 14	- 38011
Energy Used	485 kWh
Billed kWh	485.000 kWh

Current electric usage for meter number 320351578

Actual reading on Apr 13	38011
Previous reading on Mar 15	- 37455
Energy Used	556 kWh
Billed kWh	556.000 kWh

Current Gas usage for meter number 1183200

Actual reading on Jul 14	773
Previous reading on Jun 14	- 751
Gas Used	22 CCF
Billed CCF	22.000 CCF



Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1183200	
Actual reading on Jun 13	751
Previous reading on May 13	- 662
<hr/>	
Gas Used	89 CCF
Billed CCF	89.000 CCF
<hr/>	
Current Gas usage for meter number 1183200	
Actual reading on May 12	662
Previous reading on Apr 14	- 581
<hr/>	
Gas Used	81 CCF
Billed CCF	81.000 CCF
<hr/>	
Current Gas usage for meter number 1183200	
Actual reading on Apr 13	581
Previous reading on Mar 15	- 498
<hr/>	
Gas Used	83 CCF
Billed CCF	83.000 CCF

Billing details - Electric

Billing Period - Jun 14 to Jul 14	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
1,663.000 kWh @ \$0.08099500	134.69
Demand Side Management Cost Recovery Program Rider (DSM)	
1,663.000 kWh @ \$0.00697500	11.60
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,663.000 kWh @ \$-0.00003300	-0.05
Electric Fuel Adjustment	
1,663.000 kWh @ \$0.01103900	18.36
Environmental Surcharge Mechanism Rider (ESM)	17.41
<hr/>	
Total Current Charges	\$194.91

Your current rate is Residential Service (RS).

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

Billing details - Electric

Billing Period - May 13 to Jun 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
874.000 kWh @ \$0.08099500	70.79
Demand Side Management Cost Recovery Program Rider (DSM)	
874.000 kWh @ \$0.00697500	6.10
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
874.000 kWh @ \$-0.00003300	-0.03

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Electric continued

Electric Fuel Adjustment		
874.000 kWh @ \$0.02663400		\$23.28
Environmental Surcharge Mechanism Rider (ESM)		11.16
Total Current Charges		\$124.20

Billing details - Electric

Billing Period - Apr 14 to May 12		
Meter - 320351578		
Customer Charge		\$12.90
Energy Charge		
485.000 kWh @ \$0.08099500		39.28
Demand Side Management Cost Recovery Program Rider (DSM)		
485.000 kWh @ \$0.00697500		3.38
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
485.000 kWh @ \$-0.00023100		-0.11
Electric Fuel Adjustment		
485.000 kWh @ \$0.00583200		2.83
Environmental Surcharge Mechanism Rider (ESM)		5.20
Total Current Charges		\$63.48

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - Mar 15 to Apr 13		
Meter - 320351578		
Customer Charge		\$12.90
Energy Charge		
556.000 kWh @ \$0.08099500		45.03
Demand Side Management Cost Recovery Program Rider (DSM)		
556.000 kWh @ \$0.00697500		3.88
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
556.000 kWh @ \$-0.00023100		-0.13
Electric Fuel Adjustment		
556.000 kWh @ \$0.00598800		3.33
Environmental Surcharge Mechanism Rider (ESM)		5.90
Total Current Charges		\$70.91

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 14 to Jul 14		
Meter - 1183200		
Customer Charge		\$17.80
Gas Delivery Charge		
22.000 CCF @ \$0.52474000		11.54

Your current rate is Residential Service (RS).

Account number [REDACTED]



Billing details - Gas continued

Gas DSM Rider		
22.000 CCF @ \$0.01480300		\$0.33
Gas Cost Recovery		
22.000 CCF @ \$0.90290000		19.86
Total Current Charges		\$49.53

Billing details - Gas

Billing Period - May 13 to Jun 13		
Meter - 1183200		
Customer Charge		\$17.80
Gas Delivery Charge		
89.000 CCF @ \$0.52474000		46.70
Gas DSM Rider		
89.000 CCF @ \$0.01480300		1.32
Gas Cost Recovery		
89.000 CCF @ \$0.90290000		80.36
Total Current Charges		\$146.18

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 to May 12		
Meter - 1183200		
Customer Charge		\$17.80
Gas Delivery Charge		
81.000 CCF @ \$0.52474000		42.50
Gas DSM Rider		
81.000 CCF @ \$0.01480300		1.20
Gas Cost Recovery		
81.000 CCF @ \$0.60340000		48.88
Total Current Charges		\$110.38

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Mar 15 to Apr 13		
Meter - 1183200		
Customer Charge		\$17.80
Gas Delivery Charge		
83.000 CCF @ \$0.52474000		43.55
Gas DSM Rider		
83.000 CCF @ \$0.01480300		1.23
Gas Cost Recovery		
83.000 CCF @ \$0.60340000		50.08
Gas WNA Rider		
83.000 CCF @ \$-0.01870361		-1.55

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Gas continued

Total Current Charges	\$111.11
------------------------------	-----------------

Billing details - Taxes

Franchise Fee	\$26.13
Total Taxes	\$26.13



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 6

Service address

JEAN COLE
[REDACTED]
[REDACTED]

Bill date Aug 16, 2022

For service Mar 15 - Aug 12
151 days

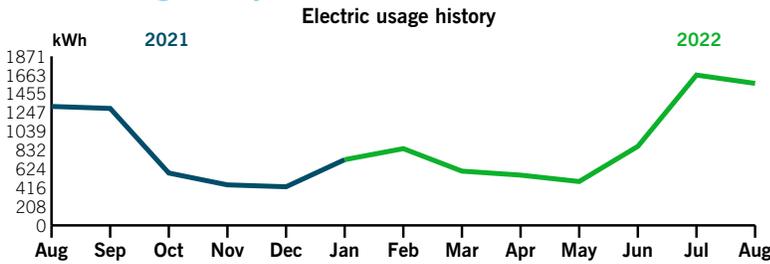
Account number [REDACTED]

Billing summary

Previous Amount Due	\$61.32
<i>Payment Received</i>	0.00
Current Electric Charges	177.99
Current Gas Charges	446.54
Taxes	18.74
Total Amount Due Sep 06	\$704.59

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



It's easy to track your energy use by the day and hour. See when your usage is spiking so you can adjust to use less and help save. Learn how at duke-energy.com/TrackNow.

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

Average temperature in degrees

76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,571	1,316	10,073	839
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

Account number [REDACTED]

Amount due

\$704.59
by Sep 6

After Sep 6, the amount due will increase to \$704.59.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

JEAN COLE
[REDACTED]

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

88 [REDACTED] 000330000006132000006432700000704594



Account number [REDACTED]

We're here for you

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For hearing impaired TDD/TTY	711
International	1.407.629.1010

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Important to know

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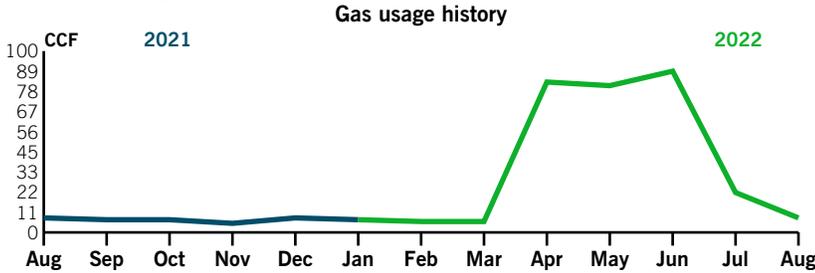
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Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	8	8	329	27

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Aug 12	42604
Previous reading on Jul 15	- 41033
Energy Used	1,571 kWh
Billed kWh	1,571.000 kWh

Current Gas usage for meter number 1183200

Actual reading on Aug 12	781
Previous reading on Jul 15	- 773
Gas Used	8 CCF
Billed CCF	8.000 CCF

Current Gas usage for meter number 1183200

Actual reading on Jul 14	773
Previous reading on Jun 14	- 751
Gas Used	22 CCF
Billed CCF	22.000 CCF

Current Gas usage for meter number 1183200

Actual reading on Jun 13	751
Previous reading on May 13	- 662
Gas Used	89 CCF
Billed CCF	89.000 CCF

Current Gas usage for meter number 1183200

Actual reading on May 12	662
Previous reading on Apr 14	- 581
Gas Used	81 CCF
Billed CCF	81.000 CCF



duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1183200	
Actual reading on Apr 13	581
Previous reading on Mar 15	- 498
<hr/>	
Gas Used	83 CCF
Billed CCF	83.000 CCF

Billing details - Electric

Billing Period - Jul 15 to Aug 12	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
1,571.000 kWh @ \$0.08099500	127.24
Demand Side Management Cost Recovery Program Rider (DSM)	
1,571.000 kWh @ \$0.00697500	10.96
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,571.000 kWh @ \$-0.00003300	-0.05
Electric Fuel Adjustment	
1,571.000 kWh @ \$0.01353600	21.27
Environmental Surcharge Mechanism Rider (ESM)	5.67
<hr/>	
Total Current Charges	\$177.99

Your current rate is Residential Service (RS).

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Billing details - Gas

Billing Period - Jul 15 to Aug 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
8.000 CCF @ \$0.52474000	4.20
Gas DSM Rider	
8.000 CCF @ \$0.01480300	0.12
Gas Cost Recovery	
8.000 CCF @ \$0.90290000	7.22
<hr/>	
Total Current Charges	\$29.34

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 14 to Jul 14	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
22.000 CCF @ \$0.52474000	11.54
Gas DSM Rider	
22.000 CCF @ \$0.01480300	0.33
Gas Cost Recovery	

Your current rate is Residential Service (RS).



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Page 5 of 6

Account number [REDACTED]

Billing details - Gas continued

22.000 CCF @ \$0.90290000	\$19.86
Total Current Charges	\$49.53

Billing details - Gas

Billing Period - May 13 to Jun 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
89.000 CCF @ \$0.52474000	46.70
Gas DSM Rider	
89.000 CCF @ \$0.01480300	1.32
Gas Cost Recovery	
89.000 CCF @ \$0.90290000	80.36
Total Current Charges	\$146.18

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 to May 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
81.000 CCF @ \$0.52474000	42.50
Gas DSM Rider	
81.000 CCF @ \$0.01480300	1.20
Gas Cost Recovery	
81.000 CCF @ \$0.60340000	48.88
Total Current Charges	\$110.38

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Mar 15 to Apr 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$0.01480300	1.23
Gas Cost Recovery	
83.000 CCF @ \$0.60340000	50.08
Gas WNA Rider	
83.000 CCF @ \$-0.01870361	-1.55
Total Current Charges	\$111.11

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Taxes

Franchise Fee	\$18.74
Total Taxes	\$18.74



Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 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	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Sep 14

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.

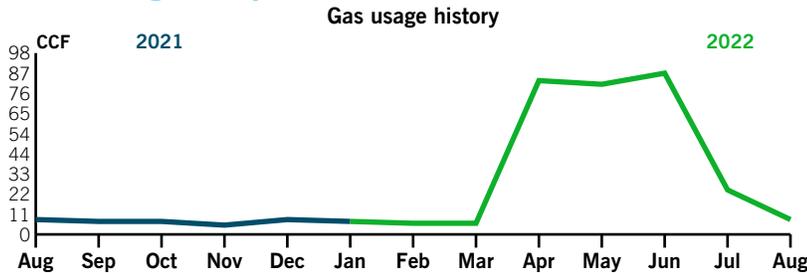
Para nuestros clientes que hablan Español

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.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	8	8	329	27

12-month usage based on most recent history

Current electric usage for meter number 320351578

Actual reading on Aug 12	42604
Previous reading on Jul 15	- 41033
Energy Used	1,571 kWh
Billed kWh	1,571.000 kWh

Current electric usage for meter number 320351578

Actual reading on Jul 14	41033
Previous reading on Jun 14	- 39370
Energy Used	1,663 kWh
Billed kWh	1,663.000 kWh

Current electric usage for meter number 320351578

Actual reading on Jun 13	39370
Previous reading on May 13	- 38496
Energy Used	874 kWh
Billed kWh	874.000 kWh

Current electric usage for meter number 320351578

Actual reading on May 12	38496
Previous reading on Apr 14	- 38011
Energy Used	485 kWh
Billed kWh	485.000 kWh

Current electric usage for meter number 320351578

Actual reading on Apr 13	38011
Previous reading on Mar 15	- 37455
Energy Used	556 kWh
Billed kWh	556.000 kWh



Your usage snapshot - Continued

Current Gas usage for meter number 1183200	
Actual reading on Aug 12	781
Previous reading on Jul 15	- 773
Gas Used	8 CCF
Billed CCF	8.000 CCF
Current Gas usage for meter number 1183200	
Actual reading on Jul 14	773
Previous reading on Jun 14	- 749
Gas Used	24 CCF
Billed CCF	24.000 CCF
Current Gas usage for meter number 1183200	
Actual reading on Jun 13	749
Previous reading on May 13	- 662
Gas Used	87 CCF
Billed CCF	87.000 CCF
Current Gas usage for meter number 1183200	
Actual reading on May 12	662
Previous reading on Apr 14	- 581
Gas Used	81 CCF
Billed CCF	81.000 CCF
Current Gas usage for meter number 1183200	
Actual reading on Apr 13	581
Previous reading on Mar 15	- 498
Gas Used	83 CCF
Billed CCF	83.000 CCF

Billing details - Electric continued

Billing Period - Jul 15 to Aug 12	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
1,571.000 kWh @ \$0.08099500	127.24
Demand Side Management Cost Recovery Program Rider (DSM)	
1,571.000 kWh @ \$0.00697500	10.96
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,571.000 kWh @ \$-0.00003300	-0.05
Electric Fuel Adjustment	
1,571.000 kWh @ \$0.01353600	21.27
Environmental Surcharge Mechanism Rider (ESM)	5.67
Total Current Charges	\$177.99

Your current rate is Residential Service (RS).

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Electric continued

Billing Period - Jun 14 to Jul 14	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
1,663.000 kWh @ \$0.08099500	134.69
Demand Side Management Cost Recovery Program Rider (DSM)	
1,663.000 kWh @ \$0.00697500	11.60
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,663.000 kWh @ \$-0.00003300	-0.05
Electric Fuel Adjustment	
1,663.000 kWh @ \$0.01103900	18.36
Environmental Surcharge Mechanism Rider (ESM)	17.41
Total Current Charges	\$194.91

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - May 13 to Jun 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
874.000 kWh @ \$0.08099500	70.79
Demand Side Management Cost Recovery Program Rider (DSM)	
874.000 kWh @ \$0.00697500	6.10
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
874.000 kWh @ \$-0.00003300	-0.03
Electric Fuel Adjustment	
874.000 kWh @ \$0.02663400	23.28
Environmental Surcharge Mechanism Rider (ESM)	11.16
Total Current Charges	\$124.20

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - Apr 14 to May 12	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
485.000 kWh @ \$0.08099500	39.28
Demand Side Management Cost Recovery Program Rider (DSM)	
485.000 kWh @ \$0.00697500	3.38
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
485.000 kWh @ \$-0.00023100	-0.11
Electric Fuel Adjustment	
485.000 kWh @ \$0.00583200	2.83

Your current rate is Residential Service (RS).



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Account number [REDACTED]

Billing details - Electric continued

Environmental Surcharge Mechanism Rider (ESM)	\$5.20
Total Current Charges	\$63.48

Billing details - Electric

Billing Period - Mar 15 to Apr 13	
Meter - 320351578	
Customer Charge	\$12.90
Energy Charge	
556.000 kWh @ \$0.08099500	45.03
Demand Side Management Cost Recovery Program Rider (DSM)	
556.000 kWh @ \$0.00697500	3.88
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
556.000 kWh @ \$-0.00023100	-0.13
Electric Fuel Adjustment	
556.000 kWh @ \$0.00598800	3.33
Environmental Surcharge Mechanism Rider (ESM)	5.90
Total Current Charges	\$70.91

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jul 15 to Aug 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
8.000 CCF @ \$0.52474000	4.20
Gas DSM Rider	
8.000 CCF @ \$0.01480300	0.12
Gas Cost Recovery	
8.000 CCF @ \$0.90290000	7.22
Total Current Charges	\$29.34

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 14 to Jul 14	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
24.000 CCF @ \$0.52474000	12.59
Gas DSM Rider	
24.000 CCF @ \$0.01480300	0.36
Gas Cost Recovery	
24.000 CCF @ \$0.90290000	21.67
Total Current Charges	\$52.42

Your current rate is Residential Service (RS).



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Account number [REDACTED]

Billing details - Gas continued

Billing Period - May 13 to Jun 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
87.000 CCF @ \$0.52474000	45.65
Gas DSM Rider	
87.000 CCF @ \$0.01480300	1.29
Gas Cost Recovery	
87.000 CCF @ \$0.90290000	78.55
Total Current Charges	\$143.29

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 to May 12	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
81.000 CCF @ \$0.52474000	42.50
Gas DSM Rider	
81.000 CCF @ \$0.01480300	1.20
Gas Cost Recovery	
81.000 CCF @ \$0.60340000	48.88
Total Current Charges	\$110.38

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Mar 15 to Apr 13	
Meter - 1183200	
Customer Charge	\$17.80
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$0.01480300	1.23
Gas Cost Recovery	
83.000 CCF @ \$0.60340000	50.08
Gas WNA Rider	
83.000 CCF @ \$-0.01870361	-1.55
Total Current Charges	\$111.11

Your current rate is Residential Service (RS).

Billing details - Other Charges and Credits

Misc. Credit	\$-283.22
Total Other Charges and Credits	\$-283.22



Account number [REDACTED]

Billing details - Taxes

Franchise Fee	\$32.34
Total Taxes	\$32.34



Meter [Clone Device]

Meter: 1087533IT
 Alternate ID: T5323845
 Company Code: ULH&P
 Status: Retired
 Service ID: 819342
 Type Code: 0566IT2
 Location: GMC
 Purchase Group: 001713
 Tamper Code:
 Periodic Interval: 8
 Sample Group:
 Shipment:
 Batch:
 Bin:
 Pallet:
 Box:

Readings Activity Comm Other Comments

	Date	By
Receive	9/28/2021 12:55:48 PM	AROHRIG
Pack		
Stock	1/24/2013 4:00:24 PM	24175
Retire	9/29/2021 7:32:31 AM	T74965
Connect		
Disconnect		
Change	9/29/2021 7:32:31 AM	T74965
Remove	9/17/2021 12:47:00 PM	T49794
Install	6/4/2018 1:38:00 PM	TAGTBW

Manufacture Date: 8/8/2012
 Remove Reason:
 Retire Reason: MRAGE

Hold Obsolete New

Create Add Transaction to SAP

Flow Test [AFWA Test]

Meter ID: 1087533IT
 Alternate ID: T5323845
 Create Date: 9/29/2021 7:32:31 AM
 Company Code: ULH&P
 Test Reason: PERID

Open AVG: 99.99
 Check AVG: 100.42

AFWA (0 - 425)
 AFWA (426 - 1000)
 AFWA (> 1000)

Results | Comments

As Found
 Date: 9/29/2021 7:30:37 AM
 By: T74965
 Open: 99.99 Check: 100.42 DP: 0.00
 Rate: 0 Rate: 0 Prover: UP-0001

As Left
 Date: 9/29/2021 7:30:37 AM
 By: T74965
 Open: 99.99 Check: 100.42 DP: 0.00
 Rate: 0 Rate: 0 Prover: UP-0001

Pass Count: 0
 Fail Count: 1
 Pass
 Manual Test
 Field Test

Outlet Pressure:
 Pressure Rate:
 TC Read:
 NC Read:
 Environment Code: S
 Drum Temperature:
 Sample Group: