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VIA EMAIL: PSCED@ky.gov

October 2, 2026

Mr. Justin McNeil
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

RECEIVED

OCT 2 2026

**PUBLIC SERVICE
COMMISSION**

Re: Case No. 2026-00130

In the Matter of Nicolas Pangallo v. Duke Energy Kentucky, Inc.

Dear Mr. McNeil:

Duke Energy Kentucky, Inc. hereby submits electronically pursuant to 807 KAR 5:001, Section 8, its Brief in the above-referenced matter.

Additionally, Duke Energy Kentucky, Inc. (Duke Energy Kentucky or the Company) respectfully requests that the matter be submitted for decision based upon the existing evidentiary record. For the reasons given in its Brief, Duke Energy Kentucky does not believe there is a need to conduct an evidentiary hearing in this proceeding and that the Complaint should be dismissed with prejudice. If, however, the Commission determines a hearing should occur, Duke Energy Kentucky reserves its right to fully participate in such hearing.

I certify that the electronically filed documents are true and accurate copies of the originals. A paper copy of this filing was mailed via U.S. Mail to the Complainant on October 2, 2026.

Respectfully submitted,

/s/Larisa M. Vaysman

Larisa M. Vaysman (98944)

Associate General Counsel

Duke Energy Business Services LLC

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Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

Cc: Mr. Nicolas Pangallo (via regular mail)

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

NICOLAS PANGALLO	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2026-00130
v.	)	
	)	
DUKE ENERGY KENTUCKY, INC.	)	
	)	
DEFENDANT	)	

DUKE ENERGY KENTUCKY, INC.’S BRIEF

Comes now Duke Energy Kentucky, Inc. (Duke Energy Kentucky or the Company), by counsel, pursuant to the Commission’s August 24, 2026 Order setting a schedule for the filing of briefs in the above-styled case, and other applicable law, does hereby respectfully state as follows:

I. INTRODUCTION

The Complaint in this case amounts to three central claims: (1) that Duke Energy Kentucky violated various federal regulations by not dispatching a technician to perform leak testing in response to complaints about measured usage and billed amounts, where the customer *denied* smelling any odor; (2) that the inclusion of a mere disconnection notice on a bill issued on the day of the Complaint filing in this case violated 807 KAR 5:006, Section 12; and (3) that Duke Energy Kentucky is at fault for an alleged “131 excess CCF” of gas

usage by the customer from November 15, 2025 to February 13, 2026,¹ despite such alleged “excess usage” occurring before the customer made any inquiries whatsoever to the Company. At this point, the evidentiary record readily confirms that Mr. Pangallo (Complainant) has failed to sustain his burden of proof to demonstrate that Duke Energy Kentucky violated any applicable law or regulation, or violated its tariff. Accordingly, the Commission should find in favor of the Company and dismiss the complaint with prejudice.

II. BACKGROUND

A. Factual Background

Mr. Nicolas Pangallo, the Complainant in this case, has received natural gas service from Duke Energy Kentucky at the address of 2751 Alexandria Ave, Latonia, Kentucky 41015 (the Premises) since July 3, 2025.² Mr. Pangallo’s natural gas usage since he began service has been calculated based on actual meter reads and is given in the Company’s response to Staff’s First Request for Information, Item 1. As with many natural gas customers, Mr. Pangallo’s natural gas usage is lowest during the summer and highest approximately during the December to February, or winter, timeframe.³

On February 17, 2026, Mr. Pangallo called the Company to discuss perceived increases in his natural gas billings.⁴ In the course of that conversation, Mr. Pangallo expressed concern about amounts recently billed, expressed that he did not believe his usage had changed substantially, discussed and purported to rule out potential sources of

¹ See Complaint, p. 4 (May 18, 2026) (Complaint).; DEK Response to STAFF-DR-01-001 (Jul. 24, 2026) (providing to/from billing periods for usage).

² DEK Response to STAFF-DR-01-001 (Jul. 24, 2026).

³ *Id.*

⁴ See, e.g., DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, approximately 10:18-10:50 (Jul. 24, 2026) (“Are you able to send me to billing? . . . I need to talk to them about what happened in my bill, I need to like talk to them about the numbers, yeah.”).

additional usage and speculated that “I have a gas leak I don’t know about.”⁵ Mr. Pangallo did not report an odor of gas. The Company’s representative specifically asked Complainant if he “smell[ed] something... anything funny?” and Complainant answered that he did not.⁶ Complainant stated that he had “gas beepers” and “gas alarms” at his home and “nothing’s been showing with those” and there was “no funny smell.”⁷ Mr. Pangallo’s suspicion of a leak appeared to be based entirely on his bills being higher than expected. Given that Mr. Pangallo expressed concern about his ability to pay the bills,⁸ the Company’s representative offered to place Mr. Pangallo on a payment plan and Mr. Pangallo accepted.⁹

Mr. Pangallo made a number of calls to the Company after February 17, and prior to April 7, 2026, none of which alleged a gas odor. Mr. Pangallo made two calls to Duke Energy Kentucky on March, 25, 2026, neither of which related to an alleged gas leak or to gas usage.¹⁰ On March 30, 2026, Mr. Pangallo made a call to Duke Energy Kentucky to inquire why the Company had not sent someone to “check [his] lines” after the February 17th call.¹¹ During this call, Mr. Pangallo complained that his bill amount was high and complained that the Company had not come to check on his February allegations about a

⁵ See DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, 14:46-15:46 (Jul. 24, 2026).

⁶ DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, 23:11-23:17 (Jul. 24, 2026).

⁷ DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, 23:18-23:56 (Jul. 24, 2026).

⁸ See DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, 19:41-54 (Jul. 24, 2026) (“There has to be something figured out . . . I’m on disability at 28 years old . . . I can’t even pay that with two months of my disability check.”).

⁹ DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 1, 36:59-37:49 (Jul. 24, 2026).

¹⁰ See DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 2 (Jul. 24, 2026); DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 3 (Jul. 24, 2026).

¹¹ See generally DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 4 (Jul. 24, 2026).

gas leak.¹² However, when the Company representative asked him if he smelled gas, he *did not* respond that he smelled gas.¹³ On April 1, 2026, Mr. Pangallo made a brief call that did not pertain to gas usage or any alleged gas leak.¹⁴

On April 7, 2026, Mr. Pangallo called regarding his gas usage and for the first time, claimed that “there’s a pretty weird smell coming from your piping” and also that there was a “weird” smell in his kitchen.¹⁵ Duke Energy Kentucky dispatched a technician to the Premises that same day, April 7.¹⁶ The technician identified a very small leak in the Complainant’s equipment, specifically inside the customer’s furnace cabinet, at the fitting before the control valve, measuring 10 LEL.¹⁷ The Company’s technician tightened a fitting and eliminated the identified very small leak.¹⁸ The technician noted, among other things, “[U]pon arrival valve @ [oven] range was off turned on [and found] zero reads, checked HL [housetline] found 10 LEL @ furnace tightened and rechecked zero reads, dial test passed, left stove valve off per customer relit WH [water heater] no gas or co present at this time.”¹⁹ No leaks were detected in the Company’s equipment.²⁰

The extended payment plan on which Mr. Pangallo was placed on February 17,

¹² See generally DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 4 (Jul. 24, 2026).

¹³ See DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 4, approximately 1:06:27 to 1:07:10 (Jul. 24, 2026).

¹⁴ See DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 5 (Jul. 24, 2026).

¹⁵ DEK Confidential Response to STAFF-DR-01-003 CONF Attachment 7, approximately 11:10-11:15 and 17:19-17:25 (Jul. 24, 2026).

¹⁶ See Answer, Exhibit A (Jun. 18, 2026) (Answer). Complainant does not dispute that the Company sent a technician on April 7, 2026. See Supplemental Filing, p. 6 (Aug. 3, 2026) (“They sent a crew . . . on April 7, 2026.”).

¹⁷ Answer, Exhibit A. Complainant does not dispute that the leak was at the furnace fitting. See Complainant’s Reply, p. 2 (Jul. 1, 2026).

¹⁸ Answer, Exhibit A.

¹⁹ Answer, Exhibit A.

²⁰ See Answer, Exhibit A (The notations “Leak Grade: N/A” and “Company Equipment Ind: N” indicate no leak was found in Company equipment.).

2026, was canceled on April 8, 2026 due to incomplete payment by Mr. Pangallo.

Complainant's April 20, 2026 bill, Duke Energy Kentucky included a disconnection notice, stating that \$775.92 would have to be paid by May 17, 2026 to avoid disconnection.²¹ An additional disconnection notice issued to Complainant on May 4, 2026, for the same amount.²² Complainant's May 18, 2026, bill also contained a disconnect notice, referencing the past due amounts on the previous invoice.²³

Complainant does not allege that his service was actually disconnected at any time, and it was not.

B. Procedural History

On May 7, 2026, Complainant initiated an informal complaint with the Commission. On May 18, 2026, Complainant filed a formal complaint with the Kentucky Public Service Commission (Complaint), initiating this proceeding. In the Complaint,²⁴ Complainant's primary allegations appear to be:

- That Duke Energy Kentucky was obligated to dispatch a technician on the basis of a call made by Complainant to the Company on February 17, 2026, to determine whether a gas leak was present;²⁵
- That Duke Energy Kentucky violated 807 KAR 5:006, Section 12 by including a disconnection notice in the May 18, 2026 bill to Complainant;²⁶ and

²¹ Exhibit A.

²² Exhibit B.

²³ Exhibit C.

²⁴ Complainant has not made any motion to amend his Complaint since its filing. Any additional allegations made in Complainant's "Reply" and/or "Supplemental Filing" of July 1, 2026, and August 3, 2026, which should not be considered part of the Complaint.

²⁵ See Complaint, pp. 1-3.

²⁶ See *Id.*, pp. 2, 3.

- That Duke Energy Kentucky caused Complainant to be billed for “131 excess CCF” between November 15, 2025, and February 13, 2026, attributable to an alleged leak.²⁷

It did not appear, from the face of the Complaint, that Complainant alleged any inaccuracy in the Company’s metering or bill calculations. Rather, the Complaint’s allegations focused on the theory that the Company was responsible for a gas leak, which in turn caused “abnormal gas usage”²⁸ and “inflated bills” for the three billing periods from November 15, 2025, and February 13, 2026.²⁹

On June 8, 2026, the Commission issued an order, requiring Duke Energy Kentucky to satisfy the Complaint or file a written answer within ten days.³⁰

On June 18, 2026, Duke Energy Kentucky filed its Answer to the Complaint, responding to the allegations therein and asserting among other things that the Complaint failed to state a cause of action on which relief could be granted and should be dismissed with prejudice.³¹ On July 1, 2026, Complainant filed a “Reply” to the Company’s Answer.³²

On July 2, 2026, the Staff of the Commission issued its first request for information

²⁷ See *Id.*, p. 4 (table claiming that usage of 137, 138, and 223 ccf in December, 2025, January, 2026, and February, 2026, respectively contained “EXCESS”); DEK Response to STAFF-DR-01-001 (Jul. 24, 2026) (showing the billing periods for those three months as running from November 15, 2025 until February 13, 2025, collectively).

²⁸ Complaint, p. 1.

²⁹ Complaint, p. 2.

³⁰ Order, p. 1 (Ky. P.S.C. Jun. 8, 2026).

³¹ See Answer, pp. 8-9.

³² Complainant’s Reply to Duke Energy Kentucky Inc.’s Answer (Jul. 1, 2026).

to Duke Energy Kentucky³³ and the Company filed its responses on July 24, 2026.³⁴ The Company served Mr. Pangallo via United States mail with hard copies of its responses and a USB drive containing the audio recordings provided in response. On August 3, 2026, Complainant filed a “Supplemental Filing.”³⁵

On August 24, 2026, the Commission issued a procedural schedule in this proceeding, directing that any requests for information be filed by September 11, 2026, and that any responses to such requests be filed by September 25, 2026.³⁶ Additionally, the same order provided that, by October 2, 2026 (1) parties shall file a request for hearing, if any, supported by a detailed statement of the factual issues to be raised therein and (2) parties may file a brief, either as part of or separate from any request for hearing, explaining their respective positions on the substantive issues presented in this case.³⁷

Pursuant to the August 24, 2026, Order in this proceeding, the Company issued its initial request for information to Mr. Pangallo on September 11, 2026,³⁸ and Mr. Pangallo filed response on September 25, 2026.³⁹ In accordance with the Commission’s August 24, 2026, Order, Duke Energy Kentucky files this brief, demonstrating that the Complaint should be dismissed and that no hearing is necessary.

³³ Commission Staff’s First Request for Information to Duke Energy Kentucky, Inc. (Jul. 2, 2026).

³⁴ Duke Energy Kentucky, Inc.’s Responses to Staff’s First Request for Information (Jul. 24, 2026).

³⁵ Complainant’s Supplemental Filing Regarding Incomplete Response to Staff Data Request, Prior Meter History, and Findings From February 17, 2026 Call Recording (Aug. 3, 2026).

³⁶ Order, p. 2 (Ky. P.S.C. Aug. 24, 2026).

³⁷ *Id.*, pp. 2-3.

³⁸ Duke Energy Kentucky, Inc.’s Initial Request for Information to the Complainant (Sept. 11, 2026).

³⁹ Nicolas Pangallo Response to Duke Energy Kentucky, Inc.’s First Request for Information (Sept. 25, 2026).

III. ARGUMENT

In a formal complaint case, “[T]he complainant . . . bears the burden of proof.”⁴⁰ The Commission “may dismiss any complaint without a hearing if, in its opinion, ‘a hearing is not necessary in the public interest or for the protection of substantial rights.’”⁴¹

A. **The Company is not Required to Dispatch a Technician to Inspect for Gas Leaks on the Basis of Perceived Overbilling by a Customer**

49 CFR § 192.605(b)(11) provides:

(b) Maintenance and normal operations. The manual required by paragraph (a) of this section must include procedures for the following, if applicable, to provide safety during maintenance and operations.

....
(11) Responding promptly *to a report of a gas odor inside or near a building*, unless the operator’s emergency procedures under § 192.615(a)(3) specifically apply to these reports.

The record in this case demonstrates that Complainant made no report of a gas odor until, at best, April 7, 2026. Indeed, he himself has described his suspicion of a gas leak in this proceeding as “a suspected gas leak based on abnormal billing.”⁴²

As described above in Section II.A with appropriate citations to the record, the recordings provided in response to STAFF-DR-01-003 demonstrate that Complainant either denied or declined to affirm observing any gas odor until his April 7, 2026 call, whereupon the Company dispatched a technician. As the recordings demonstrate, Complainant’s suspicions of a leak were based on higher bill amounts, not on any gas odor. As soon as Complainant reported a gas odor on April 7, the Company dispatched a

⁴⁰ *Miller v. Duke Energy Kentucky, Inc.*, Case No. 2025-00248, Order, p. 3 (Ky. P.S.C. Aug. 10, 2026) (citation omitted).

⁴¹ *Id.* (quoting KRS 248.260(2)).

⁴² Complainant’s Reply, p. 2.

technician. Thus, Complainant fails to demonstrate any non-compliance with 49 CFR § 192.605(b)(11) or any other provision.⁴³

For the reasons above, Complainant's allegations regarding his February 17, 2026 call, or subsequent calls, offer no basis for a finding of any legal or regulatory violation.

B. Complainant has not Established any Basis to Hold the Company Responsible for his "Excess 131 CCF"

Complainant's allegations regarding alleged shortfalls in the Company's response to his February 17, 2026 call, or subsequent calls, are not only baseless, but also could not have possibly contributed to any alleged "excess" usage during the several months prior to February 17, for which Complainant seeks an adjustment.

Even if the Company had been obligated to perform leak testing for a customer who complained of too-high usage, inability to pay, and denied any odor—which it was not—such leak testing and any subsequent actions would have had *zero effect* on the Complainant's usage during the disputed period of November 15, 2025 to February 13, 2026, which entirely *preceded* his February 17, 2026 call (as well as all his other calls). And in any case, the only leak ultimately found was in Complainant's own equipment,⁴⁴ which the Company is not responsible to maintain.⁴⁵ There is no contradiction between

⁴³ Complainant makes a cursory reference to 49 CFR § 192.615(a) on page 3 of the Complaint, but no distinct factual support for this violation is articulated.

⁴⁴ See *supra* nn. 17-20 and accompanying text (describing technician's findings and citing to record).

⁴⁵ See 807 KAR 5:022, Section 4(2)(a) (delineating utility's and customer's responsibilities with respect to service lines); K.Y.P.S.C. Gas No. 2, Sheet No. 21, p. 3 ("Customer assumes all responsibility on Customer's side of the point of delivery (outlet side of the meter) for the service supplied or taken, as well as for the installation, appliances and apparatus used in connection therewith, and will save Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such service or the use thereof on Customer's side of the point of delivery."); *id.*, Sheet No. 23, p. 1 ("Except as otherwise provided in these Service Regulations, in Service Agreements or Rate Schedules, Company will install and maintain its lines and equipment on its side of the point of delivery, *but shall not be required to install or maintain any lines or equipment, except meters and service regulators on Customer's side of the point of delivery* without cost to Customer.") (emphasis added).

stating there were no leaks in *the Company's* equipment and stating that a leak was found in *the customer's* equipment.

Although such allegations are not in his Complaint, Complainant in subsequent filings asserts that the Company had a duty to compare his usage against the previous account holder's usage at the Premises.⁴⁶ This is simply not the case, either according to the Company's natural gas tariff, which refers to comparing current customer usage to "customer past usage"⁴⁷ or the monitoring provisions of 807 KAR 5:006, Section 11(3), which repeatedly refer to "a customer's usage." Not all customers behave identically and fluctuations in usage among different customers are normal.

Complainant's "Weather-Adjusted Billing Analysis" alleges 131 ccf of "EXCESS" during the period of November 15 to February 13, 2026,⁴⁸ but does not establish either that a leak existed during this disputed period, much less that the leak was in the Company's equipment or that the Company was responsible to identify and/or eliminate such a leak. In any event, Complainant's first call did not come until February 17, 2026, after all of the alleged "EXCESS" usage had already occurred. Thus, any prior usage cannot be attributed to the Company's handling of the February 17, 2026 call.

Complainant's claim for a bill adjustment on the basis of such "excess" usage must therefore be dismissed with prejudice.

C. Complainant has not Established any Violation Pertaining to Service Termination.

807 KAR 5:006, Section 12 provides in full:

⁴⁶ See, e.g., Complainant's Supplemental Filing, pp. 3-4.

⁴⁷ K.Y.P.S.C. Gas No. 2, Sheet No. 24, p. 1.

⁴⁸ See Complaint, p. 4 (table and request for "adjustment . . . to remove the 131 excess CCF identified in the weather-adjusted billing analysis above"); DEK Response to STAFF-DR-01-001 (Jul. 24, 2026) (providing the billing period dates).

Status of Customer Accounts During Billing Dispute. With respect to a billing dispute to which Section 11 of this administrative regulation does not apply, a customer account shall be considered to be current while the dispute is pending if the customer continues to make undisputed payments and stays current on subsequent bills.

Mr. Pangallo does not even *allege* that the Company has disconnected his service at any point, but complains only about receiving a disconnection *notice* on his May 18, 2026 bill,⁴⁹ which issued literally on the same day that his Complaint in this proceeding was filed.

Not only has the Company maintained Complainant's service, but he does not meet the criteria of 807 KAR 5:006, Section 12 to be considered fully "current." In order to be considered current, he would have to be paying all undisputed past billed and subsequent amounts. Based on Mr. Pangallo's complaint, the only charges he disputes are what he calls "131 excess CCF" of gas usage which he attributes to December 2025, January, 2026, and February, 2026.⁵⁰ But the amounts that remained outstanding as of May 18, 2026, contained additional amounts beyond these 131 disputed CCF.

The past due amounts referenced on the May 18, 2026, bill⁵¹ refer to a \$775.92 from a disconnect notice issued on May 4, 2026,⁵² prior to the initiation of either the instant formal proceeding or the informal disputed submitted to the Commission on May 7. This \$775.92 included \$133.44 in electric charges and \$642.48 in natural gas charges. The electric charges are not disputed in this proceeding at all. The natural gas charges included

⁴⁹ Complaint, p. 2.

⁵⁰ See Complaint, p. 4 (table and requested relief to "An adjustment to Installment Plan pending resolution to remove the 131 excess CCF identified").

⁵¹ Exhibit C.

⁵² Exhibit B.

\$206.88 accrued after February 13, 2026 (the end of the period disputed by Complainant), undisputed monthly natural gas base customer charges, and over 70% of the usage during the disputed period is undisputed⁵³ by Complainant as well. Thus, Complainant did not meet the rule's requirement of "continu[ing] to make undisputed payments,," but nonetheless Duke Energy Kentucky has maintained Complainant's service during the pendency of this dispute.

For these reasons, Complainant has failed to establish any basis to find that the Company violated 807 KAR 5:006, Section 12, and this claim should be dismissed with prejudice.

IV. CONCLUSION

As has been established by a reading of the Complaint in this proceeding along with all of the record that was created, Complainant is utterly unable to set forth any basis upon which the Commission may make a finding that any of Duke Energy Kentucky's rates, practices or services with regard to Complainant's account have been unreasonable or unlawful.

WHEREFORE, for the reasons set forth above, Duke Energy Kentucky, Inc. respectfully requests that the Commission dismiss this complaint with prejudice.

⁵³ See Complaint, p. 4. Total usage over the disputed period was 498 ccf, and Complainant only alleges 131 were "excess," which is less than 30% of the billed total.

Respectfully submitted,

DUKE ENERGY KENTUCKY, INC.

/s/Larisa M. Vaysman

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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 October 2, 2026, addressed to the following:

Nicolas Pangallo
2751 Alexandria Avenue
Latonia, Kentucky 41015

/s/Larisa M. Vaysman

Counsel, Duke Energy Kentucky, Inc.



duke-energy.com
800.544.6900

Your Energy Bill

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Service address

NICOLAS PANGALLO
2751 ALEXANDRIA AVE
LATONIA KY 41015

Bill date Apr 20, 2026

For service Mar 17 - Apr 16
31 days

Account number [REDACTED]

Billing summary - Disconnect Notice

Previous Amount Due	\$591.03
Payment Received Apr 09	-400.00
Current Gas Charges	113.11
Current Electric Charges	92.84
Installment Ending Balance # 100906289006	584.89
Other Charges and Credits	4.39
Taxes	18.90
Total Amount Due May 11	\$1,005.16

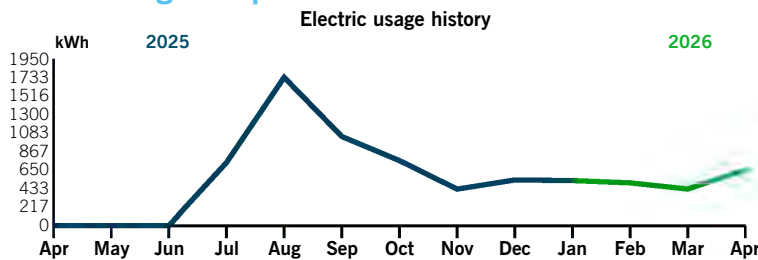
IMPORTANT DISCONNECTION INFORMATION

Your past-due amount of **\$775.92** must be paid by **May 17, 2026** possible disconnection of your service on or after **May 18, 2026**. If your service is disconnected, a reconnection charge will be required to restart service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.



Thank you for your payment.

Your usage snapshot



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

Looking for ways to save money on future bills? We can help! Duke Energy offers eligible customers a FREE home energy Assessment to help customers save energy and money this spring! This assessment will include a check for air leaks, examination of insulation levels, appliance review and more. To schedule a FREE assessment, call 866.518.1575 or visit duke-energy.com/EnergyPro

This Earth Month, support renewable energy and imagine a cleaner future for generations to come by enrolling in GoGreen Kentucky. Learn more at duke-energy.com/GGKY.

Average temperature in degrees

56° 62° 74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 58°

	Current Month	Apr 2025	12-Month Usage	Avg Monthly Usage
Electric (kWh)	652	0	N/A	732
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 2.3% 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

\$1,005.16
by May 11

Disconnect Bill

To avoid disconnection, pay
\$775.92 by May 17, 2026.

\$ _____ \$ _____

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

Amount enclosed

NICOLAS PANGALLO
NICOLAS PANGALLO
2751 ALEXANDRIA AVE
LATONIA KY 41015-1006

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

88 [REDACTED] 000330000019103000008141300001005167



duke-energy.com
800.544.6900

Page 2 of 6

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 may apply)	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 1327
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: May 15

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 \$6.50 for electric service that may be reconnected remotely, \$5.80 for electric service that is not eligible to be reconnected remotely, \$16.50 for electric service that was disconnected at the pole and \$110.00 for gas service. 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.

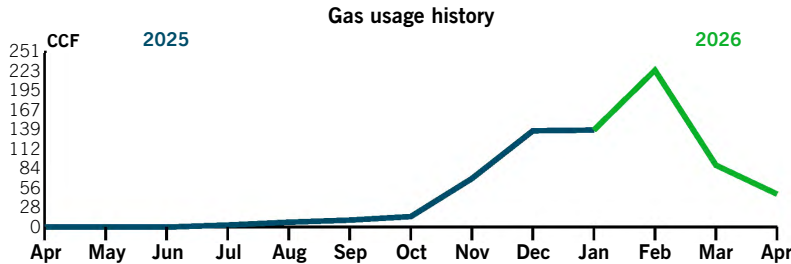
Para nuestros clientes que hablan Español

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

56° 62° 74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 58°

	Current Month	Apr 2025	12-Month Usage	Avg Monthly Usage
Gas (CCF)	47	0	N/A	74
12-month usage based on most recent history				

Current Gas usage for meter number 1286766

Actual reading on Apr 16	6082
Previous reading on Mar 17	- 6035
Gas Used	47 CCF
Billed CCF	47.000 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.

Current electric usage for meter number 320293556

Actual reading on Apr 16	81845
Previous reading on Mar 17	- 81193
Energy Used	652 kWh
Billed kWh	652.000 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.

Billing details - Gas

Billing Period - Mar 17 26 to Apr 16 26

Meter - 1286766

Customer Charge	\$20.30
Gas Delivery Charge	
47.000 CCF @ \$0.70339000	33.06
Gas DSM Rider - Mar 17 to Mar 31	
22.000 CCF @ \$0.00124900	0.03
Gas DSM Rider - Apr 01 to Apr 16	
25.000 CCF @ \$0.01444000	0.36
Gas Cost Recovery	
47.000 CCF @ \$0.77730000	36.53
Gas WNA Rider	
47.000 CCF @ \$0.21572733	10.14
PMM Rider	
47.000 CCF @ \$0.27000000	12.69

Total Current Charges \$113.11

Your current rate is Residential Service (RS).

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



Account number



Billing details - Electric

Billing Period - Mar 17 26 to Apr 16 26	
Meter - 320293556	
Customer Charge	\$14.75
Energy Charge	
652.000 kWh @ \$0.12610400	82.22
Home Energy Assistance Prgm	0.30
Demand Side Management Cost Recovery Program Rider (DSM) - Mar 17 to Mar 31	
315.000 kWh @ \$0.00164100	0.52
Demand Side Management Cost Recovery Program Rider (DSM) - Apr 01 to Apr 16	
337.000 kWh @ \$0.00551400	1.86
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
652.000 kWh @ \$-0.00589300	-3.84
Electric Fuel Adjustment	
652.000 kWh @ \$-0.00102100	-0.67
Environmental Surcharge Mechanism Rider (ESM)	-2.30
Total Current Charges	\$92.84

Your current rate is Residential Service (RS).

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

Billing details - Other Charges and Credits

Late Fee	\$4.39
Total Other Charges and Credits	\$4.39

Billing details - Taxes

Franchise Fee	\$6.17
Kentucky Sales Tax	12.73
Total Taxes	\$18.90

**Kentucky Residential Disconnection Notice**

According to our records, your account is past due. To avoid disconnection of your natural gas and/or electric service(s), please pay the amount noted on the enclosed bill. Please see the "IMPORTANT DISCONNECTION INFORMATION" message in the body of the bill for the amount to pay and the date the payment needs to be made to avoid disconnection.

A Duke Energy employee may not visit your home on the day electric service is scheduled for disconnection. Rather, we will attempt to contact you by text and/or phone message.

As a reminder, Duke Energy will never demand payment in the form of a prepaid debit or prepaid credit card. If you have concerns about the authenticity of a request for payment, please contact Duke Energy directly.

AVOIDING DISCONNECTION

To avoid disconnection, it will be necessary to satisfy one or more of the following options by the date noted on the bill:

- Pay the amount shown on the enclosed bill (see "IMPORTANT DISCONNECTION INFORMATION" message in the body of the bill).
- Pay the entire past-due balance.
- Pay the past-due amount of any extended payment plan.
- Pay any past-due security deposit.
- Pay the required amount to set up an extended payment plan (applicable to qualified customers only).
- Provide a Medical Certification (see Medical Certification section).

To learn more about how to maintain your gas and/or electric service(s), please review the additional information in this notice and/or contact our Credit Department at 800.544.6900.

SPECIAL WINTER PROVISIONS (November 1 through March 31)**CAC ENERGY ASSISTANCE PROGRAM**

If you have been certified by your local Community Action Commission (CAC) as being eligible for the state's Energy Assistance Program (EAP), you may apply for a 30-day extension and an extended payment plan on your gas and/or electric bill. Present Duke Energy the certificate, which verifies your eligibility for EAP assistance, and you must satisfy the following:

- Make a good faith payment toward your indebtedness.
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15.

WINTER HARDSHIP RECONNECTION

Customers who are disconnected for nonpayment and are income eligible may qualify for this reconnection program.

- Obtain a certificate of financial need from the Community Action Commission (CAC). See Page list at the end of this notice to find the CAC contact information for your county.
- Pay one-third (1/3) of your outstanding bill or \$200, whichever is less.
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15.
- If your balance exceeds \$600, pay the current charges, make a good faith reduction in the remaining balance and set up a payment plan to bring your account current as soon as possible.
- Pay a reconnection fee.

MEDICAL CERTIFICATION



Account number

If a member of your household is presently under the care of a physician, and the disconnection of your residential gas and/or electric service(s) would aggravate the medical condition, you may request a Medical Certification form to postpone disconnection of your services. You may apply for a Medical Certification by:

- Having a medical professional call our Credit Department.
- Requesting a Medical Certification form be sent to your medical professional.

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay by phone with electronic check or credit card. Please call 877.596.5068.
- Pay at one of our pay stations. Please contact our Credit Department to locate a pay station near you or visit our website at duke-energy.com.
- Pay online at duke-energy.com.

ENERGY ASSISTANCE

Residential customers may qualify for energy assistance. Contact the local CAC serving your county.

Boone County CAC859.586.9250
Pendleton County CAC859.654.4054
Kenton County CAC859.655.2959
Grant County CAC859.824.4768
Gallatin County CAC859.567.4660
Owen County CAC502.484.2116
Campbell County CAC859.431.4177
Carroll County CAC502.732.5253
United Way Referral Services – call 211

RESTORING SERVICE

If your service has been disconnected, you will be required to satisfy all of the following in order to restore service(s):

- Pay the entire past-due balance or the past-due amount of any extended payment plan.
- Pay a reconnection charge.
- Pay a security deposit (if applicable).

CONTACT INFORMATION

Credit Department

Our customer care specialists are available Monday through Friday 7 a.m. to 7 p.m. For added convenience, you can get information anytime using our automated system.

Telephone number: 800.544.6900



139 E 4th Street | Cincinnati Ohio 45202

NICOLAS PANGALLO
NICOLAS PANGALLO
2751 ALEXANDRIA AVE
LATONIA KY 41015-1006

May 4, 2026

Immediate action required to avoid disconnection

Dear NICOLAS PANGALLO,

Our records indicate you have a utility service bill that is past due. **To prevent disconnection, a payment of \$775.92 must be made by 5 p.m. on May 17, 2026.**

Your last payment of \$280 was received on April 9, 2026. You may pay your past-due bill by one of the following ways:

- Sign in to pay your bill online at duke-energy.com.
- Call our 24-hour automated billing system at 800.544.6900. We accept debit/credit card (MasterCard, Visa, Discover) or automated check processing through a third-party vendor.
- Pay in person at one of our preferred payment locations. To find a location, visit duke-energy.com/home/billing/payment-locations.

A Duke Energy employee will not visit your home on the day service is scheduled for disconnection. Rather, we will attempt to contact you by text and/or phone message.

As a reminder, Duke Energy will never demand payment in the form of a prepaid debit or prepaid credit card. If you have concerns about the authenticity of a request for payment, please contact Duke Energy directly.

AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one of the following options:

- Pay the amount noted above
- Pay the entire past-due balance
- Pay the past-due amount of any extended payment plan
- Pay any past-due security deposit
- Pay the required amount to set-up an extended payment plan
- Provide a Medical Certification

EXTENDED PAYMENT PLANS

Eligible residential customers may request reduced payments to avoid disconnection by contacting the Credit Department.

- Extended Payment Plans require equal payments on the arrearages in addition to full payment on the

current bill. If you miss a payment under an Extended Payment Plan, the entire past due amount will become immediately due, and other credit arrangements may not be available.

- Separation of Service is an extended payment plan to retain either the gas or electric service as chosen by the customer if unable to make satisfactory payment arrangements for both services.

MEDICAL CERTIFICATION If a member of your household is presently under the care of a physician, and the disconnection of your residential gas and/ or electric service(s) would aggravate the medical condition, you may request a Medical Certification form to postpone disconnection of your services for thirty (30) days after the scheduled date of termination. You may apply for a Medical Certification by:

- Having a medical professional call our Credit Department
- Requesting a Medical Certification form be sent to your medical professional

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay over the phone by electronic cheque, debit card or credit card. Please call 1-877-596-5068.
- Pay at a Pay Station, Visit www.duke-energy.com or contact our Credit Department to locate a Pay Station near you.
- Pay online at www.duke-energy.com

ENERGY ASSISTANCE

NORTHERN KENTUCKY COMMUNITY ACTION COMMISSION Subsidy EAP, Crisis EAP and Wintercare

Boone County

6616 Dixie Hwy- Suite 200
Florence, KY 41042
859-586-9250

Kenton County

533 W. Pike Street
Covington, KY 41011
859-291-8607

Campbell County

437 West 9th St
Newport, KY 41071
859-431-4177

Grant County

1116 N. Main St
Williamstown, KY 41097
859-824-4768

Gallatin County

100 Davis Street
Warsaw, KY 41095
859-567-4660

Pendleton County

251 Highway 330
Falmouth, KY 41040
859-654-4054

Owen County

970 US Highway 127
Owenton, KY 40359
502-484-2116

Carroll County

1014 Seminary Street
Carrollton, KY 41088
502-732-5253

United Way Referral Service - Call 211

SPECIAL WINTER PROVISIONS CAC ENERGY ASSISTANCE PROGRAM**(Available for residential customers November 1 through March 31)**

If you have been certified by your local Community Action Commission (CAC) as being eligible for the state's Energy Assistance Program (EAP), you may apply for a thirty (30) day extension and an extended payment plan on your gas and/or electric bill. Present Duke Energy the certificate, which certifies your eligibility for EAP assistance, and you must satisfy the following:

- Make a good faith payment toward your indebtedness
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15
- Please contact your local CAC office (see list above)

SPECIAL WINTER RECONNECTION RULE OF THE PUBLIC SERVICE COMMISSION**(Available for residential customers November 1 through March 31)**

Customers who are disconnected for nonpayment and are income eligible may qualify for this reconnection program by completing all of the following:

- Obtain a certificate of financial need from the Community Action Commission Office (see list above)
- Pay one-third (1/3) of your outstanding bill or \$200, whichever is less; and
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15
- If your balance exceeds \$600, pay the current charges, make a good faith reduction in the remaining balance and set up a payment plan to bring your account current as soon as possible

RESTORING SERVICE

If your service has been disconnected you will be required to satisfy all of the following in order to restore service(s):

- Pay the entire past-due balance or the past-due amount of any extended payment plan
- Pay a reconnection charge
- Pay a security deposit (if applicable)

Please Read the Special Winter Provisions which may apply to you (see above)

DISPUTED BILLS

You have a right to dispute the reason for this pending disconnection. Please contact our Customer Services Department immediately if you dispute this matter.

If your payment has been made, please disregard this notice. You may call the automated billing system number above to verify that your payment has been received. If you have questions or need more assistance, please contact us at 800.544.6900 during the hours of 7 a.m. to 7 p.m., Monday through Friday. **If you are having difficulty paying your bill, please contact us to discuss possible payment options.** You may also contact local social service agencies to determine if federal, state, or private payment assistance is available for you.

Para ayudarle a entender esta información tan importante sobre su servicio de electricidad, por favor llame a Duke Energy y hable con un representante que habla español.

Sincerely,

Duke Energy

Account Number: [REDACTED]



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

NICOLAS PANGALLO
2751 ALEXANDRIA AVE
LATONIA KY 41015

Bill date May 18, 2026

For service Apr 17 - May 15
29 days

Account number [REDACTED]

Billing summary

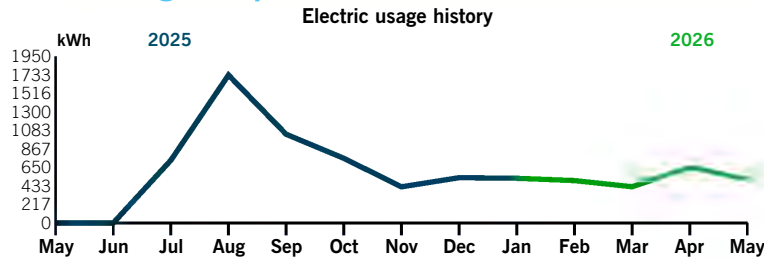
Previous Amount Due	\$1,005.16
Payment Received	0.00
Current Gas Charges	69.71
Current Electric Charges	81.70
Other Charges and Credits	5.17
Taxes	13.90
Total Amount Due Jun 08	\$1,175.64

IMPORTANT DISCONNECT INFORMATION

Your account remains past due and is scheduled for disconnection on **05/18/2026**. To avoid disconnection of your service, please pay the past due balance indicated on your Disconnect Notice from your previous invoice. If payment has been made, please ignore this notice. If you have any questions or need payment assistance, please call the customer service number at the number provided on this bill.

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



Average temperature in degrees

62° 74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 56°

	Current Month	May 2025	12-Month Usage	Avg Monthly Usage
Electric (kWh)	508	0	N/A	712
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 2.3% 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

\$1,175.64
by Jun 8

After Jun 8, the amount due will increase to \$1,179.44.

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

NICOLAS PANGALLO
NICOLAS PANGALLO
2751 ALEXANDRIA AVE
LATONIA KY 41015-1006

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

88 [REDACTED] 000330000100516000001704800001175649



duke-energy.com
800.544.6900

Page 2 of 4

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 may apply)	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 1327
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
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Important to know

Your next meter reading: Jun 15

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 \$6.50 for electric service that may be reconnected remotely, \$5.80 for electric service that is not eligible to be reconnected remotely, \$16.50 for electric service that was disconnected at the pole and \$110.00 for gas service. 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.

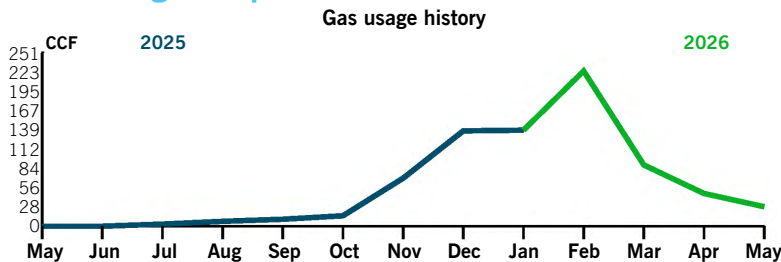


duke-energy.com
800.544.6900

Page 3 of 4

Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

62° 74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 56°

	Current Month	May 2025	12-Month Usage	Avg Monthly Usage
Gas (CCF)	28	0	N/A	70
12-month usage based on most recent history				

Current Gas usage for meter number 1286766

Actual reading on May 15	6110
Previous reading on Apr 17	- 6082
Gas Used	28 CCF
Billed CCF	28.000 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.

Current electric usage for meter number 320293556

Actual reading on May 15	82353
Previous reading on Apr 17	- 81845
Energy Used	508 kWh
Billed kWh	508.000 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.

Billing details - Gas

Billing Period - Apr 17 26 to May 15 26	
Meter - 1286766	
Customer Charge	\$20.30
Gas Delivery Charge	
28.000 CCF @ \$0.70339000	19.69
Gas DSM Rider	
28.000 CCF @ \$0.01444000	0.40
Gas Cost Recovery	
28.000 CCF @ \$0.77730000	21.76
PMM Rider	
28.000 CCF @ \$0.27000000	7.56
Total Current Charges	\$69.71

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 - Apr 17 26 to May 15 26	
Meter - 320293556	
Customer Charge	\$14.75

Your current rate is Residential Service (RS).

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



Account number [REDACTED]

Billing details - Electric continued

Energy Charge	
508.000 kWh @ \$0.12610400	\$64.06
Home Energy Assistance Prgm	0.30
Demand Side Management Cost Recovery Program Rider (DSM)	
508.000 kWh @ \$0.00551400	2.80
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
508.000 kWh @ \$-0.00589300	-2.99
Electric Fuel Adjustment	
508.000 kWh @ \$0.00609400	3.10
Environmental Surcharge Mechanism Rider (ESM)	-0.32
Total Current Charges	\$81.70

Billing details - Other Charges and Credits

Late Fee	\$5.17
Total Other Charges and Credits	\$5.17

Billing details - Taxes

Franchise Fee	\$4.54
Kentucky Sales Tax	9.36
Total Taxes	\$13.90