

**Duke Energy Kentucky  
Case No. 2020-00334  
Staff First Set Data Requests  
Date Received: November 25, 2020**

**STAFF-DR-01-001**

**REQUEST:**

Provide a customer billing history report for a random Duke Kentucky residential customer for each month in the 12-month reporting period ended November 2020. Redact any personal information from the report, such as customer name, customer address, and any additional identifiable information. The report should be sure to include the monthly usage, the rates billed, the meter reading dates, and the GCA rate billed.

**RESPONSE:**

Please see STAFF-DR-01-001 Attachment for customer billing history for 12 months.

**PERSON RESPONSIBLE:** Dana Patten

Due Date	Amount Due
Jan 2, 2020	\$ 458.93

Account Number [REDACTED] 90 07

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

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

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[REDACTED]

PO Box 1326  
 Charlotte NC 28201-1326

200 00000458937 [REDACTED] 010220203 00000481211

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 10 not included Last payment received Nov 27	Bill prepared on Dec 10, 2019 Next meter reading Jan 10, 2020

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001189880	Nov 06	Dec 09	33	5913	6461	548
Elec	320380736	Nov 06	Dec 09	33	2789	2941	152

Gas - Residential	
Usage -	548 CCF
Duke Energy - Rate RS	\$ 421.06
<b>Current Gas Charges</b>	<b>\$ 421.06</b>
Gas Cost Recovery \$0.31810000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 179.88
Payment(s) Received	179.88cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	421.06
Current Electric Charges	24.50
Taxes	13.37
<b>Current Amount Due</b>	<b>\$ 458.93</b>

Electric - Residential	
Usage -	152 kWh
Duke Energy - Rate RS	\$ 24.50
<b>Current Electric Charges</b>	<b>\$ 24.50</b>

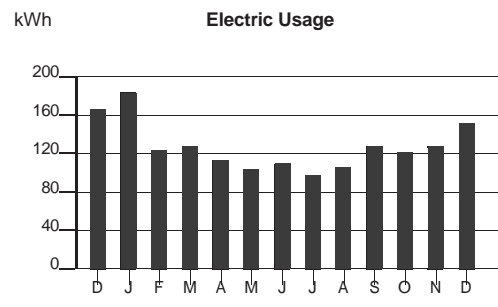
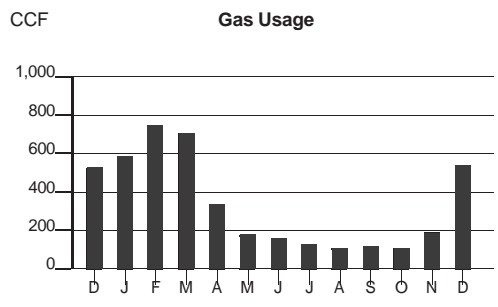
Taxes	
<b>Taxes</b>	<b>\$ 13.37</b>

Due Date	Amount Due	After Jan 2, 2020
Jan 2, 2020	\$ 458.93	\$ 481.21

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Current Charges		
<b>Gas</b> Meter - 001189880 CCF Usage - 548 Nov 06 - Dec 09 33 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 16.60 Gas Delivery Charge 548 CCF @ \$ 0.46920000 257.12 Gas DSM Rider 548 CCF @ \$ 0.01225000cr 6.71cr Gas Cost Recovery 548 CCF @ \$ 0.31810000 174.32 Gas WNA Rider 548 CCF @ \$ 0.03698300cr 20.27cr	\$ 421.06
<b>Total Current Gas Charges</b>		<b>\$ 421.06</b>
<b>Electric</b> Meter - 320380736 kWh Usage - 152 Nov 06 - Dec 09 33 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 11.10 Energy Chrg 152 kWh @ \$ 0.07165000 10.89 Elec DSM Rider 152 kWh @ \$ 0.00312000cr 0.47cr Rider PSM 152 kWh @ \$ 0.00010300 0.02 Elec Fuel Adjustment 152 kWh @ \$ 0.01343400 2.04 Rider ESM 0.92	24.50
<b>Total Current Electric Charges</b>		<b>\$ 24.50</b>

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax \$ 13.37	\$ 13.37
<b>Total Taxes</b>		<b>\$ 13.37</b>



Calculations based on most recent 12 month history  
 Total Usage 3,984  
 Average Usage 332

Calculations based on most recent 12 month history  
 Total Usage 1,501  
 Average Usage 125

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>Gas</b>	534	592	753	714	340	183	167	133	117	126	116	195	548
<b>Electric</b>	166	185	125	128	114	104	110	98	106	128	122	129	152

Account Number [REDACTED] 90 07

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

Due Date	Amount Due
Feb 4, 2020	\$ 555.40

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

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[REDACTED]

PO Box 1326  
 Charlotte NC 28201-1326

200 00000555401 [REDACTED] 020420200 00000582360

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 13 not included Last payment received Jan 02 Bill prepared on Jan 13, 2020 Next meter reading Feb 10, 2020

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001189880	Dec 09	Jan 10	32	6461	7014	553
Elec	320380736	Dec 09	Jan 10	32	2941	3093	152

Gas - Residential	
Usage -	553 CCF
Duke Energy - Rate RS	\$ 514.49
<b>Current Gas Charges</b>	<b>\$ 514.49</b>
Gas Cost Recovery \$0.31810000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 458.93
Payment(s) Received	458.93cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	514.49
Current Electric Charges	24.74
Taxes	16.17
<b>Current Amount Due</b>	<b>\$ 555.40</b>

Electric - Residential	
Usage -	152 kWh
Duke Energy - Rate RS	\$ 24.74
<b>Current Electric Charges</b>	<b>\$ 24.74</b>

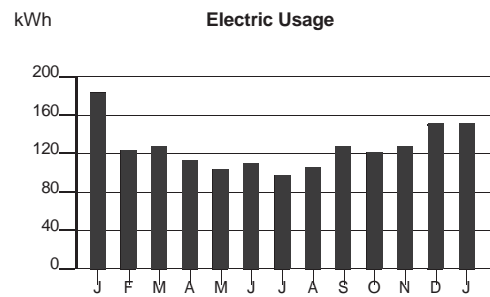
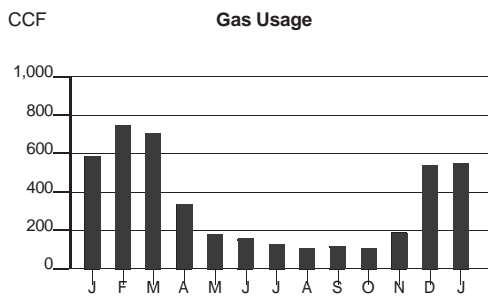
Taxes	
<b>Taxes</b>	<b>\$ 16.17</b>

Due Date	Amount Due	After Feb 4, 2020
Feb 4, 2020	\$ 555.40	\$ 582.36

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Current Charges		
<b>Gas</b> Meter - 001189880 CCF Usage - 553 Dec 09 - Jan 10 32 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 16.60 Gas Delivery Charge 553 CCF @ \$ 0.46920000 259.47 Gas DSM Rider 553 CCF @ \$ 0.01225000cr 6.77cr Gas Cost Recovery 553 CCF @ \$ 0.31810000 175.91 Gas WNA Rider 553 CCF @ \$ 0.12528900 69.28	\$ 514.49
<b>Total Current Gas Charges</b>		<b>\$ 514.49</b>
<b>Electric</b> Meter - 320380736 kWh Usage - 152 Dec 09 - Jan 10 32 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 11.10 Energy Chrg 152 kWh @ \$ 0.07165000 10.89 Elec DSM Rider 152 kWh @ \$ 0.00312000cr 0.47cr Rider PSM 152 kWh @ \$ 0.00010300 0.02 Elec Fuel Adjustment 152 kWh @ \$ 0.01275400 1.94 Rider ESM 1.26	24.74
<b>Total Current Electric Charges</b>		<b>\$ 24.74</b>

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax \$ 16.17	\$ 16.17
<b>Total Taxes</b>		<b>\$ 16.17</b>



Calculations based on most recent 12 month history  
 Total Usage 3,945  
 Average Usage 329

Calculations based on most recent 12 month history  
 Total Usage 1,468  
 Average Usage 122

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
<b>Gas</b>	592	753	714	340	183	167	133	117	126	116	195	548	553
<b>Electric</b>	185	125	128	114	104	110	98	106	128	122	129	152	152

Account Number [REDACTED] 90 07

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

Due Date	Amount Due
Mar 4, 2020	\$ 614.44

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

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[REDACTED]

PO Box 1326  
 Charlotte NC 28201-1326

200 00000614440 [REDACTED] 030420209 00000644277

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 11 not included Last payment received Jan 28	Bill prepared on Feb 11, 2020 Next meter reading Mar 10, 2020

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001189880	Jan 10	Feb 10	31	7014	7639	625
Elec	320380736	Jan 10	Feb 10	31	3093	3237	144

Gas - Residential	
Usage -	625 CCF
Duke Energy - Rate RS	\$ 574.16
<b>Current Gas Charges</b>	<b>\$ 574.16</b>
Gas Cost Recovery \$0.31810000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 555.40
Payment(s) Received	555.40cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	574.16
Current Electric Charges	22.39
Taxes	17.89
<b>Current Amount Due</b>	<b>\$ 614.44</b>

Electric - Residential	
Usage -	144 kWh
Duke Energy - Rate RS	\$ 22.39
<b>Current Electric Charges</b>	<b>\$ 22.39</b>

Taxes	
<b>Taxes</b>	<b>\$ 17.89</b>

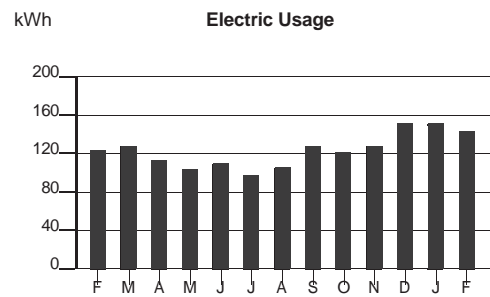
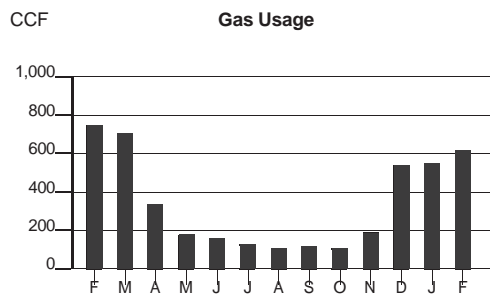
A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

Due Date	Amount Due	After Mar 4, 2020
Mar 4, 2020	\$ 614.44	\$ 644.27

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Current Charges		
<b>Gas</b> Meter - 001189880 CCF Usage - 625 Jan 10 - Feb 10 31 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 16.60 Gas Delivery Charge 625 CCF @ \$ 0.46920000 293.25 Gas DSM Rider 625 CCF @ \$ 0.01225000cr 7.66cr Gas Cost Recovery 625 CCF @ \$ 0.31810000 198.81 Gas WNA Rider 625 CCF @ \$ 0.11705500 73.16	\$ 574.16
<b>Total Current Gas Charges</b>		<b>\$ 574.16</b>
<b>Electric</b> Meter - 320380736 kWh Usage - 144 Jan 10 - Feb 10 31 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 11.10 Energy Chrg 144 kWh @ \$ 0.07165000 10.32 Elec DSM Rider 144 kWh @ \$ 0.00312000cr 0.45cr Rider PSM 144 kWh @ \$ 0.00010300 0.01 Elec Fuel Adjustment 144 kWh @ \$ 0.00166000cr 0.24cr Rider ESM 1.65	22.39
<b>Total Current Electric Charges</b>		<b>\$ 22.39</b>

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax \$ 17.89	\$ 17.89
<b>Total Taxes</b>		<b>\$ 17.89</b>



Calculations based on most recent 12 month history  
 Total Usage 3,817  
 Average Usage 318

Calculations based on most recent 12 month history  
 Total Usage 1,487  
 Average Usage 124

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
<b>Gas</b>	753	714	340	183	167	133	117	126	116	195	548	553	625
<b>Electric</b>	125	128	114	104	110	98	106	128	122	129	152	152	144

Account Number [REDACTED] 90 07

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

Due Date	Amount Due
Apr 2, 2020	\$ 427.02

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

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[REDACTED]

PO Box 1326  
 Charlotte NC 28201-1326

200 00000427020 [REDACTED] 040220208 00000447757

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information	
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 11 not included Last payment received Feb 26	Bill prepared on Mar 11, 2020 Next meter reading Apr 08, 2020

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001189880	Feb 10	Mar 10	29	7639	8179	540
Elec	320380736	Feb 10	Mar 10	29	3237	3364	127

Gas - Residential	
Usage -	540 CCF
Duke Energy - Rate RS	\$ 393.39
<b>Current Gas Charges</b>	<b>\$ 393.39</b>
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 614.44
Payment(s) Received	614.44cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	393.39
Current Electric Charges	21.19
Taxes	12.44
<b>Current Amount Due</b>	<b>\$ 427.02</b>

Electric - Residential	
Usage -	127 kWh
Duke Energy - Rate RS	\$ 21.19
<b>Current Electric Charges</b>	<b>\$ 21.19</b>

Taxes	
<b>Taxes</b>	<b>\$ 12.44</b>

A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting [duke-energy.com/MyNewBill](http://duke-energy.com/MyNewBill).

Due Date	Amount Due	After
Apr 2, 2020	\$ 427.02	Apr 2, 2020
		\$ 447.75

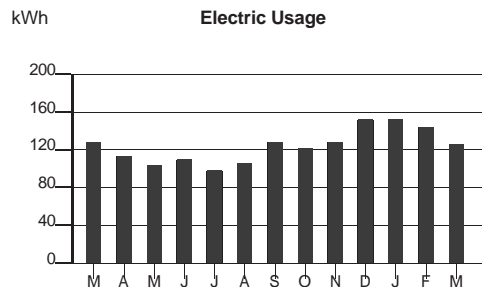
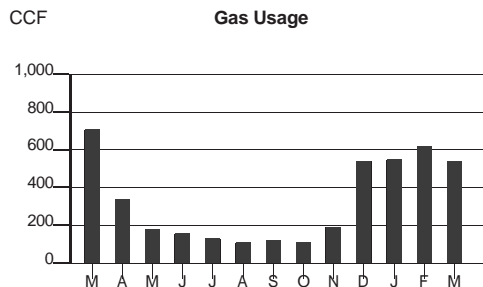


Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599. Z Z Z

Explanation of Current Charges		
<b>Gas</b>		<b>Duke Energy</b>
Meter - 001189880		Rate RS - Residential Service
CCF Usage - 540		Customer Charge \$ 16.60
Feb 10 - Mar 10		Gas Delivery Charge 540 CCF @ \$ 0.46920000 253.37
29 Days		Gas DSM Rider 540 CCF @ \$ 0.01225000cr 6.62cr
		Gas Cost Recovery 540 CCF @ \$ 0.21800000 117.72
		Gas WNA Rider 540 CCF @ \$ 0.02280900 12.32
		<b>\$ 393.39</b>
		<b>Total Current Gas Charges</b>
		<b>\$ 393.39</b>
<b>Electric</b>		<b>Duke Energy</b>
Meter - 320380736		Rate RS - Residential Service
kWh Usage - 127		Customer Charge \$ 11.10
Feb 10 - Mar 10		Energy Chrg 127 kWh @ \$ 0.07165000 9.10
29 Days		Elec DSM Rider 127 kWh @ \$ 0.00312000cr 0.40cr
		Rider PSM 127 kWh @ \$ 0.00032800 0.04
		Elec Fuel Adjustment 127 kWh @ \$ 0.00014200 0.02
		Rider ESM 1.33
		21.19
		<b>Total Current Electric Charges</b>
		<b>\$ 21.19</b>

Explanation of Taxes		
<b>Taxes</b>		
	Rate Incr for School Tax \$ 12.44	\$ 12.44
		<b>Total Taxes</b>
		<b>\$ 12.44</b>



Calculations based on most recent 12 month history  
 Total Usage 3,643  
 Average Usage 304

Calculations based on most recent 12 month history  
 Total Usage 1,486  
 Average Usage 124

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	714	340	183	167	133	117	126	116	195	548	553	625	540
Electric	128	114	104	110	98	106	128	122	129	152	152	144	127

Account Number [REDACTED] 90 07

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

Due Date	Amount Due
May 4, 2020	\$ 254.93

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



PO Box 1326  
 Charlotte NC 28201-1326

200 00000254932 [REDACTED] 050420205 00000267317

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 09 not included Last payment received Mar 27 Bill prepared on Apr 09, 2020 Next meter reading May 08, 2020

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	001189880	Mar 10	Mar 24	14	8179	8347	168
Gas	000927101*	Mar 24	Apr 08	15	00000	91	91
Elec	320380736	Mar 10	Apr 08	29	3364	3485	121

\* New Meter

Gas - Residential	
Usage -	259 CCF
Duke Energy - Rate RS	\$ 226.72
<b>Current Gas Charges</b>	<b>\$ 226.72</b>
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 427.02
Payment(s) Received	427.02cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	226.72
Current Electric Charges	20.79
Taxes	7.42
<b>Current Amount Due</b>	<b>\$ 254.93</b>

Electric - Residential	
Usage -	121 kWh
Duke Energy - Rate RS	\$ 20.79
<b>Current Electric Charges</b>	<b>\$ 20.79</b>

Taxes	
<b>Taxes</b>	<b>\$ 7.42</b>

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & well-being of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

Due Date	Amount Due	After
May 4, 2020	\$ 254.93	May 4, 2020
		\$ 267.31

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

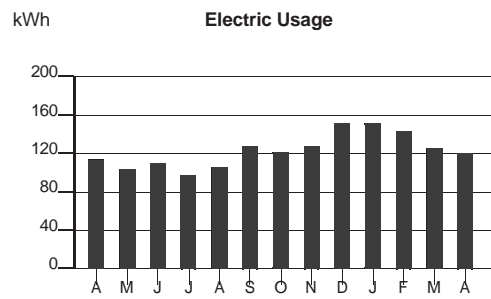
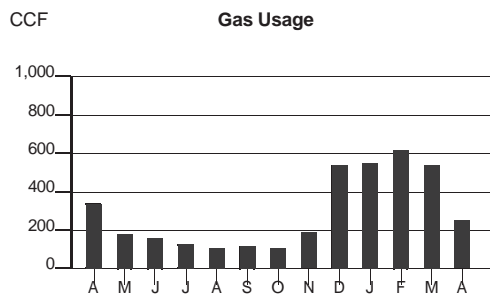
Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at duke-energy-env.alertline.com. Z Z

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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org. Z Z Z Z

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter -	001189880	Rate RS - Residential Service	
CCF Usage -	168	Customer Charge	\$ 16.60
Mar 10 - Mar 24		Gas Delivery Charge	
14 Days		259 CCF @ \$ 0.46920000	121.52
Meter - *	000927101	Gas DSM Rider	
CCF Usage -	91	259 CCF @ \$ 0.01225000cr	3.17cr
Billed CCF -	259	Gas Cost Recovery	
Mar 24 - Apr 08		259 CCF @ \$ 0.21800000	56.46
15 Days		Gas WNA Rider	
* Meter Change		259 CCF @ \$ 0.13633200	35.31
			\$ 226.72
		<b>Total Current Gas Charges</b>	<b>\$ 226.72</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter -	320380736	Rate RS - Residential Service	
kWh Usage -	121	Customer Charge	\$ 11.10
Mar 10 - Apr 08		Energy Chrg	
29 Days		121 kWh @ \$ 0.07165000	8.67
		Elec DSM Rider	
		121 kWh @ \$ 0.00312000cr	0.38cr
		Rider PSM	
		121 kWh @ \$ 0.00032800	0.04
		Elec Fuel Adjustment	
		121 kWh @ \$ 0.00158900	0.19
		Rider ESM	1.17
			20.79
		<b>Total Current Electric Charges</b>	<b>\$ 20.79</b>

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax	\$ 7.42
	<b>Total Taxes</b>	<b>\$ 7.42</b>

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]



Calculations based on most recent 12 month history  
 Total Usage 3,562  
 Average Usage 297

Calculations based on most recent 12 month history  
 Total Usage 1,493  
 Average Usage 124

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
<b>Gas</b>	340	183	167	133	117	126	116	195	548	553	625	540	259
<b>Electric</b>	114	104	110	98	106	128	122	129	152	152	144	127	121

Due Date	Amount Due
Jun 2, 2020	\$ 203.17

Account Number [REDACTED] 90 07

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

\$ \_\_\_\_\_ \$ \_\_\_\_\_

WinterCare Contribution (for Customer Assistance)      Amount Enclosed



PO Box 1326  
 Charlotte NC 28201-1326

200 0000203173 [REDACTED] 060220204 0000203173

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 11 not included Last payment received Apr 29 Bill prepared on May 11, 2020 Next meter reading Jun 09, 2020

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000927101	Apr 08	May 08	30	91	313	222
Elec	320380736	Apr 08	May 08	30	3485	3602	117

Gas - Residential	
Usage -	222 CCF
Duke Energy - Rate RS	\$ 175.98
<b>Current Gas Charges</b>	<b>\$ 175.98</b>
Gas Cost Recovery \$0.21800000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 254.93
Payment(s) Received	254.93cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	175.98
Current Electric Charges	21.28
Taxes	5.91
<b>Current Amount Due</b>	<b>\$ 203.17</b>

Electric - Residential	
Usage -	86 kWh
Duke Energy - Rate RS	\$ 15.13
Usage -	31 kWh
Duke Energy - Rate RS	6.15
<b>Current Electric Charges</b>	<b>\$ 21.28</b>
Old Rate Effective Apr 08 To Apr 30	
New Rate Effective Apr 30 To May 08	

Taxes	
<b>Taxes</b>	<b>\$ 5.91</b>

Due Date	Amount Due
Jun 2, 2020	\$ 203.17

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

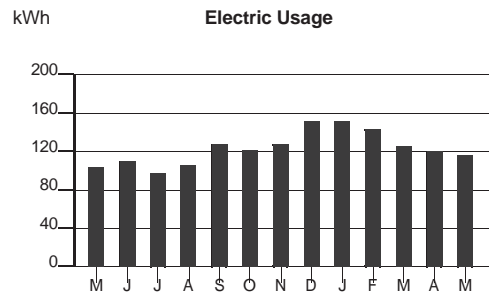
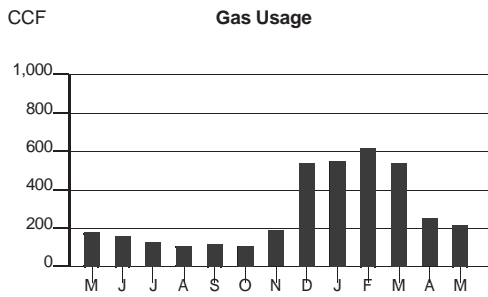
Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org. Z Z Z Z

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.

Explanation of Current Charges		
<b>Gas</b> Meter - 000927101 CCF Usage - 222 Apr 08 - May 08 30 Days	<b>Duke Energy</b> Rate RS - Residential Service Customer Charge \$ 16.60 Gas Delivery Charge 222 CCF @ \$ 0.46920000 104.16 Gas DSM Rider 222 CCF @ \$ 0.03073500 6.82 Gas Cost Recovery 222 CCF @ \$ 0.21800000 48.40	\$ 175.98
<b>Total Current Gas Charges</b>		<b>\$ 175.98</b>
<b>Electric</b> Meter - 320380736 kWh Usage - 117 Apr 08 - May 08 30 Days	<b>Duke Energy</b> Rate RS - Residential Service Old Rate Effective Apr 08 To Apr 30 Customer Charge \$ 8.14 Energy Chrg 86 kWh @ \$ 0.07165000 6.16 Elec DSM Rider 86 kWh @ \$ 0.00314300cr 0.27cr Rider PSM 86 kWh @ \$ 0.00032800 0.03 Elec Fuel Adjustment 86 kWh @ \$ 0.00066100 0.06 Rider ESM 1.01	15.13
<b>Duke Energy</b> Rate RS - Residential Service New Rate Effective Apr 30 To May 08 Customer Charge \$ 3.39 Energy Chrg 31 kWh @ \$ 0.07796000 2.42 Elec DSM Rider 31 kWh @ \$ 0.00314300cr 0.10cr Rider PSM 31 kWh @ \$ 0.00032800 0.01 Elec Fuel Adjustment 31 kWh @ \$ 0.00066100 0.02 Rider ESM 0.41		6.15
<b>Total Current Electric Charges</b>		<b>\$ 21.28</b>

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax	\$ 5.91
<b>Total Taxes</b>		<b>\$ 5.91</b>

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]



Calculations based on most recent 12 month history  
 Total Usage                      3,601  
 Average Usage                      300

Calculations based on most recent 12 month history  
 Total Usage                      1,506  
 Average Usage                      126

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
<b>Gas</b>	183	167	133	117	126	116	195	548	553	625	540	259	222
<b>Electric</b>	104	110	98	106	128	122	129	152	152	144	127	121	117



duke-energy.com  
 1.800.544.6900

## Your Energy Bill

page 1 of 4

Service address

[REDACTED]

Bill date Jun 10, 2020

For service May 8 - Jun 9  
 32 days

Account number [REDACTED]

### Billing summary

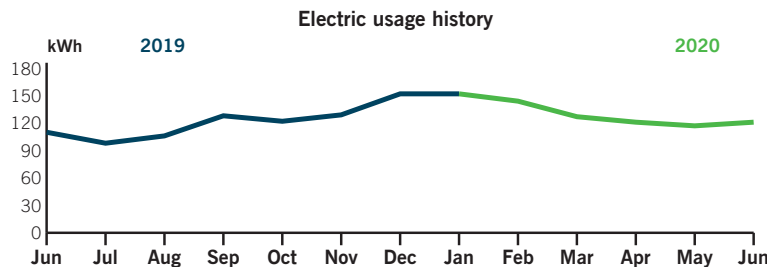
Previous amount due	\$203.17
Payment received May 27	-203.17
Current Gas Charges	142.34
Current Electric Charges	22.79
Taxes	4.95
<b>Total amount due Jul 02</b>	<b>\$170.08</b>



Thank you for your payment.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

### Your usage snapshot



	Current Month	Jun 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	121	110	1,517	126
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](http://duke-energy.com/billing).

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

**\$170.08**  
 by Jul 2

Late fees are currently suspended due to COVID-19.

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to WinterCare.

**Amount enclosed**

[REDACTED]

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

990 [REDACTED] 0003300000000000000000001700800000170083





duke-energy.com  
1.800.544.6900

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 applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

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

---

### Request the condensed or detailed bill format

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

## Important to know

### Your next meter reading: Jul 9

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

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

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, and \$25 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

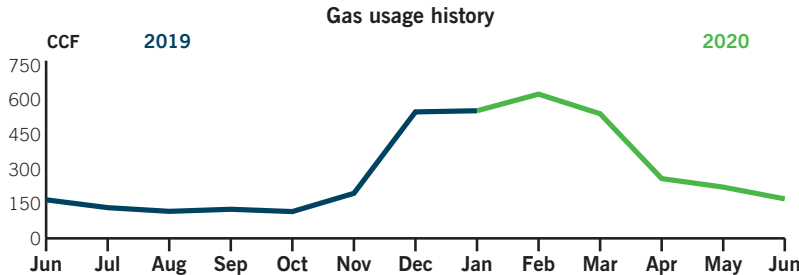
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duke-energy.com  
 1.800.544.6900

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Jun 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	171	167	3,605	300
12-month usage based on most recent history				

## Your usage snapshot

Current electric usage for meter number 320380736	
Actual reading on Jun 9	3723
Previous reading on May 8	- 3602
Energy used	121 kWh
kWh Usage	121



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 000927101	
Actual reading on Jun 9	484
Previous reading on May 8	- 313
Gas used	171 CCF



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

## Billing details - Electric

Meter - 320380736	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$12.70
Energy Chrg	
121 kWh @ \$0.07796	9.43
Demand Side Management Cost Recovery Program Rider (DSM)	
121 kWh @ \$-0.003143	-0.38
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
121 kWh @ \$0.00007	0.01
Elec Fuel Adjustment	
121 kWh @ \$0.000478	0.06
Environmental Surcharge Mechanism Rider (ESM)	0.97
<b>Total Charges</b>	<b>\$22.79</b>

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.60
Gas Delivery Charge	
171 CCF @ \$0.4692	80.23
Gas DSM Rider	
171 CCF @ \$0.030735	5.26
Gas Cost Recovery	
171 CCF @ \$0.2354	40.25
<b>Total Charges</b>	<b>\$142.34</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$4.95
<b>Total Taxes</b>	<b>\$4.95</b>



duke-energy.com  
 1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address**  
 [Redacted]  
 [Redacted]

**Bill date** Jul 10, 2020  
**For service** Jun 9 - Jul 9  
 30 days

**Account number** [Redacted]

### Billing summary

Previous amount due	\$170.08
Payment received Jun 25	-170.08
Current Gas Charges	94.02
Current Electric Charges	22.29
Taxes	3.49
<b>Total amount due Aug 03</b>	<b>\$119.80</b>



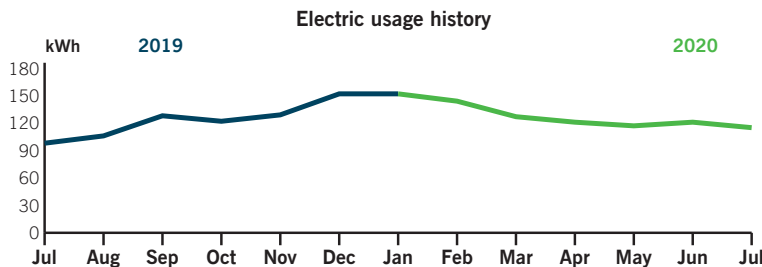
Thank you for your payment.

Extended payment arrangements are available for customers who have experienced economic hardship during COVID-19. Stay up to date on other actions we're taking to help customers at [dukeenergyupdates.com](http://dukeenergyupdates.com).

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

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### Your usage snapshot



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	115	98	1,534	128
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](http://duke-energy.com/billing).**

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

**\$119.80**  
 by Aug 3

Late fees are currently suspended due to COVID-19.

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to WinterCare.

**Amount enclosed**



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

990 [Redacted] 0003300000000000000000001198000000119802



duke-energy.com  
1.800.544.6900

page 2 of 4

Account number [REDACTED]

## We're here for you

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### Report an emergency

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

---

### Convenient ways to pay your bill

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

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### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

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### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

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### Contact Duke Energy

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

---

### Request the condensed or detailed bill format

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

## Important to know

### Your next meter reading: Aug 7

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

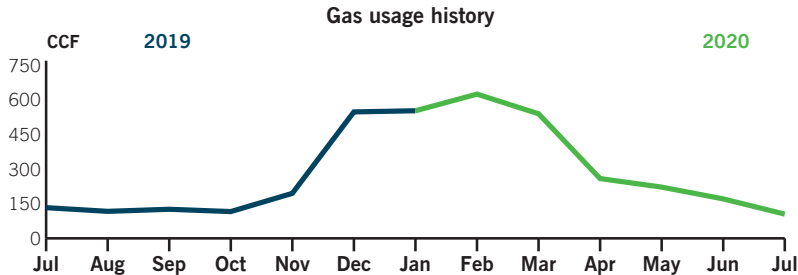
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
 1.800.544.6900

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Jul 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	105	133	3,577	298
12-month usage based on most recent history				

### Current electric usage for meter number 320380736

Actual reading on Jul 9	3838
Previous reading on Jun 9	- 3723
Energy used	115 kWh
kWh Usage	115



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 000927101

Actual reading on Jul 9	589
Previous reading on Jun 9	- 484
Gas used	105 CCF



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

## Billing details - Electric

Meter - 320380736	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$12.90
Energy Chrg	
115 kWh @ \$0.07796	8.97
Demand Side Management Cost Recovery Program Rider (DSM)	
115 kWh @ \$-0.003143	-0.36
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
115 kWh @ \$0.00007	0.01
Elec Fuel Adjustment	
115 kWh @ \$-0.002343	-0.27
Environmental Surcharge Mechanism Rider (ESM)	1.04
<b>Total Charges</b>	<b>\$22.29</b>

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.80
Gas Delivery Charge	
105 CCF @ \$0.4692	49.27
Gas DSM Rider	
105 CCF @ \$0.030735	3.23
Gas Cost Recovery	
105 CCF @ \$0.2354	24.72
<b>Total Charges</b>	<b>\$94.02</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$3.49
<b>Total Taxes</b>	<b>\$3.49</b>



duke-energy.com  
1.800.544.6900

### Your Energy Bill

page 1 of 4

**Service address**  
[REDACTED]  
**Bill date** Aug 11, 2020  
**For service** Jul 9 - Aug 10  
32 days  
**Account number** [REDACTED]

### Billing summary

Previous amount due	\$119.80
<i>Payment received Jul 30</i>	-119.80
Current Gas Charges	97.68
Current Electric Charges	23.51
Taxes	3.64
<b>Total amount due Sep 02</b>	<b>\$124.83</b>



Thank you for your payment.

**IMPORTANT:** Please check the due date on your bill because it may have changed. We have modified our meter reading routes in an effort to improve efficiencies and manage costs.

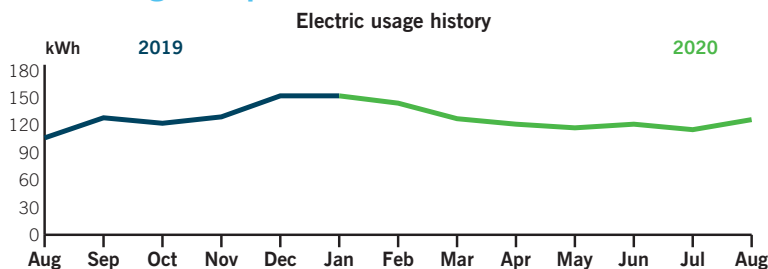
Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. 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.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

Extended payment arrangements are available for those experiencing financial hardship during COVID-19 at [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime). Stay up to date on other actions we're taking to help at [dukeenergyupdates.com](http://dukeenergyupdates.com).

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

### Your usage snapshot



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	126	106	1,554	130

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

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

**\$124.83**  
by Sep 2

Late fees are currently suspended due to COVID-19.

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



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

99012300069205000330000000000000000001248300000124836





duke-energy.com  
1.800.544.6900

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 applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

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

---

### Request the condensed or detailed bill format

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

## Important to know

### Your next meter reading: Sep 9

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

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

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

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

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

### When you pay by check

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### Para nuestros clientes que hablan Español

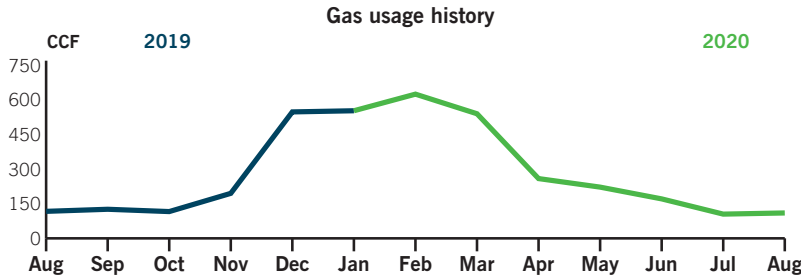
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
 1.800.544.6900

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Aug 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	110	117	3,570	298
12-month usage based on most recent history				

### Current electric usage for meter number 320380736

Actual reading on Aug 10	3964
Previous reading on Jul 9	- 3838
Energy used	126 kWh
kWh Usage	126



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 000927101

Actual reading on Aug 10	699
Previous reading on Jul 9	- 589
Gas used	110 CCF



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

## Billing details - Electric

Meter - 320380736	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$12.90
Energy Chrg	
126 kWh @ \$0.07796	9.82
Demand Side Management Cost Recovery Program Rider (DSM)	
126 kWh @ \$-0.003143	-0.40
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
126 kWh @ \$0.00007	0.01
Elec Fuel Adjustment	
126 kWh @ \$-0.004684	-0.59
Environmental Surcharge Mechanism Rider (ESM)	1.77
<b>Total Charges</b>	<b>\$23.51</b>

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.80
Gas Delivery Charge	
110 CCF @ \$0.4692	51.61
Gas DSM Rider	
110 CCF @ \$0.030735	3.38
Gas Cost Recovery	
110 CCF @ \$0.2354	25.89
<b>Total Charges</b>	<b>\$97.68</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$3.64
<b>Total Taxes</b>	<b>\$3.64</b>



duke-energy.com  
 1.800.544.6900

## Your Energy Bill

page 1 of 4

**Service address** [REDACTED]  
**Bill date** Sep 10, 2020  
**For service** Aug 10 - Sep 9  
 30 days  
**Account number** [REDACTED]

### Billing summary

Previous amount due	\$124.83
Payment received Aug 26	-124.83
Current Gas Charges	95.46
Current Electric Charges	24.30
Taxes	3.59
<b>Total amount due Oct 02</b>	<b>\$123.35</b>

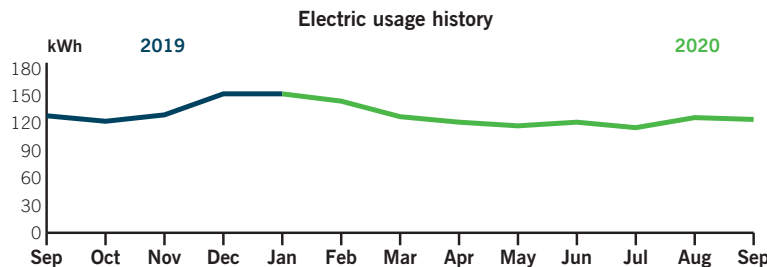


Thank you for your payment.

Extended payment arrangements are available for customers who have experienced economic hardship during COVID-19. Stay up to date on other actions we're taking to help customers at dukeenergyupdates.com.

Higher temperatures mean higher bills because your AC uses more energy to maintain the same temperature. Keeping your thermostat on the highest comfortable setting means less work for your AC and more savings for you.

### Your usage snapshot



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	124	128	1,550	129
12-month usage based on most recent history				

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

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



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

Account number [REDACTED]

#### Amount due

**\$123.35**  
 by Oct 2

After Oct 2, the amount due will increase to \$129.34.

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to WinterCare.

**Amount enclosed**



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

990 [REDACTED] 0003300000000000000000001233500000123350



duke-energy.com  
1.800.544.6900

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 applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

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### 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

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### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

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### Contact Duke Energy

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

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### 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: Oct 8

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

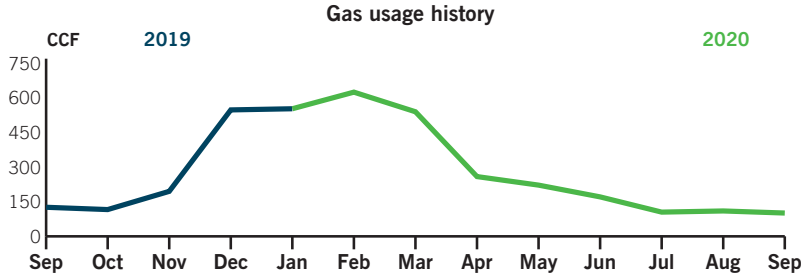
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
 1.800.544.6900

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Sep 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	101	126	3,545	295
12-month usage based on most recent history				

### Current electric usage for meter number 320380736

Actual reading on Sep 9	4088
Previous reading on Aug 10	- 3964
Energy used	124 kWh
kWh Usage	124



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 000927101

Actual reading on Sep 9	800
Previous reading on Aug 10	- 699
Gas used	101 CCF



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

## Billing details - Electric

Meter - 320380736	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$12.90
Energy Chrg	
124 kWh @ \$0.07796	9.67
Demand Side Management Cost Recovery Program Rider (DSM)	
124 kWh @ \$-0.003143	-0.39
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
124 kWh @ \$-0.00036	-0.04
Elec Fuel Adjustment	
124 kWh @ \$0.001614	0.20
Environmental Surcharge Mechanism Rider (ESM)	1.96
<b>Total Charges</b>	<b>\$24.30</b>

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.80
Gas Delivery Charge	
101 CCF @ \$0.4692	47.39
Gas DSM Rider	
101 CCF @ \$0.030735	3.10
Gas Cost Recovery	
101 CCF @ \$0.2789	28.17
<b>Total Charges</b>	<b>\$95.46</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$3.59
<b>Total Taxes</b>	<b>\$3.59</b>



duke-energy.com  
 1.800.544.6900

## Your Energy Bill

page 1 of 4

Service address

[Redacted]

Bill date Oct 9, 2020

For service Sep 9 - Oct 8  
 29 days

Account number [Redacted]

### Billing summary

Previous amount due	\$123.35
Payment received Oct 01	-123.35
Current Gas Charges	96.24
Current Electric Charges	23.69
Taxes	3.60
<b>Total amount due Nov 02</b>	<b>\$123.53</b>

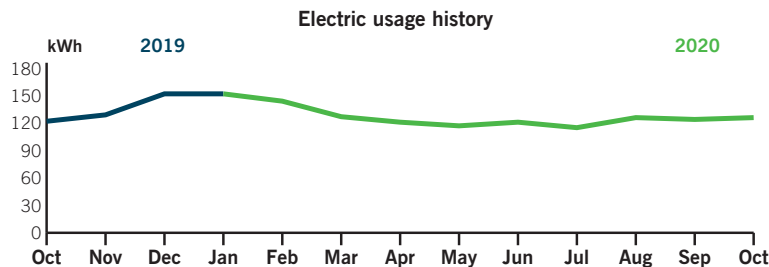


Thank you for your payment.

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at [duke-energy.com/HouseCall](http://duke-energy.com/HouseCall).

Standard billing & payment policies resume in Nov. Residential accounts with past-due balances will be automatically set up on a multi-month payment plan, as allowed by regulators. Learn more at [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime).

### Your usage snapshot



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	126	122	1,554	130
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](http://duke-energy.com/billing). Late payments are subject to a 5% late charge.

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



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

Account number

[Redacted]

### Amount due

**\$123.53**  
 by Nov 2

After Nov 2, the amount due will increase to \$129.53.

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to WinterCare.

**Amount enclosed**

[Redacted]

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

990 [Redacted] 0003300000000000000000001235300000123534





duke-energy.com  
1.800.544.6900

page 2 of 4

Account number [REDACTED]

## We're here for you

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### Report an emergency

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

---

### Convenient ways to pay your bill

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

---

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

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

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### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

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### Contact Duke Energy

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

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### 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: Nov 6

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

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

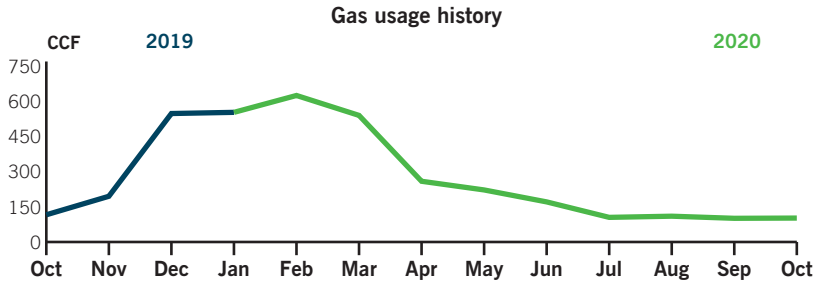


duke-energy.com  
 1.800.544.6900

page 3 of 4

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Oct 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	102	116	3,531	294
12-month usage based on most recent history				

### Current electric usage for meter number 320380736

Actual reading on Oct 8	4214
Previous reading on Sep 9	- 4088
Energy used	126 kWh
kWh Usage	126



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 000927101

Actual reading on Oct 8	902
Previous reading on Sep 9	- 800
Gas used	102 CCF



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

## Billing details - Electric

### Meter - 320380736

#### Rate RS - Residential Service

Customer Charge	\$12.90
Energy Chrg	
126 kWh @ \$0.07796	9.82
Demand Side Management Cost Recovery Program Rider (DSM)	
126 kWh @ \$-0.003143	-0.40
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
126 kWh @ \$-0.00036	-0.05
Elec Fuel Adjustment	
126 kWh @ \$0.000366	0.05
Environmental Surcharge Mechanism Rider (ESM)	1.37
<b>Total Charges</b>	<b>\$23.69</b>

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.80
Gas Delivery Charge	
102 CCF @ \$0.4692	47.86
Gas DSM Rider	
102 CCF @ \$0.030735	3.13
Gas Cost Recovery	
102 CCF @ \$0.2789	28.45
<b>Total Charges</b>	<b>\$96.24</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$3.60
<b>Total Taxes</b>	<b>\$3.60</b>



duke-energy.com  
 1.800.544.6900

## Your Energy Bill

page 1 of 4

Service address

[Redacted]

Bill date Nov 9, 2020

For service Oct 8 - Nov 6  
 29 days

Account number [Redacted]

### Billing summary

Previous amount due	\$123.53
Payment received Nov 03	-123.53
Current Gas Charges	165.74
Current Electric Charges	24.14
Taxes	5.70
<b>Total amount due Dec 01</b>	<b>\$195.58</b>



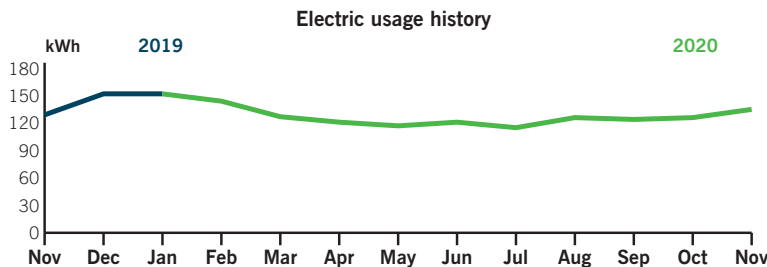
Thank you for your payment.

Standard billing & payment policies have resumed. Residential accounts with past-due balances were automatically set up on a multi-month payment plan, as allowed by regulators. Learn more at [duke-energy.com/ExtraTime](http://duke-energy.com/ExtraTime).

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.

Help neighbors struggling to pay their bills with a gift to WinterCare. Contributions are matched by Duke Energy up to \$25,000. Learn more at [duke-energy.com/KentuckyCare](http://duke-energy.com/KentuckyCare).

### Your usage snapshot



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Electric (kWh)	135	129	1,560	130
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](http://duke-energy.com/billing). Late payments are subject to a 5% late charge.

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



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

Account number

[Redacted]

#### Amount due

**\$195.58**  
 by Dec 1

After Dec 1, the amount due will increase to \$205.07.

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to WinterCare.

**Amount enclosed**

[Redacted]

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

990 [Redacted] 0003300000000000000000001955800000195583



duke-energy.com  
1.800.544.6900

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 applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/location

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

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

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

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

### Request the condensed or detailed bill format

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

## Important to know

### Your next meter reading: Dec 10

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

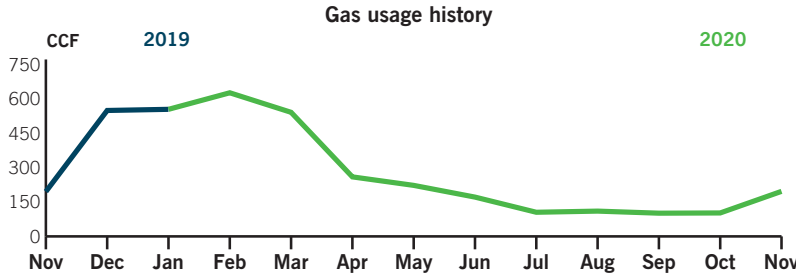
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
 1.800.544.6900

Account number [REDACTED]

## Your usage snapshot - continued



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	196	195	3,532	294
12-month usage based on most recent history				

### Current electric usage for meter number 320380736

Actual reading on Nov 6	4349
Previous reading on Oct 8	- 4214
Energy used	135 kWh
kWh Usage	135



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 000927101

Actual reading on Nov 6	1098
Previous reading on Oct 8	- 902
Gas used	196 CCF



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

## Billing details - Electric

### Meter - 320380736

#### Rate RS - Residential Service

Old Rate Effective Oct 08 To Oct 28

Customer Charge	\$8.90
Energy Chrg	
93 kWh @ \$0.07796	7.25
Demand Side Management Cost Recovery Program Rider (DSM)	
93 kWh @ \$-0.003143	-0.29
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
93 kWh @ \$-0.00036	-0.03
Elec Fuel Adjustment	
93 kWh @ \$-0.00224	-0.21
Environmental Surcharge Mechanism Rider (ESM)	0.98

#### Rate RS - Residential Service

New Rate Effective Oct 28 To Nov 06

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



duke-energy.com  
 1.800.544.6900

page 4 of 4

Account number [REDACTED]

### Billing details - Electric continued

Customer Charge	4.00
Energy Chrg	
42 kWh @ \$0.079431	3.34
Demand Side Management Cost Recovery Program Rider (DSM)	
42 kWh @ \$-0.003143	-0.13
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
42 kWh @ \$-0.00036	-0.02
Elec Fuel Adjustment	
42 kWh @ \$-0.00224	-0.09
Environmental Surcharge Mechanism Rider (ESM)	0.44
<b>Total Charges</b>	<b>\$24.14</b>

### Billing details - Gas

<b>Meter - 927101</b>	
<b>Rate RS - Residential Service</b>	
Customer Charge	\$16.80
Gas Delivery Charge	
196 CCF @ \$0.4692	91.96
Gas DSM Rider	
196 CCF @ \$0.030735	6.02
Gas Cost Recovery	
196 CCF @ \$0.2789	54.66
Gas WNA Rider	
196 CCF @ \$-0.018866	-3.70
<b>Total Charges</b>	<b>\$165.74</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Rate Incr for School Tax	\$5.70
<b>Total Taxes</b>	<b>\$5.70</b>