

Betty L. Eichelberger  
6258 Taylor Mill Road  
Covington, Kentucky 41015

Attachment  
#1

Re - Case # 2022-00289

Elizabeth Eichelberger v Duke Energy Ky Inc

Attached is a copy of the newest  
change to my budget billing.

As you can see they also changed  
my account # sometime during the  
2022 year for no reason. I've had  
account # for over 20 years. Why!

As you will see when I send you a  
copy of all my bills for 2022, during  
Jan, Feb, March, my bill was a miss  
After I paid the \$809.00 bill I called, they  
said that was a mistake. Note Dec budget  
bill \$212.00 New budget bill for 2023  
\$268.00.

(over)

RECEIVED

JAN 30 2023

PUBLIC SERVICE  
COMMISSION

July bill \$ 172.33 .<sup>7</sup><sub>0</sub>

I had my budget bill always ~~intended~~ <sup>paid</sup> by the bank automatically, however this year I had to go in and adjust the amount I didn't know what was what.

Up until this year I was never late with my bills.

And why isn't the Demand Side Management Cost Recovery Program <sup>fixed</sup>

Electric Fuel Adjustment  
Of System Sales Profit  
Sharing Mechanism <sup>fixed</sup>

Regulated?

We use to just have Electric Fuel Adjustment now their hiding behind all these other charges - is this why my bills are higher - not my use of Ekt, which is lower.

Thank you for your help.  
Elizabeth C. Hubbard



1000 E Main Street | Plainfield, IN 46168

duke-energy.com

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BETTY EICHELBERGER  
6258 TAYLOR MILL RD  
COVINGTON KY 41015-2463

Dec. 19, 2022

**You have been automatically re-enrolled in Budget Billing**

Dear BETTY EICHELBERGER,

Thank you for your participation in Duke Energy's Budget Billing Plan (BBP). We appreciate your business and hope that you have found this program helpful and easy to use.

As a courtesy, you have been automatically re-enrolled in the BBP program with the future monthly amount of \$268.00.

No further action is required to continue this service. If you have questions or need additional assistance, please call us at 800.544.6900 during the hours of 7 a.m. to 7 p.m., Monday through Friday.

Thank you for your business and we look forward to continuing to serve you.

Para español, visite [duke-energy.com/español](http://duke-energy.com/español) o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy

Account Number:



1. Changed my acct number from [redacted]  
2. Electric fuel adjustment not on this bill (Dec 16-22)  
because this is a catch up bill for the whole year of 2022

ks.dok.duke.cor.20221219.3291.0.35.ap-169-000000169