

139 East Fourth Street 1303-Main Cincinnati, Ohio 45202

> o: 513-287-4010 f: 513-370-5720

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

### VIA ELECTRONIC FILING

February 10, 2023

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

## RECEIVED FEB 10 2023

PUBLIC SERVICE COMMISSION

### Re: <u>Case No. 2022-00289</u>

In the Matter of: Elizabeth L. Eichelberger v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. hereby submits electronically pursuant to 807 KAR 5:001, Section 8, its *Responses to Staff's Second Request for Information* in the above captioned matter.

I certify that the electronically filed documents are true and accurate copies of the original documents. Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085 no paper copies of this filing will be made.

Respectfully submitted,

/s/Larisa M. Vaysman Senior Counsel (98944) Duke Energy Kentucky, Inc. 139 East Fourth Street, 1303-Main Cincinnati, Ohio 45202 Phone: (513) 287-4010 Fax: (513) 370-5720 E-mail: larisa.vaysman@duke-energy.com Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

#### VERIFICATION

STATE OF INDIANA	)	
	)	SS:
COUNTY OF HENDRICKS	)	

The undersigned, Amber Kaufman, Consumer Affairs Specialist, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information, and belief.

Amber Kaufman, Affiant

Subscribed and sworn to before me by Amber Kaufman on this 24 day of January \_\_\_\_, 2023.

IAMIE

My Commission Expires: 5/3/2030

## KyPSC Case No. 2022-00289 TABLE OF CONTENTS

## **DATA REQUEST**

## **WITNESS**

TAB NO.

STAFF-DR-02-001

STAFF-DR-02-002

Amber Kaufman.....1

Amber Kaufman.....2

Duke Energy Kentucky Case No. 2022-00289 STAFF Second Set Data Requests Date Received: January 19, 2023

**STAFF-DR-02-001** 

### **REQUEST:**

Provide copies of bills issued to Ms. Eichelberger for the period January 2020 to present.

### **RESPONSE:**

Please see STAFF-DR-02-001 Attachment.

PERSON RESPONSIBLE: Amber Kaufman

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 1 of 151 **Amount Due** \$ 0.00 Account Number 80 03 For less detailed billing information on your monthly bill, check box on right \$ \$ WinterCare Contribution Amount Enclosed (for Customer Assistance) Betty Eichelberger PO Box 1326 NC 28201-1326 Charlotte

200 00000210501

## 012920202 00000210501

		Page 1 of 3		
Name /Service Address	For Inquiries Call	Account Number		
Betty Eichelberger	Duke Energy 1-8	00-544-6900		
	Account Information			
Mail Payments To	Account Ir	nformation		
Mail Payments ToPO Box 1326CharlotteNC 28201-1326	Account In Payments after Jan 07 not included L st payment received Dec 19	nformation Bill prepared on Jan 07, 2020 Next meter reading Jan 20, 2020		

Meter	Number	Reading Date From To	Days	Meter Re Previous	ading Present	Usage
Gas	001291848	Nov 15 Dec 17	32	164	179 E	15
Elec	320303612	Nov 15 Dec 17	32	34762	37401	2,639

Gas - Residential		Current Billing	
Usage - 15 CCF Duke Energy - Rate RS <b>Current Gas Charges</b> Gas Cost Recovery \$0.3181000	\$ 28.40 <b>\$ 28.40</b> 00/CCF	Amt Due - Previous Bill Payment(s) Received Balance Forward Budget Billing Amt Due Current Amount Due	\$ 230.00 230.00cr 0.00 210.50cr <b>\$ 210.50cr</b>
Electric - Residential			
Usage - 2,639 kWh Duke Energy - Rate RS	\$ 236.53	Account Balance Other Charges/Credits	\$ 210.50cr
Current Electric Charges	\$ 236.53	<u> </u>	
Taxes			
Taxes	\$ 17.23		

Name	Service Address	Page 2 of 3 Account Number
Betty Eichelberger		

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

The gas usage on meter 1291848 has been estimated for 1 day(s) out of the last 32 days due to a meter communication issue.

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to WinterCare. To donate, see enclosed bill insert or go to duke-energy.com/Care.

Explanation of Current Charges					
<b>Gas</b> Meter -	001291848	<b>Duke Energy</b> Rate RS - Residential Service			
CCF Usage -	15	Customer Charge	\$ 16.60		
Nov 15 - Dec 17 32 Days		Gas Delivery Charge 15 CCF @ \$ 0.46920000 Gas DSM Rider	7.04		
		15 CCF @ \$0.01225000cr	0.18cr		
		Gas Cost Recovery 15 CCF @ \$0.31810000 Gas WNA Rider	4.77		
		15 CCF @ \$ 0.01130500	0.17	\$ 28.40	
		Total Current Gas	s Charges	\$ 28.40	
Electric Meter -	320303612	<b>Duke Energy</b> Rate RS - Residential Service			
kWh Usage -	2,639	Customer Charge	\$ 11.10		
Nov 15 - Dec 17 32 Days		Energy Chrg 2,639  kWh @ \$ 0.07165000 Elec DSM Rider	189.08		
		2,639 kWh @ \$ 0.00312000cr Rider PSM	8.23cr		
		2,639 kWh @ \$0.00010300	0.27		
		Elec Fuel Adjustment 2,639 kWh @ \$0.01343400 Rider ESM	35.45 8.86	236.53	
		Total Current Electric	c Charges	\$ 236.53	

	Explanation of Taxes		
Taxes	Franchise Fee-Independence Rate Incr for School Tax	\$ 9.01 8.22	\$ 17.23
		Total Taxes	\$ 17.23

Budget Billing Plan (BBP) Information				
<b>Summary</b> BBP Option : BBP Installment Amount:	Annual Plan \$ 210.50	Previous Budget Billing Balance BBP Settle-up Amount Payment(s) Received Current Gas Charges Current Electric Charges Taxes <b>Budget Billing Balance</b>	\$ 262.66cr 210.50 230.00cr 28.40 236.53 17.23 <b>\$ 0.00</b>	

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					Due Date		Amount Due
۵	Account Number		80 03		Feb 27, 2020		\$ 10.50
	For less detailed billing your monthly bill, check			-	VinterCare Contribu or Customer Assista		Amount Enclosed
	Betty Eichelb	erger			PO Box 13 Charlotte		C 28201-1326
	200	0000001050	)2		022720201	00	000010502
_							Page 1 of 3

Name /Service Address		For Inquiries Call Account N			Account Number	
Betty Eichelberger	Duke E	Duke Energy 1-800-544-6900			44-6900	
Mail Payments To				Account Inform	nation	
PO Box 1326 Charlotte NC 28201-132	Paymen 6	ts after Fe	b 05 n			n Feb 05, 2020 ding Feb 18, 2020
Meter Number Fre	ading Date om To	Days		Meter Re Previous	ading Present	Usage
Gas 001291848 Dec Elec 320303612 Dec	17 Jan 20 17 Jan 20	34 34		179 E 37401	200 40126	
Gas - Residential		C	urrer	nt Billing		
Usage - 21 CCF Duke Energy - Rate RS <b>Current Gas Charges</b> Gas Cost Recovery \$0.3181	\$ 37 <b>\$ 37</b> 0000/CCF	.34 .34 B	<b>Balan</b> Budge	ue - Previous Bill ce Forward t Billing Amt Due nt Amount Due		\$ 210.50cr 210.50cr 221.00 <b>\$ 10.50</b>
Electric - Residential		A	ccou	nt Balance		
Usage - 2,725 kWh Duke Energy - Rate RS <b>Current Electric Charges</b>	\$ 245 <b>\$ 245</b>	.43	ther (	t Billing Balance Charges/Credits Account Balance	e	\$ 301.15 210.50cr <b>\$ 90.65</b>
Taxes						I
Taxes	\$ 18	.38				

Due Date	Amount Due
Feb 27, 2020	\$ 10.50

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		Page 2 of 3
Name	Service Address	Account Number
Betty Eichelberger		

		Explanation of Current Charges		
<b>Gas</b> Meter -	001291848	Duke Energy Rate RS - Residential Service		
CCF Usage -	21	Customer Charge	\$ 16.60	
Dec 17 - Jan 20 34 Days		Gas Delivery Charge 21 CCF @ \$ 0.46920000 Gas DSM Rider	9.85	
		21 CCF @ \$0.01225000cr	0.26cr	
		Gas Cost Recovery 21 CCF @ \$0.31810000	6.68	
		Gas WNA Rider 21 CCF @ \$ 0.21262600	4.47	\$ 37.34
		Total Current G	Bas Charges	\$ 37.34
Electric Meter -	320303612	Duke Energy Rate RS - Residential Service		
kWh Usage -	2,725	Customer Charge	\$ 11.10	
Dec 17 - Jan 20 34 Days		Energy Chrg 2,725 kWh @ \$ 0.07165000 Elec DSM Rider	195.25	
		2,725 kWh @ \$ 0.00312000cr Rider PSM	8.50cr	
		2,725 kWh @ \$0.00010300	0.28	
		Elec Fuel Adjustment 2,725 kWh @ \$ 0.01275400 Rider ESM	34.75 12.55	245.43
		Total Current Elect	tric Charges	\$ 245.43

	Explanation of Taxes		
Taxes	Franchise Fee-Independence Rate Incr for School Tax	\$ 9.61 8.77	\$ 18.38
		Total Taxes	\$ 18.38

	Budget Bill	ing Plan (BBP) Information	
<b>Summary</b> BBP Option : BBP Installment Amount:	Annual Plan \$ 221.00	Previous Budget Billing Balance Current Gas Charges Current Electric Charges Taxes <b>Budget Billing Balance</b>	\$ 0.00 37.34 245.43 18.38 <b>\$ 301.15</b>

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment



Electric - Residential	
Usage - 2,595 kWh Duke Energy - Rate RS \$ 199.65 Current Electric Charges \$ 199.65	Bu

Current Amount Due	\$ 221.00
Account Balance	
Budget Billing Balance	\$ 340.20

Taxes	
Taxes	\$ 15.87

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.

Due Date	Amount Due	After Mar 30, 2020
Mar 30, 2020	\$ 221.00	\$ 231.26

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Name	Service Address	Account Number
Betty Eichelberger		

		Explanation of Current Charges	
<b>Gas</b> Meter -	001291848	<b>Duke Energy</b> Rate RS - Residential Service	
CCF Usage -	34	Customer Charge \$ 16.6	0
Jan 20 - Feb 18 29 Days		Gas Delivery Charge 34 CCF @ \$ 0.46920000 15.9 Gas DSM Rider	5
		34 CCF @ \$ 0.01225000cr 0.4	2cr
		Gas Cost Recovery 34 CCF @ \$0.31810000 10.8 Gas WNA Rider	2
		34 CCF @ \$ 0.04644400 1.5	8 \$ 44.53
		Total Current Gas Charges	\$ 44.53
Electric Meter -	320303612	<b>Duke Energy</b> Rate RS - Residential Service	
kWh Usage -	2,595	Customer Charge \$ 11. <sup>2</sup>	0
Jan 20 - Feb 18 29 Days		Energy Chrg 2,595 kWh @ \$ 0.07165000 185.9 Elec DSM Rider	3
			0cr
		2,595 kWh @ \$0.00010300 0.2	7
		Elec Fuel Adjustment 2,595 kWh @ \$ 0.00166000cr 4.3 Rider ESM 14.7	1cr 6 199.65
		Total Current Electric Charges	\$ 199.65

	Explanation of Taxes		
Taxes	Franchise Fee-Independence Rate Incr for School Tax	\$ 8.30 7.57	\$ 15.87
		Total Taxes	\$ 15.87

	Budget Billi	ng Plan (BBP) Information	
<b>Summary</b> BBP Option : BBP Installment Amount:	Annual Plan \$ 221.00	Previous Budget Billing Balance Payment(s) Received Current Gas Charges Current Electric Charges Taxes <b>Budget Billing Balance</b>	\$ 301.15 221.00cr 44.53 199.65 15.87 <b>\$ 340.20</b>



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				Due	Date	Amount Due
Account Number		80	03	Apr 2	7, 2020	\$ 221.
For less detailed billing info				\$	\$	
our monthly bill, check bo	x on right			WinterCare (for Custome	• • • • • • • • • • • • • • • • • • • •	Amount Enclose
Betty Eichelber	ger				Box 1326 arlotte NC	28201-1326
200 0	0000221	007		04272	0208 000	00231398
						Page 1 of
Name /Service Addro	ess		For li	nquiries Call		Account Numb
Betty Eichelberger		Duke Er		1-000	-544-6900	
Mail Payments To				Account Info	rmation	
Mail Payments To PO Box 1326 Charlotte NC 2820	)1-1326		s after Apr 03 nent received		Bill prepared or	
PO Box 1326	01-1326 Reading From	Last payn		not included	Bill prepared or Next meter read	ding Apr 17, 2020
PO Box 1326 Charlotte NC 2820	Reading	Last payn Date To lar 18	nent received	not included I Mar 19 I	Bill prepared or Next meter read	ding Apr 17, 2020 Usage
PO Box 1326 Charlotte NC 2820 Meter Number Gas 001291848	Reading From	Last payn Date To lar 18	Days 29 29	not included Mar 19 Meter R Previous 234	Bill prepared or Next meter read Reading Present 247	ding Apr 17, 2020 Usage
PO Box 1326 Charlotte NC 2820 Meter Number Gas 001291848 Elec 320303612	Reading From Feb 18 M Feb 18 M	Last payn Date To lar 18 lar 18 \$ 25.9 <b>\$ 25.9</b>	Days 29 29 29 99 99 99 80 80 80 80 80 80 80 80 80 80 80 80 80	not included Mar 19 Meter <b>F</b> Previous 234 42721	Bill prepared or Next meter read Reading Present 247 44986	ding Apr 17, 2020 Usage 1; 2,26; \$ 221. 221. 0. 221.
PO Box 1326 Charlotte NC 2820 Meter Number Gas 001291848 Elec 320303612 Gas - Residential Usage - 13 CCF Duke Energy - Rate R Current Gas Charges	Reading From           Feb         18         M           Feb         18         M           S         S         S           D.21800000/6         M         M	Last payn Date To lar 18 lar 18 \$ 25.9 <b>\$ 25.9</b>	Days 29 29 29 99 99 99 80 80 80 80 80 80 80 80 80 80 80 80 80	not included Mar 19 Meter R Previous 234 42721 ent Billing Due - Previous B hent(s) Received nce Forward et Billing Amt Due	Bill prepared or Next meter read Reading Present 247 44986	ding Apr 17, 2020 Usage 1; 2,26; \$ 221. 221. 0. 221.
PO Box 1326 Charlotte NC 2820 Meter Number Gas 001291848 Elec 320303612 Gas - Residential Usage - 13 CCF Duke Energy - Rate R Current Gas Charges Gas Cost Recovery \$	Reading From           Feb 18 M           Feb 18 M           Feb 18 M           S           0.21800000/0           I           /h	Last payn Date To lar 18 lar 18 \$ 25.9 <b>\$ 25.9</b>	Days 29 29 29 Amt D Paym Balan Budg Curre 63 Budg	not included Mar 19 Meter F Previous 234 42721 ent Billing Due - Previous E nent(s) Received nce Forward et Billing Amt Du	Bill prepared or Next meter read Reading Present 247 44986	ding Apr 17, 2020 Usage 1; 2,26; \$ 221. 221. 221. \$ 221. \$ 221.
PO Box 1326 Charlotte NC 2820 Meter Number Gas 001291848 Elec 320303612 Gas - Residential Usage - 13 CCF Duke Energy - Rate R Current Gas Charges Gas Cost Recovery \$ Electric - Residentia Usage - 2,265 kW Duke Energy - Rate R	Reading From           Feb 18 M           Feb 18 M           Feb 18 M           S           0.21800000/0           I           /h	Last payn Date To lar 18 lar 18 \$ 25.9 \$	Days 29 29 29 Amt D Paym Balan Budg Curre 63 Budg	not included Mar 19 Meter F Previous 234 42721 ent Billing Due - Previous E nent(s) Received nce Forward et Billing Amt Due ent Amount Due	Bill prepared or Next meter read Reading Present 247 44986	ding Apr 17, 2020 Usage

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.

Due Date	Amount Due	After Apr 27, 2020
Apr 27, 2020	\$ 221.00	\$ 231.39

		Page 2 of 3
Name	Service Address	Account Number
Betty Eichelberger		

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. ŽŽŽŽ

	Explanation of Current Charges				
<b>Gas</b> Meter -	001291848	Duke Energy Rate RS - Residential Service			
CCF Usage -	13	Customer Charge	\$ 16.60		
Feb 18 - Mar 18 29 Days		Gas Delivery Charge 13 CCF @ \$ 0.46920000 Gas DSM Rider	6.10		
		13 CCF @ \$ 0.01225000cr Gas Cost Recovery	0.16cr		
		13 CCF @ \$0.21800000	2.83		
		Gas WNA Rider 13 CCF @ \$ 0.04765500	0.62	\$ 25.99	
		Total Current G	as Charges	\$ 25.99	
Electric Meter -	320303612	Duke Energy Rate RS - Residential Service			
kWh Usage -	2,265	Customer Charge	\$ 11.10		
Feb 18 - Mar 18 29 Days		Energy Chrg 2,265 kWh @ \$0.07165000 Elec DSM Rider	162.29		
		2,265 kWh @ \$ 0.00312000cr Rider PSM	7.07cr		
		2,265 kWh @ \$ 0.00032800	0.74		
		Elec Fuel Adjustment 2,265 kWh @ \$0.00014200 Rider ESM	0.32 11.25	178.63	
		Total Current Electr	ric Charges	\$ 178.63	

Explanation of Taxes			
Taxes	Franchise Fee-Independence Rate Incr for School Tax	\$ 6.95 6.35	\$ 13.30
		Total Taxes	\$ 13.30

Budget Billing Plan (BBP) Information			
<b>Summary</b> BBP Option : BBP Installment Amount:	Annual Plan \$ 221.00	Previous Budget Billing Balance Payment(s) Received Current Gas Charges Current Electric Charges Taxes <b>Budget Billing Balance</b>	\$ 340.20 221.00cr 25.99 178.63 13.30 <b>\$ 337.12</b>



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Account Number	< on right	80	03	May 2 \$ WinterCare C (for Customer PO	Assistance) Box 1326	Amount Due \$ 221.00  \$ Amount Enclosed C 28201-1326
200 00	0002210	007		052720	)206 00	000221007 Page 1 of 3
Name /Service Addre	SS		For In	quiries Call		Account Number
Potty Eighelborger		Duke E	nergy	1-800-	544-6900	
Betty Eichelberger						
Mail Payments To				Account Infor	mation	
	1-1326		s after May 05 nent received <i>i</i>	not included E	Bill prepared c	on May 05, 2020 ading May 18, 2020
Mail Payments To PO Box 1326	1-1326 Reading From	Last payr		not included E	Bill prepared o Next meter rea	ading May 18, 2020
Mail Payments To PO Box 1326 Charlotte NC 2820	Reading	Last payr Date To pr 17	nent received /	not included E Apr 16 N Meter R	Bill prepared c Next meter rea	ading May 18, 2020 <b>It Usage</b> 7 0
Mail Payments ToPO Box 1326CharlotteNC 2820MeterNumberGas001291848	Reading From	Last payr Date To pr 17	Days 30 30	not included E Apr 16 N Meter R Previous 247	Bill prepared of lext meter rea eading Presen 243	ading May 18, 2020 <b>It Usage</b> 7 0
Mail Payments To         PO Box 1326         Charlotte       NC 2820         Meter       Number         Gas       001291848         Elec       320303612         Gas - Residential       Usage -       0 CCF         Duke Energy - Rate RS       Current Gas Charges	Reading From Mar 18 Ap Mar 18 Ap	Last payr Date To pr 17	Days 30 30 60 60 60 80 80 80 80 80 80 80 80 80 80 80 80 80	not included Apr 16 N Meter R Previous 247 44986	Bill prepared of Next meter rea eading Presen 24 46746	ading May 18, 2020 t Usage 7 0 6 1,760 \$ 221.00 221.00cr 0.00 221.00
Mail Payments To         PO Box 1326         Charlotte       NC 2820         Meter       Number         Gas       001291848         Elec       320303612         Gas - Residential       Usage -       0 CCF         Duke Energy - Rate RS       Current Gas Charges         Electric - Residential	Reading From Mar 18 Ap Mar 18 Ap	Last payr Date To pr 17 pr 17 pr 17 \$ 16.	Days 30 30 60 60 60 80 80 80 80 80 80 80 80 80 80 80 80 80	not included Apr 16 N Meter R Previous 247 44986 ent Billing Due - Previous Bi ent(s) Received ace Forward et Billing Amt Du	Bill prepared of Next meter rea eading Presen 24 46746	ading May 18, 2020 <b>It Usage</b> 7 0 6 1,760 \$ 221.00 221.00cr 0.00
Mail Payments To         PO Box 1326         Charlotte       NC 2820         Meter       Number         Gas       001291848         Elec       320303612         Gas - Residential       Usage -       0 CCF         Duke Energy - Rate RS       Current Gas Charges	Reading From Mar 18 Ap Mar 18 Ap S S	Last payr Date To pr 17 pr 17 pr 17 \$ 16.	Days 30 30 30 Curre 60 60 60 Curre Balan Budge Curre 13 Accor	not included Apr 16 N Meter R Previous 247 44986 ent Billing Due - Previous Bi ent(s) Received ace Forward et Billing Amt Du	Bill prepared of Next meter rea eading Presen 24 46746	ading May 18, 2020 t Usage 7 0 6 1,760 \$ 221.00 221.00cr 0.00 221.00
Mail Payments To         PO Box 1326         Charlotte       NC 2820         Meter       Number         Gas       001291848         Elec       320303612         Gas       001291848         Elec       320303612         Gas       0 CCF         Duke Energy - Rate R3         Current Gas Charges         Electric - Residential         Usage -       1,760 kW         Duke Energy - Rate R3	Reading From Mar 18 Ap Mar 18 Ap S S	Last payr Date To pr 17 pr 17 \$ 16. \$ 16. \$ 16. \$ 16. \$ 143.	Days 30 30 30 Curre 60 60 60 Curre Balan Budge Curre 13 Accor	not included Apr 16 N Meter R Previous 247 44986 ent Billing Due - Previous Bi ent(s) Received ace Forward et Billing Amt Due ent Amount Due	Bill prepared of Next meter rea eading Presen 24 46746	Usage         7       0         6       1,760         \$ 221.00         221.00cr         0.00         221.00         \$ 221.00         221.00         \$ 221.00         \$ 221.00         \$ 221.00         \$ 221.00

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.

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. ŽŽ

Due Date	Amount Due
May 27, 2020	\$ 221.00

		Page 2 of 3
Name	Service Address	Account Number
Betty Eichelberger		

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. ŽŽŽŽ

	Explanation of Current Charges			
<b>Gas</b> Meter -	001291848	Duke Energy Rate RS - Residential Service		
CCF Usage -	0	Customer Charge	\$ 16.60	\$ 16.60
Mar 18 - Apr 17 30 Days				
		Total Current Gas	Charges	\$ 16.60
<b>Electric</b> Meter - kWh Usage - Mar 18 - Apr 17 30 Days	320303612 1,760	Duke Energy Rate RS - Residential Service Customer Charge Energy Chrg 1,760 kWh @ \$ 0.07165000 Elec DSM Rider 1,760 kWh @ \$ 0.00312000cr Rider PSM 1,760 kWh @ \$ 0.00032800 Elec Fuel Adjustment 1,760 kWh @ \$ 0.00158900 Rider ESM	\$ 11.10 126.10 5.49cr 0.58 2.80 8.04	143.13
		Total Current Electric	Charges	\$ 143.13

Explanation of Taxes			
Taxes	Franchise Fee-Independence Rate Incr for School Tax	\$ 5.43 4.95	\$ 10.38
		Total Taxes	\$ 10.38

Budget Billing Plan (BBP) Information			
<b>Summary</b> BBP Option : BBP Installment Amount:	Annual Plan \$ 221.00	Previous Budget Billing Balance Payment(s) Received Current Gas Charges Current Electric Charges Taxes <b>Budget Billing Balance</b>	\$ 337.12 221.00cr 16.60 143.13 10.38 <b>\$ 286.23</b>



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duke-energy.com 1.800.544.6900

## **Billing summary**

Previous amount due	\$221.00
Payment received May 21 Budget Billing Amt Due	-221.00 221.00
Total amount due Jun 26	\$221.00

## Your usage snapshot



## Your Energy Bill

Service address

page 1 of 4

Bill date Jun 4, 2020 For service Apr 17 - May 18 31 days

Account number

\_\_\_\_

S
Thank you for your payment.

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.

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.

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 to explore the enhancements and find answers to all your questions.

Mail your payment at least 7 days before the due date or
pay instantly at duke-energy.com/billing.

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$221.00</b> by Jun 26	Late fees are currently suspended due to COVID-19.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$	
BETTY EICHELBERGER		Duke Energy Paymen PO Box 1326 Charlotte, NC 28201-	0



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duke-energy.com 1.800.544.6900

Account number

Important to know

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### We're here for you

Report an emergency			Important to know
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Jun 17 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.
Convenient ways to	pay your bill		That's a normal part of the energy measuring process.
Online Automatically from yo Speedpay (fee applies By mail payable to D In person	s)	duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location	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
Help managing your Register for free pape Update your account Mobile website	erless billing	duke-energy.com/paperless duke-energy.com/my-account duke-energy.com/my-account	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.
<b>Correspond with Duk</b> P.O. Box 1326 Charlotte, NC 28201			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
Contact Duke Energy	/	duke-energy.com	removal from the program but will not result in disconnection of electric service.
Call (7 a.m. to 7 p.m For hearing impaired		800.544.6900 800.648.6056 or 711	When you pay by check We may process the payment as a regular check or convert it into a one-time electronic
Request the condens			check payment.
Call (7a.m. to 7 p.m.	)	800.544.6900	Para nuestros clientes que hablan Español

**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.

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duke-energy.com 1.800.544.6900

page 3 of 4

Account number



## **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Old Rate Effective Apr 17 To Apr 30	
Customer Charge	\$4.65
Energy Chrg	
722 kWh @ \$0.07165	51.73
Demand Side Management Cost Recovery Program Rider (DSM)	
722 kWh @ \$-0.003143	-2.27

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

Your current rate is Residential Service (RS).





page 4 of 4 Account number

## **Billing details - Electric continued**

Total Charges	\$147.97
Environmental Surcharge Mechanism Rider (ESM)	5.96
1,001 kWh @ \$0.000661	0.66
Elec Fuel Adjustment	
1,001 kWh @ \$0.000328	0.33
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,001 kWh @ \$-0.003143	-3.15
Demand Side Management Cost Recovery Program Rider (DSM)	
1,001 kWh @ \$0.07796	78.04
Energy Chrg	
Customer Charge	7.38
New Rate Effective Apr 30 To May 18	
Rate RS - Residential Service	
Environmental Surcharge Mechanism Rider (ESM)	3.92
722 kWh @ \$0.000661	0.48
Elec Fuel Adjustment	
722 kWh @ \$0.000328	0.24
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

## Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.60
Gas Delivery Charge	
1 CCF @ \$0.4692	0.47
Gas DSM Rider	
1 CCF @ \$0.030735	0.03
Gas Cost Recovery	
1 CCF @ \$0.218	0.22
Total Charges	\$17.32

## **Billing details - Taxes**

Total Taxes	\$10.7
Rate Incr for School Tax	5.13
Franchise Fee-Independence	\$5.62

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#### 990

#### 0003300000000000000055700000055700P

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#### duke-energy.com 1.800.544.6900

We're here for you

Report an emergenc	v		Important to know
Electric/Gas outage	<b>,</b>	duke-energy.com/outages	Your next meter rea
	Electric	800.543.5599	Please be sure we ca
	Gas	800.634.4300	meter for actual reac digital meter flashes That's a normal part
Convenient ways to	pav vour bill		process.
Online		duke-energy.com/billing	Your electric service
Automatically from y	our bank account	duke-energy.com/autodraft	your payment is pas
Speedpay (fee applie	s)	duke-energy.com/pay-now 800.544.6900	If payment for your edue, we may begin of
By mail payable to D	uke Energy	P.O. Box 1326	If your service is disc
		Charlotte, NC 28201-1326	missed payment, yo due balance in full, j
In person		duke-energy.com/location	fee, before your serv
Help menoring your			service that may be \$60 for electric service
Help managing your		duke-energy.com/paperless	be reconnected remo
Register for free pape Update your account	•	duke-energy.com/my-account	service that was disc
Mobile website	mornation	duke-energy.com/my-account	\$75 for gas service. fee of \$40 to reconn
Correspond with Dul	ke Energy		normal business hou reconnected remotel
P.O. Box 1326			also be required.
Charlotte, NC 28201	l		Electric service doe
Contact Duke Energy	v		payment for other p
Online	-	duke-energy.com	Non-payment for no or services (such as
Call (7 a.m. to 7 p.m	ı.)	800.544.6900	equipment service c
For hearing impaired	TDD/TTY	800.648.6056 or 711	removal from the pro

Request the condensed or detailed bill format

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

800.544.6900

Account number

page 2 of 4

#### our next meter reading: Jul 17

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

#### our electric service may be disconnected if our payment is past due

f payment for your electric service is past lue, we may begin disconnection procedures. f your service is disconnected because of a nissed payment, you must pay your pastlue balance in full, plus a reconnection ee, 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 ee of \$40 to reconnect electric service after normal business hours if not eligible to be econnected 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.

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Your usage snapshot - continued

1.800.544.6900

page 3 of 4

Account number



## **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.70
Energy Chrg	
1,421 kWh @ \$0.07796	110.78
Demand Side Management Cost Recovery Program Rider	
(DSM)	
1,421 kWh @ \$-0.003143	-4.47
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



duke-energy.com 1.800.544.6900

Account number

## **Billing details - Electric continued**

Total Charges	\$125.14
Environmental Surcharge Mechanism Rider (ESM)	5.35
1,421 kWh @ \$0.000478	0.68
Elec Fuel Adjustment	
1,421 kWh @ \$0.00007	0.10

## Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS)
Rate RS - Residential Service		
Customer Charge	\$16.60	
Total Charges	\$16.60	

## **Billing details - Taxes**

Franchise Fee-Independence	\$4.81
Rate Incr for School Tax	4.39
Total Taxes	\$9.20

page 4 of 4

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 24 of 151



duke-energy.com 1.800.544.6900

### **Billing summary**

Previous amount due	\$221.00
Payment received Jul 21	-221.00
Budget Billing Amt Due	221.00
Total amount due Aug 26	\$221.00

## Your usage snapshot





Bill date Aug 4, 2020 For service Jun 17 - Jul 17

30 days

Account number

page 1 of 4

# \$

Service address

Thank you for your payment.

Extended payment arrangements are available for those experiencing financial hardship during COVID-19 at duke-energy.com/ extension. Stay up to date on other actions we're taking to help 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.

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 to explore the enhancements and find answers to all your questions.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$221.00</b> by Aug 26	Late fees are currently suspended due to COVID-19.
Duke Energy Return Mail			
PO Box 1090 Charlotte, NC 28201-1090		\$	
BETTY EICHELBERGER		Duke Energy Paymen PO Box 1326	t Processing
		Charlotte, NC 28201	-1326

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 25 of 151



#### duke-energy.com 1.800.544.6900

We're here for you

Report an emergency		
Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300
<b>A B B B B B B B B B B</b>		
Convenient ways to pa	iy your bill	dulla anavari aana/hilling
Online		duke-energy.com/billing
Automatically from you		duke-energy.com/autodraft
Speedpay (fee applies)		duke-energy.com/pay-now 800.544.6900
By mail payable to Dul	ke Energy	P.O. Box 1326
		Charlotte, NC 28201-1326
In person		duke-energy.com/location
Help managing your a		duke-energy.com/paperless
Register for free paper	•	duke-energy.com/my-account
Update your account in Mobile website	normation	duke-energy.com/my-account
Mobile website		
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 T	DD/TTY	800.648.6056 or 711

Request the condensed or detailed bill format

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

800.544.6900

Account number

page 2 of 4

## Important to know

#### our next meter reading: Aug 17

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

#### our electric service may be disconnected if our payment is past due

f payment for your electric service is past lue, we may begin disconnection procedures. f your service is disconnected because of a nissed payment, you must pay your pastlue balance in full, plus a reconnection ee, 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 ee of \$40 to reconnect electric service after normal business hours if not eligible to be econnected 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.

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duke-energy.com 1.800.544.6900

Account number

page 3 of 4

### Your usage snapshot - continued





Your Annual Budget Billing Plan keeps your monthly charge steady
throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$111.17 between plan charges and actual usage costs.

IMPORTANT: A semi-annual review of your account indicates that your Budget Billing amount is out of line, when compared with your past 12 month's usage. To avoid a credit in the twelfth month, we recommend adjusting your Budget Billing amount to \$183. Please contact us at 1-800-544-6900 to request this change.

Current electric usage for meter number 3203	803612	
Actual reading on Jul 17 Previous reading on Jun 17	51478 - 49890	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.
Energy used	1,588 kWh	
kWh Usage 1,588		
Current gas usage for meter number 0012918	348	8
Actual reading on Jul 17 Previous reading on Jun 17	248 - 248	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.

0 CCF

\$

## **Billing details - Electric**

Gas used

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,588 kWh @ \$0.07796	123.80

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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duke-energy.com 1.800.544.6900

Account number

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## **Billing details - Electric continued**

Demand Side Management Cost Recovery Program Rider	
(DSM)	
1,588 kWh @ \$-0.003143	-4.99
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,588 kWh @ \$0.00007	0.11
Elec Fuel Adjustment	
1,588 kWh @ \$-0.002343	-3.72
Environmental Surcharge Mechanism Rider (ESM)	6.23
Total Charges	\$134.33

## **Billing details - Gas**

616.80
,

Your current rate is Residential Service (RS).

## **Billing details - Taxes**

Total Taxes	\$9.83
Rate Incr for School Tax	4.69
Franchise Fee-Independence	\$5.14

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 28 of 151



duke-energy.com 1.800.544.6900

### **Billing summary**

Previous amount due	\$221.00
Payment received Aug 25	-221.00
Budget Billing Amt Due	221.00
Total amount due Sep 24	\$221.00

### Your usage snapshot





Service address

Bill date Sep 2, 2020 For service Jul 17 - Aug 17

31 days

page 1 of 4

#### Account number

Thank you for your payment.

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

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. Stay up to date on other actions we're taking to help at dukeenergyupdates.com.



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Account number

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#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

## Request the condensed or detailed bill format Coll (7a m to 7 n m)

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

800.544.6900

## Important to know

#### Your next meter reading: Sep 16

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

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

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

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

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

#### When you pay by check

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

#### Para nuestros clientes que hablan Español

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

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page 3 of 4

Account number



## **Billing details - Electric**

Meter - 320303612		
Rate RS - Residential Service		
Customer Charge	\$12.90	
Energy Chrg		
1,610 kWh @ \$0.07796	125.52	
Demand Side Management Cost Recovery Program Rider		
(DSM)		
1,610 kWh @ \$-0.003143	-5.06	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



duke-energy.com 1.800.544.6900

Account number

## **Billing details - Electric continued**

Total Charges	\$136.20
Environmental Surcharge Mechanism Rider (ESM)	10.27
1,610 kWh @ \$-0.004684	-7.54
Elec Fuel Adjustment	
1,610 kWh @ \$0.00007	0.11

## Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS
Rate RS - Residential Service		
Customer Charge	\$16.80	
Total Charges	\$16.80	

## **Billing details - Taxes**

Rate Incr for School Tax	4.74 \$9.94
Total Taxes	\$9.94
	\$ <del>3</del> .54

page 4 of 4

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 32 of 151



duke-energy.com 1.800.544.6900

### **Billing summary**

Total amount due Oct 26	\$221.00
Budget Billing Amt Due	221.00
Payment received Sep 17	-221.00
Previous amount due	\$221.00

### Your usage snapshot



## **Your Energy Bill**

page 1 of 4

Service address

Bill date Oct 2, 2020 For service Aug 17 - Sep 16 30 days

Account number

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.

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.


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Account number



### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

## Important to know

#### Your next meter reading: Oct 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 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.

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duke-energy.com 1.800.544.6900

Account number

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### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,317 kWh @ \$0.07796	102.67
Demand Side Management Cost Recovery Program Rider	
(DSM) 1,317 kWh @ \$-0.003143	-4.14
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$123.01
Environmental Surcharge Mechanism Rider (ESM)	9.92
1,317 kWh@\$0.001614	2.13
Elec Fuel Adjustment	
1,317 kWh @ \$-0.00036	-0.47

### Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS).
Rate RS - Residential Service		
Customer Charge	\$16.80	
Total Charges	\$16.80	

### **Billing details - Taxes**

Franchise Fee-Independence	\$4.75
Rate Incr for School Tax	4.34
Total Taxes	\$9.09

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 36 of 151



duke-energy.com 1.800.544.6900

### Your Energy Bill

page 1 of 4

Service address Bi BETTY EICHELBERGER For se

Bill date Nov 2, 2020 For service Sep 16 - Oct 15 29 days

Account number

### **Billing summary**

Previous amount due	\$221.00
Payment received Oct 22	-221.00
Budget Billing Amt Due	221.00
Total amount due Nov 24	\$221.00

### Your usage snapshot



S
Thank you for your payment.

Sign up at duke-energy.com/HouseCall.

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free inhome analysis plus a free energy savings kit with LEDs and more.

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.

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.	Account number	Amount due \$221.00 by Nov 24	After Nov 24, the amount due will increase to \$232.05.	
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others v a contribution to WinterCa		
BETTY EICHELBERGER		Duke Energy Payment PO Box 1326 Charlotte, NC 28201-1	C C	



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### duke-energy.com 1.800.544.6900

We're here for you

Report an emergency			
	duke-energy.com/outages		
Electric	800.543.5599		
Gas	800.634.4300		
	Electric		

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Nov 16

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

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

page 2 of 4

Account number

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 38 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612		
Rate RS - Residential Service		
Customer Charge	\$12.90	
Energy Chrg		
769 kWh @ \$0.07796	59.95	
Demand Side Management Cost Recovery Program Rider (DSM)		
769 kWh @ \$-0.003143	-2.42	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$74.77
Environmental Surcharge Mechanism Rider (ESM)	4.34
769 kWh @ \$0.000366	0.28
Elec Fuel Adjustment	
769 kWh @ \$-0.00036	-0.28

### Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS).
Rate RS - Residential Service		
Customer Charge	\$16.80	
Total Charges	\$16.80	

### **Billing details - Taxes**

	\$0.50
Total Taxes	\$5.95
Rate Incr for School Tax	2.84
Franchise Fee-Independence	\$3.11

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 40 of 151



duke-energy.com 1.800.544.6900

### **Billing summary**

Previous amount due	\$221.00
Payment received Nov 24	-221.00
Budget Billing Amt Due	221.00
Total amount due Dec 28	\$221.00

### Your usage snapshot



Your Energy Bill

page 1 of 4

Service address BETTY EICHELBERGER Bill date Dec 4, 2020 For service Oct 15 - Nov 16 32 days

Account number

Thank you for your payment.

\$

COVID Update: Ordered by the Kentucky Public Service Commission, no late payment charges will be applied to a customer's account before December 31, 2020. Although the bill shows a late charge being applied if not paid before a certain date, a late charge will not apply to the customer's account until after December 31, 2020.

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 energy bills with a gift to WinterCare. Contributions are matched by Duke Energy up to \$25,000. Learn more at duke-energy.com/KentuckyCare.

 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.
 Amount due

	Account number	<b>\$221.00</b> by Dec 28	After Dec 28, the amount of will increase to \$232.05.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help other a contribution to Winte	
BETTY EICHELBERGER		Duke Energy Paymer PO Box 1326	nt Processing

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 41 of 151

Account number



### duke-energy.com 1.800.544.6900

We're here for you

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

### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

Important to know

### Your next meter reading: Dec 17

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

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

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

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

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### When you pay by check

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duke-energy.com 1.800.544.6900

Account number

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### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Old Rate Effective Oct 15 To Oct 28	
Customer Charge	\$5.24
Energy Chrg	
645 kWh @ \$0.07796	50.28
Demand Side Management Cost Recovery Program Rider (DSM)	
645 kWh @ \$-0.003143	-2.03

Your current rate is Residential Service (RS).

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duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$137.04
Environmental Surcharge Mechanism Rider (ESM)	4.83
943 kWh @ \$-0.00224	-2.11
Elec Fuel Adjustment	
943 kWh @ \$-0.00036	-0.34
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
943 kWh @ \$-0.003143	-2.96
Demand Side Management Cost Recovery Program Rider (DSM)	
943 kWh @ \$0.079431	74.90
Energy Chrg	
Customer Charge	7.66
New Rate Effective Oct 28 To Nov 16	
Rate RS - Residential Service	
Environmental Surcharge Mechanism Rider (ESM)	3.24
645 kWh @ \$-0.00224	-1.44
Elec Fuel Adjustment	
645 kWh @ \$-0.00036	-0.23
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

### **Billing details - Gas**

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Total Charges	\$16.80

### Your current rate is Residential Service (RS).

### **Billing details - Taxes**

Total Taxes	\$10.0
Rate Incr for School Tax	4.77
Franchise Fee-Independence	\$5.23

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 44 of 151

page 1 of 4

31 days



		Mail your payment at le pay instantly at duke-end	ast 7 days before the due date or ergy.com/billing.	
Please return this portion with your payment. Thank you for your business.		Amount due		
	Account number	\$0.00	No payment is required at this time.	
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others a contribution to Winter		
BETTY EICHELBERGER		Duke Energy Payment PO Box 1326 Charlotte, NC 28201-	J. J	

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Account number



### duke-energy.com 1.800.544.6900

We're here for you

Report an emergency	1	
Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

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

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Jan 20

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

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

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

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

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

### When you pay by check

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1.800.544.6900

Account number

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Your usage snapshot - continued



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,629 kWh @ \$0.079431	208.82
Demand Side Management Cost Recovery Program Rider (DSM)	
2,629 kWh @ \$-0.003143	-8.26

Your current rate is Residential Service (RS).



page 4 of 4

Account number

### **Billing details - Electric continued**

Total Charges	\$232.26
Environmental Surcharge Mechanism Rider (ESM)	12.01
2,629 kWh @ \$0.003406	8.95
Elec Fuel Adjustment	
2,629 kWh @ \$-0.000822	-2.16
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
7 CCF @ \$0.4692	3.28
Gas DSM Rider	
7 CCF @ \$0.030735	0.22
Gas Cost Recovery	
7 CCF @ \$0.3868	2.71
Gas WNA Rider	
7 CCF @ \$0.049104	0.34
Total Charges	\$23.35

### **Billing details - Taxes**

Total Taxes	\$16.61
Rate Incr for School Tax	7.92
Franchise Fee-Independence	\$8.69

Your current rate is Residential Service (RS).

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 48 of 151



duke-energy.com 1.800.544.6900

### **Your Energy Bill**

Service address

BETTY EICHELBERGER

Bill date Feb 5, 2021 For service Dec 17 - Jan 20 34 days

page 1 of 4

Account number

### **Billing summary**

Previous amount due	\$-148.41
Budget Billing Amt Due	217.00
Total amount due Mar 01	\$68.59

Cold temperatures mean higher bills because your heating system uses more energy to maintain the same temperature. Keeping your thermostat on the lowest comfortable setting means less work for your system and more savings for you.

### Your usage snapshot



		<b>Mail your payment at least 7 days before the due date</b> 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.		Amount due		
	Account number	<b>\$68.59</b> by Mar 1	After Mar 1, the amount due will increase to \$70.96.	
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others a contribution to Winter(		
BETTY EICHELBERGER		Duke Energy Payment PO Box 1326 Charlotte, NC 28201-	U U	

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Account number



### duke-energy.com 1.800.544.6900

We're here for you

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

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
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Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Feb 18

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

## Your 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

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 50 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
3,291 kWh @ \$0.079431	261.41
Demand Side Management Cost Recovery Program Rider	
(DSM) 3,291 kWh @ \$-0.003143	-10.34
,	-10.34
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).

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Account number

### **Billing details - Electric continued**

Total Charges	\$283.31
Environmental Surcharge Mechanism Rider (ESM)	17.12
3,291 kWh @ \$0.001497	4.93
Elec Fuel Adjustment	
3,291 kWh @ \$-0.000822	-2.71

### Billing details - Gas

Meter - 1291848		
Rate RS - Residential Service		_
Customer Charge	\$16.80	
Gas Delivery Charge		
28 CCF @ \$0.4692	13.14	
Gas DSM Rider		
28 CCF @ \$0.030735	0.86	
Gas Cost Recovery		
28 CCF @ \$0.3868	10.83	
Gas WNA Rider		
28 CCF @ \$0.029517	0.83	
Total Charges	\$42.4	16

### **Billing details - Taxes**

	φ21.10
Total Taxes	\$21.18
Rate Incr for School Tax	10.11
Franchise Fee-Independence	\$11.07

Your current rate is Residential Service (RS).

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**Your Energy Bill** 

Thank you for your payment.

Service address

\$

piping.

\$68.59

-68.59

217.00

\$217.00

BETTY FICHELBERGER

Mar 8, 2021

page 1 of 4

Bill date For service Jan 20 - Feb 18 29 days

Account number

Duke Energy does not maintain customers' natural gas piping after

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

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

#### 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** Account number After Mar 30. the amount due \$217.00 **ENERGY** will increase to \$226.80. by Mar 30 Duke Energy Return Mail PO Box 1090 \$ Charlotte, NC 28201-1090 Add here, to help others with Amount enclosed a contribution to WinterCare. **BETTY EICHELBERGER** Duke Energy Payment Processing PO Box 1326 Charlotte, NC 28201-1326

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 53 of 151

Account number



### duke-energy.com 1.800.544.6900

We're here for you

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

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

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### Correspond with Duke Energy

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### **Contact Duke Energy**

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### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Mar 19

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

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

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

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

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### When you pay by check

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 54 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4

Your usage snapshot - continued Gas usage history CCF 2020 2021 80 70 60 50 40 30 20 10 0 Sep Feb Apr May Jun Jul Aug Oct Nov Dec Jan Mar Mar **Current Month** Mar 2020 12-Month Usage Avg Monthly Usage 72 13 Gas (CCF) 180 15 12-month usage based on most recent history Your Annual Budget Billing Plan \$ Analysis of your plan Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. **Current month \$** 10 11 12 At renewal, we may adjust the amount of your monthly charge for Current Budget Billing Plan charges \$217.00 the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$474.33 between plan charges Current actual usage costs \$344.38 and actual usage costs. Current electric usage for meter number 320303612 A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-Actual reading on Feb 18 65489 watt appliance in one hour. A 10-watt LED lightbulb would take 100 Previous reading on Jan 20 - 62682 hours to use 1 kWh. 2,807 kWh Energy used kWh Usage 2,807 8 Current gas usage for meter number 001291848 One centum cubic foot (CCF) is the amount of gas in a 100-cubic-Actual reading on Feb 18 355 foot space. If you have a standard oven, it would take about 20 hours - 283 Previous reading on Jan 20 to use 1 CCF of gas. Gas used 72 CCF

### **Billing details - Electric**

Meter - 320303612		
Rate RS - Residential Service		
Customer Charge	\$12.90	
Energy Chrg		
2,807 kWh @ \$0.079431	222.96	
Demand Side Management Cost Recovery Program Rider		
(DSM)		
2,807 kWh @ \$-0.003143	-8.82	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		

Your current rate is Residential Service (RS).

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Account number

### **Billing details - Electric continued**

	25.21
Environmental Surcharge Mechanism Rider (ESM)	05.01
2,807 kWh @ \$-0.001076	-3.02
Elec Fuel Adjustment	
2,807 kWh @ \$-0.000822	-2.31

### **Billing details - Gas**

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
72 CCF @ \$0.4692	33.78
Gas DSM Rider	
72 CCF @ \$0.030735	2.21
Gas Cost Recovery	
72 CCF @ \$0.3868	27.85
Gas WNA Rider	
72 CCF @ \$-0.058419	-4.21
Total Charges	\$76.43

### **Billing details - Taxes**

Total Taxes	\$21.03
Rate Incr for School Tax	10.03
Franchise Fee-Independence	\$11.00

Your current rate is Residential Service (RS).

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 57 of 151

Account number



### duke-energy.com 1.800.544.6900

We're here for you

Report an emergency	1	
Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

#### Convenient ways to pay your bill

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By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Apr 20

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

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

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 58 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,306 kWh @ \$0.079431	183.17
Demand Side Management Cost Recovery Program Rider	
(DSM) 2,306 kWh @ \$-0.002863	-6.60
Off-System Sales Profit Sharing Mechanism Rider (PSM)	0.00

Your current rate is Residential Service (RS).

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Account number



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**Billing details - Electric continued** 

Total Charges	\$200.22
Environmental Surcharge Mechanism Rider (ESM)	13.78
2,306 kWh @ \$-0.000192	-0.44
Elec Fuel Adjustment	
2,306 kWh @ \$-0.001122	-2.59

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
17 CCF @ \$0.4692	7.98
Gas DSM Rider	
17 CCF @ \$0.030735	0.52
Gas Cost Recovery	
17 CCF @ \$0.3551	6.04
Gas WNA Rider	
17 CCF @ \$0.039386	0.67
Total Charges	\$32.01

### **Billing details - Taxes**

Total Taxes	\$15.10
Rate Incr for School Tax	7.20
Franchise Fee-Independence	\$7.90

Your current rate is Residential Service (RS).

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page 1 of 4

Bill date May 6, 2021 For service Mar 19 - Apr 20 32 days

Account number

Thank you for your payment.

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 business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org. Penalties may apply for not calling. Visit www.duke-energy.com/call811 for more

		• • •	ast 7 days before the due date or argy.com/billing. Late payments charge.	
Please return this portion with your payment. Thank you for your business.		Amount due		
	Account number	<b>\$217.00</b> by May 28	After May 28, the amount due will increase to \$227.26.	
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others a contribution to WinterC		
BETTY EICHELBERGER		Duke Energy Payment PO Box 1326 Charlotte, NC 28201-2	C C	

### 990

### 

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Account number



### duke-energy.com 1.800.544.6900

We're here for you

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

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### Correspond with Duke Energy

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### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: May 19

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

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

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

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

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

### When you pay by check

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

### Para nuestros clientes que hablan Español

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 62 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,809 kWh @ \$0.079431	143.69
Demand Side Management Cost Recovery Program Rider	
(DSM) 1,809 kWh @ \$-0.002863	-5.18
	-5.16
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

### **Billing details - Electric continued**

Total Charges	\$163.89
Environmental Surcharge Mechanism Rider (ESM)	12.42
1,809 kWh @ \$0.001158	2.09
Elec Fuel Adjustment	
1,809 kWh @ \$-0.001122	-2.03

### Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS)
Rate RS - Residential Service		
Customer Charge	\$16.80	
Total Charges	\$16.80	

### **Billing details - Taxes**

Total Taxes	\$11.74
Rate Incr for School Tax	\$6.14 5.60
Franchise Fee-Independence	\$6.14

page 4 of 4

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 64 of 151



duke-energy.com 1.800.544.6900

### **Billing summary**

Previous amount due	\$217.00
Payment received May 25	-217.00
Budget Billing Amt Due	217.00
Total amount due Jun 29	\$217.00

### Your usage snapshot



Your Energy Bill

page 1 of 4

Bill date Jun 7, 2021 For service Apr 20 - May 19 29 days

Account number

5

Service address

BETTY EICHELBERGER

Thank you for your payment.

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.

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.

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.



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Account number



### duke-energy.com 1.800.544.6900

We're here for you

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

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

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

### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

### **Contact Duke Energy**

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

### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Jun 18

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

## Your 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.

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Your usage snapshot - continued

duke-energy.com 1.800.544.6900

Gas usage history

page 3 of 4

Account number

#### CCF 2020 2021 80 70 60 50 40 30 20 10 0 Dec Jul Sep Aug Oct Nov Jan Feb Mar Apr May Jun Jun **Current Month** Jun 2020 12-Month Usage Avg Monthly Usage 0 Gas (CCF) 1 126 11 12-month usage based on most recent history Your Annual Budget Billing Plan \$ Analysis of your plan Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. **Current month \$** 9 10 11 12 6 At renewal, we may adjust the amount of your monthly charge for Current Budget Billing Plan charges \$217.00 the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$411.72 between plan charges \$148.63 Current actual usage costs and actual usage costs. Current electric usage for meter number 320303612 A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-Actual reading on May 19 70803 watt appliance in one hour. A 10-watt LED lightbulb would take 100 Previous reading on Apr 20 - 69604 hours to use 1 kWh. 1,199 kWh Energy used kWh Usage 1,199 8 Current gas usage for meter number 001291848 Actual reading on May 19 373

- 372

1 CCF

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

### **Billing details - Electric**

Previous reading on Apr 20

Gas used

Meter - 320303612		
Rate RS - Residential Service		
Customer Charge	\$12.90	
Energy Chrg		
1,199 kWh @ \$0.079431	95.24	
Demand Side Management Cost Recovery Program Rider		
(DSM)	0.61	
1,199 kWh @ \$0.002175	2.61	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		

Your current rate is Residential Service (RS).

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duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$121.88
Environmental Surcharge Mechanism Rider (ESM)	10.13
1,199 kWh @ \$0.001963	2.35
Elec Fuel Adjustment	
1,199 kWh @ \$-0.001122	-1.35

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
1 CCF @ \$0.4692	0.47
Gas DSM Rider	
1 CCF @ \$0.045817	0.05
Gas Cost Recovery	
1 CCF @ \$0.3551	0.36
Total Charges	\$17.68

Your current rate is Residential Service (RS).

### **Billing details - Taxes**

Total Taxes		\$9.07
Rate Incr for School Tax	4.33	
Franchise Fee-Independence	\$4.74	

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 68 of 151

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30 days

Jul 7, 2021



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. Account number After Jul 29. the amount due \$217.00 **ENERGY** will increase to \$227.41. by Jul 29 Duke Energy Return Mail PO Box 1090 \$ \$ Charlotte, NC 28201-1090 Add here, to help others with Amount enclosed a contribution to WinterCare. **BETTY EICHELBERGER** Duke Energy Payment Processing PO Box 1326 Charlotte, NC 28201-1326

### 0003300000000000000272000000572008
#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 69 of 151

Account number



#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

#### **Contact Duke Energy**

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#### Request the condensed or detailed bill format Call (7a.m. to 7 p.m.) 800.54

Call (7a.m. to 7 p.

800.544.6900

### Important to know

#### Your next meter reading: Jul 20

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

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

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

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

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

#### When you pay by check

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

#### Para nuestros clientes que hablan Español

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

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duke-energy.com 1.800.544.6900

Account number

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### **Billing details - Electric**

Meter - 320303612		
Rate RS - Residential Service		
Customer Charge	\$12.90	
Energy Chrg		
1,179 kWh @ \$0.079431	93.65	
Demand Side Management Cost Recovery Program Rider		
(DSM) 1,179 kWh @ \$0.002175	2.56	
	2.50	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

### **Billing details - Electric continued**

Total Charges	\$120.00
Environmental Surcharge Mechanism Rider (ESM)	9.13
1,179 kWh @ \$0.001965	2.32
Elec Fuel Adjustment	
1,179 kWh @ \$-0.000475	-0.56

### Billing details - Gas

	Your current rate is Residential Serv	
\$16.80		
\$16.80	-	
	\$16.80 <b>\$16.80</b>	

### **Billing details - Taxes**

Franchise Fee-Independence	\$4.65		
Rate Incr for School Tax4.24			
Total Taxes			

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Your Energy Bill	<b>Bill</b>
------------------	-------------

Bill date Aug 5, 2021 For service Jun 18 - Jul 20 32 days

page 1 of 4

. . . . . . .

Account number

Thank you for your payment.

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

Summer bills up? Monitor your daily energy use online to help take them down. It's easy | Get started at duke-energy.com/SummerHeat.

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.		Amount due	
	Account number	<b>\$217.00</b> by Aug 27	After Aug 27, the amount due will increase to \$227.30.
Duke Energy Return Mail			
PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others a contribution to Winter	
BETTY EICHELBERGER		Duke Energy Paymen	t Processing
		PO Box 1326	

#### 

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#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

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

#### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

#### **Contact Duke Energy**

Online Call (Monday - Friday, 7 a.m. to 7 p.m.) For hearing impaired TDD/TTY International duke-energy.com 800.544.6900 800.648.6056 or 711 1.407.629.1010

### Request the condensed or detailed bill format

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

800.544.6900

Account number

#### page 2 of 4

#### Important to know

#### Your next meter reading: Aug 18

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

## Your 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.

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duke-energy.com 1.800.544.6900

Account number

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#### Your usage snapshot - continued



Analysis of your plan													
Current month \$	1	2	: 3	3 4	L S	5 6	7	8	9	10	11	12	
Current Budget Billing Plan charges							\$	217.	00				
Current actual usage costs							\$	178.	84				

Your Annual Budget Billing Plan keeps your monthly charge steady
throughout the year, even as your usage goes up or down.

\$

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$302.25 between plan charges and actual usage costs.

IMPORTANT: We recommend adjusting your Budget Billing Installment amount to \$243, based on a semi-annual review of your account. Please contact us at 1-800-544-6900 to authorize this change. Increasing your Budget Billing Installment amount now, can help you avoid a large settle-up in the twelfth month.

Current electric usage for meter number 3203	303612	
Actual reading on Jul 20 Previous reading on Jun 18	73472 - 71982	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 10 hours to use 1 kWh.
Energy used	1,490 kWh	
kWh Usage 1,490		
Current gas usage for meter number 001291	848	8
Actual reading on Jul 20 Previous reading on Jun 18	373 - 373	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 hou to use 1 CCF of gas.
Gas used	0 CCF	1

### **Billing details - Electric**

		Your current rate is Residential Service (RS).
		For a complete listing of all Kentucky rates and riders, visit duke
Customer Charge	\$12.90	energy.com/rates
Energy Chrg		
1,490 kWh @ \$0.079431	118.35	

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duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM) Total Charges	12.48 \$151.12
1,490 kWh @ \$0.003264	4.86
Elec Fuel Adjustment	
1,490 kWh @ \$-0.000475	-0.71
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,490 kWh @ \$0.002175	3.24
Demand Side Management Cost Recovery Program Rider (DSM)	

### **Billing details - Gas**

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Total Charges	\$16.80
5	

Your current rate is Residential Service (RS).

### **Billing details - Taxes**

Total Taxes	\$10.92
Rate Incr for School Tax	5.21
Franchise Fee-Independence	\$5.71

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### **Billing summary**

Previous amount due	\$217.00
Payment received Aug 24	-217.00
Budget Billing Amt Due	217.00
Total amount due Sep 28	\$217.00

### Your usage snapshot



Your Energy E	Bil
---------------	-----

Service address

BETTY EICHELBERGER

Bill date Sep 3, 2021 For service Jul 20 - Aug 18 29 days

page 1 of 4

Account number

Thank you for your payment.

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

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

Summer weather can mean higher temperatures and higher energy usage. Get tons of ideas to help you cool down your summer energy bill at duke-energy.com/SummerHeat.

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.



#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 77 of 151



#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

#### **Contact Duke Energy**

Online Call (Monday - Friday, 7 a.m. to 7 p.m.) For hearing impaired TDD/TTY International duke-energy.com 800.544.6900 800.648.6056 or 711 1.407.629.1010

### Request the condensed or detailed bill format

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

800.544.6900

Account number

#### page 2 of 4

### Important to know

#### Your next meter reading: Sep 17

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 your pastdue 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.

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1.800.544.6900

page 3 of 4

Account number



### **Billing details - Electric**

Meter - 320303612		
Rate RS - Residential Service		
Old Rate Effective Jul 20 To Aug 15		
Customer Charge	\$11.57	
Energy Chrg		
1,199 kWh @ \$0.079431	95.24	
Demand Side Management Cost Recovery Program Rider (DSM)		
1,199 kWh @ \$0.002175	2.61	

Your current rate is Residential Service (RS).

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duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$131.12
Environmental Surcharge Mechanism Rider (ESM)	1.11
138 kWh @ \$-0.000807	-0.11
Elec Fuel Adjustment	
138 kWh @ \$-0.000475	-0.07
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
138 kWh @ \$0.002175	0.30
Demand Side Management Cost Recovery Program Rider (DSM)	
138 kWh @ \$0.080995	11.18
Energy Chrg	
Customer Charge	1.33
New Rate Effective Aug 15 To Aug 18	
Rate RS - Residential Service	
Environmental Surcharge Mechanism Rider (ESM)	9.50
1,199 kWh @ \$-0.000807	-0.97
Elec Fuel Adjustment	
1,199 kWh @ \$-0.000475	-0.57
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

### **Billing details - Gas**

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Total Charges	\$16.80

Your current rate is Residential Service (RS).

### **Billing details - Taxes**

Total Taxes	\$9.	.62
Franchise Fee-Independence Rate Incr for School Tax	\$5.03 4.59	

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			rst 7 days before the due date or rgy.com/billing. Late payments charge.
Please return this portion with your payment. Thank you for your business.	Account number	Amount due \$217.00 by Oct 27	After Oct 27, the amount due will increase to \$227.36.
PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others a contribution to WinterC	
BETTY EICHELBERGER		Duke Energy Payment PO Box 1326 Charlotte, NC 28201-1	

#### 990

#### 000330000000000000000120000000572008

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#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### Correspond with Duke Energy

P.O. Box 1326 Charlotte, NC 28201

#### **Contact Duke Energy**

Online Call (Monday - Friday, 7 a.m. to 7 p.m.) For hearing impaired TDD/TTY International duke-energy.com 800.544.6900 800.648.6056 or 711 1.407.629.1010

### Request the condensed or detailed bill format

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

800.544.6900

Account number

page 2 of 4

#### Important to know

#### Your next meter reading: Oct 18

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your pastdue 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.

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1.800.544.6900

Account number

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### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,322 kWh @ \$0.080995	107.08
Demand Side Management Cost Recovery Program Rider	
(DSM) 1,322 kWh @ \$0.002175	2.88
Off-System Sales Profit Sharing Mechanism Rider (PSM)	2.00

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

### **Billing details - Electric continued**

Total Charges	\$133.16
Environmental Surcharge Mechanism Rider (ESM)	8.99
1,322 kWh @ \$0.001763	2.33
Elec Fuel Adjustment	
1,322 kWh @ \$-0.000774	-1.02

### Billing details - Gas

	Your current rate is Residentia
\$16.80	
\$16.8	-
	\$16.80 <b>\$16.80</b>

### **Billing details - Taxes**

Total Taxes	4.65 \$9.75
Franchise Fee-Independence	\$5.10
Rate Incr for School Tax	4.65

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. May

Jun

Apr

Nov 2020

1,588

Aug

12-Month Usage Avg Monthly Usage

Sep

Oct

1,779

Nov

Jul

21,351

0

Nov

Dec

Electric (kWh)

Jan

Feb

**Current Month** 

991

12-month usage based on most recent history

Mar

\$217.00 \$ -217.00 Thank you for your payment. 217.00 \$217.00

Service address

BETTY FICHELBERGER

To help us repair malfunctioning streetlights, quickly: 1. Call us at 1-800-419-6356 or visit duke-energy.com/lightrepair 2. Provide us with the light's location and your contact information 3. Specific addresses, landmarks and directions work best.

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

			east 7 days before the due date or hergy.com/billing. Late payments e charge.
Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$217.00</b> by Nov 29	After Nov 29, the amount due will increase to \$227.85.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		<b>\$</b> Add here, to help others a contribution to Winter	
BETTY EICHELBERGER		Duke Energy Paymer PO Box 1326 Charlotte, NC 28201	

### **Your Energy Bill**

Bill date Nov 3, 2021

page 1 of 4

. . . . . . . . .

For service Sep 17 - Oct 18 31 days

#### 

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 85 of 151

Account number



#### duke-energy.com 1.800.544.6900

We're here for you

Report an emergency	1	
Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Nov 16

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 your pastdue 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.

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duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
991 kWh @ \$0.080995	80.27
Demand Side Management Cost Recovery Program Rider (DSM)	
991 kWh @ \$0.002175	2.16
Off-System Sales Profit Sharing Mechanism Rider (PSM)	0

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

### **Billing details - Electric continued**

Total Charges	\$98.69
Environmental Surcharge Mechanism Rider (ESM)	5.42
991 kWh @ \$-0.001302	-1.29
Elec Fuel Adjustment	
991 kWh @ \$-0.000774	-0.77

### Billing details - Gas

Meter - 1291848		Your current rate is Residential Service (RS).
Rate RS - Residential Service		
Customer Charge	\$16.80	
Total Charges	\$16.80	

### **Billing details - Taxes**

Total Taxes	\$7.51
Rate Incr for School Tax	3.58
Franchise Fee-Independence	\$3.93

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duke-energy.com 1.800.544.6900

#### **Billing summary**

Previous amount due	\$217.00
Payment received Dec 06	-217.00
Late Payment Charge(s)	10.47
Budget Billing Amt Due	217.00
Total amount due Dec 28	\$227.47

#### Your usage snapshot



### Your Energy Bill

Service address

BETTY EICHELBERGER

page 1 of 4

Bill date Dec 6, 2021 For service Oct 18 - Nov 16 29 days

Account number

\$

Thank you for your payment.

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

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.

**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.		Amount due	
	Account number	<b>\$227.47</b> by Dec 28	After Dec 28, the amount due will increase to \$238.32.
Duke Energy Return Mail			
PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help other contribution to Share th	rs with a <b>Amount enclosed</b> he Light.
BETTY EICHELBERGER		Duke Energy Payme	nt Processing
		PO Box 1326	

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Account number



#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Dec 17

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 your pastdue 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.

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duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
1,815 kWh @ \$0.080995	147.01
Demand Side Management Cost Recovery Program Rider	
(DSM) 1,815 kWh @ \$0.002175	3.95
Off-System Sales Profit Sharing Mechanism Rider (PSM)	0.00

Your current rate is Residential Service (RS).

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Account number

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### **Billing details - Electric continued**

Total Charges	\$201.13
Environmental Surcharge Mechanism Rider (ESM)	6.48
1,815 kWh @ \$0.017734	32.19
Elec Fuel Adjustment	
1,815 kWh @ \$-0.000774	-1.40

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
2 CCF @ \$0.4692	0.94
Gas DSM Rider	
2 CCF @ \$0.045817	0.09
Gas Cost Recovery	
2 CCF @ \$0.5181	1.04
Gas WNA Rider	
2 CCF @ \$0.004363	0.01
Total Charges	\$18.88

## Billing details - Taxes

Total Taxes	\$14	.31
Rate Incr for School Tax	6.83	
Franchise Fee-Independence	\$7.48	

Your current rate is Residential Service (RS).

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 92 of 151



page 1 of 4

Bill date Jan 7, 2022 For service Nov 16 - Dec 17 31 days

Account number

#### 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** Account number After Jan 31. the amount due \$246.34 **ENERGY** will increase to \$258.66. by Jan 31 Duke Energy Return Mail PO Box 1090 \$ Charlotte, NC 28201-1090 Add here, to help others with a Amount enclosed contribution to Share the Light. **BETTY EICHELBERGER** Duke Energy Payment Processing PO Box 1326 Charlotte, NC 28201-1326

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#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 93 of 151

Account number



#### duke-energy.com 1.800.544.6900

We're here for you

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

#### Convenient ways to pay your bill

Online Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Jan 20

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 your pastdue 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.

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2021

Mar

Your Annual Budget Billing Plan

Current Budget Billing Plan charges

**Current month \$** 

Current actual usage costs

Analysis of your plan

Apr

**Current Month** 

7

May

Jun

\$246.34

\$354.52

28

CCF

Feb

Jan

Gas (CCF)

duke-energy.com 1.800.544.6900

page 3 of 4

Account number



Current electric usage for m	neter number 320303612	2	
Actual reading on Dec 17 Previous reading on Nov 16		81584 - 78937	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.
Energy used		2,647 kWh	
kWh Usage	2,647		
Current gas usage for meter	r number 001291848		8
Actual reading on Dec 17 Previous reading on Nov 16		382 - 375	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.
Gas used		7 CCF	

### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,647 kWh @ \$0.080995	214.39
Demand Side Management Cost Recovery Program Rider (DSM)	
2,647 kWh @ \$0.002175	5.76

Your current rate is Residential Service (RS).



page 4 of 4

Account number

### **Billing details - Electric continued**

Total Charge	S	\$306.90
Environmenta	al Surcharge Mechanism Rider (ESM)	9.69
2,647 k	Wh @ \$0.025068	66.35
Elec Fuel Adj	ustment	
2,647 k	Wh @ \$-0.000827	-2.19
Off-System S	ales Profit Sharing Mechanism Rider (PSM)	

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$16.80
Gas Delivery Charge	
7 CCF @ \$0.4692	3.28
Gas DSM Rider	
7 CCF @ \$0.045817	0.32
Gas Cost Recovery	
7 CCF @ \$0.7267	5.09
Gas WNA Rider	
7 CCF @ \$0.069962	0.49
Total Charges	\$25.98

## **Billing details - Taxes**

Total Taxes	\$21.64
Rate Incr for School Tax	10.33
Franchise Fee-Independence	\$11.31

Your current rate is Residential Service (RS).

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duke-energy.com 1.800.544.6900

#### **Billing summary**

Previous amount due	\$246.34
Late Payment Charge(s)	11.24
Budget Billing Amt Due	333.00
Total amount due Mar 01	\$590.58

#### Your usage snapshot



Your Energy Bill

Service address

BETTY EICHELBERGER

Bill date Feb 7, 2022 For service Dec 17 - Jan 20 34 days

page 1 of 4

Account number

REMINDER - Did you overlook paying last month's bill? Missing two Budget Billing payments cancels your Budget Billing arrangement. If you have recently paid your bill, please disregard this notice.

Help reduce winter bills by setting your thermostat to the lowest comfortable setting. It's less work for your heating system and more savings for you. Find more money-saving tips at duke-energy.com/ LowerBills.

Simple fixes can make a big difference on your energy bill. See if you qualify for FREE weatherization improvements. Schedule your appointment today call: 859-331-1991

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

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.



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Account number



#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing
Home
Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Feb 18

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your pastdue 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.

page 2 of 4

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 98 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,897 kWh @ \$0.080995	234.64
Demand Side Management Cost Recovery Program Rider (DSM)	
2,897 kWh @ \$0.006975	20.21
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).



duke-energy.com 1.800.544.6900

Account number

page 4 of 4

### **Billing details - Electric continued**

Total Charges	\$391.72
Environmental Surcharge Mechanism Rider (ESM)	11.26
2,897 kWh @ \$0.039735	115.11
Elec Fuel Adjustment	
2,897 kWh @ \$-0.000827	-2.40

### **Billing details - Gas**

Meter - 1291848		Your	current rate
Rate RS - Residential Service		_	
Old Rate Effective Dec 17 To Jan 03			
Customer Charge	\$8.40		
Gas Delivery Charge			
22 CCF @ \$0.4692	10.32		
Gas DSM Rider			
22 CCF @ \$0.014803	0.33		
Gas Cost Recovery			
22 CCF @ \$0.7267	15.99		
Gas WNA Rider			
22 CCF @ \$0.106126	2.33		
Rate RS - Residential Service			
New Rate Effective Jan 03 To Jan 20			
Customer Charge	8.90		
Gas Delivery Charge			
22 CCF @ \$0.52474	11.54		
Gas DSM Rider			
22 CCF @ \$0.014803	0.33		
Gas Cost Recovery			
22 CCF @ \$0.7267	15.99		
Gas WNA Rider			
22 CCF @ \$0.118688	2.61		
Total Charges	\$76.3	74	

### **Billing details - Taxes**

Total Taxes	\$30.46
Rate Incr for School Tax	14.53
Franchise Fee-Independence	\$15.93

roui	current rate	15 Residential	0011100	(110).	

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 100 of 151



### **Your Energy Bill**

Bill date Feb 28, 2022 For service Jan 20 - Feb 18

page 1 of 4

29 days

Account number

Your billing due date has been changed as you requested. The due date for any new charges on this bill will be reflected on your next scheduled bill. Any previous charges are due on the date shown on

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

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

Winter's cold weather can bring higher energy bills. Get lots of ideas and resources to help control your energy use and save at dukeenergy.com/BetterWinterBills.



#### KvPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 101 of 151

Account number



#### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing Home **Business** 

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Mar 18

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your pastdue 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.

page 2 of 4

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 102 of 151



duke-energy.com 1.800.544.6900

Account number

page 3 of 4



### **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,590 kWh @ \$0.080995	209.78
Demand Side Management Cost Recovery Program Rider (DSM)	
2,590 kWh @ \$0.006975	18.07
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).

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Account number

### **Billing details - Electric continued**

Total Charges	\$322.5
Environmental Surcharge Mechanism Rider (ESM)	9.85
2,590 kWh @ \$0.028599	74.07
Elec Fuel Adjustment	
2,590 kWh @ \$-0.000827	-2.14

### Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$17.80
Gas Delivery Charge	
79 CCF @ \$0.52474	41.45
Gas DSM Rider	
79 CCF @ \$0.014803	1.17
Gas Cost Recovery	
79 CCF @ \$0.7267	57.41
Gas WNA Rider	
79 CCF @ \$0.028797	2.27
Total Charges	\$120.10

## Billing details - Taxes

Total Taxes	\$28.79
Rate Incr for School Tax	13.74
Franchise Fee-Independence	\$15.05

Your current rate is Residential Service (RS).

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### **Your Energy Bill**

Bill date Mar 19, 2022 For service Feb 18 - Mar 18

page 1 of 4

28 days

Account number

#### \$

Thank you for your payment.

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.

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

		Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.	
Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	\$0.00	No payment is required at this time.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others contribution to Share the	with a Amount enclosed
BETTY EICHELBERGER		Duke Energy Paymen PO Box 1326 Charlotte, NC 28201-	C C

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 105 of 151

Account number



### duke-energy.com 1.800.544.6900

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 Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person

duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1326 Charlotte, NC 28201-1326 duke-energy.com/location

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

Register for free paperless billing Home **Business** 

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### **Correspond with Duke Energy**

P.O. Box 1326 Charlotte, NC 28201

#### General questions or concerns

Online Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202 For hearing impaired TDD/TTY International

duke-energy.com 800.544.6900 800.222.3448 or 711 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: Apr 20

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 your pastdue 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.

page 2 of 4

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duke-energy.com 1.800.544.6900

Account number

page 3 of 4



# **Billing details - Electric**

Meter - 320303612	
Rate RS - Residential Service	
Customer Charge	\$12.90
Energy Chrg	
2,108 kWh @ \$0.080995	170.74
Demand Side Management Cost Recovery Program Rider	
(DSM)	
2,108 kWh @ \$0.006975	14.70
Off-System Sales Profit Sharing Mechanism Rider (PSM)	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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Account number

# **Billing details - Electric continued**

Total Charges	\$204.8
Environmental Surcharge Mechanism Rider (ESM)	9.52
2,108 kWh @ \$-0.001187	-2.50
Elec Fuel Adjustment	
2,108 kWh @ \$-0.000231	-0.49

# Billing details - Gas

Meter - 1291848	
Rate RS - Residential Service	
Customer Charge	\$17.80
Gas Delivery Charge	
14 CCF @ \$0.52474	7.35
Gas DSM Rider	
14 CCF @ \$0.014803	0.21
Gas Cost Recovery	
14 CCF @ \$0.6034	8.45
Gas WNA Rider	
14 CCF @ \$0.074515	1.04
Total Charges	\$34.85

# **Billing details - Taxes**

Total Taxes	\$15.5
Rate Incr for School Tax	7.44
Franchise Fee-Independence	\$8.15

Your current rate is Residential Service (RS).

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### **Billing summary**

Previous Amount Due	\$-17.00
Payment Received	0.00
Budget Billing Plan Year End Balance	493.67
Current Budget Billing Plan Charges	333.00
Total Amount Due May 12	\$809.67

### Your usage snapshot



54°	61°	73°	75°	76°	69°	62°	42°	44°	29°	34°	47°	47°
		Cur	rent M	onth	Apr 2	021	12-Mo	onth Us	age	Avg Mo	nthly U	Isage
Electr	ic (kWł	1)	2,110		1,80	)9	2	1,685		1	,807	
12-m	onth us	age ba	sed on	most r	ecent h	istory						

88

# **Your Energy Bill**

Service address

BETTY EICHELBERGER

Bill date Apr 21, 2022 For service Mar 18 - Apr 19 33 days

Page 1 of 4

Account number

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 monthly amount of **\$233.00**. No further action is required to continue this service. Questions? Call 800.544.6900.

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

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

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



#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 109 of 151

Account number

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### We're here for you

Report an emergency			Important to know
Electric/Gas outage	Electric	duke-energy.com/outages 800.543.5599	Your next meter reading: May 17 Please be sure we can safely access your
	Gas	800.634.4300	meter for actual readings. Don't worry if y — digital meter flashes eights from time to tin
			That's a normal part of the energy measur
Convenient ways to p	ay your bill		process.
Online		duke-energy.com/billing	Your service(s) may be disconnected if y
Automatically from yo		duke-energy.com/autodraft	payment is past due
Speedpay (fee applies	)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection
By mail payable to Du	ıke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must
In person		duke-energy.com/location	<ul> <li>pay the amount specified in the Importan</li> <li>Disconnect Information section on your</li> <li>bill, as well as, a reconnection fee, before</li> </ul>
Help managing your a	account (not appl	icable for all customers)	your service will be reconnected. The reconnection fee is \$5.88 for electric serv
Register for free paper	rless billing	duke-energy.com/paperless	that may be reconnected remotely, \$60 for electric service that is not eligible to be
Home		duke-energy.com/manage-home	<sup>e</sup> reconnected remotely, \$125 for electric
Business		duke-energy.com/manage-bus	service that was disconnected at the pole a \$90 for gas service. There is an additiona
Correspond with Duke	e Energy (not for	payment)	fee of \$40 to reconnect electric service af
P.O. Box 1326			normal business hours if not eligible to be reconnected remotely. A security deposit
Charlotte, NC 28201			may also be required.
General questions or	concerns		Electric service does not depend on
Online		duke-energy.com	payment for other products or services
Home: Mon - Fri (7 a.m	. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or
Business: Mon - Fri (7	7 a.m. to 6 p.m.)	800.774.1202	equipment service contracts) may result in
For hearing impaired	TDD/TTY	800.222.3448 or 711	removal from the program but will not res
International		1.407.629.1010	in disconnection of electric service.
Request the condense	ed or detailed bil	l format	When you pay by check
Call (7a.m. to 7 p.m.)		800.544.6900	We may process the payment as a regula check or convert it into a one-time electro check payment.
			Para nuestros clientes que hablan Espai

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.

### Important to know

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### Para nuestros clientes que hablan Español

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Account number

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### Your usage snapshot - Continued



# **Billing details - Electric**

Billing Period - Mar 18 to Apr 19	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
2,110.000 kWh @ \$0.08099500	170.90
Demand Side Management Cost Recovery Program Rider (DSM)	
2,110.000 kWh @ \$0.00697500	14.72
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,110.000 kWh @ \$-0.00023100	-0.49
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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Account number

Page 4 of 4

# **Billing details - Electric continued**

Total Current Charges	\$229.79
Environmental Surcharge Mechanism Rider (ESM)	19.13
2,110.000 kWh @ \$0.00598800	\$12.63

# **Billing details - Gas**

Billing Period - Mar 18 to Apr 19			
Meter - 1291848			
Customer Charge	\$17.80		
Gas Delivery Charge			
3.000 CCF @ \$0.52474000	1.57		
Gas DSM Rider			
3.000 CCF @ \$0.01480300 0.04			
Gas Cost Recovery			
3.000 CCF @ \$0.60340000	1.81		
Gas WNA Rider			
3.000 CCF @ \$-0.09632834	-0.29		
Total Current Charges		\$20.93	

# **Billing details - Taxes**

Total Taxes	\$16.30
Rate Increase For School Tax	7.78
Franchise Fee	\$8.52

Your current rate is Residential Service (RS).

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# **Your Energy Bill**

Service address

BETTY EICHELBERGER

Page 1 of 4

33 days

Bill date May 5, 2022 For service Mar 18 - Apr 19

Account number

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

# **Billing summary**

Previous Amount Due	\$-17.00
Payment Received	0.00
Current Budget Billing Plan Charges	333.00
Total Amount Due May 26	\$316.00

### Your usage snapshot

12-month usage based on most recent history

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

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

Account number	<b>\$316.00</b> by May 26	After May 26, the amount due will increase to \$316.00.
	\$ Add here, to help others to contribution to Share the	
	Duke Energy Paymen PO Box 1094	-
	Account number	<i>by May</i> 26 <b>\$</b> Add here, to help others contribution to Share the Duke Energy Paymen

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 113 of 151

Account number

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### We're here for you

			Important to know
Report an emergency	y		
Electric/Gas outage	Electric	duke-energy.com/outages 800.543.5599	Your next meter reading: May 17 Please be sure we can safely access your
	Gas	800.634.4300	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
Convenient ways to	pay your bill		process.
Online		duke-energy.com/billing	Your service(s) may be disconnected if your
Automatically from ye	our bank account	duke-energy.com/autodraft	payment is past due
Speedpay (fee applie	s)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your bill as well as a recompaction for before
			bill, as well as, a reconnection fee, before your service will be reconnected. The
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service
Register for free pape	erless billing	duke-energy.com/paperless	that may be reconnected remotely, \$60
Home	-	duke-energy.com/manage-home	for electric service that is not eligible to be reconnected remotely, \$125 for electric
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and \$90 for gas service. There is an additional
Correspond with Dul	ke Energy (not for	payment)	fee of \$40 to reconnect electric service after
P.O. Box 1326			normal business hours if not eligible to be
Charlotte, NC 28201	_		reconnected remotely. A security deposit may also be required.
General questions or	concerns		Electric service does not depend on
Online		duke-energy.com	payment for other products or services
Home: Mon - Fri (7 a.n		800.544.6900	Non-payment for non-regulated products or services (such as surge protection or
Business: Mon - Fri (			equipment service contracts) may result in
For hearing impaired	TDD/TTY	800.222.3448 or 711	removal from the program but will not result
International		1.407.629.1010	in disconnection of electric service.
Request the condens	sed or detailed bill	l format	When you pay by check
Call (7a.m. to 7 p.m.	)	800.544.6900	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.

#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 114 of 151



Account number

Page 3 of 4

### Your usage snapshot - Continued



# **Billing details - Electric**

Billing Period - Mar 18 to Apr 19	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
2,110.000 kWh @ \$0.08099500	170.90
Demand Side Management Cost Recovery Program Rider (DSM)	
2,110.000 kWh @ \$0.00697500	14.72
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,110.000 kWh @ \$-0.00023100	-0.49
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 115 of 151



#### Account number

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# **Billing details - Electric continued**

Total Current Charges	\$229.79
Environmental Surcharge Mechanism Rider (ESM)	19.13
2,110.000 kWh @ \$0.00598800	\$12.63

# **Billing details - Gas**

Billing Period - Mar 18 to Apr 19		
Meter - 1291848		
Customer Charge	\$17.80	
Gas Delivery Charge		
3.000 CCF @ \$0.52474000	1.57	
Gas DSM Rider		
3.000 CCF @ \$0.01480300	0.04	
Gas Cost Recovery		
3.000 CCF @ \$0.60340000	1.81	
Gas WNA Rider		
3.000 CCF @ \$-0.09632834	-0.29	
Total Current Charges		\$20.93

Your current rate is Residential Service (RS).

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

# **Billing details - Taxes**

Franchise Fee	\$8.52
Rate Increase For School Tax	7.78
Total Taxes	\$16.30

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 116 of 151



12-Month Usage Avg Monthly Usage

1,789

21,466

**Current Month** 

980

88

12-month usage based on most recent history

Electric (kWh)

May 2021

1,199

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

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	\$0.00	No payment is required at this time.
Duke Energy Return Mail			
PO Box 1090 Charlotte, NC 28201-1090		\$ Add here, to help others contribution to Share th	
BETTY EICHELBERGER		Duke Energy Payme PO Box 1094	nt Processing
		Charlotte, NC 28201	-1094

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Account number

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### We're here for you

Report an emergency		Important to know
Electric/Gas outage Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Jun 16 Please be sure we can safely access your meter for actual readings. Don't worry if y
		digital meter flashes eights from time to tir
Convenient ways to pay your bill		That's a normal part of the energy measur process.
Online	duke-energy.com/billing	· · · · · · · · · · · · · · · · · · ·
Automatically from your bank account		Your service(s) may be disconnected if y payment is past due
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must
In person	duke-energy.com/location	pay the amount specified in the <b>Importan</b> <b>Disconnect Information</b> section on your
Help managing your account (not app	licable for all customers)	<ul> <li>bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric serv</li> </ul>
Register for free paperless billing	duke-energy.com/paperless	that may be reconnected remotely, \$60 for electric service that is not eligible to be
Home	duke-energy.com/manage-home	reconnected remotely, \$125 for electric
Business	duke-energy.com/manage-bus	service that was disconnected at the pole a \$90 for gas service. There is an additiona
Correspond with Duke Energy (not for	<sup>r</sup> payment)	fee of \$40 to reconnect electric service af
P.O. Box 1326		normal business hours if not eligible to be reconnected remotely. A security deposit
Charlotte, NC 28201		may also be required.
General questions or concerns		Electric service does not depend on
Online	duke-energy.com	payment for other products or services
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or
Business: Mon - Fri (7 a.m. to 6 p.m.	800.774.1202	equipment service contracts) may result in
For hearing impaired TDD/TTY	800.222.3448 or 711	removal from the program but will not res
International	1.407.629.1010	in disconnection of electric service.
Request the condensed or detailed bi	ll format	When you pay by check
Call (7a.m. to 7 p.m.)	800.544.6900	We may process the payment as a regula check or convert it into a one-time electro check payment.
		Para nuestros clientes que hablan Espai

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.

### Important to know

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### Para nuestros clientes que hablan Español

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 118 of 151



Account number

Page 3 of 4

### Your usage snapshot - Continued



# **Billing details - Electric**

Billing Period - Apr 20 to May 17		
Meter - 320303612		
Customer Charge	\$12.90	
Energy Charge		
980.000 kWh @ \$0.08099500	79.38	
Demand Side Management Cost Recovery Program Rider (DSM)		
980.000 kWh @ \$0.00697500	6.84	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
980.000 kWh @ \$-0.00023100	-0.23	
Electric Fuel Adjustment		
980.000 kWh @ \$0.00583200	5.72	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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Account number

# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)	\$9.33
Total Current Charges	\$113.94

## **Billing details - Gas**

Total Current Charges	\$17.80
Customer Charge	\$17.80
Meter - 1291848	
Billing Period - Apr 20 to May 17	

Your current rate is Residential Service (RS).

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

# **Billing details - Taxes**

То	tal Taxes		\$8.57
Ra	ate Increase For School Tax	4.09	
Fra	anchise Fee	\$4.48	

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### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 120 of 151



# **Your Energy Bill**

Page 1 of 4

Service address

BETTY EICHELBERGER

Bill date Jun 21, 2022 For service May 18 - Jun 17 31 days

Account number

# **Billing summary**

333.00
0.00
\$-160.67

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

### Your usage snapshot

12-month usage based on most recent history

88



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

Please return this portion with your payment. Thank you for your business.		Amount due	
Duke Energy Return Mail	Account number	<b>\$172.33</b> by Jul 12	After Jul 12, the amount due will increase to \$172.33.
PO Box 1090 Charlotte, NC 28201-1090		\$	
BETTY EICHELBERGER		Duke Energy Paymer PO Box 1094 Charlotte, NC 28201	-
			-1034

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 121 of 151

Account number

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### We're here for you

			Important to know		
Report an emergency	y				
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Jul 19 Please be sure we can safely access your meter for actual readings. Don't worry if your		
	665		digital meter flashes eights from time to time.		
<b>.</b>			That's a normal part of the energy measuring		
Convenient ways to	pay your bill		process.		
Online		duke-energy.com/billing	Your service(s) may be disconnected if your		
Automatically from y		duke-energy.com/autodraft	payment is past due		
Speedpay (fee applie	S)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection		
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must		
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your		
			- bill, as well as, a reconnection fee, before		
			your service will be reconnected. The		
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service		
Register for free paperless billing		duke-energy.com/paperless	that may be reconnected remotely, \$60 for electric service that is not eligible to be		
Home		duke-energy.com/manage-home	reconnected remotely, \$125 for electric		
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and \$90 for gas service. There is an additional		
Correspond with Dul	ke Energy (not for	payment)	fee of \$40 to reconnect electric service after		
P.O. Box 1326			normal business hours if not eligible to be		
Charlotte, NC 28201	L		reconnected remotely. A security deposit may also be required.		
General questions or	concerns		Electric service does not depend on		
Online		duke-energy.com	payment for other products or services		
Home: Mon - Fri (7 a.n	n. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or		
Business: Mon - Fri (	(7 a.m. to 6 p.m.)	800.774.1202	equipment service contracts) may result in		
For hearing impaired	TDD/TTY	800.222.3448 or 711	removal from the program but will not result		
International		1.407.629.1010	in disconnection of electric service.		
Request the condens	sed or detailed bill	format	When you pay by check		
Call (7a.m. to 7 p.m.		800.544.6900	We may process the payment as a regular check or convert it into a one-time electronic check payment.		
			Para nuestros clientes que hablan Esnañol		

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.

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Account number

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## Your usage snapshot - Continued



# **Billing details - Electric**

Billing Period - May 18 to Jun 16		
Meter - 320303612		
Customer Charge	\$12.90	
Energy Charge		
1,075.000 kWh @ \$0.08099500	87.07	
Demand Side Management Cost Recovery Program Rider (DSM)		
1,075.000 kWh @ \$0.00697500	7.50	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
1,075.000 kWh @ \$-0.00003300	-0.04	
Electric Fuel Adjustment		
1,075.000 kWh @ \$0.02663400	28.63	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



Account number

Page 4 of 4

# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)	\$13.43
Total Current Charges	\$149.49

# **Billing details - Gas**

Meter - 1291848	¢17.00
Customer Charge	\$17.80
Total Current Charges	\$17.80

Your current rate is Residential Service (RS).

# **Billing details - Taxes**

Franchise Fee	\$5.69
Rate Increase For School Tax	5.19
Total Taxes	\$10.88

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# **Your Energy Bill**

Page 1 of 4

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

Thank you for your payment.

Service address

\$

BETTY EICHELBERGER

### **Billing summary**

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

## Your usage snapshot

12-month usage based on most recent history



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

Do you or does someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing federal assistance programs for those that

qualify. Visit 211.org or dial 2-1-1 to get started.

Account number

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

Please return this portion with your payment. Thank you for your business.		Amount duo	
	Account number	Amount due \$333.00 by Aug 11	After Aug 11, the amount due will increase to \$333.00.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		<b>\$</b> Add here, to help others contribution to Share the	
BETTY EICHELBERGER		Duke Energy Paymer PO Box 1094 Charlotte, NC 28201	-

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#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 125 of 151

Account number

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### We're here for you

			Important to know		
Report an emergency	/				
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Aug 18 Please be sure we can safely access your meter for actual readings. Don't worry if your		
	003	800.834.4300	digital meter flashes eights from time to time.		
			That's a normal part of the energy measuring		
Convenient ways to	pay your bill		process.		
Online		duke-energy.com/billing	Your service(s) may be disconnected if your		
Automatically from y		duke-energy.com/autodraft duke-energy.com/pay-now	payment is past due		
Speedpay (fee applie	5)	800.544.6900	If payment for your service(s) is past due, we may begin disconnection		
By mail payable to D	uke Energy	P.O. Box 1094	procedures. If your service is disconnected		
		Charlotte, NC 28201-1094	because of a missed payment, you must		
In person		duke-energy.com/location	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		
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60		
Register for free paperless billing		duke-energy.com/paperless	for electric service that is not eligible to be		
Home		duke-energy.com/manage-home	reconnected remotely, \$125 for electric		
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and \$90 for gas service. There is an additional		
Correspond with Dul	ke Energy (not for	payment)	fee of \$40 to reconnect electric service after		
P.O. Box 1326 Charlotte, NC 28201			normal business hours if not eligible to be		
			reconnected remotely. A security deposit may also be required.		
			may also be required.		
General questions or	concerns		Electric service does not depend on		
Online		duke-energy.com	payment for other products or services Non-payment for non-regulated products		
Home: Mon - Fri (7 a.n		800.544.6900	or services (such as surge protection or		
Business: Mon - Fri (	-		equipment service contracts) may result in		
For hearing impaired International		800.222.3448 or 711	removal from the program but will not result in disconnection of electric service.		
International		1.407.629.1010	In disconnection of electric service.		
Request the condensed or detailed bill format			When you pay by check		
Call (7a.m. to 7 p.m.		800.544.6900	We may process the payment as a regular check or convert it into a one-time electronic		
			check of 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.

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Account number

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## Your usage snapshot - Continued



/5°	/6°	69°	62°	42°	44°	29°	34°	47°	52°	66°	74°	/8°
		Cur	rent M	onth	Jul 20	)21	12-Mo	onth Us	age	Avg Mo	nthly L	Jsage
Gas (C	Gas (CCF) 0		0		149			12				
12-month usage based on most recent history												

#### Your Annual Budget Billing Plan Analysis of your plan

Plan month	1	2	3	4	5	6	7	8	9	10	11	12	
Budget Billing Plan charges		5	\$1,9	98.0	0								
			t1 0		~								
Actual usage costs			\$1,9	97.3	2	1							
													_

Current electric usage for meter number 320303612							
	Actual reading on Ju Previous reading on	94658 - 93344					
	Energy Used		1,314 kWh				
	Billed kWh	1,314.000 kWh					
	Current Gas usage for meter number 1291848						
	Actual reading on Ju Previous reading on	522 - 522					
	Gas Used		0 CCF				

\$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$-0.68 between plan charges and actual usage costs.

# **Billing details - Electric**

Billing Period - Jun 17 to Jul 19		
Meter - 320303612		
Customer Charge	\$12.90	
Energy Charge		
1,314.000 kWh @ \$0.08099500	106.43	
Demand Side Management Cost Recovery Program Rider (DSM)		
1,314.000 kWh @ \$0.00697500	9.17	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
1,314.000 kWh @ \$-0.00003300	-0.04	
Electric Fuel Adjustment		
1,314.000 kWh @ \$0.01103900	14.51	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



Account number

Page 4 of 4

# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)	\$14.03
Total Current Charges	\$157.00

# **Billing details - Gas**

Billing Period - Jun 18 to Jul 19	
Meter - 1291848	
Customer Charge	\$17.80
Total Current Charges	\$17.80

Your current rate is Residential Service (RS).

# **Billing details - Taxes**

Franchise Fee	\$5.95
Rate Increase For School Tax	5.42
Total Taxes	\$11.37

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### **Billing summary**

Previous Amount Due	\$333.00
Payment Received Aug 01	-333.00
Current Budget Billing Plan Charges	333.00
Total Amount Due Sep 12	\$333.00

### Your usage snapshot



# Your Energy Bill

Bill date Aug 22, 2022

Page 1 of 4

Bill date Aug 22, 2022 For service Jul 20 - Aug 18 30 days

Account number

3

Service address

BETTY EICHELBERGER

Thank you for your payment.

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

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

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



88

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 129 of 151

Account number

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### We're here for you

			Important to know
Report an emergency	/		
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Sep 19 Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring
Convenient ways to	pav vour bill		process.
Convenient ways to pay your bill Online Automatically from your bank account Speedpay (fee applies) By mail payable to Duke Energy In person		duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1094 Charlotte, NC 28201-1094 duke-energy.com/location	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 <b>Important</b> <b>Disconnect Information</b> section on your bill, as well as, a reconnection fee, before
Help managing your	account (not appl	icable for all customers)	your service will be reconnected. The reconnection fee is \$5.88 for electric service
Register for free pape Home Business	erless billing	duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus	that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional
Correspond with Duk P.O. Box 1326 Charlotte, NC 28201		payment)	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.
General questions or Online Home: Mon - Fri (7 a.n Business: Mon - Fri ( For hearing impaired International	n. to 7 p.m.) 7 a.m. to 6 p.m.)	duke-energy.com 800.544.6900 800.774.1202 711 1.407.629.1010	<b>Electric service does not depend on</b> <b>payment for other products or services</b> 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.
<b>Request the condens</b> Call (7a.m. to 7 p.m.)		format 800.544.6900	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 nuestres clientes que hablan Español

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.

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Your usage snapshot - Continued



/6"	690	62°	42°	44°	29°	34°	47°	52°	66°	74°	//º	/6º
		Current Month		Aug 2021		12-Month Usage		Avg Monthly Usage				
Gas (0	CCF)		0		0			149			12	
12-month usage based on most recent history												





Current electric usage for meter number 320303612							
	Actual reading on A Previous reading or	8	95881 - 94658				
	Energy Used		1,223 kWh				
	Billed kWh	1,223.000 kWh					
	Current Gas usage for meter number 1291848						
	Actual reading on A Previous reading or	0	522 - 522				
	Gas Used		0 CCF				

# **Billing details - Electric**

Billing Period - Jul 20 to Aug 18		
Meter - 320303612		
Customer Charge	\$12.90	
Energy Charge		
1,223.000 kWh @ \$0.08099500	99.06	
Demand Side Management Cost Recovery Program Rider (DSM)		
1,223.000 kWh @ \$0.00697500	8.53	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
1,223.000 kWh @ \$-0.00003300	-0.04	
Electric Fuel Adjustment		
1,223.000 kWh @ \$0.01353600	16.55	

\$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$-164.01** between plan charges and actual usage costs.

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

Account number

Page 3 of 4



Account number

Page 4 of 4

# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)	\$4.51
Total Current Charges	\$141.51

# **Billing details - Gas**

Billing Period - Jul 20 to Aug 18	
Meter - 1291848	
Customer Charge	\$17.80
Total Current Charges	\$17.80

Your current rate is Residential Service (RS).

# **Billing details - Taxes**

Total Taxes	\$10.36
Rate Increase For School Tax	4.94
Franchise Fee	\$5.42

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 132 of 151



# **Your Energy Bill**

Thank you for your payment.

Service address

\$

BETTY EICHELBERGER

Page 1 of 4

Bill date Sep 21, 2022 For service Aug 19 - Sep 19 32 days

#### Account number

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 call811.com.

addresses, landmarks and directions work best.

### **Billing summary**

Previous Amount Due	\$333.00
Payment Received Sep 02	-333.00
Current Budget Billing Plan Charges	333.00
Total Amount Due Oct 12	\$333.00

### Your usage snapshot

Electric (kWh)



1,322

20,676

926

12-month usage based on most recent history

programs for those who qualify. Visit 211.org or dial 211 to get started. To help us repair malfunctioning streetlights, quickly: 1. Visit dukeenergy.com/lightrepair or call us at 800.419.6356. 2. Provide us

with the light's location and your contact information. 3. Specific

Do you or someone you know need help with energy bills or other

essentials? Help is available through new and existing assistance

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

. . . . . . .

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$333.00</b> by Oct 12	After Oct 12, the amount due will increase to \$333.00.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		<b>\$</b> Add here, to help others contribution to Share the	
BETTY EICHELBERGER		Duke Energy Payme PO Box 1094 Charlotte, NC 28201	-

1,723

88

### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 133 of 151

Account number

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### We're here for you

			Important to know		
Report an emergency	y				
Electric/Gas outage	Electric	duke-energy.com/outages 800.543.5599	Your next meter reading: Oct 18 Please be sure we can safely access your		
	Gas	800.634.4300	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		
Convenient ways to	pay your bill		process.		
Online		duke-energy.com/billing	Your service(s) may be disconnected if your		
Automatically from y	our bank account	duke-energy.com/autodraft	payment is past due		
Speedpay (fee applie	s)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection		
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must		
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your		
			<ul> <li>bill, as well as, a reconnection fee, before your service will be reconnected. The</li> </ul>		
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service		
Register for free pape		duke-energy.com/paperless	that may be reconnected remotely, \$60		
		duke-energy.com/manage-home	for electric service that is not eligible to be reconnected remotely, \$125 for electric		
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and \$90 for gas service. There is an additional		
Correspond with Dul	ke Energy (not for	payment)	fee of \$40 to reconnect electric service after		
P.O. Box 1326			normal business hours if not eligible to be		
Charlotte, NC 28201	L		reconnected remotely. A security deposit may also be required.		
General questions or	concerns		Electric service does not depend on		
Online		duke-energy.com	payment for other products or services		
Home: Mon - Fri (7 a.n	n. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or		
Business: Mon - Fri (	(7 a.m. to 6 p.m.)	800.774.1202	equipment service contracts) may result in		
For hearing impaired	TDD/TTY	711	removal from the program but will not result		
International		1.407.629.1010	in disconnection of electric service.		
Request the condens	sed or detailed bill	format	When you pay by check		
Call (7a.m. to 7 p.m.		800.544.6900	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		

**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.

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Your usage snapshot - Continued



69°	62°	42°	44°	29°	34°	47°	52°	66°	74°	77°	74°	72°
		Cur	rent M	onth	Sep 2	021	12-Mo	onth Us	age	Avg Mo	onthly L	Jsage
Gas ((	CCF)		0		0			149			12	
12-m	onth us	age ba	sed on	most r	recent h	istory						





Current electric usage for meter number 320303612				
Actual reading on Sep 19 Previous reading on Aug 1	9	96807 - 95881		
Energy Used		926 kWh		
Billed kWh	926.000 kWh			
Current Gas usage for m	eter number 1291848			
Actual reading on Sep 19 Previous reading on Aug 1	9	522 - 522		
Gas Used		0 CCF		

# Billing details - Electric

Billing Period - Aug 19 to Sep 19		
Meter - 320303612		
Customer Charge	\$12.90	
Energy Charge		
926.000 kWh @ \$0.08099500	75.00	
Demand Side Management Cost Recovery Program Rider (DSM)		
926.000 kWh @ \$0.00697500	6.46	
Off-System Sales Profit Sharing Mechanism Rider (PSM)		
926.000 kWh @ \$-0.00472700	-4.38	
Electric Fuel Adjustment		
926.000 kWh @ \$0.01676700	15.53	

\$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$-362.20** between plan charges and actual usage costs.

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

Account number

Page 3 of 4



Account number

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# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)	\$3.27
Total Current Charges	\$108.78

# **Billing details - Gas**

Total Current Charges	\$17.80
Customer Charge	\$17.80
Meter - 1291848	
Billing Period - Aug 19 to Sep 19	

Your current rate is Residential Service (RS).

# **Billing details - Taxes**

Franchise Fee	\$4.31
Rate Increase For School Tax	3.92
Total Taxes	\$8.23

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### **Billing summary**

Previous Amount Due	\$333.00
Payment Received	0.00
Current Budget Billing Plan Charges	212.00
Other Charges and Credits	16.65
Total Amount Due Nov 10	\$561.65

### Your usage snapshot

911

88

12-month usage based on most recent history

Electric (kWh)



991

20,596

# **Your Energy Bill**

Service address

BETTY EICHELBERGER

Bill date Oct 20, 2022 For service Sep 20 - Oct 18 29 days

Account number

Your monthly payment is past due. Prompt payment is needed to continue on the Budget Billing Plan. As a reminder, removal from the plan will result in your next monthly statement reflecting your actual energy usage, plus any balance currently accumulated on the Budget Billing program.

If you have questions, please call us at 800.774.1202 during the hours of 7 a.m. to 7 p.m., Monday through Friday. We look forward to serving you.

To help us repair malfunctioning streetlights, quickly: 1. Visit dukeenergy.com/lightrepair or call us at 800.419.6356. 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

Do you or someone you know need help with energy bills or other essentials? Help may be available through assistance programs for those who qualify. Visit 211.org or dial 211 to get started.

Get up to \$53 in annual bill credits by enrolling in Power Manager. Help reduce energy use during periods of high demand. Enroll your AC unit today! Learn more and sign up at: duke-energy.com/ MyCredits

You have the power to promote cleaner energy! Join our community to support the growth of renewable energy sources. Enroll now and start making a positive environmental impact at duke-energy.com/ GoGreen.

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



1,716

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Account number

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### We're here for you

		Important to know				
Report an emergency	/					
Electric/Gas outage	Electric	duke-energy.com/outages 800.543.5599	Your next meter reading: Nov 16 Please be sure we can safely access your			
	Gas	800.634.4300	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			
Convenient ways to	pay your bill		process.			
Online		duke-energy.com/billing	Vour consists (c) may be discommented if your			
Automatically from y	our bank account	duke-energy.com/autodraft	Your service(s) may be disconnected if your payment is past due			
Speedpay (fee applie	s)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection			
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must			
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your			
			bill, as well as, a reconnection fee, before your service will be reconnected. The			
Help managing your	account (not appl	reconnection fee is \$5.88 for electric service				
Register for free pape		duke-energy.com/paperless	that may be reconnected remotely, \$60			
Home	chess binng	duke-energy.com/manage-home	for electric service that is not eligible to be			
Business		duke-energy.com/manage-bus	reconnected remotely, \$125 for electric service that was disconnected at the pole and			
Correspond with Dul	ke Energy (not for	payment)	\$90 for gas service. There is an additional fee of \$40 to reconnect electric service after			
P.O. Box 1326			normal business hours if not eligible to be			
Charlotte, NC 28201			reconnected remotely. A security deposit may also be required.			
General questions or	concerns		Electric service does not depend on			
Online		duke-energy.com	payment for other products or services			
Home: Mon - Fri (7 a.n	n. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or			
Business: Mon - Fri (	7 a.m. to 6 p.m.)	800.774.1202	equipment service contracts) may result in			
For hearing impaired	TDD/TTY	711	removal from the program but will not result			
International		1.407.629.1010	in disconnection of electric service.			
Request the condens	sed or detailed bill	format	When you pay by check			
Call (7a.m. to 7 p.m.		800.544.6900	We may process the payment as a regular check or convert it into a one-time electronic check payment.			
			Para nuestres elientes que hablan Españal			

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.

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Account number

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## Your usage snapshot - Continued



12-month usage based on most recent history

### Your Annual Budget Billing Plan Analysis of your plan

										-
Plan month	1	2	3	4	5	6	7	8	9	10 11 12
Budget Billing Plan charges	Iling Plan charges \$2,876.00									
Actual usage costs				\$2	,473	.91				

Current electric usage	for meter number 32030	3612
Actual reading on Oct 18 Previous reading on Sep		97718 - 96807
Energy Used		911 kWh
Billed kWh	911.000 kWh	
Current Gas usage for	meter number 1291848	
Actual reading on Oct 18 Previous reading on Sep		522 - 522
Gas Used		0 CCF

# **Billing details - Electric**

Billing Period - Sep 20 to Oct 18	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
911.000 kWh @ \$0.08099500	73.79
Demand Side Management Cost Recovery Program Rider (DSM)	
911.000 kWh @ \$0.00697500	6.35
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
911.000 kWh @ \$-0.00472700	-4.31
Electric Fuel Adjustment	
911.000 kWh @ \$0.05450400	49.65

# \$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of \$-402.09 between plan charges and actual usage costs.

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



Account number

Page 4 of 4

# **Billing details - Electric continued**

Environmental Surcharge Mechanism Rider (ESM)  Total Current Charges	\$5.42 <b>\$143.80</b>

# **Billing details - Gas**

Total Current Charges	\$17.80
Customer Charge	\$17.80
Meter - 1291848	
Billing Period - Sep 20 to Oct 18	

Your current rate is Residential Service (RS).

# **Billing details - Other Charges and Credits**

Late Fee	\$16.65
Total Other Charges and Credits	\$16.65

# **Billing details - Taxes**

Total Taxes	\$10.51
Rate Increase For School Tax	5.01
Franchise Fee	\$5.50

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# **Your Energy Bill**

Service address

BETTY EICHELBERGER

Page 1 of 4

Bill date Nov 18, 2022 For service Oct 19 - Nov 16 29 days

### **Billing summary**

Previous Amount Due	\$561.65
Payment Received Oct 26	-561.65
Current Budget Billing Plan Charges	212.00
Total Amount Due Dec 09	\$212.00

## Your usage snapshot



42°	44°	29°	34°	47°	52°	66°	74°	77°	74°	68°	54°	57°
		Cur	rent M	onth	Nov 2	021	12-Mo	onth Us	age	Avg Mo	nthly U	Isage
Electri	c (kWh	)	1,498		1,81	15	2	0,279		1	,690	
12-m	onth us	age ba	sed on	most r	ecent h	istory						

88

#### Account number

**\$** 

Thank you for your payment.

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

Find tips, tools and programs to help lower your energy bills at dukeenergy.com/LowerBills

Are you a fan of saving? Get up to \$53 in annual bill credits by enrolling in Power Manager. Help reduce energy use during periods of high demand. Enroll your AC unit today! Learn more and sign up at: duke-energy.com/MyCredits

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

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$212.00</b> by Dec 9	After Dec 9, the amount due will increase to \$222.60.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		<b>\$</b> Add here, to help others contribution to Share th	
BETTY EICHELBERGER		Duke Energy Payme PO Box 1094 Charlotte, NC 28201	-
#### KyPSC Case No. 2022-00289 STAFF-DR-02-001 Attachment Page 141 of 151

Account number

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### We're here for you

			Important to know	
Report an emergency	/			
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Dec 16 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.	
Convenient ways to	pay your bill		That's a normal part of the energy measuring process.	
Online		duke-energy.com/billing	Your service(s) may be disconnected if your	
Automatically from ye	our bank account	duke-energy.com/autodraft	payment is past due	
Speedpay (fee applies	s)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection	
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must	
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your	
			- bill, as well as, a reconnection fee, before your service will be reconnected. The	
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60	
Register for free paperless billing		duke-energy.com/paperless	for electric service that is not eligible to be	
Home		duke-energy.com/manage-home	reconnected remotely, \$125 for electric	
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and	
Correspond with Duk	e Energy (not for	payment)	<ul> <li>\$90 for gas service. There is an additional fee of \$40 to reconnect electric service after</li> </ul>	
P.O. Box 1326			normal business hours if not eligible to be	
Charlotte, NC 28201			reconnected remotely. A security deposit may also be required.	
General questions or	concerns		Electric service does not depend on	
Online		duke-energy.com	payment for other products or services	
Home: Mon - Fri (7 a.n	n. to 7 p.m.)	800.544.6900	Non-payment for non-regulated products or services (such as surge protection or	
Business: Mon - Fri (		800.774.1202	equipment service contracts) may result in	
For hearing impaired	TDD/TTY	711	removal from the program but will not result	
International		1.407.629.1010	in disconnection of electric service.	
Request the condens	ed or detailed bill	format	When you pay by check	
Call (7a.m. to 7 p.m.)	)	800.544.6900	We may process the payment as a regular check or convert it into a one-time electronic check payment.	
			Dens mustere ellenter mis hables Forsőal	

**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.

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Account number

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### Your usage snapshot - Continued



Current electric usage for meter number 320303612					
Actual reading on I Previous reading of		99216 - 97718			
Energy Used		1,498 kWh			
Billed kWh	1,498.000 kWh				
Current Gas usag	e for meter number 1291848	}			
Actual reading on I Previous reading of		523 - 522			
Gas Used		1 CCF			
Billed CCF	1.000 CCF				

\$2,699.65

## **Billing details - Electric**

Actual usage costs

Billing Period - Oct 19 to Nov 16	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
1,498.000 kWh @ \$0.08099500	121.33
Demand Side Management Cost Recovery Program Rider (DSM)	
1,498.000 kWh @ \$0.00697500	10.45
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,498.000 kWh @ \$-0.00472700	-7.08
Electric Fuel Adjustment	

# \$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$-388.35** between plan charges and actual usage costs.

Your current rate is Residential Service (RS).

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

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Account number

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# **Billing details - Electric continued**

Total Current Charges	\$192.45
Environmental Surcharge Mechanism Rider (ESM)	0.82
1,498.000 kWh @ \$0.03607100	\$54.03

# **Billing details - Gas**

Billing Period - Oct 19 to Nov 16	
Meter - 1291848	
Customer Charge	\$17.80
Gas Delivery Charge	
1.000 CCF @ \$0.52474000	0.52
Gas DSM Rider	
1.000 CCF @ \$0.01480300	0.01
Gas Cost Recovery	
1.000 CCF @ \$1.03860000	1.04
Gas WNA Rider	
1.000 CCF @ \$0.13641558	0.14
Total Current Charges	\$19.51

# **Billing details - Taxes**

	ranchise Fee Rate Increase For School Tax	\$7.20 6.58	
-	otal Taxes		\$13.78

Your current rate is Residential Service (RS).

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### **Billing summary**

Previous Amount Due	\$212.00
Payment Received Dec 02	-212.00
Budget Billing Plan Year End Balance	-156.01
Current Budget Billing Plan Charges	212.00
Total Amount Due Jan 10	\$55.99

### Your usage snapshot



	-8											
44°	29°	34°	47°	52°	66°	74°	77°	74°	68°	54°	46°	42°
		Cur	rent M	onth	Dec 2	021	12-Mo	onth Us	age	Avg Mo	nthly U	Isage
Electr	ic (kWh	)	2,376		2,64	47	2	0,008		1	,667	
12-m	onth us	age ba	sed on	most i	recent h	istory						

88

# **Your Energy Bill**

Service address

BETTY EICHELBERGER

Page 1 of 4

Bill date Dec 20, 2022 For service Nov 17 - Dec 16 30 days

Account number

\$

Thank you for your payment.

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 monthly amount of **\$268.00**. No further action is required to continue this service. Questions? Call 800.544.6900.

Duke Energy's Share the Light Fund, is a support program that helps those who are struggling to pay their bills and gives those who can the chance to share the power. Visit duke-energy.com/SharePower for more information.

Help lower winter bills by setting your thermostat to the lowest comfortable setting. It's less work for your heating system and more savings for you. Find more easy, money-saving tips at duke-energy.com/LowerBills.

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

. . . . . . .

Please return this portion with your payment. Thank you for your business.		Amount due	
	Account number	<b>\$55.99</b> by Jan 10	After Jan 10, the amount due will increase to \$66.59.
Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090		<b>\$</b> Add here, to help others contribution to Share th	
BETTY EICHELBERGER		Duke Energy Payme PO Box 1094 Charlotte, NC 28201	-

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Account number

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### We're here for you

			Important to know		
Report an emergency	y .				
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Jan 18 Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time.		
Convenient ways to	pay your bill		That's a normal part of the energy measuring process.		
Online		duke-energy.com/billing	Your service(s) may be disconnected if your		
Automatically from y		duke-energy.com/autodraft	payment is past due		
Speedpay (fee applie	S)	duke-energy.com/pay-now 800.544.6900	If payment for your service(s) is past due, we may begin disconnection		
By mail payable to D	uke Energy	P.O. Box 1094 Charlotte, NC 28201-1094	procedures. If your service is disconnected because of a missed payment, you must		
In person		duke-energy.com/location	pay the amount specified in the <b>Important</b> <b>Disconnect Information</b> section on your		
			bill, as well as, a reconnection fee, before your service will be reconnected. The		
Help managing your	account (not appl	icable for all customers)	reconnection fee is \$5.88 for electric service		
Register for free paperless billing		duke-energy.com/paperless	that may be reconnected remotely, \$60 for electric service that is not eligible to be		
Home		duke-energy.com/manage-home	reconnected remotely, \$125 for electric		
Business		duke-energy.com/manage-bus	service that was disconnected at the pole and \$90 for gas service. There is an additional		
Correspond with Dul	ke Energy (not for	payment)	fee of \$40 to reconnect electric service after		
P.O. Box 1326			normal business hours if not eligible to be reconnected remotely. A security deposit		
Charlotte, NC 28201	_		may also be required.		
General questions or	concerns		Electric service does not depend on		
Online		duke-energy.com	payment for other products or services Non-payment for non-regulated products		
Home: Mon - Fri (7 a.n		800.544.6900	or services (such as surge protection or		
Business: Mon - Fri (			equipment service contracts) may result in		
For hearing impaired International	100/111	711 1.407.629.1010	removal from the program but will not result in disconnection of electric service.		
International		1.407.029.1010			
Request the condens	sed or detailed bill	format	When you pay by check		
Call (7a.m. to 7 p.m.	)	800.544.6900	We may process the payment as a regular check or convert it into a one-time electronic check payment.		
			Para nuestres clientes que hablan Español		

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.

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Account number

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### Your usage snapshot - Continued



# \$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$-156.01** between plan charges and actual usage costs.

## **Billing details - Electric**

Billing Period - Nov 17 to Dec 16	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
2,376.000 kWh @ \$0.08099500	192.44
Demand Side Management Cost Recovery Program Rider (DSM)	
2,376.000 kWh @ \$0.00697500	16.57
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,376.000 kWh @ \$-0.00448700	-10.66
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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Account number

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# **Billing details - Electric continued**

Total Current Charges	\$384.27
Environmental Surcharge Mechanism Rider (ESM)	26.71
2,376.000 kWh @ \$0.06157900	\$146.31

# **Billing details - Gas**

Billing Period - Nov 17 to Dec 16		
Meter - 1291848		
Customer Charge	\$17.80	
Gas Delivery Charge		
12.000 CCF @ \$0.52474000	6.30	
Gas DSM Rider		
12.000 CCF @ \$0.01480300	0.18	
Gas Cost Recovery		
12.000 CCF @ \$0.70060000	8.41	
Gas WNA Rider		
12.000 CCF @ \$0.02057046	0.25	_
Total Current Charges	\$32.9	94

# **Billing details - Taxes**

Franchise Fee	\$14.19
Rate Increase For School Tax	12.94
Total Taxes	\$27.13

Your current rate is Residential Service (RS).

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

	Amount due	
Account number	<b>\$268.00</b> by Feb 10	After Feb 10, the amount due will increase to \$268.00.
	\$ Add here, to help others contribution to Share the	
	Duke Energy Payme PO Box 1094	nt Processing
	Charlotte, NC 28201	-1094
	Account number	Account number \$268.00 by Feb 10 \$

88

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Account number

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### We're here for you

			Important to know	
Report an emergency	/			
Electric/Gas outage	Electric Gas	duke-energy.com/outages 800.543.5599 800.634.4300	Your next meter reading: Feb 16 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	
Convenient ways to	bay your bill		process.	
Online Automatically from yo Speedpay (fee applies By mail payable to D In person	our bank account s)	duke-energy.com/billing duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900 P.O. Box 1094 Charlotte, NC 28201-1094 duke-energy.com/location	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 <b>Important</b> <b>Disconnect Information</b> section on your bill, as well as, a reconnection fee, before	
		icable for all customers)	your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60	
Register for free paperless billing Home Business		duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus	for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and	
<b>Correspond with Dub</b> P.O. Box 1326 Charlotte, NC 28201		payment)	\$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.	
General questions or Online Home: Mon - Fri (7 a.m Business: Mon - Fri ( For hearing impaired International	n. to 7 p.m.) 7 a.m. to 6 p.m.)	duke-energy.com 800.544.6900 800.774.1202 711 1.407.629.1010	<b>Electric service does not depend on</b> <b>payment for other products or services</b> 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.	
Request the condens Call (7a.m. to 7 p.m.)		format 800.544.6900	When you pay by check We may process the payment as a regular check or convert it into a one-time electronic check payment.	
			Dens more the effected must be blen. For effect	

**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.

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Account number

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### Your usage snapshot - Continued



# \$

Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$204.99** between plan charges and actual usage costs.

## **Billing details - Electric**

Billing Period - Dec 17 to Jan 18	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
2,715.000 kWh @ \$0.08099500	219.90
Demand Side Management Cost Recovery Program Rider (DSM)	
2,715.000 kWh @ \$0.00697500	18.94
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,715.000 kWh @ \$-0.00448700	-12.18
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

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# **Billing details - Electric continued**

Total Current Charges	\$370.01
Environmental Surcharge Mechanism Rider (ESM)	34.67
2,715.000 kWh @ \$0.03527800	\$95.78

# **Billing details - Gas**

Billing Period - Dec 17 to Jan 18		
Meter - 1291848		
Customer Charge	\$17.80	
Gas Delivery Charge		
43.000 CCF @ \$0.52474000	22.56	
Gas DSM Rider		
43.000 CCF @ \$0.01480300	0.64	
Gas Cost Recovery		
43.000 CCF @ \$0.70060000	30.13	
Gas WNA Rider		
43.000 CCF @ \$0.06906900	2.97	
Total Current Charges		\$74.10

# **Billing details - Taxes**

Total Taxes	\$28.88
Rate Increase For School Tax	13.78
Franchise Fee	\$15.10

Your current rate is Residential Service (RS).

#### STAFF-DR-02-002

#### **REQUEST:**

Refer to Duke Kentucky's response to Commission Staff's First Request for Information, Item 1, Staff-DR-01-001 CONF Attachment 1, Financial History worksheet. Provide a detailed explanation for what precipitated the charge reversals entered on April 21, 2022, and May 1, 2022.

#### **RESPONSE:**

Charges from March to April were reversed due to an incorrect Budget Billing settlement that was processed by the system during conversion. Due to this, we had to reverse the statement and rebill the charges for the correct installment amount, as can be seen on the invoice from 05/05/2022. The customer resumed normal billing cycle statements as of 05/19/2022.

### PERSON RESPONSIBLE: Amber Kaufman