

RECEIVED

JUL 28 2023

PUBLIC SERVICE  
COMMISSION

**From:**  
**To:** [PSC Executive Director](#)  
**Subject:** CASE# 2023-00199 - Rhonda Lucas / Duke Energy (Supplement to Case)  
**Date:** Friday, July 28, 2023 11:10:28 AM  
**Attachments:** [DUKE ENERGY MAY BILL.png](#)  
[DUKE ENERGY JUNE BILL.png](#)  
[DUKE ENERGY JULY BILL.png](#)

**This Message Originated from Outside the Organization**

You have not previously corresponded with this sender.

Report Suspicious

ATTENTION: EXECUTIVE DIRECTOR  
LINDA C. BRIDWELL

I have attached to this supplemental information a copy of the three bills in question at this time. After all information was filed with the Commission, we received a bill for usage from an actual read on April 14 to an estimated read on May 11. There was no reason given for the estimation. I received a phone call from Laura Roberts at Duke Energy in . I questioned the estimated reading on May 11. She said she would investigate why it was estimated. I never heard back from her.

Now the May, June and July bills have been estimated. There is no reason to be estimated as the meter is outside and not obstructed in any way. The gas is used for our furnace and gas fireplace. The only thing that has been used is for the fireplace pilot light. The read on the digital meter as of today (7/28/23) is 698. However the July 13th estimate on the bill was a read of 878. The estimated bills now in question should be part of the case #2023-00199. As you can see there is now a disconnection threat on this amount.

A special read by an actual meter reader needs to be obtained and all estimated reads should be cancelled along with the disconnection threat.

## Your Energy Bill

**Service address**  
**ACCOUNT NUMBER**  
 50533 CALVIN RD  
 INDEPENDENCE, MO 64051

**Bill date** May 15, 2023  
**For service** Apr 14 - May 11  
**28 days**

**Account number**

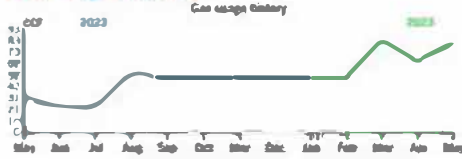
### Billing summary

Previous Amount Due	\$217.27
Payment Received	0.00
Current Gas Charges	99.45
Taxes	12.82
<b>Total Amount Due Jun 09</b>	<b>\$329.54</b>

Duke Energy does not warrant customer-owned gas piping after a connection to the meter. You should maintain such piping by consistently monitoring for leaks. If the meter is visible, you should also check for signs of corrosion. You should report such piping if leaks or corrosion are discovered. For assistance locating, repairing or replacing buried piping, please contact a licensed plumbing contractor. You should always call 811 prior to digging. Once the lines are marked, always dig by hand if digging near natural gas piping.

Help lower your energy bill. Shop for better energy rates to save big on energy-efficient items, and get instant-time offers on LEDs at duke-energy.com/LED. Enjoy FREE SHIPPING on orders over \$49.

### Your usage snapshot



Average temperature in degrees

	Current Month	May 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	81	33	621	52
12-month usage based on most recent history				

Current Gas usage for meter number 1277033	
Estimated reading on May 11	720
Previous reading on Apr 14	-630
Gas Used	81 CCF
Billed CCF	81.000 CCF

Note: Not all bills include estimated usage and may be adjusted once the actual usage is obtained from the meter.

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

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

**DUKE ENERGY**  
 Duke Energy Return Mail  
 PO Box 1090  
 CHARLOTTE, NC 28201-0190

Account number

**Amount due**

**\$329.54**  
by Jun 9

After Jun 9, the amount due will increase to \$329.54.

Add here, to help others with a contribution to Share the Light. **Account enclosed**



duke-energy.com  
800.544.6900

## Your Energy Bill

Page 1 of 3

**Service address**      **Bill date** Jun 21, 2023  
RHONDA LUCAS      **For service** May 12 - Jun 13  
10372 Cambridge Rd      33 days  
MIDDLEBURGH, KY 41051

**Account number**

### Billing summary

Previous Amount Due	\$329.54
Payment Received	0.00
Current Gas Charges	103.83
Taxes	13.39
<b>Total Amount Due Jul 12</b>	<b>\$446.76</b>

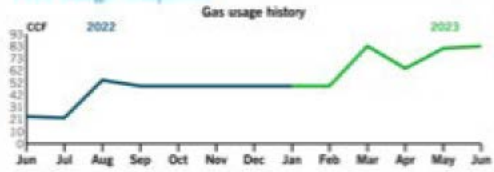
#### IMPORTANT

Did you know, paying tax monthly isn't? If payment has been made, please advise our office. If not, please make a payment promptly to avoid further collection activity. If you have any questions about your account, please contact us at the customer service number listed on this bill.

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.

We can help you monitor customer service! Find ways to help lower your energy use and better manage higher summer bills at [duke-energy.com/summerhelp](#).

### Your usage snapshot



#### Average temperature in degrees

74° 72° 74° 69° 54° 46° 39° 42° 42° 43° 50° 63° 72°

	Current Month	Jun 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	83	23	681	57

12-month usage based on most recent history

<b>Estimated Gas usage for meter number 1277033</b>	
Estimated reading on Jun 13	803
Estimated pre-charge reading on May 12	-720
<b>Gas Used</b>	<b>83 CCF</b>
Billed CCF	83.000 CCF

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

**Mail your payments 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 notice with your payment. Thank you for your business!



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

**Amount due**

**\$446.76**  
by Jul 12

After Jul 12, the amount due will increase to \$446.76.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add yours to help others with a **Amount due**  
contribution to Share the Light

**Service address:** BRIDGMAN (LUCAS)  
 10372 CALVARY RD  
 INDEPENDENCE KY 41051

**Bill date:** Jul 25, 2023  
**For service:** Jun 14 - Jul 13  
**30 days**

Account number

**Billing summary - Disconnect Notice**

Previous Amount Due	\$445.76
Payments Received	0.00
Current Gas Charges	\$6.88
Taxes	12.49
<b>Total Amount Due Aug 15</b>	<b>\$556.13</b>

**IMPORTANT DISCONNECT INFORMATION**

Your past-due amount of \$445.77 must be paid by Aug. 20, 2023 to avoid possible disconnection of your service on or after Aug. 21, 2023. If your service is disconnected, a reconnection charge will be required to restore service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.

Help lower energy bills by setting your thermostat to the highest comfortable setting, 65° for winter, for your air conditioning system and lower settings for you. For more energy-saving tips at [duke-energy.com/energysave](http://duke-energy.com/energysave).

**Your usage snapshot**



Average temperature in degrees

	77°	74°	68°	54°	46°	36°	40°	42°	43°	50°	62°	70°	70°
	Current Month		Jul 2022		12-Month Usage		Avg Monthly Usage						
Gas (CCF)	75	22	734	61									
12-month usage based on most recent history													

**Current Gas usage for meter number 1277033**

Estimated reading on Jul 13	878
Estimated previous reading on Jun 14	803
Gas Used	75 CCF
Billed CCF	75.000 CCF

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

**Make your payment at least 7 days before the due date or pay monthly at [duke-energy.com/billing](http://duke-energy.com/billing). Late payments are subject to a 5.0% late charge.**

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

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

Account number

Amount due	Disconnect Bill
<b>\$556.13</b> by Aug 15	To avoid disconnection, pay <b>\$445.77</b> by Aug. 20, 2023.

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

**RYMBA LUCAS**  
 10372 CALVARY RD  
 INDEPENDENCE KY 41051-0666

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