



Mailing Address:
139 East Fourth Street
1303 Main
Cincinnati, Ohio 45202

o: 513-287-4010
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Larisa.Vaysman@duke-energy.com

Larisa Vaysman
Senior Counsel

VIA ELECTRONIC MAIL

August 28, 2023

Ms. Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

RECEIVED

AUG 28 2023

PUBLIC SERVICE
COMMISSION

Re: Case No. 2023-00199

In the Matter of: Rhonda Lynne Lucas v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. (Duke Energy Kentucky), hereby submits its Answer and Motion to Dismiss in the above mentioned case.

The Company will retain the original filing in paper medium as the requirement to file it with the Commission was permanently granted a deviation in Case No. 2020-00085.

Respectfully submitted,

/s/ Larisa Vaysman

Larisa Vaysman (98944)

Senior Counsel

Duke Energy Kentucky, Inc.

139 East Fourth Street, 1303 Main

Cincinnati, Ohio 45201-0960

Phone: (513) 287-4010

Fax: (513) 370-5720

Larisa.Vaysman@duke-energy.com

Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RHONDA LYNNE LUCAS)	
)	
COMPLAINANT)	Case No. 2023-00199
)	
v.)	
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

**DUKE ENERGY KENTUCKY, INC.’S ANSWER
AND MOTION TO DISMISS**

Now comes Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), by and through counsel, and pursuant to the Kentucky Public Service Commission (Commission)’s August 16, 2023 Order in this matter, does hereby respectfully tender its Answer to the Complaint and respectfully requests that the Complaint be dismissed. Duke Energy Kentucky has attached certain records to this Answer as Exhibit 1 (billing statements), Exhibit 2 (meter test records), and Exhibit 3 (communications).

I. INTRODUCTION

1. Rhonda Lynne Lucas (Complainant) is a customer of Duke Energy Kentucky, for only natural gas service.

2. Duke Energy Kentucky removed Complainant’s gas meter on August 2, 2022, Meter #1153484 (Old Meter), and replaced it with another gas meter, Meter # 1277033 (New Meter) as part of the Company’s periodic testing program.

3. The Old Meter was tested on August 4, 2022, and found to be within limits.¹

4. When the New Meter was set up, the technician inadvertently entered an incorrect module number and meter manufacturer into the field order, which prevented the New Meter from being set up in the Company's system and which caused the Complainant's bills to continue to display the Old Meter number and, in turn, caused Complainant to receive three estimated bills during the period of August 2022 to November 2022.²

5. On or about December 7th 2022, the Company completed an order to obtain the correct module number and meter manufacturer, but inadvertently did not complete the necessary update to input this information to the billing system. However, at this time, Duke Energy Ohio began to obtain actual meter reads from Complainant's meter. Thus, the Complainant's bill began to display the New Meter number and began to be calculated based on actual meter reads.³

6. The Company issued a corrected bill on December 9, 2022, which corrected for part of the previously estimated period, but inadvertently did not capture the complete period.⁴

7. During April and May, 2023, the Company recognized that its initial bill correction was incomplete and completed the correction, but this took three attempts, which generated three separate bills for the Complainant during the period of April 19 to May 4, 2023.⁵

8. The Company did not obtain actual meter reads between April 13, 2023 and August 10, 2023, causing Complainant to receive estimated bills from May to July of 2023.⁶

¹ See Exhibit 2.

² See Exhibit 1, pp. 8-19.

³ See *id.*, pp.20-52.

⁴ See *id.*, pp. 23-25.

⁵ See *id.*, pp. 41-52.

⁶ See *id.*, pp. 53-61.

9. On August 16, 2023, the Company completed the correct setup of the New Meter in the billing system, and Complainant once more resumed receiving bills based on actual meter reads.

10. Complainant's August 17, 2023 bill corrected for the previous estimates from the May to July 2023 bills, based on actual meter reads.

11. Although Complainant experienced two periods of estimated billing, the Company acted reasonably to resolve the issues involved, and the Complainant's balance, as of August 17, 2023, is correct.

II. ANSWER

In response to the allegations contained in the Complaint, Duke Energy Kentucky states as follows:

12. Duke Energy Kentucky admits that on August 2, 2022 (Meter Change Date), Complainant's gas meter # 1153484 (Old Meter) was removed and a new gas meter #1277033 (New Meter) was installed.

13. Duke Energy Kentucky admits that the meter change was not reflected on the next four subsequent bills after the Meter Change Date, specifically the bills issued on August 24, 2022, September 15, 2022, October 17, 2022, and November 16, 2022.⁷ The Company further states that the meter change—in the form of the New Meter number—was reflected on subsequent bills, beginning with the bill issued on December 14, 2022, and going forward.⁸

14. Duke Energy Kentucky denies that meter readings were fabricated for either the Old Meter or the New Meter. The Company further states that readings were estimated on certain bills, as depicted in Exhibit 1.

⁷ See Exhibit 1, pp. 8-19.

⁸ See *id.*, p. 22.

15. The Company admits that Complainant's bill issued May 19, 2023, was based on an estimated meter read taken May 11, 2023.⁹

16. The Company admits that the May 11, 2023 estimated meter read was 720, and the estimated usage was 81 ccf.¹⁰

17. With regard to Complainant's averment that, "The meter is reading 685 today 6-5-23," the Company is without information sufficient to confirm or deny the accuracy of said averment, which is therefore denied at this time.

18. With regard to Complainant's averment that "No corrections or transfers of payments to old meter charges," the allegation is too vague and ambiguous to permit a response and therefore Duke Energy Kentucky denies this allegation. Answering further, the Company states that all previously estimated bills since August 2022 have been corrected as of August 17, 2023.¹¹

19. Duke Energy Kentucky denies Complainant's averment that "No legitimate billing history and payment records to new meter charges have been made." Answering further, the Company states that the bills in Exhibit 1 are legitimate billing history and payment records for Complainant's account.

20. Duke Energy Kentucky denies that Complainant has received four bills issued the month of May 2023.

21. Duke Energy Kentucky admits that Complainant has received three bills issued the month of May 2023.

⁹ See *id.*, p. 53.

¹⁰ See *id.*

¹¹ See *id.*, pp. 64-68.

22. In regard to Complainant's averment that she has attempted 9 times to contact the Company, Duke Energy Kentucky states that the communication records in Exhibit 3 speak for themselves.

23. Duke Energy Kentucky is without information to admit or deny Complainant's averment that she recorded one call.

24. Duke Energy Kentucky denies that nobody from Duke Energy Kentucky had contacted Complainant as of June 7, 2023. Answering further, the Company states that Exhibit 3 contains notes and copies of various communications between Complainant and Company.

25. With regard to averments in the Supplement to Complaint filed on July 28, 2023:

- a. Duke Energy Kentucky states that its bills to Complainant in Exhibit 1 speak for themselves.
- b. Duke Energy Kentucky admits that on June 6, 2023, Ms. Laura Reynolds, a Consumer Affairs specialist, spoke to Complainant and advised Complainant that she would look into meter estimation.¹²
- c. Duke Energy Kentucky is without information to admit or deny Complainant's averments with regard to the interior of her home, and therefore denies such averments at this time.
- d. Duke Energy Kentucky is without information to admit or deny Complainant's averment that she observed a meter read of 698 on July 28, 2023, and therefore denies such averment at this time.

¹² Exhibit 3, p.3.

e. Duke Energy Kentucky admits that Complainant's bill issued July 25, 2023, was based on an estimated meter read of 878 on July 13, 2023, and that this bill was a disconnect bill.¹³

26. With regard to averments in Complainant's Supplement to Complaint filed August 14, 2023:

a. Duke Energy Kentucky denies that the past due amount on the August 7, 2023, disconnection notice received by Complainant was based only on estimated charges. Answering further, \$217.27 of this amount was based on corrected charges from an actual meter read in May 2023. Answering further, Duke Energy Ohio issued Complainant a bill on August 17, 2023, based entirely on actual meter read data.

27. All averments in the Complaint and Supplements to Complaint not expressly and affirmatively admitted herein are hereby expressly denied.

FIRST AFFIRMATIVE DEFENSE

28. The Complaint fails to state a cause of action upon which relief can be granted.

SECOND AFFIRMATIVE DEFENSE

29. At all relevant times, Duke Energy Kentucky has billed Complainant in accordance with rules and regulations of the Kentucky Public Service Commission, Duke Energy Kentucky's filed tariffs, and Kentucky law, including but not limited to 807 KAR 5:006 Section 11, and 807 KAR 5:041.

¹³ Exhibit 1, p. 59.

THIRD AFFIRMATIVE DEFENSE

30. Duke Energy Kentucky respectfully reserves the right to plead any and all additional defenses that discovery may reveal.

III. MOTION TO DISMISS

31. Complainant has failed to state a claim for which relief may be granted and the Complaint should be dismissed with prejudice.

WHEREFORE, Duke Energy Kentucky prays that the Complaint be dismissed with prejudice, this case be stricken from the Commission's docket, and Duke Energy Kentucky be granted any and all other relief to which it may be entitled.

Respectfully submitted,

/s/Larisa M. Vaysman

Larisa M. Vaysman (98944)

Senior Counsel

Duke Energy Business Services LLC

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.

CERTIFICATE OF SERVICE

This is to certify that a true and accurate copy of the foregoing has been emailed to the Kentucky Public Service Commission at PSCED@ky.gov. In addition, a true and accurate copy of the foregoing was placed in the U.S. mail, postage prepaid, on August 28, 2023 addressed to the following:

Rhonda Lynne Lucas
10372 Calvary Road
Independence, KY 41051

/s/Larisa M. Vaysman

Counsel, Duke Energy Kentucky, Inc.

If Duke Kentucky does not satisfy the matters complained of, it shall file with its written answer copies of the following records:

- a. Billing statements for the account of record for gas service to the residence at 10372 Calvary Road, Independence, Kentucky 41051, for the two billing cycles before the replacement of the meter at said address through the current billing cycle.



Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Jun 23, 2022
For service May 21 - Jun 22
33 days

Account number [REDACTED]

Billing summary

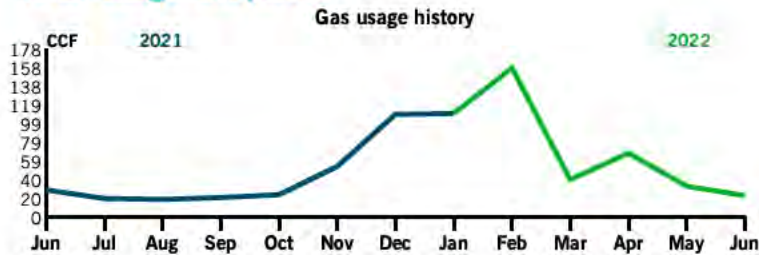
Previous Amount Due	\$59.13
Payment Received Jun 06	-59.13
Current Gas Charges	50.98
Taxes	3.31
Total Amount Due Jul 14	\$54.29



Thank you for your payment.

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



Average temperature in degrees

73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 73°

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	23	29	679	57

12-month usage based on most recent history

Current Gas usage for meter number 1153484

Actual reading on Jun 22	5152
Previous reading on May 21	- 5129
Gas Used	23 CCF
Billed CCF	23.000 CCF



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

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.



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

Account number [REDACTED]

Amount due

\$54.29
by Jul 14

After Jul 14, the amount due will increase to \$57.00.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 00033000000000000000000542900000054296



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	800.222.3448 or 711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jul 22

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - May 21 to Jun 22	
Meter - 1153484	
Customer Charge	\$17.80
Gas Delivery Charge	
23.000 CCF @ \$0.52474000	12.07
Gas DSM Rider	
23.000 CCF @ \$0.01480300	0.34
Gas Cost Recovery	
23.000 CCF @ \$0.90290000	20.77
Total Current Charges	\$50.98

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.73
Rate Increase For School Tax	1.58
Total Taxes	\$3.31



Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Jul 26, 2022
For service Jun 23 - Jul 25
33 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$54.29
Payment Received Jul 05	-54.29
Current Gas Charges	49.53
Taxes	3.22
Total Amount Due Aug 16	\$52.75

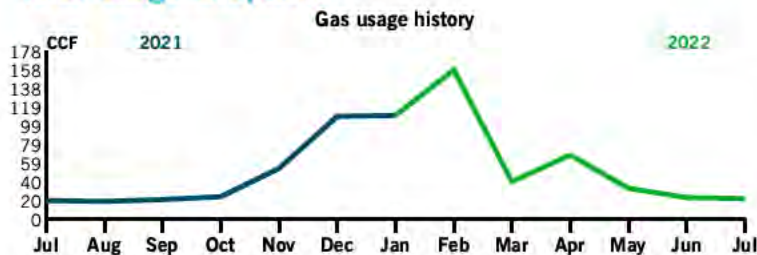


Thank you for your payment.

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.

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.

Your usage snapshot



Average temperature in degrees

75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 77°

	Current Month	Jul 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	22	20	681	57

12-month usage based on most recent history

Current Gas usage for meter number 1153484

Actual reading on Jul 25	5174
Previous reading on Jun 23	- 5152
Gas Used	22 CCF
Billed CCF	22.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$52.75
by Aug 16

After Aug 16, the amount due will increase to \$55.39.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	800.222.3448 or 711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Aug 23

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Jun 23 to Jul 25	
Meter - 1153484	
Customer Charge	\$17.80
Gas Delivery Charge	
22.000 CCF @ \$0.52474000	11.54
Gas DSM Rider	
22.000 CCF @ \$0.01480300	0.33
Gas Cost Recovery	
22.000 CCF @ \$0.90290000	19.86
Total Current Charges	\$49.53

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.68
Rate Increase For School Tax	1.54
Total Taxes	\$3.22



Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Aug 24, 2022
For service Jul 26 - Aug 12
18 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$52.75
Payment Received Aug 09	-52.75
Current Gas Charges	27.99
Taxes	1.82
Total Amount Due Sep 14	\$29.81



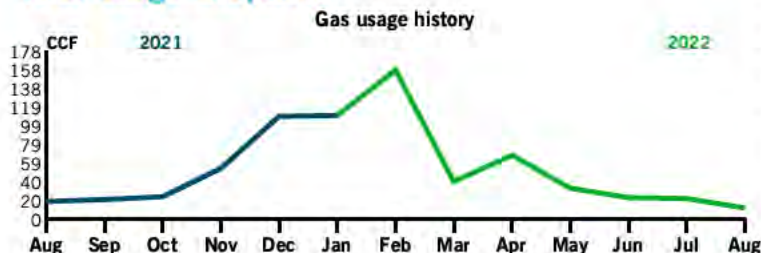
Thank you for your payment.

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.

Your usage snapshot



Average temperature in degrees

76° 69° 62° 42° 44° 29° 34° 47° 52° 56° 74° 77° 77°

	Current Month	Aug 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	12	19	674	56

12-month usage based on most recent history

Current Gas usage for meter number 1153484

Estimated reading on Aug 12	5186
Previous reading on Jul 26	- 5174
Gas Used	12 CCF
Billed CCF	12.000 CCF

Your bill this month includes 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 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.



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

Account number [REDACTED]

Amount due

\$29.81
by Sep 14

After Sep 14, the amount due will increase to \$29.81.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Sep 14

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Jul 26 to Aug 12	
Meter - 1153484	
Customer Charge	\$10.68
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 @ \$0.90290000	10.83
Total Current Charges	\$27.99

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$0.95
Rate Increase For School Tax	0.87
Total Taxes	\$1.82



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Sep 15, 2022
For service Jul 26 - Sep 14
51 days

Account number [REDACTED]

Billing summary - Corrected Bill

Previous Amount Due	\$29.81
Payment Received Sep 06	-29.81
Reverse Aug Billing	-29.81
Current Gas Charges	36.22
Taxes	2.36
Total Amount Due Oct 06	\$8.77

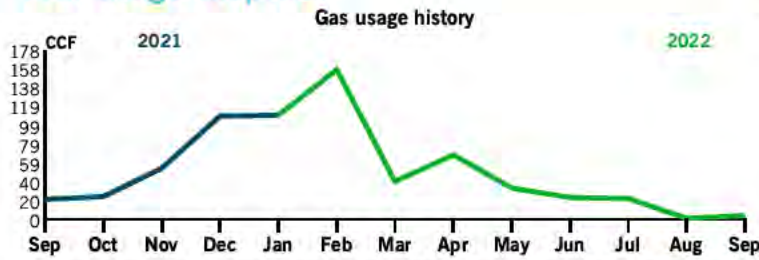


Thank you for your payment.

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 working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

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

Your usage snapshot



Average temperature in degrees

69° 62° 42° 44° 29° 34° 47° 52° 66° 74° 77° 74° 72°

	Current Month	Sep 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	4	21	646	54

12-month usage based on most recent history

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

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



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

Account number
[REDACTED]

Amount due

\$8.77
by Oct 6

After Oct 6, the amount due will increase to \$8.77.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000000000000000000&7?0000000&773



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Oct 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1153484	
Actual reading on Sep 14	5179
Previous reading on Aug 13	- 5175
<hr/>	
Gas Used	4 CCF
Billed CCF	4.000 CCF

Current Gas usage for meter number 1153484	
Actual reading on Aug 12	5175
Previous reading on Jul 26	- 5174
<hr/>	
Gas Used	1 CCF
Billed CCF	1.000 CCF

Billing details - Gas

Billing Period - Aug 13 to Sep 14	
Meter - 1153484	
Customer Charge	\$17.80
Gas Delivery Charge	
4.000 CCF @ \$0.52474000	2.10
Gas DSM Rider	
4.000 CCF @ \$0.01480300	0.06
Gas Cost Recovery	
4.000 CCF @ \$1.03860000	4.15
<hr/>	
Total Current Charges	\$24.11

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jul 26 to Aug 12	
Meter - 1153484	
Customer Charge	\$10.68
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 @ \$0.90290000	0.90
<hr/>	
Total Current Charges	\$12.11

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.23
Rate Increase For School Tax	1.13
<hr/>	
Total Taxes	\$2.36



Your Energy Bill

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Oct 17, 2022
For service Sep 15 - Oct 14
30 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$8.77
Payment Received Sep 22	-8.77
Current Gas Charges	60.41
Taxes	3.93
Total Amount Due Nov 07	\$64.34



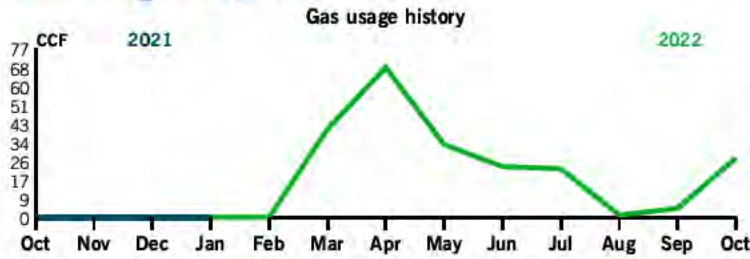
Thank you for your payment.

To help us repair malfunctioning streetlights, quickly: 1. Visit duke-energy.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.

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.

Your usage snapshot



Average temperature in degrees

62° 42° 44° 29° 34° 47° 52° 66° 74° 77° 74° 68° 56°

	Current Month	Oct 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	27	0	N/A	27

12-month usage based on most recent history

Current Gas usage for meter number 1153484

Estimated reading on Oct 14	5206
Previous reading on Sep 15	- 5179
Gas Used	27 CCF
Billed CCF	27.000 CCF

Your bill this month includes 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 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.



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

Account number
[REDACTED]

Amount due

\$64.34
by Nov 7

After Nov 7, the amount due will increase to \$64.34.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Nov 11

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Sep 15 to Oct 14	
Meter - 1153484	
Customer Charge	\$17.80
Gas Delivery Charge	
27.000 CCF @ \$0.52474000	14.17
Gas DSM Rider	
27.000 CCF @ \$0.01480300	0.40
Gas Cost Recovery	
27.000 CCF @ \$1.03860000	28.04
Total Current Charges	\$60.41

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$2.06
Rate Increase For School Tax	1.87
Total Taxes	\$3.93



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Nov 16, 2022
For service Oct 15 - Nov 15
32 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$64.34
Payment Received Oct 31	-64.34
Current Gas Charges	134.43
Taxes	8.74
Total Amount Due Dec 07	\$143.17

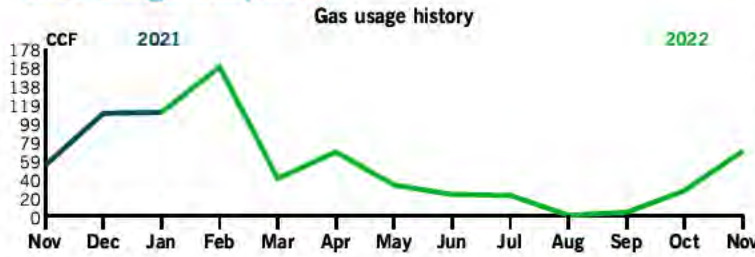


Thank you for your payment.

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 duke-energy.com/LowerBills

Your usage snapshot



Average temperature in degrees

42° 44° 29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 58°

	Current Month	Nov 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	69	54	664	55

12-month usage based on most recent history

Current Gas usage for meter number 1153484	
Estimated reading on Nov 15	5275
Estimated previous reading on Oct 15	- 5206
Gas Used	69 CCF
Billed CCF	69.000 CCF

Your bill this month includes 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 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.



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

Account number
[REDACTED]

Amount due

\$143.17
by Dec 7

After Dec 7, the amount due will increase to \$150.33.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 0003300000000000000000001431700000143171



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Dec 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Oct 15 to Nov 15	
Meter - 1153484	
Customer Charge	\$17.80
Gas Delivery Charge	
69.000 CCF @ \$0.52474000	36.21
Gas DSM Rider	
69.000 CCF @ \$0.01480300	1.02
Gas Cost Recovery	
69.000 CCF @ \$1.03860000	71.66
Gas WNA Rider	
69.000 CCF @ \$0.11215076	7.74
Total Current Charges	\$134.43

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$4.57
Rate Increase For School Tax	4.17
Total Taxes	\$8.74



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Dec 14, 2022
For service Nov 16 - Dec 13
28 days

Account number [REDACTED]

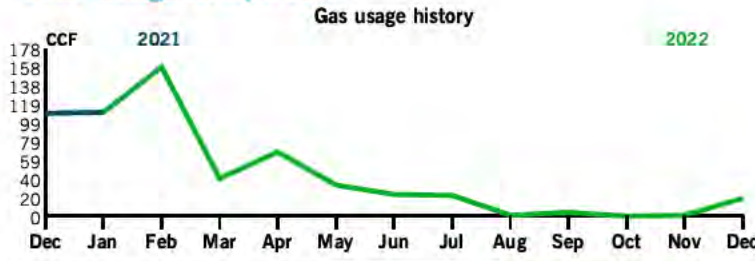
Billing summary

Previous Amount Due	\$-167.80
Payment Received	0.00
Current Gas Charges	41.71
Taxes	2.71
Credit Amount, Do Not Pay	\$-123.38

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.

Your usage snapshot



Average temperature in degrees

44° 29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 41°

	Current Month	Dec 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	19	109	479	40

12-month usage based on most recent history

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

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



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

Account number
[REDACTED]

Amount due

\$0.00

No payment is required at this time.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 0003300000000000000000044200000000007



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jan 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1153484	
Actual reading on Dec 6	5180
Previous reading on Nov 16	- 5180
<hr/>	
Gas Used	0 CCF
Current Gas usage for meter number 1277033 *	
Actual reading on Dec 13	19
Previous reading on Dec 7	- 0
<hr/>	
Gas Used	19 CCF
Billed CCF	19.000 CCF

* New Meter

Billing details - Gas

Billing Period - Nov 16 to Dec 13	
Meter - 1153484	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
19.000 CCF @ \$0.52474000	9.97
Gas DSM Rider	
19.000 CCF @ \$0.01480300	0.28
Gas Cost Recovery	
19.000 CCF @ \$0.70060000	13.31
Gas WNA Rider	
19.000 CCF @ \$0.01830428	0.35
<hr/>	
Total Current Charges	\$41.71

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.42
Rate Increase For School Tax	1.29
<hr/>	
Total Taxes	\$2.71



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Dec 13

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

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duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1153484	
Actual reading on Nov 15	5180
Previous reading on Oct 15	- 5179
<hr/>	
Gas Used	1 CCF
Billed CCF	1.000 CCF
<hr/>	
Current Gas usage for meter number 1153484	
Actual reading on Oct 14	5179
Previous reading on Sep 15	- 5179
<hr/>	
Gas Used	0 CCF

Billing details - Gas

Billing Period - Oct 15 to Nov 15	
Meter - 1153484	
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 @ \$0.11215076	0.11
<hr/>	
Total Current Charges	\$19.48

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Sep 15 to Oct 14	
Meter - 1153484	
Customer Charge	\$17.80
<hr/>	
Total Current Charges	\$17.80

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$1.27
Rate Increase For School Tax	1.16
<hr/>	
Total Taxes	\$2.43



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Jan 18, 2023
For service Dec 14 - Jan 17
35 days

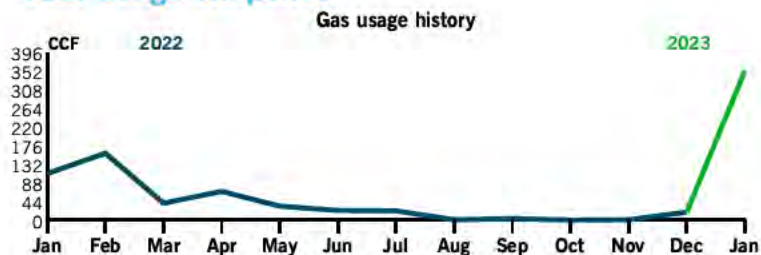
Account number [REDACTED]

Billing summary

Previous Amount Due	\$-123.38
Payment Received	0.00
Current Gas Charges	474.05
Taxes	30.82
Total Amount Due Feb 08	\$381.49

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

Your usage snapshot



Average temperature in degrees

29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 44°

	Current Month	Jan 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	352	110	721	60

12-month usage based on most recent history

Current Gas usage for meter number 1277033	
Actual reading on Jan 17	371
Previous reading on Dec 14	- 19
Gas Used	352 CCF
Billed CCF	352.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$381.49
by Feb 8

After Feb 8, the amount due will increase to \$383.00.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000000000000000000 5048700000381495



duke-energy.com
800.544.6900

Account number [REDACTED]
[REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Feb 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Dec 14 to Jan 17	
Meter - 1277033	
Customer Charge	\$20.77
Gas Delivery Charge	
352.000 CCF @ \$0.52474000	184.71
Gas DSM Rider	
352.000 CCF @ \$0.01480300	5.21
Gas Cost Recovery	
352.000 CCF @ \$0.70060000	246.61
Gas WNA Rider	
352.000 CCF @ \$0.04759764	16.75
Total Current Charges	\$474.05

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$16.12
Rate Increase For School Tax	14.70
Total Taxes	\$30.82



Your Energy Bill

Page 1 of 3

Service address RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Feb 17, 2023
For service Jan 18 - Feb 15
29 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$381.49
Payment Received	0.00
Current Gas Charges	198.56
Taxes	12.91
Total Amount Due Mar 10	\$592.96

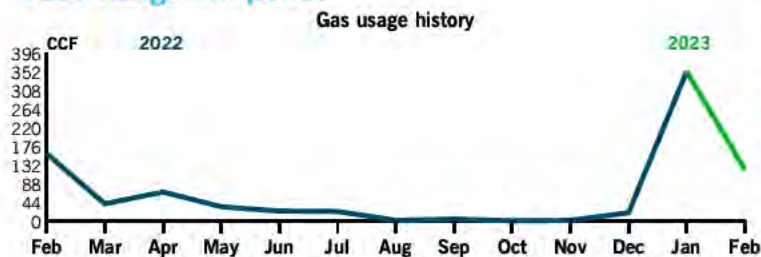
REMINDER

Did you overlook paying last month's bill? If payment has been made, please accept our thanks. 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.

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 duke-energy.com/LowerBills.

Your usage snapshot



Average temperature in degrees

34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 35°

	Current Month	Feb 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	121	158	684	57

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Feb 15	492
Previous reading on Jan 18	- 371
Gas Used	121 CCF
Billed CCF	121.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$592.96
by Mar 10

After Mar 10, the amount due will increase to \$592.96.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000038149000002114700000592961



duke-energy.com
800.544.6900

Page 2 of 3

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Mar 14

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.

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Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Jan 18 to Feb 15	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
121.000 CCF @ \$0.52474000	63.49
Gas DSM Rider	
121.000 CCF @ \$0.01480300	1.79
Gas Cost Recovery	
121.000 CCF @ \$0.70060000	84.77
Gas WNA Rider	
121.000 CCF @ \$0.25380321	30.71
Total Current Charges	\$198.56

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$6.75
Rate Increase For School Tax	6.16
Total Taxes	\$12.91



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Feb 27, 2023
For service Feb 16 - Feb 21
6 days

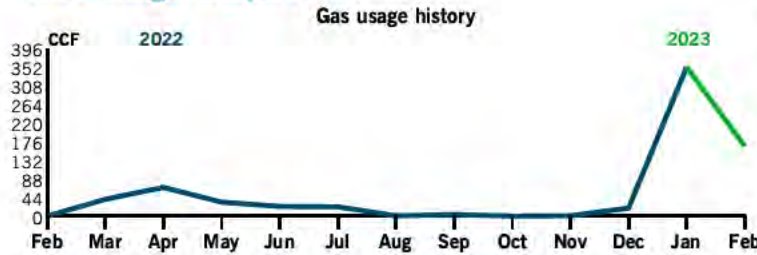
Account number [REDACTED]

Billing summary

Previous Amount Due	\$592.96
Payment Received	0.00
Current Gas Charges	62.22
Taxes	4.05
Total Amount Due Mar 20	\$659.23

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

Your usage snapshot



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

Average temperature in degrees

34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 40°

	Current Month	Feb 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	165	0	728	61

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Feb 21	536
Previous reading on Feb 16	- 492
Gas Used	44 CCF
Billed CCF	44.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$659.23
by Mar 20

After Mar 20, the amount due will increase to \$659.23.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000059296000000662700000659235



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Mar 14

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.

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Feb 16 to Feb 21	
Meter - 1277033	
Customer Charge	\$3.56
Gas Delivery Charge	
44.000 CCF @ \$0.52474000	23.09
Gas DSM Rider	
44.000 CCF @ \$0.01480300	0.65
Gas Cost Recovery	
44.000 CCF @ \$0.70060000	30.83
Gas WNA Rider	
44.000 CCF @ \$0.09295970	4.09
Total Current Charges	\$62.22

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$2.12
Rate Increase For School Tax	1.93
Total Taxes	\$4.05



Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Mar 17, 2023
For service Feb 22 - Mar 16
23 days

Account number [REDACTED]

Billing summary

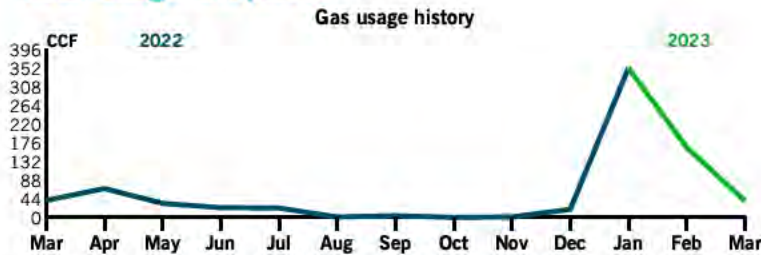
Previous Amount Due	\$659.23
Payment Received Mar 06	-277.74
Current Gas Charges	60.65
Taxes	7.82
Total Amount Due Apr 10	\$449.96



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.

Your usage snapshot



Average temperature in degrees

47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 47°

	Current Month	Mar 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	39	40	727	61

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Mar 16	575
Previous reading on Feb 22	- 536
Gas Used	39 CCF
Billed CCF	39.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$449.96
by Apr 10

After Apr 10, the amount due will increase to \$449.96.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000038149000000684700000449965



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Apr 13

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.

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duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Feb 22 to Mar 16	
Meter - 1277033	
Customer Charge	\$13.65
Gas Delivery Charge	
39.000 CCF @ \$0.52474000	20.46
Gas DSM Rider	
39.000 CCF @ \$0.01480300	0.58
Gas Cost Recovery	
39.000 CCF @ \$0.48820000	19.04
Gas WNA Rider	
39.000 CCF @ \$0.17751529	6.92
Total Current Charges	\$60.65

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$2.06
Rate Increase For School Tax	1.88
Kentucky Sales Tax	3.88
Total Taxes	\$7.82



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address

RHONDA LUCAS
[REDACTED]

Bill date Apr 17, 2023

For service Mar 17 - Apr 14

29 days

Account number [REDACTED]

Billing summary

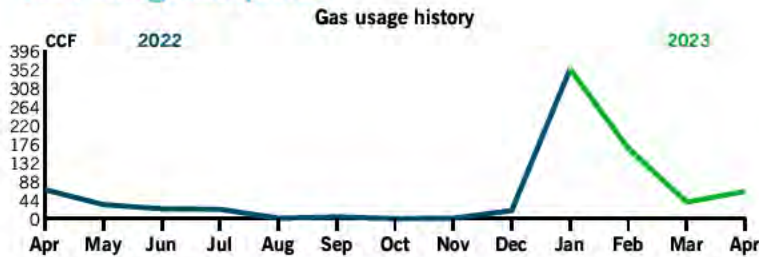
Previous Amount Due	\$449.96
Payment Received Apr 10	-68.47
Current Gas Charges	75.45
Taxes	9.73
Total Amount Due May 08	\$466.67



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 working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit Kentucky811.org

Your usage snapshot



Average temperature in degrees

52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 50°

	Current Month	Apr 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	64	68	723	60

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Apr 14	639
Previous reading on Mar 17	- 575
Gas Used	64 CCF
Billed CCF	64.000 CCF

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.



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

Account number [REDACTED]

Amount due

\$466.67
by May 8

After May 8, the amount due will increase to \$466.67.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

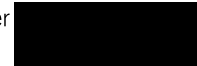
Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

88 [REDACTED] 000330000038149000000851800000466672



duke-energy.com
800.544.6900

Account number



We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

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P.O. Box 1326
Charlotte, NC 28201

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Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: May 11

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.

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

When you pay by check

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Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Mar 17 to Apr 14	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
64.000 CCF @ \$0.52474000	33.58
Gas DSM Rider	
64.000 CCF @ \$-0.00478400	-0.31
Gas Cost Recovery	
64.000 CCF @ \$0.48820000	31.24
Gas WNA Rider	
64.000 CCF @ \$-0.10725101	-6.86
Total Current Charges	\$75.45

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$2.57
Rate Increase For School Tax	2.34
Kentucky Sales Tax	4.82
Total Taxes	\$9.73



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Apr 19, 2023
For service Feb 22 - Apr 14
52 days

Account number [REDACTED]

Billing summary

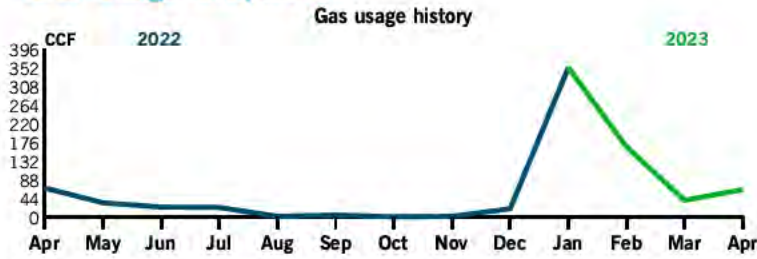
Previous Amount Due	\$659.23
Payment Received Apr 10	-346.21
Current Gas Charges	136.10
Taxes	17.55
Total Amount Due May 10	\$466.67



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 working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit Kentucky811.org

Your usage snapshot



Average temperature in degrees

52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 50°

	Current Month	Apr 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	64	68	723	60

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Apr 14	639
Previous reading on Mar 17	- 575
Gas Used	64 CCF
Billed CCF	64.000 CCF

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.



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

Account number
[REDACTED]

Amount due

\$466.67
by May 10

After May 10, the amount due will increase to \$466.67.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000031302000001536500000466678



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

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duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1277033	
Actual reading on Mar 16	575
Previous reading on Feb 22	- 536
<hr/>	
Gas Used	39 CCF
Billed CCF	39.000 CCF

Billing details - Gas continued

Billing Period - Mar 17 to Apr 14	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
64.000 CCF @ \$0.52474000	33.58
Gas DSM Rider	
64.000 CCF @ \$-0.00478400	-0.31
Gas Cost Recovery	
64.000 CCF @ \$0.48820000	31.24
Gas WNA Rider	
64.000 CCF @ \$-0.10725101	-6.86
<hr/>	
Total Current Charges	\$75.45

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Feb 22 to Mar 16	
Meter - 1277033	
Customer Charge	\$13.65
Gas Delivery Charge	
39.000 CCF @ \$0.52474000	20.46
Gas DSM Rider	
39.000 CCF @ \$0.01480300	0.58
Gas Cost Recovery	
39.000 CCF @ \$0.48820000	19.04
Gas WNA Rider	
39.000 CCF @ \$0.17751529	6.92
<hr/>	
Total Current Charges	\$60.65

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$4.63
Rate Increase For School Tax	4.22
Kentucky Sales Tax	8.70
<hr/>	
Total Taxes	\$17.55



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 6

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date May 4, 2023
For service Jul 26 - Feb 21
211 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$52.75
Payment Received Apr 27	-730.23
Current Gas Charges	637.04
Taxes	41.43
Total Amount Due May 25	\$0.99

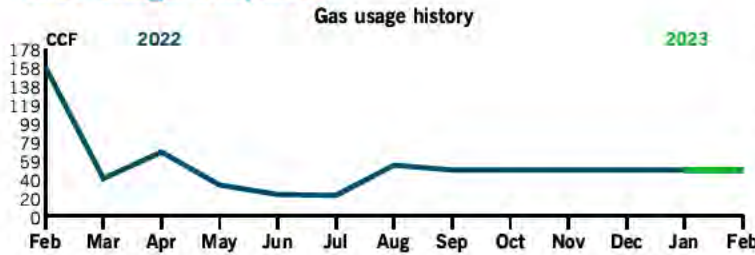


Thank you for your payment.

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Your usage snapshot



Average temperature in degrees

34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 40°

	Current Month	Feb 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	49	158	534	45

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Feb 21	492
Previous reading on Jan 14	- 443
Gas Used	49 CCF
Billed CCF	49.000 CCF

* New Meter

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.

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

Account number
[REDACTED]

Amount due

\$0.99
by May 25

After May 25, the amount due will increase to \$0.99.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 0003300000000000000000006784700000000990



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
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For hearing impaired TDD/TTY	711
International	1.407.629.1010

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800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1277033	
Actual reading on Jan 13	443
Previous reading on Dec 14	- 394
<hr/>	
Gas Used	49 CCF
Billed CCF	49.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Dec 13	394
Previous reading on Nov 12	- 345
<hr/>	
Gas Used	49 CCF
Billed CCF	49.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Nov 11	345
Previous reading on Oct 14	- 296
<hr/>	
Gas Used	49 CCF
Billed CCF	49.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Oct 13	296
Previous reading on Sep 15	- 247
<hr/>	
Gas Used	49 CCF
Billed CCF	49.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Sep 14	247
Previous reading on Aug 13	- 198
<hr/>	
Gas Used	49 CCF
Billed CCF	49.000 CCF

Current Gas usage for meter number 1153484	
Estimated reading on Aug 1	5179
Previous reading on Jul 26	- 5174
<hr/>	
Gas Used	5 CCF
Current Gas usage for meter number 1277033 *	
Actual reading on Aug 12	198
Previous reading on Aug 2	- 149
<hr/>	
Gas Used	49 CCF
Billed CCF	54.000 CCF

Billing details - Gas

Billing Period - Jan 14 23 to Feb 21 23	
Meter - 1277033	
Customer Charge	\$23.14

Your current rate is Residential Service (RS).



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800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Delivery Charge		
49.000 CCF @ \$0.52474000		\$25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$0.70060000		34.33
Gas WNA Rider		
49.000 CCF @ \$0.24410729		11.96
Total Current Charges		\$95.87

Billing details - Gas

Billing Period - Dec 14 22 to Jan 13 22		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
49.000 CCF @ \$0.52474000		25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$0.70060000		34.33
Gas WNA Rider		
49.000 CCF @ \$0.02460419		1.21
Total Current Charges		\$79.78

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Nov 12 22 to Dec 13 22		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
49.000 CCF @ \$0.52474000		25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$0.70060000		34.33
Gas WNA Rider		
49.000 CCF @ \$0.00264002		0.13
Total Current Charges		\$78.70

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Oct 14 22 to Nov 11 22		
Meter - 1277033		
Customer Charge		\$17.80

Your current rate is Residential Service (RS).



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas Delivery Charge		
49.000 CCF @ \$0.52474000		\$25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$1.03860000		50.89
Gas WNA Rider		
49.000 CCF @ \$0.17792751		8.72
Total Current Charges		\$103.85

Billing details - Gas

Billing Period - Sep 15 22 to Oct 13 22		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
49.000 CCF @ \$0.52474000		25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$1.03860000		50.89
Total Current Charges		\$95.13

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Aug 13 22 to Sep 14 22		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
49.000 CCF @ \$0.52474000		25.71
Gas DSM Rider		
49.000 CCF @ \$0.01480300		0.73
Gas Cost Recovery		
49.000 CCF @ \$1.03860000		50.89
Total Current Charges		\$95.13

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jul 26 22 to Aug 12 22		
Meter - 1153484		
Meter - 1277033		
Customer Charge		\$10.68
Gas Delivery Charge		
54.000 CCF @ \$0.52474000		28.34
Gas DSM Rider		

Your current rate is Residential Service (RS).



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas continued

54.000 CCF @ \$0.01480300	\$0.80
Gas Cost Recovery	
54.000 CCF @ \$0.90290000	48.76
Total Current Charges	\$88.58

Billing details - Taxes

Franchise Fee	\$21.67
Rate Increase For School Tax	19.76
Total Taxes	\$41.43



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date May 4, 2023
For service Feb 22 - Apr 13
51 days

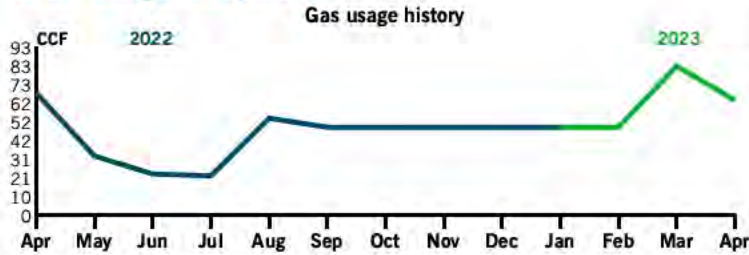
Account number [REDACTED]

Billing summary

Previous Amount Due	\$0.99
<i>Payment Received</i>	0.00
Current Gas Charges	191.58
Taxes	24.70
Total Amount Due May 25	\$217.27

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

Your usage snapshot



Help lower your energy bill. Shop the Online Savings Store to save big on energy-efficient items and get limited-time offers on LEDs at duke-energy.com/OSS. Enjoy FREE SHIPPING on orders more than \$49.

Average temperature in degrees

52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 50°

	Current Month	Apr 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	64	68	573	48

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Actual reading on Apr 13	639
Previous reading on Mar 15	- 575
Gas Used	64 CCF
Billed CCF	64.000 CCF

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



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

Account number
[REDACTED]

Amount due

\$217.27
by May 25

After May 25, the amount due will increase to \$217.27.

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 00033000000099000002162800000217278



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

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duke-energy.com
800.544.6900

Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1277033	
Actual reading on Mar 14	575
Previous reading on Feb 22	- 492
<hr/>	
Gas Used	83 CCF
Billed CCF	83.000 CCF

Billing details - Gas

Billing Period - Mar 15 23 to Apr 13 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
64.000 CCF @ \$0.52474000	33.58
Gas DSM Rider	
64.000 CCF @ \$-0.00478400	-0.31
Gas Cost Recovery	
64.000 CCF @ \$0.48820000	31.24
Gas WNA Rider	
64.000 CCF @ \$-0.11700640	-7.49
<hr/>	
Total Current Charges	\$74.82

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Feb 22 23 to Mar 14 23	
Meter - 1277033	
Customer Charge	\$12.46
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$0.01480300	1.23
Gas Cost Recovery	
83.000 CCF @ \$0.48820000	40.52
Gas WNA Rider	
83.000 CCF @ \$0.22891469	19.00
<hr/>	
Total Current Charges	\$116.76

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$6.52
Rate Increase For School Tax	5.94
Kentucky Sales Tax	12.24
<hr/>	
Total Taxes	\$24.70



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date May 19, 2023
For service Apr 14 - May 11
28 days

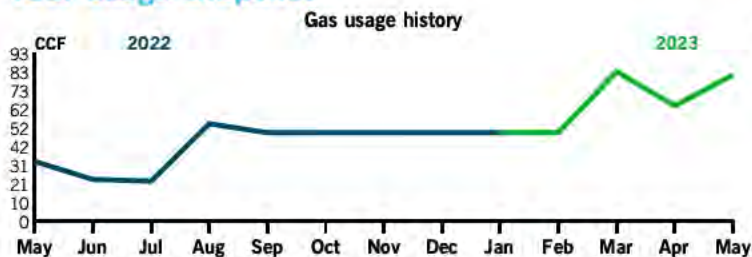
Account number [REDACTED]

Billing summary

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

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Your usage snapshot



Help lower your energy bill. Shop the Online Savings Store to save big on energy-efficient items and get limited-time offers on LEDs at duke-energy.com/OSS. Enjoy FREE SHIPPING on orders more than \$49.

Average temperature in degrees

66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 56°

	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	- 639
Gas Used	81 CCF
Billed CCF	81.000 CCF

Your bill this month includes 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 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.



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

Account number [REDACTED]

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 **Amount enclosed**

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000021727000001122700000329548



duke-energy.com
800.544.6900

Account number

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jun 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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

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

When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Apr 14 23 to May 11 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
81.000 CCF @ \$0.52474000	42.50
Gas DSM Rider	
81.000 CCF @ \$-0.00478400	-0.39
Gas Cost Recovery	
81.000 CCF @ \$0.48820000	39.54
Total Current Charges	\$99.45

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$3.38
Rate Increase For School Tax	3.09
Kentucky Sales Tax	6.35
Total Taxes	\$12.82



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Jun 21, 2023
For service May 12 - Jun 13
33 days

Account number [REDACTED]

Billing summary

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

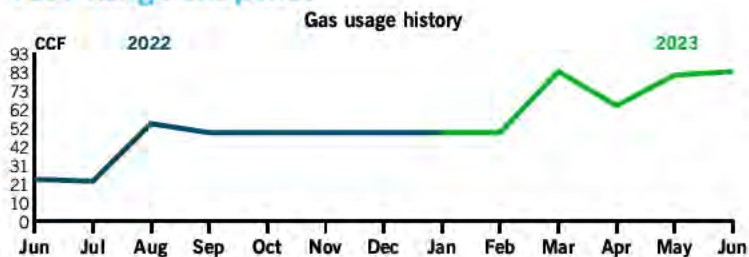
REMINDER

Did you overlook paying last month's bill? If payment has been made, please accept our thanks. 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 weather summer weather! Find ways to help lower your energy use and better manage higher summer bills at duke-energy.com/SummerHeat.

Your usage snapshot



Average temperature in degrees

74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 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

Current Gas usage for meter number 1277033

Estimated reading on Jun 13	803
Estimated previous reading on May 12	- 720
Gas Used	83 CCF
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 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.



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

Account number [REDACTED]

Amount due

\$446.76
by Jul 12

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

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

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000032954000001172200000446769



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Jul 13

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.

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If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - May 12 23 to Jun 13 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
83.000 CCF @ \$0.52474000	43.55
Gas DSM Rider	
83.000 CCF @ \$-0.00478400	-0.40
Gas Cost Recovery	
83.000 CCF @ \$0.51910000	43.09
PMM Rider - Jun 08 to Jun 13	
1.000 @ \$1.15000000	-0.21
Total Current Charges	\$103.83

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$3.53
Rate Increase For School Tax	3.22
Kentucky Sales Tax	6.64
Total Taxes	\$13.39



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 5

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

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

Account number [REDACTED]

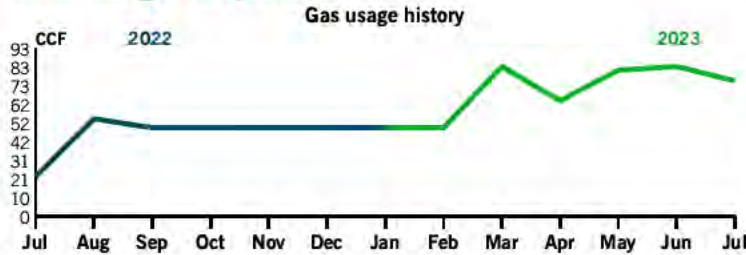
Billing summary - Disconnect Notice

Previous Amount Due	\$446.76
<i>Payment Received</i>	0.00
Current Gas Charges	96.88
Taxes	12.49
Total Amount Due Aug 15	\$556.13

IMPORTANT DISCONNECTION 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 restart service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.

Your usage snapshot



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

Average temperature in degrees

77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 70° 76°

	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.

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.



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

Account number [REDACTED]

Amount due

\$556.13
by Aug 15

Disconnect Bill

To avoid disconnection, pay
\$445.77 by Aug. 20, 2023.

\$ _____ \$ _____

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

Amount enclosed

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 000330000044676000001093700000556137



duke-energy.com
800.544.6900

Account number [REDACTED]

We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Aug 11

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

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When you pay by check

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

Para nuestros clientes que hablan Español

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



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas

Billing Period - Jun 14 23 to Jul 13 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
75.000 CCF @ \$0.52474000	39.36
Gas DSM Rider	
75.000 CCF @ \$-0.00478400	-0.36
Gas Cost Recovery	
75.000 CCF @ \$0.51910000	38.93
PMM Rider	
1.000 @ \$1.15000000	1.15
Total Current Charges	\$96.88

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$3.29
Rate Increase For School Tax	3.01
Kentucky Sales Tax	6.19
Total Taxes	\$12.49



duke-energy.com
800.544.6900

Account number [REDACTED]

Kentucky Residential Disconnection Notice

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

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

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

AVOIDING DISCONNECTION

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

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

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

SPECIAL WINTER PROVISIONS (November 1 through March 31)

CAC ENERGY ASSISTANCE PROGRAM

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

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

WINTER HARDSHIP RECONNECTION

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

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

MEDICAL CERTIFICATION



duke-energy.com
800.544.6900

Account number [REDACTED]

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

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

PAYMENT OPTIONS

Payments can be made by any of the following methods:

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

ENERGY ASSISTANCE

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

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

RESTORING SERVICE

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

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

CONTACT INFORMATION

Credit Department

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

Telephone number: 800.544.6900



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 5

Service address
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051

Bill date Aug 17, 2023
For service Apr 14 - Aug 11
120 days

Account number [REDACTED]

Billing summary - Corrected Bill

Previous Amount Due	\$556.13
<i>Payment Received Aug 02</i>	<i>-217.27</i>
Reverse May 23 Billing	-112.27
Reverse Jun 23 Billing	-117.22
Reverse Jul 23 Billing	-109.37
Current Gas Charges	136.66
Other Charges and Credits	0.42
Taxes	17.66
Total Amount Due Sep 07	\$154.74



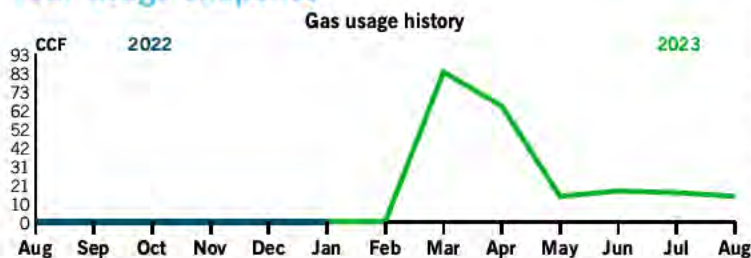
Thank you for your payment.

The miscellaneous adjustment displaying in the Billing Summary is a result of an incorrect Rider PMM (Pipeline Modernization Mechanism) rate calculation, which was incorrectly applied as a credit rather than a charge, on your previous bill. An adjustment has been applied to reverse the credit amount and correctly apply the PMM Rider charge. We apologize for the inconvenience.

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.

Track your energy use to discover ways to help lower your bills. You'll see when your usage is high, so you can adjust habits to help save. Learn how at duke-energy.com/TrackUsage.

Your usage snapshot



Average temperature in degrees

74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 70° 76° 74°

	Current Month	Aug 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	14	0	N/A	35

12-month usage based on most recent history

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

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



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

Account number [REDACTED]

Amount due

\$154.74
by Sep 7

After Sep 7, the amount due will increase to \$154.74.

\$ _____ \$ _____

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

Amount enclosed

RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

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

88 [REDACTED] 00033000003388600000000000000000154745



duke-energy.com
800.544.6900

Account number



We're here for you

Report an emergency

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

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Sep 13

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

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

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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 \$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.

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Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1277033	
Actual reading on Aug 11	700
Previous reading on Jul 14	- 686
<hr/>	
Gas Used	14 CCF
Billed CCF	14.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Jul 13	686
Previous reading on Jun 14	- 670
<hr/>	
Gas Used	16 CCF
Billed CCF	16.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on Jun 13	670
Previous reading on May 12	- 653
<hr/>	
Gas Used	17 CCF
Billed CCF	17.000 CCF

Current Gas usage for meter number 1277033	
Actual reading on May 11	653
Previous reading on Apr 14	- 639
<hr/>	
Gas Used	14 CCF
Billed CCF	14.000 CCF

Billing details - Gas

Billing Period - Jul 14 23 to Aug 11 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
14.000 CCF @ \$0.52474000	7.35
Gas DSM Rider	
14.000 CCF @ \$-0.00478400	-0.07
Gas Cost Recovery	
14.000 CCF @ \$0.51910000	7.27
PMM Rider	
1.000 @ \$1.15000000	1.15
<hr/>	
Total Current Charges	\$33.50

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 14 23 to Jul 13 23	
Meter - 1277033	
Customer Charge	\$17.80
Gas Delivery Charge	
16.000 CCF @ \$0.52474000	8.40

Your current rate is Residential Service (RS).



duke-energy.com
800.544.6900

Account number [REDACTED]

Billing details - Gas continued

Gas DSM Rider		
16.000 CCF @ \$-0.00478400		\$-0.08
Gas Cost Recovery		
16.000 CCF @ \$0.51910000		8.31
PMM Rider		
1.000 @ \$1.15000000		1.15
Total Current Charges		\$35.58

Billing details - Gas

Billing Period - May 12 23 to Jun 13 23		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
17.000 CCF @ \$0.52474000		8.92
Gas DSM Rider		
17.000 CCF @ \$-0.00478400		-0.08
Gas Cost Recovery		
17.000 CCF @ \$0.51910000		8.82
PMM Rider - Jun 08 to Jun 13		
1.000 @ \$1.15000000		0.21
Total Current Charges		\$35.67

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Apr 14 23 to May 11 23		
Meter - 1277033		
Customer Charge		\$17.80
Gas Delivery Charge		
14.000 CCF @ \$0.52474000		7.35
Gas DSM Rider		
14.000 CCF @ \$-0.00478400		-0.07
Gas Cost Recovery		
14.000 CCF @ \$0.48820000		6.83
Total Current Charges		\$31.91

Your current rate is Residential Service (RS).

Billing details - Other Charges and Credits

KY_Gas PMM Rider Dr		\$0.42
Total Other Charges and Credits		\$0.42

Billing details - Taxes

Franchise Fee		\$4.65
Rate Increase For School Tax		4.25
Kentucky Sales Tax		8.76



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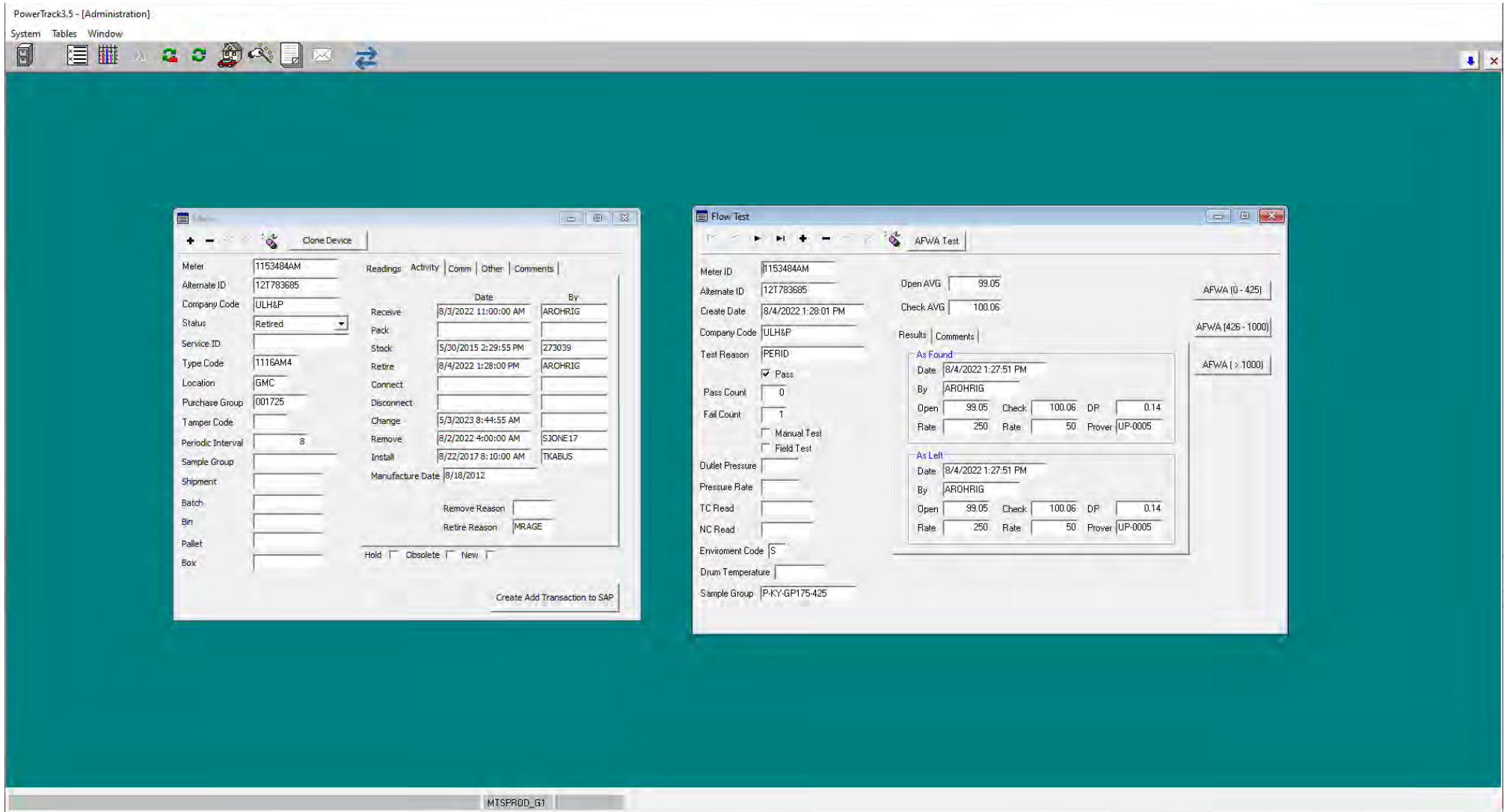
Account number [REDACTED]

Billing details - Taxes continued

Total Taxes	\$17.66
-------------	---------

If Duke Kentucky does not satisfy the matters complained of, it shall file with its written answer copies of the following records:

b. Meter test records for the meter removed from service on or about August 2, 2022, at 10372 Calvary Road, Independence, Kentucky 41051, including the accuracy test records required by 807 KAR 5:022, Section 3(2)(a)(3), and records that show the last usage read of the meter before its removal from service.



New Meter 127033 Gas Meter was Inactive from 08/02/22 to 08/15/23. Gas Meter# 127033 became Active Status 08/16/23 to current with AMR Module on account.

Old Meter 1153484 Inactive Status from 03/15/21 to 08/01/22.

New Meter# 127033 First Month read from van 08/15/23.

Live Activity Center | Customer: RHONDA LUCAS | Premise: 10372 / CALVARY RD

10372 / CALVARY RD

Overview | Connection Details | Exceptions | Other Premise Details | Create/Change ZTMD | Create Service Order | Service Order Change/Cancel | Ad hoc Premise Correspondence | Additional Fields | Create Gas Trouble | Change/Cancel Gas Trouble | Meter Test Result | Work Or

Object Hierarchy (1)

Name	ID	Description
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Active - 08/16/2023 to 12/31/9999
Device Location	6006488438	
Device	1153484	Gas Meter Cp250 P0.25 SZ250 - Inactive - 03/15/2021 to 08/01/2022
Device Location	6006488438	

1 Selected

Meter Readings (1)

MR Order	Division	Meter ID	Equipment ID	Meter Active	Meter Reading Type	Date	Meter Reading	Unit of Measure	Meter Reading Reason	Note	Meter Reading Status	Expected Consumption	Consumption	Register Relationship	Register Relationship Desc.	Actions
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	08/16/2023	703	CCF	11		Billable	3	0			

1 / 1

Old Meter# 1153484 Inactive 03/15/21 to 08/02/22 AMR Module-Drive By

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Live Activity Center
Customer: RHONDA LUCAS
Premise: 10372 / CALVARY RD

10372 / CALVARY RD
🏠 Move Out Move In

Overview
Connection Details
Exceptions
Other Premise Details
Create/Change ZTMD
Create Service Order
Service Order Change/Cancel
Ad hoc Premise Correspondence
Additional Fields
Create Gas Trouble
Change/Cancel Gas Trouble
Meter Test Result
Work Or

Object Hierarchy (1) 🔼 🔽 Expand All Collapse All Refresh

Name	ID	Description
Device	77789805	Gas Module AMR - 08/02/2022 to 12/31/9999
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Inactive - 08/02/2022 to 08/15/2023
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Active - 08/16/2023 to 12/31/9999

1 Selected

Meter Readings (17) 🔼 🔽 New Meter Reading MDM More

MR Order	Division	Meter ID	Equipment ID	Meter Active	Meter Reading Type	Date	Meter Reading	Unit of Measure	Meter Reading Reason	Note	Meter Reading Status	Expected Consumption	Consumption	Register Relationship	Register Relationship Desc.	Action
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	08/15/2023	703	CCF	16		Released by Agent	2	3			✎
✓	Gas	1277033	21256418	Active	PR	08/11/2023	700	CCF	Periodic Meter Reading		Billed	15	14			✎
✓	Gas	1277033	21256418	Active	PR	07/13/2023	686	CCF	Periodic Meter Reading		Billed	15	16			✎
✓	Gas	1277033	21256418	Active	PR	06/13/2023	670	CCF	Periodic Meter Reading		Billed	44	17			✎
✓	Gas	1277033	21256418	Active	PR	05/11/2023	653	CCF	Periodic Meter Reading		Billed	81	14			✎

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Live Activity Center | Customer: RHONDA LUCAS | Premise: 10372 / CALVARY RD

10372 / CALVARY RD

Overview | Connection Details | Exceptions | Other Premise Details | Create/Change ZTMD | Create Service Order | Service Order Change/Cancel | Ad hoc Premise Correspondence | Additional Fields | Create Gas Trouble | Change/Cancel Gas Trouble | Meter Test Result | Work Or

Object Hierarchy (1)

Name	ID	Description
Device	77789805	Gas Module AMR - 08/02/2022 to 12/31/9999
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Inactive - 08/02/2022 to 08/15/2023
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Active - 08/16/2023 to 12/31/9999

1 Selected

Meter Readings (17)

MR Order	Division	Meter ID	Equipment ID	Meter Active	Meter Reading Type	Date	Meter Reading	Unit of Measure	Meter Reading Reason	Note	Meter Reading	Expected Consumption	Consumption	Register Relationship	Register Relationship Desc.
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	04/13/2023	639	CCF	Periodic Meter Reading		Billed	66	64		
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	03/14/2023	575	CCF	Periodic Meter Reading		Billed	26	83		
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	02/22/2023	492	CCF	Meter reading at move-in		Billed	0	0		
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	02/21/2023	492	CCF	Final meter reading at move-in/out		Billed	13	0		
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	02/13/2023	492	CCF	Periodic Meter Reading		Billed	49	49		

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Live Activity Center
Customer: RHONDA LUCAS
Premise: 10372 / CALVARY RD

📅 10372 / CALVARY RD
✎ Move Out
✎ Move In

Overview
Connection Details
Exceptions
Other Premise Details
Create/Change ZTMD
Create Service Order
Service Order Change/Cancel
Ad hoc Premise Correspondence
Additional Fields
Create Gas Trouble
Change/Cancel Gas Trouble
Meter Test Result
Work Or

Object Hierarchy (1) ↕️ 🔍 Expand All Collapse All Refresh

Name	ID	Description
Device	77789805	Gas Module AMR - 08/02/2022 to 12/31/9999
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Inactive - 08/02/2022 to 08/15/2023
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Active - 08/16/2023 to 12/31/9999

1 Selected

Meter Readings (17) ↕️ 📄 New Meter Reading MDM More 🔍

MR Order	Division	Meter ID	Equipment ID	Meter Active	Meter Reading Type	Date	Meter Reading	Unit of Measure	Meter Reading Reason	Note	Meter Reading Status	Expected Consumption	Consumption	Register Relationship	Register Relationship Desc.	Actions
✓	Gas	1277033	21256418	Active	PR	01/13/2023	443	CCF	Periodic Meter Reading		Billed	47	49			✎
✓	Gas	1277033	21256418	Active	PR	12/13/2022	394	CCF	Periodic Meter Reading		Billed	54	49			✎
✓	Gas	1277033	21256418	Active	PR	11/11/2022	345	CCF	Periodic Meter Reading		Billed	46	49			✎
✓	Gas	1277033	21256418	Active	PR	10/13/2022	296	CCF	Periodic Meter Reading		Billed	43	49			✎
✓	Gas	1277033	21256418	Active	PR	09/14/2022	247	CCF	Periodic Meter Reading		Billed	90	49			✎

K < 3 / 4 > |

Live Activity Center
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Customer: RHONDA LUCAS
Premise: 10372 / CALVARY RD

10372 / CALVARY RD
Move Out Move In

Overview Connection Details Exceptions Other Premise Details Create/Change ZTMD Create Service Order Service Order Change/Cancel Ad hoc Premise Correspondence Additional Fields Create Gas Trouble Change/Cancel Gas Trouble Meter Test Result Work Or

Object Hierarchy (1) ↕️ 🔍 Expand All Collapse All Refresh

Name	ID	Description
Device	77789805	Gas Module AMR - 08/02/2022 to 12/31/9999
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Inactive - 08/02/2022 to 08/15/2023
Device Location	6006488438	
Device	1277033	Gas Meter Cp250 P0.25 SZ250 - Active - 08/16/2023 to 12/31/9999

1 Selected

Meter Readings (17) ↕️ New Meter Reading MDM More 🔍

MR Order	Division	Meter ID	Equipment ID	Meter Active	Meter Reading Type	Date	Meter Reading	Unit of Measure	Meter Reading Reason	Note	Meter Reading	Expected Consumption	Consumption	Register Relationship	Register Relationship Desc.	Actions
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	08/12/2022	198	CCF	Periodic Meter Reading		Billed	30	49			
✓	Gas	1277033	21256418	Active	Meter reading by utility - SAP	08/02/2022	149	CCF	08		Billed	3	0			

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If Duke Kentucky does not satisfy the matters complained of, it shall file with its written answer copies of the following records:

c. Communications regarding gas service to 10372 Calvary Road, Independence, Kentucky 41051, between Lucas and Duke Kentucky, including email messages, written communications, and notes of telephonic or other oral communications.

- 6/24/22- Outbound calls sent to schedule periodic meter change appointment. Refer customer to 513-287-5306
- 7/25/22- Postcard sent to schedule periodic meter change appointment. Transfer customer to 513-287-5306.
- 9/19/22- Postcard sent to schedule periodic meter change appointment. Transfer customer to 513-287-5306.
- 11/29/22- COMM ID FPY30003 PAYMENT MADE NOTIFICATION Comm_Medium : TXT
GV_BUS_PART1:1108857844 GV_CONT_ACCT1: [REDACTED] GV_TOURI:8593807616
- 2/3/23- COMM ID FPY30077 PAYMENT REMINDER Comm_Medium : TXT
GV_BUS_PART1:1108857844 GV_CONT_ACCT1: [REDACTED] GV_TOURI:8594142691
- 2/3/23- COMM ID FPY30077 PAYMENT REMINDER Comm_Medium : MAIL
GV_BUS_PART1:1108857844 GV_CONT_ACCT1: [REDACTED]
GV_TOURI:PARHOLUDES@GMAIL.COM
- 2/3/23- cust ci to get update on bpem and if she could speak w khristina; informed her there's no update and passed message to khristina
- 3/7/23- COMM ID FPY30003 PAYMENT MADE NOTIFICATION Comm_Medium : MAIL
GV_BUS_PART1:1108857844 GV_CONT_ACCT1: [REDACTED]
GV_TOURI:PARHOLUDES@GMAIL.COM
- 12/16/22- RHONDA LUCAS This account has a credit balance of \$123.38. The credit will be applied to the next bill. reversal charges for oct and nov show reason for credits.
- 1/5/23- bp ci asking for mail address where he can submit domicile form.
- 1/23/23- COR CI TO SEE WHY THE GAS USAGE HAS WENT UP THIS MONTH TO 352 CCF. THE METER WAS EXCHANGED IN AUG. AND IN THE SYSTEM THE - METER READS LOOKS LIKE THE BILLING WAS INCORRECT. WAS TRYING TO GET HELP LOOKING INTO GETTING A BPEM THE BP WANTED TO SPEAK TO A SUP ABOUT THE LATE FEE WHILE WAITING ON THE BPEM TO BE COMPLETED AND The balance on this account is \$381.49 due 02/08/2023.
- 1/23/23- cci re billing and gas usage prev usage shows estimates cust stated this could not be right due to before meter install usage was reading higher reviewed usage system issues while on hold getting assistance
- 1/23/23- [REDACTED] / [REDACTED] cx bill have 2 meter #'s, cx said she is being billed for old meter, per floor sp trans call rc
- 1/23/23- review meter read and invoice with cust cust stated current read is from aug i did advise cust corrected bill show service dates corrections for prev estimates cust does not agree thinks being double billed advised of credit after 12/07 and corrections made cust req sup very upset and screaming
- 1/23/23- RSL// Old meter was removed Aug 2 per SO and new meter set. Incorrect module assigned causing old meter to remain in SAP and caused estimated billing. Tech visit on 12/7 verifies old meter not on site. The 352 CCF customer is currently being billed is for usage 8/2-1/17/23. All payments made between Sept and Jan should have applied to this usage. Created BPEM 1009976272 to cancel/rebill Aug-Current.
- 2/7/23- Rhonda Lucas ci w/billing Questions, bal on acc is 381.49 due on 02/08/23, cust only wanted to speak to supervisor Khristina Mahoy, I tried to contact her in temas, says she is

offline, cust wanted to leave message xtr customer to her line. I tried to assist, and adv cust her case was still being worked on by bk office, xtr caller to Mrs. Mahoy's Direct Line

- 2/20/23- Rhonda Lucas/ [REDACTED] ci to go over bill /Estimated bill charges , ci has called in numerous times over this issue. 8/2022 meter was removed. Was charged on the meter number that they took out. New meter number never put on acct until Jan. **they did not change anything with funds for rebilled. They charged when the meter first started. consult moves team per BPEM for move out request went over BPEM advise to XFER to RES COMPLEX...
- 3/1/23- checked on update doesn't show it is completed yet. adv her to call back in a few days to check on it again
- 3/15/23- rhonda lucas [REDACTED] called regarding bill. says there is a problem with it. said she spoke to resi complex and there was a meter change in aug. BPEM updated needed, xfer to resi complex
- 3/29/23- rhonda lucas adv it ticket has been entered. she was given the bpem update and she says thats not good enough xfer resi comp
- 3/29/23- Ms Lucas ci wanting to go over billing estimated reading, advised cx that the account in process, was transferred to sup for assistance
- 3/29/23- RSL// Rhonda Lucas calling for update on meter exchange corrections. Adv of BPEM comments for install correction comments. We are waiting on IT ticket to be completed. Adv will send email to see where we are on the corrections and for a possible update on where we are with corrections.
- 4/11/23- ***ESC*** Rhonda Lucas ci, f/u on BPEM re wrong meter/module, adv still in process, extended dunning lock to 5/11
- 5/25/23- Tried to contact cust, no answer
- 6/6/23- Spoke to cust, tried to explain bill and payments/ cust did not want to hear anything I had to say. Cust asked about meter estimating, advsd I would check into it.
- 8/14/23- NAME:RHONDA LUCAS VERIFIED:y REASON:why is the meter been estimated, meter reading as of today 8/14/2023 702 ccf ACTION:1013600288 Case Created Successfully ACCOUNT [REDACTED] PREMISE:10372 CALVARY RD,INDEPENDENCE KY 41051,US BALANCE:This account is scheduled for disconnection on or after 08/21/2023. The balance on this account is \$338.86. To avoid disconnection a payment of \$229.49 is due immediately.
- 8/15/23- rhonda lucas, 10372 CALVARY RD INDEPENDENCE KY 41051-9666 bp has estimated charges on invoice since may and they refuse to pay for estimated meter reading and would like for someone to come out and read their meter. bp meter not found on ping it, transfer to res com
- 8/15/23- Ms. Lucas has been calling to get a TECH Come out to do an In-Person Read on her GAS METER DUE TO EST READS, BPEM PENDING 8/17/23 Schd a read for tomorrow.

Sample of Meter Change Appointment Postcards sent on 7/25/22 and 9/19/22.



Duke Energy
EF302 | 5445 Audio Drive
Cincinnati, OH 45247

duke-energy.com

April 28, 2023



UML1 T1 P1 *****AUTO**SCH 5-DIGIT 41011
OR CURRENT RESIDENT
[Redacted]
[Barcode]

1

Dear Duke Energy customer,

The Public Service Commission of Kentucky* requires us to test and replace the gas meter located in our customers' homes. In order to comply, we need to replace the gas meter in your home as soon as possible. This replacement will be at no cost to you.

To schedule your meter replacement, please fill out the **enclosed appointment information card** and send it back with your availability for when this service can take place OR **call us** at 513.287.5306 or 800.544.6900 Monday through Friday between 7 a.m. and 4 p.m. *No postage is necessary.*

This equipment update is **free but mandatory** for your home. Please plan to have someone 18 or older present when the appointment takes place. **Failure to respond** to this request could result in the disconnection of your gas service.**

Thank you again for your cooperation. We appreciate your business and the opportunity to serve you.

Use this portion as a reminder of your upcoming appointment.

Meter change scheduled:

Day: _____ Date: _____ Time: _____

*Public Service Commission of Kentucky requirement outlined in Title 807, KAR 5:022 GAS SAFETY & SERVICE SECTION 8.
**Duke Energy must discontinue gas service (10) ten working days after customer receives written note per Public Service Commission of Kentucky requirement outlined in Title 807, KAR 5:006, GENERAL RULES, SECTION 15.

BUILDING A SMARTER ENERGY FUTURE®

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Schedule your appointment by filling out the information below and mailing this card back at least two weeks prior to the appointment. Once your information is received, you will be contacted by a Duke Energy representative to confirm the appointment day and time.

I would like to schedule my meter update on: _____

DATE

Please choose a day and time for your appointment request:

- | | | | | | | | |
|------------------------------|-------------------------------|------------------------------|--------------------------------|------------------------------|---|------------------------------|---|
| <input type="checkbox"/> Mon | <input type="checkbox"/> Tues | <input type="checkbox"/> Wed | <input type="checkbox"/> Thurs | <input type="checkbox"/> Fri | <input type="checkbox"/> 8 a.m. to noon | <input type="checkbox"/> Sat | <input type="checkbox"/> 8 a.m. to noon |
| | | | | | <input type="checkbox"/> Noon to 4 p.m. | | <input type="checkbox"/> Noon to 4 p.m. |
| | | | | | <input type="checkbox"/> 4 p.m. to 8 p.m. | | <input type="checkbox"/> Other _____ |

Name

Street Address

Phone Number

City, State, ZIP code

For office use only:

Meter No.: 1094226





Payment coming due

Your payment to Duke Energy is coming due. Your bill in the amount of \$381.49 is due on Feb. 8, 2023 for service at 10372 CA**.

For payment options, please visit us [online](#). If you have already paid, please accept our thanks.

Thank you for your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,
Duke Energy



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Duke Energy 526 South Church Street Charlotte, NC 28202

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Account Number



Confirmation of request to stop service

We've received a request to stop service or transfer service to a new party at 10372 CA** on Feb. 21, 2023. Please review the details of the request below.

Service Details

Service Address: 10372 CA**

Request Type: Stop Service

Date service to stop (or transfer): Feb. 21, 2023

Type of service: Gas

If the above information is accurate, no additional action is required of you at this time. If, however, you feel this request was made in error, please contact us at 800.544.6900, during the hours of 7 a.m. to 7 p.m., Monday through Friday.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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Account Number
[REDACTED]

Your service has been stopped

On Feb. 21, 2023, your service was discontinued at address 10372 CA**, either at your request or at the request of another party moving into the property.

We'd like to thank you for your business and hope to have the opportunity to serve your energy needs again in the future.

Duke Energy continually strives to improve the services we provide our customers and would appreciate feedback about your recent experience.

BEGIN SURVEY

If you feel you have received this notice in error, please contact us at 800.544.6900, during the hours of 7 a.m. to 7 p.m., Monday through Friday.

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

Sincerely,

Duke Energy



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Account Number
[REDACTED]

Your recent payment was processed.

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$66.27

Date Posted: March 6, 2023

Remaining Account Balance: \$381.49

Due Date for Remaining Balance: March 20, 2023

Please note: depending on the timing of your payment and your next invoice date, your remaining account balance may include your next month's bill amount.

Thank you for your payment. We appreciate your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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Account Number
[REDACTED]

Your recent payment was processed.

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$211.47

Date Posted: March 6, 2023

Remaining Account Balance: \$381.49

Due Date for Remaining Balance: March 20, 2023

Please note: depending on the timing of your payment and your next invoice date, your remaining account balance may include your next month's bill amount.

Thank you for your payment. We appreciate your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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Your recent payment was processed.

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$68.47

Date Posted: April 10, 2023

Remaining Account Balance: \$381.49

Due Date for Remaining Balance: April 10, 2023

Please note: depending on the timing of your payment and your next invoice date, your remaining account balance may include your next month's bill amount.

Thank you for your payment. We appreciate your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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Your recent payment was processed.

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$85.18

Date Posted: April 27, 2023

Remaining Account Balance: \$381.49

Due Date for Remaining Balance: May 10, 2023

Please note: depending on the timing of your payment and your next invoice date, your remaining account balance may include your next month's bill amount.

Thank you for your payment. We appreciate your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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Duke Energy 526 South Church Street Charlotte, NC 28202

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Payment coming due

Your payment to Duke Energy is coming due. Your bill in the amount of \$217.27 is due on May 25, 2023 for service at 10372 CA**.

For payment options, please visit us [online](#). If you have already paid, please accept our thanks.

Thank you for your business.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,
Duke Energy



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Duke Energy 526 South Church Street Charlotte, NC 28202

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Your recent payment was processed

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$217.27

Date Posted: Aug. 2, 2023

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

Sincerely,

Duke Energy



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Duke Energy 526 South Church Street Charlotte, NC 28202

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Your recent payment was processed.

Your payment to Duke Energy has been successfully processed and applied to your account. Sign in or register for [My Account](#), where you can check your balance or manage your billing and payment preferences.

Payment Details

Service Address: 10372 CA**

Payment Amount: \$154.74

Date Posted: Aug. 18, 2023

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