

OCT 29 2026**From:** Taracotta Jennings <[REDACTED]>**Sent:** Thursday, October 29, 2026 11:40 AM**To:** PSC Executive Director <PSCED@ky.gov>**Subject:** SIGNED AMENDED AND SUPPLEMENTAL FORMAL COMPLAINT – Taracotta Jennings v. Duke Energy Kentucky, Inc. – June 26, 2026 Electrical Disconnection**PUBLIC SERVICE
COMMISSION**

To the Kentucky Public Service Commission, Executive Director and Filings Division:

Attached is my signed, six-page Amended and Supplemental Formal Complaint against Duke Energy Kentucky, Inc., concerning the June 26, 2026 disconnection of my electrical service following submission of a medical certificate, the resulting loss of air conditioning and refrigerated groceries, and related deposit and billing disputes.

I submitted an earlier complaint by email on October 29, 2026. Please treat this signed amended complaint as my controlling statement of allegations and requested relief, while retaining the earlier submission and its June 30 and July 31 Duke Energy billing attachments in the filing history. Please associate both submissions with the same matter or docket if a case number has been assigned.

I respectfully request written acknowledgment of receipt, confirmation whether the complaint has been accepted for filing, the case number if assigned, and notice of any additional procedural requirements. The complaint requests preservation and examination of the original medical-certificate receipt records, call recordings, and exact electrical disconnection and restoration timestamps, together with Commission review and an evidentiary hearing if warranted.

Respectfully,
Taracotta Jennings
[REDACTED]

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

TARACOTTA JENNINGS, COMPLAINANT

v.

DUKE ENERGY KENTUCKY, INC., DEFENDANT

AMENDED AND SUPPLEMENTAL FORMAL COMPLAINT

Pursuant to 807 KAR 5:001, Section 20

**REQUEST FOR FORMAL INVESTIGATION, PRESERVATION AND PRODUCTION OF
EVIDENCE, REGULATORY DETERMINATION, AND EVIDENTIARY HEARING IF
WARRANTED**

To the Kentucky Public Service Commission, Legal and Filings Division:

I respectfully submit this amended and supplemental formal complaint against Duke Energy Kentucky, Inc., arising from the disconnection of my **electrical service on June 26, 2026**, despite the submission of a medical certificate by my doctor's office, and the subsequent disputed security deposit, reconnection-related charges, and installment arrangements.

This complaint also addresses the consequences of the disconnection, including the complete loss of electrical power throughout my residence during extremely hot weather, the loss of air conditioning, and the destruction of refrigerated groceries.

I previously emailed a formal complaint to PSCED@KY.gov on October 29, 2026. I request that this amended submission supersede the earlier statement of allegations while preserving the original correspondence and its attachments as part of the filing record. If a formal proceeding has already been established, please associate this submission with that case. Otherwise, I respectfully request review under 807 KAR 5:001, Section 20.

I. PARTIES AND ACCOUNT INFORMATION

Complainant: Taracotta Jennings

Service address: 6086 Southpointe Drive, Burlington, Kentucky 41005

Telephone: [REDACTED]

Email: [REDACTED]

Duke Energy account: [REDACTED]

Defendant: Duke Energy Kentucky, Inc.

139 East Fourth Street

Cincinnati, Ohio 45202

II. STATEMENT OF FACTS

1. June 26, 2026 - Medical Certificate and Electrical Disconnection

On June 26, 2026, my doctor's office submitted a medical certificate to Duke Energy in connection with protecting my household from termination of utility service. My position is that Duke received the certificate before terminating my electrical service. During a recorded telephone conversation, a Duke Energy representative informed me that the medical certificate had been received. Despite that acknowledgment, Duke disconnected my electrical service.

The precise timing of these events is critical. I request that the Commission establish when the certificate was transmitted, when it entered Duke's possession or systems, when Duke acknowledged receipt, and when electrical service was actually disconnected. These facts are necessary to determine whether Duke complied with the medical-certificate protections established under Kentucky law and its Commission-approved tariff.

2. Complete Loss of Electricity During Extreme Heat

The June 26 disconnection caused a complete loss of electrical power throughout my residence. My lights, electrical outlets, electric stove, air conditioning, refrigerator, and other electrically powered appliances stopped functioning. The weather was extremely hot, and my household was left without air conditioning.

This was not a minor service interruption. It affected essential household functions and my ability to maintain safe and reasonable living conditions during hot weather. I request that the Commission examine the circumstances and duration of the disconnection when evaluating the seriousness of the alleged regulatory violation.

3. Destruction of Refrigerated Groceries

As a consequence of the electrical interruption, groceries stored in my refrigerator spoiled and had to be discarded. The loss created an additional financial hardship beyond the interruption of electrical service itself.

I request that this food loss be documented as a consequence of the disputed disconnection. I understand that the Commission does not award general monetary damages. I am not asking the Commission to exceed its statutory authority. I request that it consider the circumstances and resulting harm when evaluating the alleged violation, while preserving my ability to pursue any separate remedy that may be legally available for the spoiled groceries.

4. Conflicting Explanations Regarding Receipt and Processing

After the disconnection, Duke Energy provided explanations concerning the distinction between when the medical certificate was submitted, when it was visible to employees, and when it was reviewed or processed. During the informal investigation, Duke representative Brandy acknowledged that information previously provided by Duke personnel was incorrect and discussed employee training. Brandy also referred to a 'gray area' between the submission of the certificate and its later review.

I dispute the proposition that an internal processing delay can, by itself, override the requirements of a binding Commission regulation or approved tariff. I request an independent determination based on the original evidence, including the recorded telephone conversations and electronic records, rather than solely on Duke's later explanations.

5. The June 30, 2026 Bill and \$360 Security Deposit

My June 30, 2026 Duke Energy bill, covering service through June 26, includes a \$360 security deposit. The statement indicates that the deposit was added because of late payments.

I recognize that utility deposits may be authorized under specified circumstances. I nevertheless dispute whether this particular deposit was properly imposed, calculated, administered, and communicated under the applicable regulations and approved tariff. The Commission should determine whether the deposit was connected to the disconnection, restoration, or continued provision of service and whether the medical-certificate protections had any bearing on Duke's authority to impose or require it. I also request review of any actual disconnection, reconnection, or restoration charges assessed to my account.

6. July 29, 2026 - Disputed Installment Arrangements

My July 31, 2026 billing statement identifies two installment arrangements established July 29, 2026:

Plan [REDACTED]: A six-month arrangement with a starting balance of \$1,052.81 and a monthly installment of \$175.46.

Plan [REDACTED]: A separate two-month arrangement involving the \$360 security deposit, with monthly installments of \$180.

Subsequent billing reflected changes to these arrangements, including a six-month installment amount of \$146.22 and a separate installment amount of \$90. I have disputed the circumstances under which these arrangements were established, the terms communicated to me, and the handling of the deposit arrangement. I request that Duke establish which arrangements I actually authorized, how they were modified, and how payments, credits, and outstanding balances were applied.

7. October 14, 2026 - Continued Investigation

On October 14, 2026, at approximately 11:49 a.m., Duke Energy representative Brandy contacted me concerning the ongoing PSC investigation. During that conversation, Brandy addressed the incorrect information previously provided by Duke and the dispute concerning the submission and review of the medical certificate.

At approximately 12:09 p.m., I contacted the Kentucky Public Service Commission and spoke with Ms. Amy because investigator Becky was unavailable. I expressed my concern that Duke was relying on internal processing procedures rather than the requirements of Kentucky's utility regulations and its approved tariff. The underlying factual and regulatory issues remained unresolved.

8. October 22, 2026 - Closure of Informal Complaint

On October 22, 2026, PSC investigator Becky informed me that the informal complaint had been closed and provided instructions for pursuing a formal complaint under 807 KAR 5:001, Section 20. The informal process did not resolve the central dispute concerning the medical certificate, the electrical disconnection, or the related billing issues. I am therefore requesting formal Commission review.

III. REGULATORY AND LEGAL BASIS

My complaint raises questions under the following provisions, as applicable to the events at issue:

807 KAR 5:006, Section 15(2)(c): Medical-certificate protections relating to termination of utility service and the applicable restriction concerning new deposits during the protected period.

807 KAR 5:006, Section 8: Requirements governing customer security deposits.

807 KAR 5:006, Section 9: Requirements governing nonrecurring charges.

807 KAR 5:006, Section 10: Requirements concerning utility handling and investigation of customer complaints.

807 KAR 5:001, Section 20: Requirements for filing and reviewing formal complaints.

I also request application of the relevant Duke Energy Kentucky tariffs approved by the Commission and in effect at the time of the disputed events. The primary question is whether a qualifying medical certificate was presented before Duke terminated my electrical service and, if so, whether the termination complied with the applicable requirements. The Commission should also determine whether Duke's subsequent explanations, deposit requirements, and billing practices were consistent with the governing law and tariffs.

IV. REQUEST FOR PRESERVATION AND PRODUCTION OF EVIDENCE

The records needed to establish the precise sequence of events are substantially within Duke Energy's possession or control. I respectfully request that the Commission, through its authorized procedures, require Duke to preserve and produce the following evidence:

1. The complete medical certificate submitted by my doctor's office on June 26, 2026, including associated transmission records.

2. All available fax logs, electronic submission records, intake records, and receipt confirmations showing when the certificate was delivered to Duke.
3. The original timestamps showing when Duke received, opened, reviewed, processed, or otherwise acted upon the certificate.
4. All relevant recorded telephone conversations, particularly the conversation in which a Duke representative acknowledged that the certificate had been received.
5. The exact date and time electrical service was disconnected and the exact date and time it was restored, including meter-event data, service orders, and account activity records.
6. Any automated or manual disconnection instructions, field-service records, restoration orders, and associated employee notes.
7. All relevant communications and investigation records involving Duke representative Brandy and other employees who reviewed the medical-certificate dispute.
8. The Duke Energy Kentucky tariff provisions, written procedures, and internal policies relied upon in deciding to disconnect service despite the submitted certificate.
9. The calculation, legal basis, and account history associated with the \$360 security deposit.
10. The details of any disconnection, reconnection, or restoration charges actually assessed.
11. All records establishing the authorization, terms, modifications, and account treatment of the July 29 installment arrangements.
12. A complete itemized account ledger showing charges, payments, assistance credits, deposits, and installment-plan balances.
13. The information and evidence Duke provided to PSC Consumer Services during the informal investigation.

I specifically request that relevant recordings, electronic records, and account activity data be preserved while this complaint is pending.

V. REQUEST FOR AN EVIDENTIARY HEARING

I respectfully request that the Commission consider scheduling an evidentiary hearing if the material facts remain disputed after Duke's response and production of relevant records.

A hearing may be necessary to resolve conflicting accounts concerning whether the medical certificate was received before the electrical disconnection; whether a Duke representative acknowledged receipt before termination; whether Duke's internal processing practices were consistent with the applicable regulation and approved tariff; whether the disconnection was lawful; whether the security deposit and associated charges were properly assessed; and whether the installment arrangements reflected my authorization.

I request an opportunity to present testimony, documentary evidence, and questions concerning the disputed records, subject to the Commission's procedural rules.

VI. SPECIFIC RELIEF REQUESTED

I respectfully ask the Commission to:

- A. Accept and docket this amended formal complaint if it satisfies the applicable filing requirements.
- B. Determine whether Duke Energy Kentucky violated 807 KAR 5:006, Section 15(2)(c), or its Commission-approved tariff by disconnecting my electrical service on June 26, 2026.

- C. Require preservation and production of the relevant medical-certificate, telephone, meter, disconnection, restoration, and billing records through the Commission's authorized procedures.
- D. Determine the precise duration of the electrical interruption and consider the documented loss of essential household electrical service, air conditioning during extreme heat, and refrigerated groceries.
- E. Determine whether the \$360 security deposit and any associated service charges complied with applicable regulations and approved tariffs.
- F. Review the authorization and accounting of the two installment arrangements and any subsequent modifications.
- G. Order any lawful reversal, correction, credit, refund, or other account adjustment resulting from charges or deposit requirements found to be improper.
- H. Require Duke to correct any substantiated regulatory or tariff noncompliance.
- I. Consider conducting an evidentiary hearing if material factual disputes require testimony or examination of the original records.
- J. Provide written acknowledgment of this filing, a case number if docketed, and notice of any required corrections or additional filing steps.
- K. Grant any further relief within the Commission's jurisdiction that it determines just and appropriate.

VII. SUPPORTING DOCUMENTATION

My original October 29, 2026 submission included the June 30 and July 31 Duke Energy billing statements. I request that those documents remain associated with this amended complaint. Additional supporting records, including medical-certificate transmission evidence, relevant recorded conversations, account activity data, and disconnection and restoration timestamps, should be obtained or supplemented through the appropriate Commission procedures.

VIII. CONCLUSION

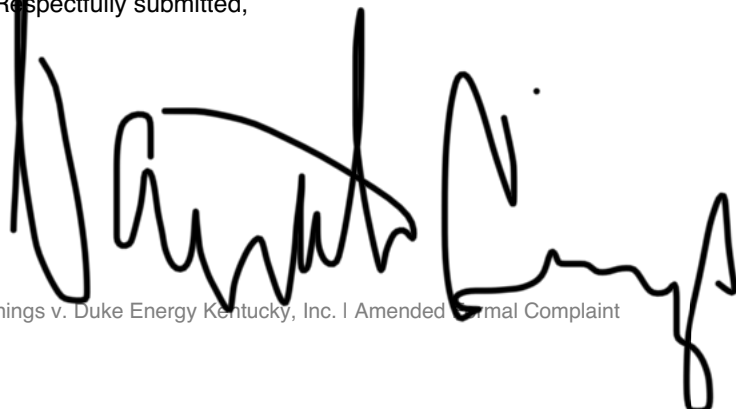
This matter concerns more than a disagreement over an outstanding utility balance. It concerns whether Duke Energy Kentucky complied with the legal protections governing electrical disconnection when a medical certificate had been submitted and reportedly acknowledged by a company representative.

On June 26, 2026, my household lost electrical power during extremely hot weather. My air conditioning, electric stove, refrigerator, lights, and other electrical appliances stopped functioning. Groceries in my refrigerator spoiled and had to be discarded.

The critical questions are when Duke received the medical certificate, what its employees knew, when the company disconnected my electricity, and whether its actions complied with the applicable regulation and approved tariff.

I respectfully request that the Commission examine the original records, require a substantive response from Duke if a prima facie case is established, and provide an appropriate formal process for resolving the disputed facts and regulatory questions. I further request that the Commission consider an evidentiary hearing if necessary to reach a fair and adequately supported determination.

Respectfully submitted,



Signature: _____

Taracotta Jennings
6086 Southpointe Drive
Burlington, Kentucky 41005
Telephone: [REDACTED]
Email: [REDACTED]
Date: October 29, 2026

From: [Taracotta Jennings](#)
To: [PSC Executive Director](#)
Subject: FORMAL COMPLAINT FOR FILING – Taracotta Jennings v. Duke Energy Kentucky, Inc. – June 26, 2026 Medical Certificate Disconnection
Date: Thursday, October 29, 2026 10:34:43 AM
Attachments: [bill 3.pdf](#)
[bill 2.pdf](#)

BEFORE THE PUBLIC SERVICE COMMISSION OF KENTUCKY

IN THE MATTER OF:
TARACOTTA JENNINGS, Complainant
v.
DUKE ENERGY KENTUCKY, INC., Defendant

FORMAL COMPLAINT UNDER 807 KAR 5:001, SECTION 20
Medical-Certificate Protection, June 26, 2026 Disconnection, and
Related Billing and Deposit Disputes

To the Commission's Legal and Filing Staff:

I submit this as my formal complaint against Duke Energy Kentucky, Inc., following the unsuccessful informal complaint process handled by PSC Consumer Services. On October 22, 2026, PSC investigator Becky advised that the informal complaint was closed and provided the formal-complaint instructions directing submission to this address. I request that this submission be reviewed for filing and a prima facie determination under 807 KAR 5:001, Section 20, and that I receive written acknowledgment and a case number if docketed.

PARTIES AND ACCOUNT

Complainant: Taracotta Jennings
Mailing/service address: 6086 S Point Dr., Burlington, KY 41005
Email: [REDACTED]
Duke Energy account: [REDACTED]

Defendant: Duke Energy Kentucky, Inc.
139 East Fourth Street

Cincinnati, OH 45202

NATURE OF THE COMPLAINT

1. On June 26, 2026, my gas service was disconnected despite my efforts to secure the medical-certificate protection provided under Kentucky's utility regulations. My doctor's office submitted a medical certificate to Duke Energy before the disconnection. I contend that the certificate was received before service was terminated.
2. Of particular importance, during a recorded conversation, a Duke Energy representative told me that the medical certificate had been received. I have consistently asked Duke and the PSC to examine that recording, the original transmission and receipt records, the internal account notes, and the precise time of the actual disconnection. I ask the Commission not to resolve the dispute merely on the basis of when Duke later processed or reviewed a certificate internally.
3. During Duke's subsequent investigation, representative Brandy acknowledged that information I had previously received from Duke was incorrect and discussed additional training. She also described a distinction between when the certificate was sent and when Duke reviewed it, referring to that interval as a "gray area." I dispute the proposition that an internal processing delay, standing alone, can displace the protection required by an applicable Commission regulation. I request a finding based on the actual evidence and the controlling law and approved tariffs, not solely Duke's internal procedures.
4. The governing provision I ask the Commission to apply is 807 KAR 5:006, Section 15(2)(c), which addresses protection against termination upon presentation of a qualifying written medical certificate. Subparagraph 2 also addresses requiring a new deposit to avoid termination during the 30-day protection period. I request a determination of whether the certificate submitted in my circumstances satisfied the regulation, when it was presented to Duke, and whether the June 26 disconnection complied with the regulation and any applicable Commission-approved tariff.
5. The financial consequences remain disputed. My June 30, 2026 Duke bill, for service through June 26, includes a \$360 security deposit and states that the deposit was added due to late payments. I do not assert that the bill itself establishes why the deposit was imposed; I ask the Commission to investigate the timing, tariff basis, account history, and relationship, if any, between the disconnection, restoration, and this deposit. I also request review of any reconnection charge actually assessed and the authority for it. The June bill refers to a \$110 gas reconnection fee, but I request the

account ledger to determine what was actually charged.

6. My July 31, 2026 statement shows two installment arrangements dated July 29: a six-month plan starting at \$1,052.81 with a \$175.46 monthly installment, and a separate two-month plan for the \$360 deposit at \$180 monthly. I disputed the terms and authorization of the separate deposit arrangement. Later billing reflected revised installment amounts, including \$146.22 for the six-month arrangement and \$90 for the two-month arrangement. I request the complete history of how these arrangements were established, modified, and communicated, including any recorded consent.

7. I pursued an informal resolution through the PSC beginning in approximately September 2026. I communicated with PSC investigator Becky and, on October 14, with Ms. Amy; Duke's Brandy contacted me as part of the investigation. The issues remained unresolved. On October 22, Becky provided formal-case instructions and closed the informal matter without a determination resolving my concerns.

WHY COMMISSION REVIEW IS NECESSARY

The central factual issue is not simply whether Duke eventually located or processed a medical certificate. It is whether a qualifying certificate was presented before the actual termination, what Duke's employees knew and said at the time, and whether Duke's actions complied with 807 KAR 5:006, Section 15(2)(c). The recorded acknowledgment of receipt, the medical-certificate intake records, and the service-disconnection timestamp are material evidence. The deposit and installment-plan issues require a complete and reconciled accounting.

REQUESTED COMMISSION RELIEF

I respectfully ask the Commission to:

A. Accept and docket this formal complaint if it satisfies 807 KAR 5:001, Section 20; if any element is deficient, identify the specific deficiency and allow an opportunity to correct it.

B. Determine whether Duke Energy Kentucky, Inc. violated 807 KAR 5:006, Section 15(2)(c), or any applicable approved tariff, in connection with the June 26, 2026 disconnection.

C. Require Duke, through the Commission's appropriate procedures, to preserve and produce the relevant medical certificate and transmission records; document-receipt and processing timestamps; service-disconnection and restoration timestamps; complete account notes and case/claim history; relevant customer-service and

investigation call recordings; and the policies, tariffs, and procedures Duke relied upon.

D. Require an itemized accounting and explanation of the \$360 security deposit, any actual reconnection charges, and the July 29 installment arrangements and subsequent revisions, including the records of customer authorization and the application of payments and assistance credits.

E. If charges or deposit requirements are determined to have been imposed contrary to applicable law or approved tariffs, order any billing correction, reversal, credit, or deposit treatment within the Commission's authority. I understand the Commission does not award general monetary damages, and I am not requesting such damages in this proceeding.

F. Direct Duke to correct any substantiated noncompliance and provide any other regulatory relief the Commission deems appropriate.

G. Provide written acknowledgment of this submission, advise whether it has been accepted as a formal filing, and provide the assigned case number and next procedural steps. If a separate signed document, verification, additional copies, or a different filing method is required, please identify precisely what is necessary so I may promptly cure the deficiency.

SUPPORTING MATERIALS

I attach my June 30 and July 31, 2026 Duke Energy bills as initial documentary support. The medical-certificate transmission record and the Duke call recordings and internal timestamps are material records I ask to be obtained and examined through the Commission's procedures. I am prepared to supplement the record as directed.

I submit this complaint in my individual capacity and intend my typed name below as my conformed electronic signature for this submission.

Respectfully submitted,

/s/ Taracotta Jennings
Taracotta Jennings
6086 S Point Dr.
Burlington, KY 41005

October 29, 2026



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

TARACOTTA JENNINGS
6086 SOUTHPOINTE DR
BURLINGTON KY 41005

Bill date Jun 30, 2026

For service May 28 - Jun 26
30 days

Account number

Billing summary

Previous Amount Due	\$1,031.93
Payment Received Jun 08	-81.00
Current Gas Charges	61.49
Current Electric Charges	106.02
Deposit	360.00
Taxes	15.37
Total Amount Due Jul 21	\$1,493.81



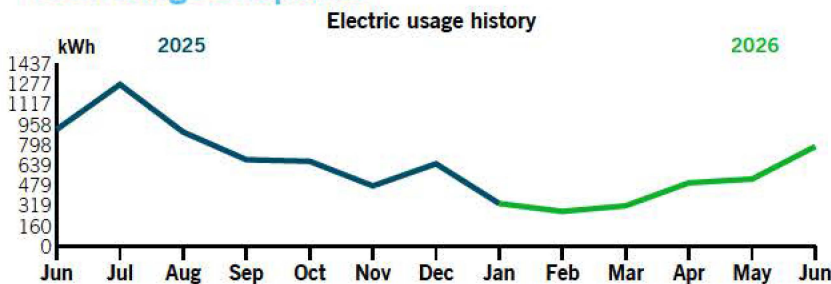
Thank you for your payment.

A security deposit has been added to your account due to late payments. Duke Energy is permitted to require deposits to secure accounts that have not established satisfactory payment history. If you have any questions, please contact us at 800.544.6900.

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.

Looking for ways to save money on future bills? We can help! Duke Energy offers eligible customers a FREE Home Energy Assessment to help customers save energy and money this Summer! This assessment will include a check for air leaks, examination of insulation levels, appliance review and more. To schedule a FREE assessment, call 866.518.1575 or visit duke-energy.com/EnergyPro

Your usage snapshot



Average temperature in degrees

74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 63° 72°

	Current Month	Jun 2025	12-Month Usage	Avg Monthly Usage
Electric (kWh)	788	923	7,424	619
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 2.3% late charge.

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

Amount due

\$1,493.81
by Jul 21

After Jul 21, the amount due will increase to \$1,498.01.

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



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

Account number

TARACOTTA JENNINGS
6086 SOUTHPOINTE DR
BURLINGTON KY 41005-8529

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

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 may apply)	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 1327
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 29

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 \$6.50 for electric service that may be reconnected remotely, \$5.80 for electric service that is not eligible to be reconnected remotely, \$16.50 for electric service that was disconnected at the pole and \$110.00 for gas service. A security deposit may also be required.

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

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

When you pay by check

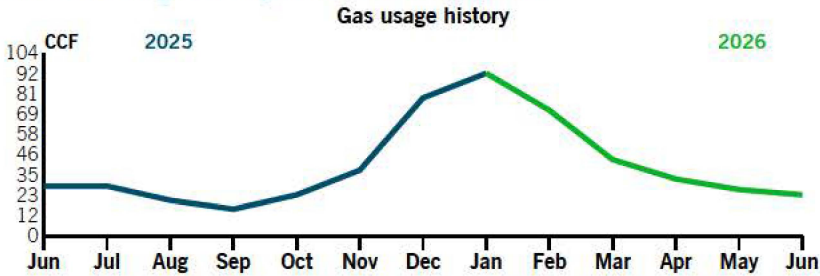
We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

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.



Your usage snapshot - Continued



Average temperature in degrees

74° 79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 63° 72°

	Current Month	Jun 2025	12-Month Usage	Avg Monthly Usage
Gas (CCF)	23	28	488	41
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]

Actual reading on Jun 26	85479
Previous reading on May 28	- 84691
Energy Used	788 kWh
Billed kWh	788.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current Gas usage for meter number [REDACTED]

Actual reading on Jun 26	3224
Previous reading on May 28	- 3201
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.

Billing details - Electric

Billing Period - May 28 26 to Jun 26 26

Meter - [REDACTED]

Customer Charge	\$14.75
Energy Charge	
788.000 kWh @ \$0.12610400	99.37
Home Energy Assistance Prgm	0.30
Demand Side Management Cost Recovery Program Rider (DSM)	
788.000 kWh @ \$0.00551400	4.35
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
788.000 kWh @ \$-0.00399200	-3.15
Electric Fuel Adjustment	
788.000 kWh @ \$-0.00956700	-7.54
Environmental Surcharge Mechanism Rider (ESM)	-2.06
Total Current Charges	\$106.02

Your current rate is Residential Service (RS).

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

Billing details - Gas

Billing Period - May 28 26 to Jun 26 26

Your current rate is Residential Service (RS).

Billing details - Gas continued

Meter - [REDACTED]	
Customer Charge	\$20.30
Gas Delivery Charge	
23.000 CCF @ \$0.70339000	16.18
Gas DSM Rider	
23.000 CCF @ \$0.01444000	0.33
Gas Cost Recovery	
23.000 CCF @ \$0.80310000	18.47
PMM Rider	
23.000 CCF @ \$0.27000000	6.21
Total Current Charges	\$61.49

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

Billing details - Deposit

Deposit Request	\$360.00
Total	\$360.00

Billing details - Taxes

Rate Increase For School Tax	\$5.02
Kentucky Sales Tax	10.35
Total Taxes	\$15.37



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 4

Service address

TARACOTTA JENNINGS
6086 SOUTHPOINTE DR
BURLINGTON KY 41005

Bill date Jul 31, 2026

For service Jun 27 - Jul 29
33 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$1,493.81
Payment Received Jul 14	-81.00
Current Gas Charges	63.28
Current Electric Charges	178.08
Taxes	22.16
Amount Owed	\$1,676.33
Monthly Charge for Plan # [REDACTED]	175.46
Monthly Charge for Plan # [REDACTED]	180.00
Amount Deferred to Plan # [REDACTED]	-1,052.81
Amount Deferred to Plan # [REDACTED]	-360.00
Total Amount Due Aug 21	\$618.98

Installment Plan Tracker

Thank you for setting up an installment plan to help satisfy your past-due balance. This bill includes current energy charges and your monthly installment amount. If you are unable to make this payment by the date due, you will be removed from the installment plan and payment of your total balance will be required. You can track your plan(s) below.

Plan number [REDACTED]	(6-month agreement)
Start date	Jul 29, 2026
Monthly installment charge	\$175.46
Starting balance	\$1,052.81
Previous balance	\$0.00
Payment received	\$0.00
Plan balance	\$1,052.81

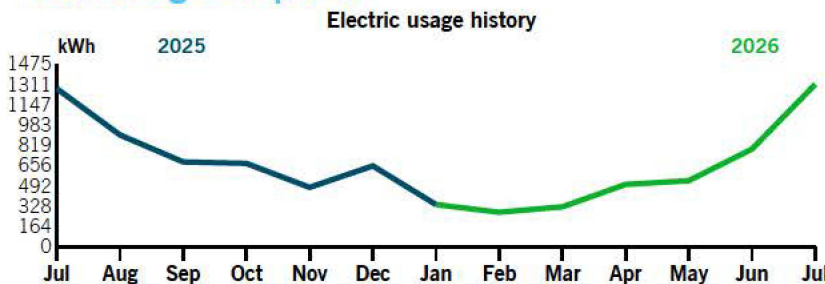
Plan number [REDACTED]	(2-month agreement)
Start date	Jul 29, 2026
Monthly installment charge	\$180.00
Starting balance	\$360.00
Previous balance	\$0.00
Payment received	\$0.00
Plan balance	\$360.00



Thank you for your payment.

Looking for ways to save money on future bills? We can help! Duke Energy offers eligible customers a FREE home energy Assessment to help customers save energy and money this Summer! This assessment will include a check for air leaks, examination of insulation levels, appliance review and more. To schedule a FREE assessment, call 866.518.1575 or visit duke-energy.com/EnergyPro

Your usage snapshot



Average temperature in degrees

79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 63° 72° 79°

	Current Month	Jul 2025	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,311	1,277	7,458	622
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 2.3% late charge.

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

Amount due

\$618.98
by Aug 21

After Aug 21, the amount due will increase to \$625.04.

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

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



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

TARACOTTA JENNINGS
6086 SOUTHPOINTE DR
BURLINGTON KY 41005-8529

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 may apply)	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 1327
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 27

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 \$6.50 for electric service that may be reconnected remotely, \$5.80 for electric service that is not eligible to be reconnected remotely, \$16.50 for electric service that was disconnected at the pole and \$110.00 for gas service. A security deposit may also be required.

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

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

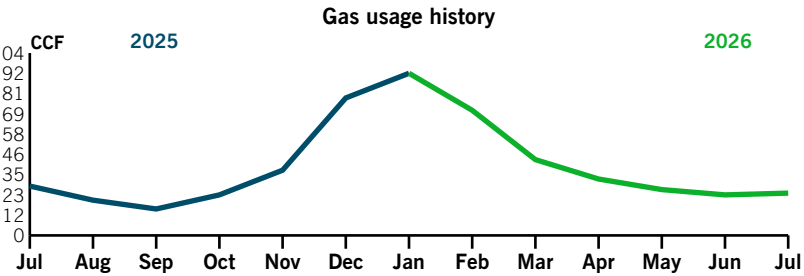
When you pay by check

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

Para nuestros clientes que hablan Español

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.

Your usage snapshot - Continued



Average temperature in degrees

79° 74° 71° 59° 45° 35° 27° 35° 52° 62° 63° 72° 79°

	Current Month	Jul 2025	12-Month Usage	Avg Monthly Usage
Gas (CCF)	24	28	484	40
12-month usage based on most recent history				

Current electric usage for meter number [REDACTED]	
Actual reading on Jul 29	86790
Previous reading on Jun 27	- 85479
Energy Used	1,311 kWh
Billed kWh	1,311.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Current Gas usage for meter number [REDACTED]	
Actual reading on Jul 29	3248
Previous reading on Jun 27	- 3224
Gas Used	24 CCF
Billed CCF	24.000 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.

Billing details - Electric

Billing Period - Jun 27 26 to Jul 29 26	
Meter - [REDACTED]	
Customer Charge	\$14.75
Energy Charge	
1,311.000 kWh @ \$0.12610400	165.32
Home Energy Assistance Prgm	0.30
Demand Side Management Cost Recovery Program Rider (DSM)	
1,311.000 kWh @ \$0.00551400	7.23
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,311.000 kWh @ \$-0.00399200	-5.23
Electric Fuel Adjustment	
1,311.000 kWh @ \$-0.00194500	-2.55
Environmental Surcharge Mechanism Rider (ESM)	-1.74
Total Current Charges	\$178.08

Your current rate is Residential Service (RS).

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

Billing details - Gas

Billing Period - Jun 27 26 to Jul 29 26

Your current rate is Residential Service (RS).

Billing details - Gas continued

Meter - [REDACTED]	
Customer Charge	\$20.30
Gas Delivery Charge	
24.000 CCF @ \$0.70339000	16.88
Gas DSM Rider	
24.000 CCF @ \$0.01444000	0.35
Gas Cost Recovery	
24.000 CCF @ \$0.80310000	19.27
PMM Rider	
24.000 CCF @ \$0.27000000	6.48
<hr/>	
Total Current Charges	\$63.28

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

Billing details - Taxes

Rate Increase For School Tax	\$7.24
Kentucky Sales Tax	14.92
<hr/>	
Total Taxes	\$22.16