



## 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

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

Ohio Consumers' Counsel (OCC)

Call (8:30 a.m. to 5:30 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: Jun 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 \$10 for electric service that may be reconnected remotely, \$69 for electric service that is not eligible to be reconnected remotely, and \$17 for gas service. In such situations where both electric and gas service are disconnected for non-payment, the reconnection fee will not exceed \$27 for both.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### When you pay by check

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

**Customer Charge** - The fixed monthly charge covers the cost of providing service to your location as well as maintaining customer records, billing and transactions affecting your account.

**Delivery Charge** - Charges for the operating expenses and delivering energy.

**Generation Charge** - Charges associated with the production of electricity.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contact options provided.

### Choice Service ID

Once you have chosen a Certified Supplier to provide your energy supply, share this information with them so they can sign you up.

### 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

Choice Service ID 910119000311Z109845448		
<b>Current Electric Usage</b>		
<b><u>Meter Number</u></b>	<b><u>Usage Type</u></b>	<b><u>Billing Period</u></b>
108124188	Actual	Apr 28 - May 25
<b><u>Usage Values</u></b>		
Billed kWh		40,098.880 kWh
Actual kVA		159.322 kVA
Billed Demand-kW		158.240 kW
Billed Demand-kVA		173.883 kVA
Power Factor		91.004 %



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.

If you choose a Certified Supplier to provide your electric or natural gas supply, make sure to share the 22-digit Choice Service ID number located in the meter box section of your bill, so they can enroll you.

## Billing details - Electric

<b>Billing Period - Apr 28 to May 25</b>	
<b>Meter - 108124188</b>	
<b>Duke Energy Delivery</b>	
Service Delivery	
Distribution-Customer Charge	\$45.95
Distribution-Demand Charge	
158.240 kW @ \$5.67180000	897.51
Delivery Riders	845.33
Generation Riders	0.11
Total Delivery Charges	\$1,788.90
<b>DYNEGY</b>	
<b>Dynegy Energy Services</b>	
Choice Supplier Energy Charge	
40,098.880 kWh @ \$0.04990000	2,000.93
<b>Total Current Charges</b>	<b>\$3,789.83</b>

Your current rate is Service at Secondary Distribution Voltage (DS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)



Your current generation rate with Dynegy Energy Services is DE44. Your Dynegy Energy Services account number is A0B1C000013EBUSUA0. If you have any questions about your electric supplier's service or charges, contact Dynegy Energy Services at 877.331.3045 or write to them at 6555 SIERRA RD, IRVING TX 75039.

To obtain a comparison of available competitive electric supplier offers, visit the Ohio Electric Choice website at [energychoice.ohio.gov](http://energychoice.ohio.gov).

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.