



duke-energy.com  
1.800.774.1202

## Your Energy Bill

page 1 of 3

### Service address

STANDARD AERO  
11550 MOSTELLER RD  
CINCINNATI OH 45241

Bill date Nov 25, 2020

For service Oct 23 - Nov 24  
32 days

Account number **8370-3704-01-0**

## Billing summary

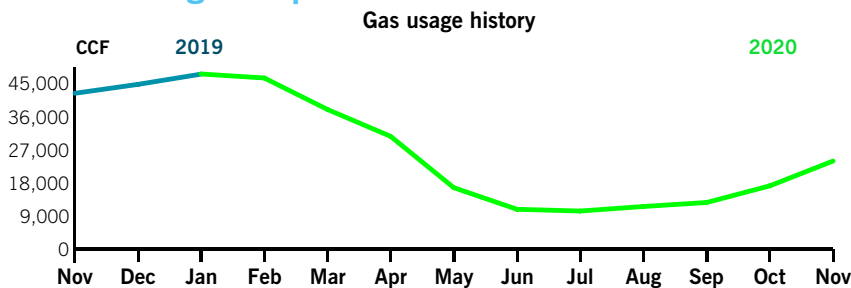
Previous amount due	\$9,184.95
Payment received Nov 17	-9,184.95
IGS Energy	
Gas Generation Supply	9,213.82
Gas Delivery	3,198.61
Taxes	431.21
<b>Total amount due Dec 21</b>	<b>\$12,843.64</b>



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.

## Your usage snapshot



	Current Month	Nov 2019	12-Month Usage	Avg Monthly Usage
Gas (CCF)	23,870	42,330	310,050	25,838
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](http://duke-energy.com/billing). Late payments are subject to a 1.5% late charge.

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

### Amount due

**\$12,843.64**  
by Dec 21

After Dec 21, the amount due will increase to \$13,036.29.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to HeatShare. **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1326  
Charlotte, NC 28201-1326



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

**STANDARD AERO**  
11550 MOSTERLLAR RD  
SHARONVILLE, OH 45241

Account number  
**8370-3704-01-0**

99083703704010000220000000000000128436400012843649



## 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 1326 Charlotte, NC 28201-1326
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

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### 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 a.m. to 5 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: Dec 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 electric service may be disconnected if your payment is past due

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

### 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 contacts provided.

### 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

Current gas usage for meter number 000682561			
Actual reading on Nov 24		252648	
Previous reading on Oct 23		- 250261	
		2,387	
	Gas Pressure Factor	x 10	
	Gas used	23,870 CCF	
CCF Multiplier	10		



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.

A multiplier is the factor that the meter reading is multiplied by to determine the correct energy usage.

## Billing details - Gas

Meter - 682561	
Rate FTLT - Firm Transportation-Large	
Fixed Delivery Service Charge	\$226.64
Usage-Based Charge	
23,870 CCF @ \$0.10483	2,502.29
Gas Delivery Riders	626.11
Applicable Surcharge	
23,870 CCF @ \$-0.0065534	-156.43
Total delivery charges	3,198.61
IGS Energy	
Gas Supplier Energy Chg	
23,870 CCF @ \$0.386	9,213.82
<b>Total Charges</b>	<b>\$12,412.43</b>

Your current delivery rate with Duke Energy is Firm Transportation - Large (FTLT)

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 IGS Energy is IS51. Your IGS Energy account number is 2414349. If you have any questions about gas supplier service received from IGS Energy, please call them at 800-280-4474 or write to: P O Box 9060 Dublin, OH 43017

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3545282 per CCF, which includes a base GCR of \$0.3380 and Ohio excise tax of \$0.0165282.

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

## Billing details - Taxes

Tax on Gas Supplier Energy Chg	\$431.21
<b>Total Taxes</b>	<b>\$431.21</b>

