



duke-energy.com  
800.653.5307

# Your Energy Bill

page 1 of 2

### Service address

3040 CORNWALLIS RD  
RTP, NC 27709

Bill date May 27, 2020

For service Apr 21 - May 26  
35 days

Account number **1528176850**

## Billing summary

Previous amount due	\$59.84
Payment received	-59.84
Outdoor Lighting (OL) - 155 KWH	27.93
Sales Tax	1.96
<b>Total amount due Jun 10</b>	<b>\$29.89</b>



Thank you for your payment.

Our simplified energy bill is just one of many steps we are taking to improve your experience. Check out our online tutorial page at [duke-energy.com/TourTheBill](http://duke-energy.com/TourTheBill) to explore the enhancements and find answers to all your questions.

### How does this month compare to the same time last year?

	May 2020	May 2019
Energy Used	155 kWh	155 kWh
Days in billing period	35	33
Average kWh per day	4 kWh	5 kWh
Average cost per day	\$0.80	\$0.84

Mail your payment at least 7 days before the due date or pay instantly at [duke-energy.com/billing](http://duke-energy.com/billing).

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  
**1528176850**

### Amount due

**\$29.89**

by Jun 10

Late fees are currently  
suspended due to COVID-19.

\$ \_\_\_\_\_ Amount enclosed

**RESEARCH TRIANGLE INSTITUTE**  
FLOOD LIGHTS  
ATTN ACCOUNTS PAYABLE  
PO BOX 12194  
RTP NC 27709-2194

Duke Energy Payment Processing  
PO Box 70516  
Charlotte, NC 28272-0516

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## We're here for you

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### Report an emergency

Electric outage	<a href="https://duke-energy.com/outages">duke-energy.com/outages</a> 800.769.3766
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### Convenient ways to pay your bill

Online	<a href="https://duke-energy.com/billing">duke-energy.com/billing</a>
Automatically from your bank account	<a href="https://duke-energy.com/draft">duke-energy.com/draft</a>
Speedpay (fee applies)	<a href="https://duke-energy.com/pay-now">duke-energy.com/pay-now</a> 800.777.9898
By mail payable to Duke Energy	P.O. Box 70516 Charlotte, NC 28272
In person	<a href="https://duke-energy.com/location">duke-energy.com/location</a>

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### Help managing your account

Register for free paperless billing	<a href="https://duke-energy.com/paperless">duke-energy.com/paperless</a>
Update your account information	<a href="https://duke-energy.com/my-account">duke-energy.com/my-account</a>
Mobile website	<a href="https://duke-energy.com/my-account">duke-energy.com/my-account</a>

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### General questions or concerns

Online	<a href="https://duke-energy.com">duke-energy.com</a>
Call (7 a.m. to 7 p.m.)	800.777.9898
For hearing impaired TDD/TTY	919.324.3792 or 711

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### Check utility rates

Check rates and charges	<a href="https://duke-energy.com/rates">duke-energy.com/rates</a>
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### Correspond with Duke Energy

P.O. Box 70516  
Charlotte, NC 28272

## Important to know

### Your next meter reading:

Please be sure we can safely access your meter. Don't worry if your digital meter flashes eight times 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 your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$29.03. 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.

### Late payment charges

A late payment charge of 1% will be added for any past due utility balance not paid by the due date.

### 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 800.777.9898.