

We're here for you

Report an emergency

Electric outage	duke-energy.com/outages 800.769.3766
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Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/draft
Speedpay (fee may apply)	duke-energy.com/pay-now 800.777.9898
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

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.777.9898
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.653.5307
For hearing impaired TDD/TTY	888.762.2724 or 711
International	1.407.629.1010

Check utility rates

Check rates and charges	duke-energy.com/rates
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Correspond with Duke Energy

P.O. Box 70516
Charlotte, NC 28272

Important to know

Your next meter reading: Jun 3

Please be sure we can safely access your meter. 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 your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$8.00. 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 1.0% will be added for any past due utility balance not paid by the due date.

Storm Recovery Charge

This bill charge was approved in a financing order issued to DEC by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEC acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

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.

Billing details - Electric

Billing Period - Apr 03 25 to May 02 25	
Meter - 328043602	
Basic Customer Charge	\$14.00
Energy Charge	103.93
Storm Recovery Charge	
877.000 kWh @ \$0.00047400	0.42
Summary of Rider Adjustments	1.00
Clean Energy Rider	1.25
Total Current Charges	\$120.60

Your current rate is Residential Service (RS).

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

A rider is a mechanism used to recover costs or credit customers for programs, purchases or regional policy initiatives that are outside of standard base rates. **The Summary of Rider Adjustments** line item found in the Billing Details includes, but is not limited to: fuel- related costs, demand-side management, energy efficiency program costs, generation assets, and the competitive procurement of renewable energy. For additional detail, please visit duke-energy.com/rates to view the Summary of Rider Adjustments tariff found within the **Index of Rate Schedules** tab. Each of the individual rider tariffs are located under the Retail Riders heading.

Billing details - Taxes

Sales Tax For Utility	\$8.44
Total Taxes	\$8.44