



# Customer Bill

bill 0002  
page 1 of 1



0000027 MML GRP#0012

000386 000001801



3819 BONNEVILLE LLC  
LANDLORD ACCOUNT  
PO BOX 957749  
DULUTH GA 30095-9530

Account number 770 945 4677

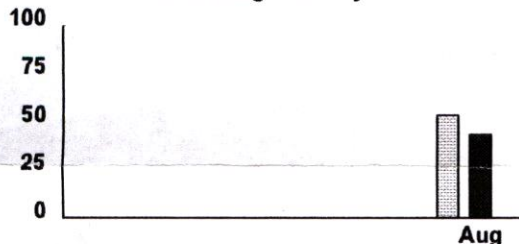
Total due \$20.76

Current charges past due after Sep 13

Usage period Aug 14 - Aug 17

This bill was mailed on August 20, 2018

## kWh Usage History



## Usage

Meter number W66182

Readings: Aug 17 59105

Aug 14 - 59061

kWh usage 44

Days in period 3 Average kWh per day 15

## Billing Residential Service rate

3803 BONNEVILLE CT # C, RALEIGH  
APARTMENT - 3 Days

Electric service 5.96

Energy conservation discount -0.21

REPS Adjustment 0.06

7% North Carolina sales tax 0.40

Current bill amount 6.21

Balance before current bill 14.55

Total due \$20.76

This bill is subject to a 1% per month late payment charge after 09/13/2018.

## For your information

From October 1-March 31, time-of-use off peak hours are 1pm-4pm and 9pm-6am, Monday-Friday. Off peak days are weekends and these holidays: Thanksgiving Day and the day after, Christmas Day, and New Year's Day. When one of the above holidays falls on a Saturday, the Friday before the holiday will be considered off peak; when the holiday falls on a Sunday, the following Monday will be considered off-peak.

Final Statement

Please detach here.

Turn over for helpful phone numbers and customer service tips.

PIN: 274-128-245

## Return portion

Account number  
770 945 4677

3819 BONNEVILLE LLC  
LANDLORD ACCOUNT  
P O BOX 957749  
DULUTH GA 30095-0000

Make checks payable  
and return to:

Duke Energy Progress  
PO BOX 1003  
Charlotte NC 28201-1003

Total due \$20.76

Current charges past due after Sep 13

0000027

FORM VER. 002  
11/98 REV. 01/00

7709454677 8256 165 000001455 000000621 000002076 7709454677 6

BP\_BI\_DEP\_MML\_20180817\_220922\_1 CSV-386-000001801

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## We're here to help. Contact us.

Visit our website: [duke-energy.com/progress](http://duke-energy.com/progress)

- Report a power or streetlight outage
- View or update account information
- View or pay your bill
- Request stop, start or move electric service
- Get major storm updates and track outages using our interactive maps
- Make address or phone number changes
- Follow us on Twitter, Facebook, Flickr and YouTube

Our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Twitter updates. To enjoy the ease and convenience of our mobile site, visit [duke-energy.com/progress](http://duke-energy.com/progress).

**Reporting power outages:** call **800.419.6356** or via the Web at [duke-energy.com/outage](http://duke-energy.com/outage).

**For Customer Service:** call **800.452.2777** or **919.508.5400** in the Raleigh area. Business hours are 7 a.m. – 9 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day. Please have your account number available.

**Para nuestros clientes que hablan Español:** Representantes bilingües están disponibles para asistirle de Lunes a Viernes de 7 a.m. – 9 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al número que se encuentra al comienzo de su cuenta.

**Written inquiries and correspondence** (no bill payments please):  
Duke Energy Progress, P.O. Box 1771, Raleigh, NC 27602

### Digging in your yard?

Whether you are planning to do it yourself or hire a professional, call your states' toll-free underground locating service before you dig:

**NC-call 811 or 1-800-632-4949**

**SC-call 811 or 1-888-721-7877**

### Explanation of bill items

**Kilowatt-hour (kWh)** – Equal to 1,000 watts of power used for one hour, or ten 100-watt light bulbs used for one hour.

**Kilowatt (kW)** – The maximum rate of energy consumption recorded during any 15-minute interval within the monthly billing period.

**Meter Constant** – Some customer meters require that the registration be multiplied by a factor to arrive at the actual usage. Only meter constants greater than one are displayed on the bill.

**Mail your payments to:** Duke Energy P.O. Box 1003 Charlotte, NC 28201  
**For Online Bank Bill Pay Select:** Duke Energy Progress P.O. Box 1003 Charlotte, NC 28201

For more information on our many payment options, visit [duke-energy.com/progress](http://duke-energy.com/progress).

- **e-bill** – view and pay your electric bill online
- **Automatic Bank Draft** – save time and postage
- **Equal Payment Plan** – simplify your household budgeting
- **Paystations** – more than 230 convenient locations

**Speedpay** allows customers to make a payment (via credit card, debit card or electronic check) at [duke-energy.com/progress](http://duke-energy.com/progress) or by calling **800.452.2777**. This service is available 24/7 and includes a convenience charge by a third-party provider.

**Electronic Check** – When you mail us a check as payment, you authorize us to convert your check into an electronic check payment or to process the payment as a check image.

Since we bill for utility service after the service is provided, payment is due when you receive your bill. Should the charges become past due, we may begin disconnection procedures. The "past due date" applies to current charges only.

We charge \$5.00 (in NC) and \$15 (in SC) for checks and drafts returned for insufficient funds.

### How to read your electric meter

Meters are read left to right and will alternate between flashing zeros and displaying the actual reading. This is the normal function of your digital electric meter. This illustration reflects **40632**. Please ensure safe access is available to your meter to avoid estimated bills.

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### Important safety reminders

- Stay away from power lines. Keep ladders and other objects at least 10 feet away from all overhead power lines, including service lines into your home.
- Always assume that a power line lying on the ground, on your car after an accident or hanging close to the ground is energized and dangerous and stay away. To report dangerous lines, call **800.419.6356**.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity when in contact with a power line.

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