



Customer Bill

bill 0008
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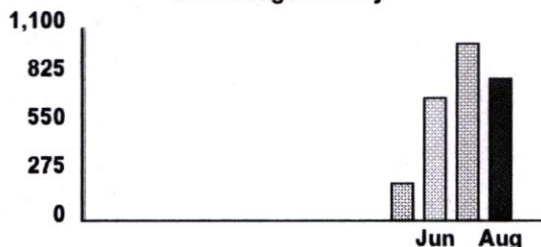
0000603 MML GRP#0024

001728 000000010

3819 BONNEVILLE LLC
PO BOX 957749
DULUTH GA 300959530

Account number	272 925 5550
Total due	\$101.84
Current charges past due after	Sep 10
Thank you for your payment	Aug 3 \$122.78
Usage period	Jul 16 - Aug 14
This bill was mailed on	August 15, 2018

kWh Usage History



Usage

Meter number	ZF0903
Readings: Aug 14	24987
Jul 16	- 24171
kWh usage	816
Days in period 29	Average kWh per day 28

Billing Residential Service rate

3802 BONNEVILLE CT # K , RALEIGH
APT - 29 Days

Electric service	98.61
Energy conservation discount	-3.98
REPS Adjustment	0.55
7% North Carolina sales tax	6.66
Total due	\$101.84

This bill is subject to a 1% per month late payment charge after 09/10/2018.

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.

Please detach here.

Turn over for helpful phone numbers and customer service tips.

PIN: 274-128-245

Return portion

3819 BONNEVILLE LLC
PO BOX 957749
DULUTH GA 30095-9530

Account number
272 925 5550

Total due	\$101.84
Current charges past due after	Sep 10

Make checks payable
and return to:

Duke Energy Progress
PO BOX 1003
Charlotte NC 28201-1003

0000603

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

2729255550 0342 165 000000000 000010184 000010184 2729255550 3

BP_BL_DEP_MML_20180814_223947_1 CSV-1728-000000010

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We're here to help. Contact us.

Visit our website: 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.

Reporting power outages: call **800.419.6356** or via the Web at 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.

- **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 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.



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.