

We're here for you

Report an emergency

| | |
|-----------------|---|
| Electric outage | duke-energy.com/outages 800.228.8485 |
|-----------------|---|

Convenient ways to pay your bill

| | |
|--------------------------------------|---|
| Online | duke-energy.com/billing |
| Automatically from your bank account | duke-energy.com/automatic-draft |
| Speedpay (fee applies) | duke-energy.com/pay-now 800.700.8744 |
| 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)

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|-------------------------------------|-----------------------------|
| 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

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|--|---------------------|
| Online | duke-energy.com |
| Home: Mon - Fri (7 a.m. to 7 p.m.) | 800.700.8744 |
| Business: Mon - Fri (7 a.m. to 6 p.m.) | 877.372.8477 |
| For hearing impaired TDD/TTY | 800.222.3448 or 711 |
| International | 1.407.629.1010 |

Call before you dig

| | |
|------|---------------------|
| Call | 800.432.4770 or 811 |
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Check utility rates

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|-------------------------|-----------------------|
| Check rates and charges | duke-energy.com/rates |
|-------------------------|-----------------------|

Correspond with Duke Energy (not for payment)

P.O. Box 14042
St Petersburg, FL 33733

Important to know

Your next meter reading: Mar 23

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. The due date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection. The reconnection fee is \$13 between the hours of 7 a.m. and 7 p.m. Monday through Friday and \$14 after 7 p.m. or on the weekends.

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.

Asset Securitization Charge

A charge to recover cost associated with nuclear asset-recovery bonds. Duke Energy Florida is acting as the collection agent for Special Purpose Entity (SPE) until the bonds have been paid in full or legally discharged.

Medical Essential Program

Identifies customers who are dependent on continuously electric-powered medical equipment. The program does not automatically extend electric bill due dates, nor does it provide priority restoration. To learn more or find out if you qualify, call 800.700.8744 or visit duke-energy.com/home/billing/special-assistance/medically-essential.

Special Needs Customers

Florida Statutes offer a program for customers who need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

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 800.700.8744.

Your usage snapshot - Continued

Current electric usage for meter number 1262413

| | |
|----------------------------|---------------|
| Actual reading on Feb 21 | 28474 |
| Previous reading on Jan 25 | - 27415 |
| <hr/> | |
| Energy Used | 1,059 kWh |
| Billed kWh | 1,059.000 kWh |



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Billing Period - Jan 25 to Feb 21

Meter - 1262413

| | |
|------------------------------|-----------------|
| Customer Charge | \$12.45 |
| Energy Charge | |
| 1,000.000 kWh @ 9.337c | 93.37 |
| Energy Charge | |
| 59.000 kWh @ 10.487c | 6.20 |
| Fuel Charge | |
| 1,000.000 kWh @ 3.681c | 36.81 |
| Fuel Charge | |
| 59.000 kWh @ 4.751c | 2.80 |
| Asset Securitization Charge | |
| 1,059.000 kWh @ 0.248c | 2.63 |
| <hr/> | |
| Total Current Charges | \$154.26 |

Your current rate is Residential Service (RS-1).

Billing details - Taxes

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|---------------------------|----------------|
| Regulatory Assessment Fee | \$0.11 |
| Gross Receipts Tax | 3.96 |
| County Utility Tax | 12.62 |
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| Total Taxes | \$16.69 |