



duke-energy.com  
800.774.1202

## Your Energy Bill

Page 1 of 5

Service address

[REDACTED]  
[REDACTED]  
[REDACTED]

Bill date Apr 29, 2024  
For service Mar 27 - Apr 25  
30 days

Account number [REDACTED]

### Billing summary - Disconnect Notice

Previous Amount Due	\$1,757.35
Payment Received	0.00
Current Gas Charges	150.35
Current Electric Charges	627.05
<b>Total Amount Due May 20</b>	<b>\$2,534.75</b>

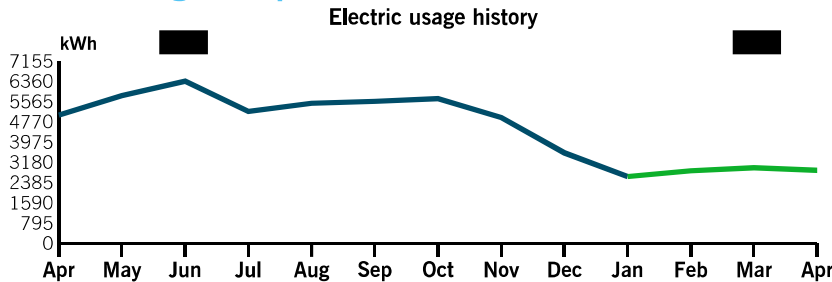
#### IMPORTANT DISCONNECTION INFORMATION

Your service may be disconnected if your past-due amount of **\$1,757.35** is not paid by **May 19, [REDACTED]**. A reconnection charge will be required. In addition, a service deposit may be required.

The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least 48 hours before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit Ohio811 or ous.org

### Your usage snapshot



#### Average temperature in degrees

54° 62° 69° 75° 73° 67° 56° 43° 41° 32° 41° 48° 57°

	Current Month	Apr 2023	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,860	5,026	53,832	4,486
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 1.5% late charge.

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

[REDACTED]

#### Amount due

**\$2,534.75**  
by May 20

#### Disconnect Bill

To avoid disconnection, pay  
\$1,757.35 by May 19, [REDACTED]

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a  
contribution to Share the Light **Amount enclosed**

Duke Energy Payment Processing  
PO Box 1094  
Charlotte, NC 28201-1094

## We're here for you

### Report an emergency

Electric/Gas outage	duke-energy.com/outages
Electric	800.543.5599
Gas	800.634.4300

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
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

### Correspond with Duke Energy (not for payment)

P.O. Box 1326  
Charlotte, NC 28201

### General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

### General utility information or commission assistance

#### Public Utilities Commission of Ohio (PUCO)

Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
For hearing impaired TDD/TTY	937.643.4600 or 711

#### Ohio Consumers' Counsel (OCC)

Call (8:30 a.m. to 5:30 p.m.)	877.742.5622
Online	occ.ohio.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
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## Important to know

### Your next meter reading: May 28

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$10 for electric service that may be reconnected remotely, \$90 for electric service that is not eligible to be reconnected remotely, and \$70 for gas service.

### Failure to pay may result in a return to our standard offer for generation

Failure to pay charges for a competitive retail service may result in cancellation of your contract with the respective retail electric supplier. You will then be returned to Duke Energy Ohio's standard offer for generation services.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

**Customer Charge** - The fixed monthly charge covers the cost of providing service to your location as well as maintaining customer records, billing and transactions affecting your account.

**Delivery Charge** - Charges for the operating expenses and delivering energy.

**Generation Charge** - Charges associated with the production of electricity.

### Questions or complaints

If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contact options provided.

### Choice Service ID

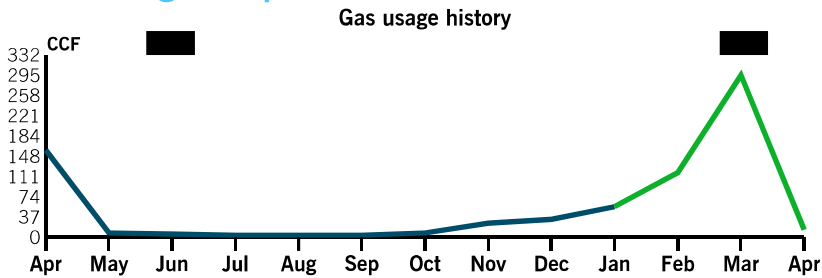
Once you have chosen a Certified Supplier to provide your energy supply, share this information with them so they can sign you up.

### 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 800.544.6900.



## Your usage snapshot - Continued



### Average temperature in degrees

54° 62° 69° 75° 73° 67° 56° 43° 41° 32° 41° 48° 57°

	Current Month	Apr 2023	12-Month Usage	Avg Monthly Usage
Gas (CCF)	14	159	576	48
12-month usage based on most recent history				

		Choice Service ID
		[REDACTED]
<b>Current Gas usage for meter number</b> [REDACTED]		
Actual reading on Apr 25		4659
Previous reading on Mar 27		- 4645
Gas Used		14 CCF
Billed CCF		14.000 CCF

		Choice Service ID
		[REDACTED]
<b>Current Electric Usage</b>		
<b><u>Meter Number</u></b>	<b><u>Usage Type</u></b>	<b><u>Billing Period</u></b>
[REDACTED]	Actual	Mar 27 - Apr 25
<b><u>Usage Values</u></b>		
Measured kWh		2,860.120 kWh
Billed kWh		2,860.120 kWh
Billed On Peak kWh		1,104.660 kWh
Billed Off Peak kWh		1,755.460 kWh
Actual kVA		19.136 kVA
Actual Demand-kW		15.280 kW
Billed Demand-kW		24.899 kW
Billed Demand-kW On Peak		12.880 kW
Billed Demand-kVA		19.136 kVA
Power Factor		80.050 %

## Billing details - Gas continued

<b>Billing Period - Mar 27 [REDACTED] to Apr 25 [REDACTED]</b>	
<b>Meter - [REDACTED]</b>	
<b>Duke Energy Delivery</b>	
Service Delivery	
Fixed Delivery Service Charge	\$132.46

Your current rate is General Service - Small (GS-S).

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4157840 per CCF, which includes a base GCR of \$0.3964000 and Ohio excise tax of \$0.0193840.

When shopping for a natural gas supplier, it may be useful to

## Billing details - Gas continued

Usage-Based Charge	
14.000 CCF @ \$0.13550200	\$1.90
Gas Delivery Riders	10.44
Applicable Surcharge	
14.000 CCF @ \$0.39640000	5.55
<b>Total Current Charges</b>	<b>\$150.35</b>

compare supplier offers with the standard service offer (SSO) rate available to eligible customers, which varies monthly based on the market price of natural gas. Price represents one feature of any offer; there may be other features which you consider of value. More information about SSO and other suppliers' offers is available at [energychoice.ohio.gov](http://energychoice.ohio.gov) or by contacting the PUCO.

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

## Billing details - Electric

<b>Billing Period - Mar 27 [REDACTED] to Apr 25 [REDACTED]</b>	
<b>Meter - 108087210</b>	
<b>Duke Energy Delivery</b>	
Service Delivery	
Distribution-Customer Charge	\$46.00
Distribution-Demand Charge	
24.899 kW @ \$6.96780000	173.48
Delivery Riders	138.24
Generation Riders	1.53
Generation Charges	
Retail Capacity Rider (RC)	18.48
Retail Energy Rider (RE)	260.70
Alternative Energy Recovery Rider (AER-R)	1.39
Supplier Cost Reconciliation Rider (SCR)	-12.77
<b>Total Current Charges</b>	<b>\$627.05</b>

Your current rate is Service at Secondary Distribution Voltage (DS).

For a complete listing of all Ohio rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

Price to compare: If you're considering using a different electric supplier, their rate would have to be lower than 9.36 cents per kWh for you to save money. Visit [energychoice.ohio.gov](http://energychoice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

Per the Electric Security Plan approved in Case No. 17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment) and Rider SCR (Supplier Cost Reconciliation).

Riders are costs the Public Utilities Commission of Ohio has approved to cover investments in improving the energy infrastructure or other additional expenses.

**Immediate action required to avoid disconnection**

Our records indicate that you have an energy service bill that is past due. **A payment of \$1,757.35 must be made by 5:00 p.m. on May 19, [REDACTED]** to avoid disconnection on May 20, 2024.

**PAYMENT OPTIONS**

You may pay your past-due bill by one of the following ways:

- Sign in to pay your bill online at duke-energy.com.
- Call our 24-hour automated billing system at 800.774.1202. We accept debit/credit card (MasterCard, Visa, Discover) or automated check processing through a third-party vendor.
- Pay in person at one of our preferred locations. To find a location, visit [duke-energy.com/home/billing/payment-locations](https://duke-energy.com/home/billing/payment-locations).

**RESTORING SERVICE**

If it is necessary for the company to disconnect your service, you must do the following to have your service reconnected:

- Pay the disconnect balance.
- Pay the appropriate reconnection charges.
- Pay a security deposit (if applicable).

**CONTACT INFORMATION**

If your payment has been made, please disregard this notice. You may call the automated billing system number above to verify that your payment has been received. If you have questions, please contact us at 800.774.1202 during the hours of 7 a.m. to 7 p.m., Monday through Friday.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Duke Energy, or for general information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 800.686.7826 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at [puco.ohio.gov](https://puco.ohio.gov). Hearing- or speech-impaired customers may contact the PUCO via 711 (Ohio relay service). The PUCO's current address is located at 180 East Broad Street, Columbus Ohio 43215.