



## Your Energy Bill

**Service Address**  
TRUIST BANK  
2815 REYNOLDA RD  
WINSTON SALEM, NC  
27106-3110

**Bill Date** Mar 28, 2024  
**For Service** Feb 27 - Mar  
26  
**Days** 29 Days

Account Number **910092000672**

### Billing summary

Previous Amount Due	\$439.66
Payment Received	-\$439.66
Current Electric Charges	\$433.67
Taxes	\$30.36
<b>Total Amount Due Apr 22</b>	<b>\$464.03</b>

Thank you for your payment.

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-769-3766.

We can help your business save energy and money. Get deals on energy-efficient items at our Business Savings Store. Plus, enjoy FREE SHIPPING on orders more than \$49. Shop now at duke-energy.com/ShopBig.

Your current rate is Optional Power Time of Use, Voltage Differential, Secondary Small (OPT-V). 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.

Payment Received Mar 21

### Your usage snapshot

	Current Month	Mar 2023	12-Month Usage	Avg Monthly Usage
Electric (kWh)	4098.72	3476.32	48301.00	4025.083
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 late charge.

Please return this portion with your payment. Thank you for your business.

**DUKE ENERGY**

Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

200322521528  
Account number  
**910092000672**

### Amount due

<b>\$464.03</b>	After Apr 22, the amount due will increase
by Apr 22	

\$ \_\_\_\_\_  
Add here, to help others with a contribution to WinterCare

\$ \_\_\_\_\_

**Amount enclosed**

**TRUIST BANK**  
PO BOX 2440  
C/O ENGIE INSIGHT MS 2534  
SPOKANE, WA 99210-2440

**Duke Energy**  
Remittance Processing  
PO BOX 1094  
CHARLOTTE, NC 28201-1094

### We're here for you

#### Report an emergency

Electric outage duke-energy.com/outages

800.769.3766

#### 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  
800.777.9898

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

### Important to know

#### Your next meter reading

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eight times 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

<b>Home</b>	<a href="http://duke-energy.com/manage-home">duke-energy.com/manage-home</a>
<b>Business</b>	<a href="http://duke-energy.com/manage-bus">duke-energy.com/manage-bus</a>
<b>General questions or concerns</b>	
Online	<a href="http://duke-energy.com">duke-energy.com</a>
Call (Monday - Friday, 7 a.m. to 7 p.m.)	800.777.9898
For hearing impaired TDD/TTY	888.762.2724 or 711
<b>Check utility rates</b>	
Check rates and charges	<a href="http://duke-energy.com/rates">duke-energy.com/rates</a>
<b>Correspond with Duke Energy</b> (not for payment)	
P.O. Box 70516	
Charlotte, NC 28272	

because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. 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.

#### **Para nuestros clientes que hablan Espanol**

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.

<b>Current Electric Usage</b>	
<b>Meter Number</b>	
77549987	
<b>Usage Values</b>	
Billed kWh	4098.72kWh
Billed kWh-On Peak	373.68kWh
Billed kWh-Off Peak	2404.24kWh
Actual Discount kWh	1320.8kWh
Actual Demand Disc kW	12.8kW
Billed kWh Discount	1320.8kWh
Actual Demand kW Off Peak	13.12kW
Actual Demand kW On Pk	10.16kW
Billed Demand-kW On Peak	10.16kW

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**

Basic Customer Charge	\$34.00
Energy Charge On-Peak	\$33.33
Energy Charge Off-Peak	\$95.00
Discount Energy Charge	\$34.29
Demand Charge On Peak	\$36.68
Demand Charge Mid Peak	\$110.60
Base Demand Charge	\$27.96
Customer Assistance Recovery	\$1.30
Renewable Energy Rider	\$4.01
Storm Recovery Charge	\$0.56
Summary of Rider Adjustments	\$55.94
<b>Total Current Charge</b>	<b>\$433.67</b>

Your current rate is  
Optional Power Time of Use, Voltage Differential, Secondary Small (OPT-V).

#### **Billing details - Taxes**

State Sales Tax	\$30.36
<b>Total Taxes</b>	<b>\$30.36</b>