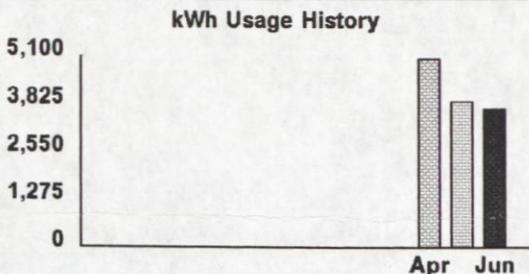




Customer Bill 08303787314 12300061790875



000962 000039031  
 WINDSTREAM SERVICES LLC D/I/P  
 PO BOX 182576  
 COLUMBUS OH 43218-2576



Account number	567 644 0174
<b>Total due</b>	<b>\$21.77</b>
<b>Current charges past due after</b>	<b>Jun 28</b>
Thank you for your payments	\$807.70
Usage period	May 14 - Jun 13
This bill was mailed on	June 14, 2019

<b>Usage</b>	
Meter number	521528
Readings: Jun 13	7993
May 14	- 4240
<b>kWh usage</b>	<b>3753</b>
Days in period	30
Average kWh per day	125

<b>Total Peak Registration</b>	
On-peak KW	Jun 3 at 1:15 pm 7.11
On-peak KW	May 17 at 10:30 am 6.84
Off-peak KW	Jun 8 at 8:00 pm 6.26
Off-peak KW	May 19 at 4:45 pm 6.40

**Billing**  
**SGS-TOU rate**

HWY 74 EAST , LILESVILLE  
 TOWER - 30 Days

Basic customer charge				35.50
<b>Non-summer, May 14 - May 31</b>				
On-peak KWH	826 kwh x	\$0.06511		53.7809
Off-peak KWH	1,432 kwh x	\$0.05286		75.6955
On-peak KW at .6215 proration	6.84 kw x	\$8.85000		37.6219
<b>Summer, June 01 - June 13</b>				
On-peak KWH	503 kwh x	\$0.06511		32.7503
Off-peak KWH	992 kwh x	\$0.05286		52.4371
On-peak KW at .3785 proration	7.11 kw x	\$10.53000		28.3377
<b>Total SGS-TOU Rate Billing</b>				<b>316.12</b>

Please detach here.

Turn over for helpful phone numbers and customer service tips.

PIN: 785-230-849

**Return portion**

Account number  
**567 644 0174**

<b>Total due</b>	<b>\$21.77</b>
<b>Current charges past due after</b>	<b>Jun 28</b>

Make checks payable  
and return to:

Duke Energy Progress  
 PO BOX 1003  
 Charlotte NC 28201-1003

BP\_BL\_DEP\_RBL\_20190613\_221054\_1.CSV-962-000039031

01  
01  
02

009

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. – 7 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. – 7 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.

4 0 6 3 2

#### 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.



08303787314 412300061790875  
WINDSTREAM SERVICES LLC D/I/P  
ACCOUNT 567 644 0174



**On-peak kw proration factor**

Non-summer	on-peak kwh	826 kwh /	1,329 kwh	.6215
Summer	on-peak kwh	503 kwh /	1,329 kwh	.3785
Total on-peak kwh		1,329		
REPS Adjustment				7.96
7% North Carolina sales tax				22.69
Current bill amount				346.77
Balance before current bill				-325.00
<b>Total due</b>				<b>\$21.77</b>

**DEPOSIT RECEIPT INFORMATION. KEEP FOR YOUR RECORDS.**

A deposit in the amount of \$325.00 was received on 05/16/19. The interest rate is 8.00%. In accordance with the Utility Commission's rules and regulations, this deposit may be applied to your account balance, refunded or retained based on your overall creditworthiness.

Current month Time-of-Use Savings for meter 521528: \$ 80.13, as compared with rate SGS

Current twelve month Time-of-Use Savings for meter 521528: \$ 292.96

This bill is subject to a 1% per month late payment charge after 07/08/2019.

**For your information**

Duke Energy Progress has a specialized Business Services team dedicated to assist business customers. To learn more, call our Business Services team toll-free at 1-866-582-6345 or visit us online at [duke-energy.com](http://duke-energy.com).

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. – 7 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. – 7 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 state's 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.

4 0 6 3 2

#### 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.