



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

M. Beth Trombold
Lawrence K. Friedman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00259812	Owner: Maureen Harbolt
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder:
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-19-2019

Date Closed: 04-16-2019

Case Age in Business Days: 21

Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email: [REDACTED]

Service Address Information

Service Account Number:	Service Address County: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone:

Industry Information

AIQ Industry: Electric	Territory Account: 001t0000008OFY3AAO
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

LVM advised that the refund in the amount of \$4,098.68 will be sent via Us mail within the next 21 business days. co could not provide documentation of enrollment.

Case Comments

Created Date	Comment
3/19/2019 3:31:03 PM	<p>customer called, stated that he wants to dispute charges from Verde. he noticed them on his account and cancelled them today. he says that he got confirmation of the cancellation. he says they have been on his account for gas and electric. he called Verde and they told him they've been on his account since since Sept 2018 and that he was transferred from Censtar to Verde. customer says that he has not memory of signing up or agreeing to enroll with this company. he advised advised by Duke to call PUCO and contest the charges.</p> <p>i advised we can contact the supplier to request info on the enrollment and transfer from Censtar.</p>
3/29/2019 10:09:08 AM	<p>Co response: Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar) and were assigned to Verde via the attached Assignment Letters sent on</p> <p>June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.</p> <p>Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.</p> <p>In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.</p>

4/16/2019 3:24:47 PM

LVM advised that the refund in the amount of \$4,098.68 will be sent via Us mail within the next 21 business days. co could not provide documentation of enrollment.

Web Information

Web Name:
Web Home Phone:
Web Email:
Web Company:
Web Zip Code:

Web Account in Question:
Web US Dot #:

System Information

Created by: Rayshon Eaves
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

Last Modified by: Sara Macey
Next Activity Date:
Case Grade Created: ☐
Case Grade Target: ☐

Case Emails

Email Created Date: 3/20/2019 3:07:33 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Case Number: 00259812

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 3/26/2019 7:53:31 AM

Email Text Version:

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business

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Email Created Date: 3/28/2019 4:58:59 PM

Email Text Version:

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Tuesday, March 26, 2019 6:54 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO

Second Request for Information

Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],

Cincinnati, Ohio 45239

SERVICE ADDRESS [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
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[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf0a27e2d2abe40f95e1308d6b3c02fee%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894035352897598&sdata=2EK25piJh4oVa7Mj3D0Hauw%2BOGXEHr0ceSVXnrIfd%2Bc%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cf0a27e2d2abe40f95e1308d6b3c02fee%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894035352897598&sdata=2EK25piJh4oVa7Mj3D0Hauw%2BOGXEHr0ceSVXnrIfd%2Bc%3D&reserved=0)

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From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [
ref:_00Dt0GzXt._500t0FneNJ:ref]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

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- *Any signed enrollment agreements

*Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mnwm>]

ref: _00Dt0GzXt._500t0FneNJ:ref[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mw4o>]

Email Created Date: 3/28/2019 6:08:54 PM

Email Text Version:

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Thursday, March 28, 2019 3:59 PM

To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb7b89c772258474e40df08d6b3c9dc18%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894077299253561&sdata=zYhn4%2BQytlL22HtUC9JMj8pV2CEKAPzo94exZ%2BsssNM%3D&reserved=0](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cb7b89c772258474e40df08d6b3c9dc18%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894077299253561&sdata=zYhn4%2BQytlL22HtUC9JMj8pV2CEKAPzo94exZ%2BsssNM%3D&reserved=0)
>

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From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

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[REDACTED] contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
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Email Created Date: 3/29/2019 10:13:55 AM

Email Text Version:

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 6:08 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

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PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

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CASE ID: 00259812

Case Number: 00259812

COMPANY:
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SERVICE ACCOUNT NUMBER: n/a
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Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

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Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ:ref
Email Created Date: 3/29/2019 10:15:18 AM

Email Text Version:
Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

[REDACTED] contacted the PUCO regarding his supplier. Can you provide Bill copies as far back as possible that show either Centstar or Verde?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref: _00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 3/29/2019 10:26:41 AM

Email Text Version:

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the

service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]
April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/28/2019 6:08 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on

June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns

<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>

Sent: Thursday, March 28, 2019 3:59 PM

To: 'PUCO Consumer Call Center'

<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1cf5498009684ab2916508d6b4528cce%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894663979541467&sdata=c6rW5zLxmOwcl8evwJGbTEtJ2GugfSWCAwJDxtU9N7E%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1cf5498009684ab2916508d6b4528cce%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894663979541467&sdata=c6rW5zLxmOwcl8evwJGbTEtJ2GugfSWCAwJDxtU9N7E%3D&reserved=0)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.
Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1cf5498009684ab2916508d6b4528cce%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894663979551475&sdata=sBBOX03wAvQwnfyhqr1lf0ObJD6k3GilCmLaozAa0D0%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C1cf5498009684ab2916508d6b4528cce%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894663979551475&sdata=sBBOX03wAvQwnfyhqr1lf0ObJD6k3GilCmLaozAa0D0%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mnwm>]

ref: _00Dt0GzXt._500t0FneNJ:ref[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mw4o>]

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3Of>]

Email Created Date: 3/29/2019 10:42:30 AM

Email Text Version:

April,

I will work on getting that information to you.

Thank you,
Maureen

----- Original Message -----

From: April Lusk [alusk@verdeenergy.com]

Sent: 3/29/2019 10:26 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Friday, March 29, 2019 9:14 AM

To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 6:08 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on

June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns <customerconcerns@sparkenergy.com>
Sent: Thursday, March 28, 2019 3:59 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator

(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/20/2019 3:09 PM
To: regulatory@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 3/29/2019 10:49:26 AM

Email Text Version:

Thank you so much.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:43 AM
To: April Lusk <alusk@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

I will work on getting that information to you.

Thank you,
Maureen

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]
April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----

From: April Lusk [alusk@verdeenergy.com]
Sent: 3/29/2019 10:26 AM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

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<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]
April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com<mailto:alusk@verdeenergy.com>

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----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]
Sent: 3/28/2019 6:08 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

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[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

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Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns
<customerconcerns@sparkenergy.commailto:customerconcerns@sparkenergy.com>>
Sent: Thursday, March 28, 2019 3:59 PM

To: 'PUCO Consumer Call Center'
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbeba7c875e1e4f62d52308d6b455b3c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894677520587993&sdata=J%2FRUzV3LamHDHJz37N9sCIGL0YKYxp2I4JD34HjJak8%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbeba7c875e1e4f62d52308d6b455b3c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894677520587993&sdata=J%2FRUzV3LamHDHJz37N9sCIGL0YKYxp2I4JD34HjJak8%3D&reserved=0)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.
Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cbeba7c875e1e4f62d52308d6b455b3c6%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636894677520598006&sdata=iWsBzhzhupuadxRplmmH7%2FkyvDYxB5KYjsYFdavdRk%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mnwm>]

ref:_00Dt0GzXt._500t0FneNJ:ref[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mw4o>]
[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3Of>]

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3Sm>]

Email Created Date: 4/1/2019 4:19:43 PM

Email Text Version:

Maureen,

Re: [REDACTED]
[REDACTED].
Cincinnati, OH 45239

[REDACTED] began gas & electric service at the above address in March 2008. He enrolled with Censtar Energy as the gas supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

He enrolled with Censtar Energy as the electric supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

I've attached copies of the bills. Please let me know if you have any questions.

**I'll have to send 2 emails. The file is too large with all the bills.

Thank you,

Melissa Coffman
Consumer Affairs Specialist
1000 E. Main St, Plainfield, IN 46168
Ph: 317-838-4143
Fax: 317-838-1950
Mailcode: WP649

[cid:image001.png@01CDFAE3.306FDCD0]

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From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 29, 2019 10:19 AM
To: Commission-AGT@duke-energy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

[REDACTED] contacted the PUCO regarding his supplier. Can you provide Bill copies as far back as possible that show either Centstar or Verde?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C31c3ea5d82424f0b427808d6b6def591%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636897467376941571&sdata=cYeJZXjGcHLuCjyEUvRXD1gHTUbW%2Be2leA2wE1D5oMw%3D&reserved=0>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004N3PO>]

ref:_00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 4/1/2019 4:22:04 PM

Email Text Version:

Maureen –

Here are the rest of the bills for [REDACTED]

Melissa Coffman
Consumer Affairs Specialist
1000 E. Main St, Plainfield, IN 46168
Ph: 317-838-4143
Fax: 317-838-1950
Mailcode: WP649

[cid:image001.png@01CDFAE3.306FD0CD0]

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From: Coffman, Melissa K
Sent: Monday, April 1, 2019 4:15 PM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Maureen,

Re: [REDACTED]
[REDACTED]
Cincinnati, OH 45239

[REDACTED] began gas & electric service at the above address in March 2008. He enrolled with Censtar Energy as the gas supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

He enrolled with Censtar Energy as the electric supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

I've attached copies of the bills. Please let me know if you have any questions.

**I'll have to send 2 emails. The file is too large with all the bills.

Thank you,

Melissa Coffman
Consumer Affairs Specialist
1000 E. Main St, Plainfield, IN 46168
Ph: 317-838-4143
Fax: 317-838-1950
Mailcode: WP649

[cid:image001.png@01CDFAE3.306FD0D0]

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From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 29, 2019 10:19 AM
To: Commission-AGT@duke-energy.com<mailto:Commission-AGT@duke-energy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [
ref:_00Dt0GzXt._500t0FneNJ:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

[REDACTED] contacted the PUCO regarding his supplier. Can you provide Bill copies as far back as possible that show either Centstar or Verde?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C63c2acc411fe4a5fe99308d6b6df2ee5%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636897468688204607&sdata=U9noiNn8T2zzl%2BWeqbGCEwd0iXzBKW6XjNwA1v9jQHg%3D&reserved=0>

Case Number: 00259812

45

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ref:_00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 4/2/2019 12:00:17 PM

Email Text Version:

Thank you for your assistance.
Maureen

----- Original Message -----

From: Coffman, Melissa K [melissa.coffman@duke-energy.com]

Sent: 4/1/2019 4:17 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

Maureen –

Here are the rest of the bills for [REDACTED]

Melissa Coffman

Consumer Affairs Specialist

1000 E. Main St, Plainfield, IN 46168

Ph: 317-838-4143

Fax: 317-838-1950

Mailcode: WP649

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From: Coffman, Melissa K

Sent: Monday, April 1, 2019 4:15 PM

To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Maureen,

Re: [REDACTED]

[REDACTED]

Cincinnati, OH 45239

[REDACTED] began gas & electric service at the above address in March 2008. He enrolled with Censtar Energy as the gas supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

He enrolled with Censtar Energy as the electric supplier effective 3/10/16 -9/7/18, then enrolled with Verde Energy from 9/7/18 -4/9/19.

I've attached copies of the bills. Please let me know if you have any questions.

**I'll have to send 2 emails. The file is too large with all the bills.

Thank you,

Melissa Coffman

Consumer Affairs Specialist

1000 E. Main St, Plainfield, IN 46168

Ph: 317-838-4143

Fax: 317-838-1950

Mailcode: WP649

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From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Friday, March 29, 2019 10:19 AM
To: Commission-AGT@duke-energy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

[REDACTED] contacted the PUCO regarding his supplier. Can you provide Bill copies as far back as possible that show either Centstar or Verde?

Sincerely,

Maureen Harbolt

Case Number: 00259812

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ:ref

Email Created Date: 4/5/2019 10:32:39 AM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

April,

I have attached the spread sheet with the EDU/LDC rate with Verde/Censtar rates. Let me know if you have any questions.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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----- Original Message -----

From: April Lusk [alusk@verdeenergy.com]
Sent: 3/29/2019 10:49 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Thank you so much.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:43 AM
To: April Lusk <alusk@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

I will work on getting that information to you.

Thank you,
Maureen

April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----

From: April Lusk [alusk@verdeenergy.com]
Sent: 3/29/2019 10:26 AM
To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 6:08 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Thursday, March 28, 2019 3:59 PM

To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812
COMPANY:
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Case Number: 00259812

55

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
Sent: 3/20/2019 3:09 PM
To: regulatory@sparkenergy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED], Cincinnati, Ohio 45239
SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

██████████ contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ:ref
Email Created Date: 4/15/2019 9:13:28 AM

Email Text Version:

PUBLIC UTILITIES COMMISSION OF OHIO

Consumer Services Division

Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

Please provide a follow up regarding this case?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 4/5/2019 10:32 AM

To: alusk@verdeenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

April,

I have attached the spread sheet with the EDU/LDC rate with Verde/Censtar rates. Let me know if you have any questions.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: April Lusk [alusk@verdeenergy.com]

Sent: 3/29/2019 10:49 AM

To: contactthepuco@puco.ohio.gov
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Thank you so much.

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:43 AM
To: April Lusk <alusk@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

I will work on getting that information to you.

Thank you,
Maureen

April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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----- Original Message -----
From: April Lusk [alusk@verdeenergy.com]
Sent: 3/29/2019 10:26 AM
To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns <customerconcerns@sparkenergy.com>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

April Lusk | Regulatory Specialist
12140 Wickchester Ln, Ste 100 | Houston, TX 77079
Tel: 832-333-7019 | Fax: 832-320-2979
alusk@verdeenergy.com

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e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

----- Original Message -----

From: Customer Concerns [customerconcerns@sparkenergy.com]

Sent: 3/28/2019 6:08 PM

To: contactthepuco@puco.ohio.gov

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on

June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns <customerconcerns@sparkenergy.com>

Sent: Thursday, March 28, 2019 3:59 PM

To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Tuesday, March 26, 2019 6:54 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

PUBLIC UTILITIES COMMISSION OF OHIO

Second Request for Information

Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED],

Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

Case Number: 00259812

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Initial Submission of a Consumer Complaint

Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

[REDACTED] contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator

(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FneNJ:ref
Email Created Date: 4/15/2019 10:46:35 AM

Email Text Version:

Good morning,

Thank you for your patience concerning this matter.

Please be advised that the refund in the amount of \$4,098.68 will be sent via Us mail within the next 21 business days.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, April 15, 2019 8:13 AM
To: April Lusk <alusk@sparkenergy.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division

Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

Good morning,

Please provide a follow up regarding this case?

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd2f1e603223649515bcd08d6c1b124b7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636909363905515564&sdata=QY9gN6V447X0%2FKr8WzIYcc8F%2F5Ee%2B6%2FX7BacnW8lr8E%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd2f1e603223649515bcd08d6c1b124b7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636909363905515564&sdata=QY9gN6V447X0%2FKr8WzIYcc8F%2F5Ee%2B6%2FX7BacnW8lr8E%3D&reserved=0)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 4/5/2019 10:32 AM

To: alusk@verdeenergy.com<mailto:alusk@verdeenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Services Division
Memorandum

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER:

NIQ:

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

April,

I have attached the spread sheet with the EDU/LDC rate with Verde/Censtar rates. Let me know if you have any questions.

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Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

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Sent: 3/29/2019 10:49 AM
To: contactthepuco@puco.ohio.gov<<mailto:contactthepuco@puco.ohio.gov>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Thank you so much.

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<contactthepuco@puc.state.oh.us<<mailto:contactthepuco@puc.state.oh.us>>>
Sent: Friday, March 29, 2019 9:43 AM
To: April Lusk <alusk@sparkenergy.com<<mailto:alusk@sparkenergy.com>>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

I will work on getting that information to you.

Thank you,
Maureen

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

April Lusk | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-333-7019 | Fax: 832-320-2979

alusk@verdeenergy.com<<mailto:alusk@verdeenergy.com>>

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Sent: 3/29/2019 10:26 AM

To: contactthepuco@puco.ohio.gov<<mailto:contactthepuco@puco.ohio.gov>>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

We certainly will.

Additionally, because the utility does not have the rates readily available are you able to advise me if you have access to the utility rates for the electric portion for the Duke utility for the service period of 3/10/2016 (inception with CenStar) – 9/6/2018 and the gas for the service period of 4/13/2016- 8/31/2018?

Best regards,
April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Friday, March 29, 2019 9:14 AM
To: Customer Concerns
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Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

April,

Thank you for the information. Please provide the final results of the cost analysis when it has been completed.

Sincerely,
Maureen

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Sent: 3/28/2019 6:08 PM
To: contactthepuco@puco.ohio.gov<mailto:contactthepuco@puco.ohio.gov>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00259812.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with the Public Utilities Commission of Ohio disputing the enrollment to Verde.

Verde would like to confirm that the gas and the electric accounts originated with CenStar Energy Corp. ("CenStar") and were assigned to Verde via the attached Assignment Letters sent on June 26, 2018. As such, the electric service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/8/2019. The gas service became active with Verde on 9/7/2018 and is scheduled to terminate on 4/9/2019 with the cancellation dates solely determined by the utility and not by Verde.

Additionally, please be advised that unfortunately, Verde no longer has record of the CenStar enrollments for both commodities, however; because of this, once the electric and gas accounts terminate and generate a final bill Verde will process cost analysis' from the inception date with CenStar to the termination dates with Verde.

In as much, because the utility does not make the electric rates readily available, if possible we are requesting the rate per kWh from you for 3/10/2016 (inception with CenStar) – 9/6/2018 (termination date with CenStar) so that we may start the cost analysis process to that of the utility's. In addition, the gas service's inception date with CenStar is 4/13/2016- 8/31/2018.

Lastly, Verde appreciates the opportunity to address these concerns as well as your patience while we work to provide an amicable resolution.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

April Lusk

From: Customer Concerns
<customerconcerns@sparkenergy.com<mailto:customerconcerns@sparkenergy.com>>
Sent: Thursday, March 28, 2019 3:59 PM
To: 'PUCO Consumer Call Center'
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

Good afternoon,

Please be advised that Verde is still in review of this case and will provide an update regarding the enrollment information for [REDACTED] before close of business on 3/29/2019.

Best regards,

April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Tuesday, March 26, 2019 6:54 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information
Regarding the Initial Submission of a Consumer Complaint

Please Respond Within 3 Days

CASE ID: 00259812

COMPANY:

CUSTOMER: [REDACTED]

Case Number: 00259812

ADDRESS: [REDACTED],
Cincinnati, Ohio 45239
SERVICE ADDRESS [REDACTED], Cincinnati, Ohio 45239
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: n/a
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

An initial complaint was sent to you on 3/20/2019. Please review the customer's concerns and respond within three business days. Also please note this is for both gas and electric.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd2f1e603223649515bcd08d6c1b124b7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636909363905535579&sdata=Mj1QbFKEA4dNdjFJsQgiw0uGkKXwvX4NrR%2BqfPAIcKU%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd2f1e603223649515bcd08d6c1b124b7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636909363905535579&sdata=Mj1QbFKEA4dNdjFJsQgiw0uGkKXwvX4NrR%2BqfPAIcKU%3D&reserved=0)

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----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 3/20/2019 3:09 PM

To: regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00259812 [

ref:_00Dt0GzXt._500t0FneNJ:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00259812

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED], Cincinnati, Ohio 45239

SERVICE ADDRESS: [REDACTED], Cincinnati, Ohio 45239

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: n/a

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)

DESCRIPTION OF ISSUE:

Good afternoon,

Case Number: 00259812

75

██████████ contacted the PUCO regarding Verde. The customer is not aware of enrolling.

When was this account enrolled, and how?

Please provide copies of:

- *The sales call to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

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(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cd2f1e603223649515bcd08d6c1b124b7%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636909363905555589&sdata=vjlsmt5QK5w%2FLAMbEg%2FEUC0yyw%2FIOPgIoPuMA7mNc3Y%3D&reserved=0>>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004Mnwm]




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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NEKr][http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000004NOYn]

Case Images

Created Date	Images
4/1/2019 4:19:45 PM	
4/1/2019 4:22:06 PM	
4/2/2019 12:00:17 PM	



P.O. Box 421289
Houston, TX 77242

June 26, 2018

[REDACTED]
[REDACTED],
CINCINNATI, OH 45239

Utility: DUKE

Account Number: [REDACTED]

NO ACTION REQUIRED: Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Natural Gas Supplier (CRNGS) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your natural gas service to Verde Energy USA Ohio, LLC ("Verde"), another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker
Chief Executive Officer and President
CenStar Energy Corp.
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 877-529-6701
Email: customerservice@censtarenergy.com
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 800-388-3862
Email: service@verdeenergyusa.com
Call Center: 8:00 AM-6:00 PM Monday-Friday EST



P.O. Box 421289
Houston, TX 77242

June 26, 2018

[REDACTED]
[REDACTED],
CINCINNATI, OH 45239

Utility: DUKE

Account Number: [REDACTED]

NO ACTION REQUIRED: Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker
Chief Executive Officer and President
CenStar Energy Corp.
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 877-529-6701
Email: customerservice@censtarenergy.com
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 800-388-3862
Email: service@verdeenergyusa.com
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

Account Number [REDACTED] 10 07

Due Date	Amount Due
Apr 3, 2019	\$ 464.15

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000464155 [REDACTED] 040320199 00000471119

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 12 not included Last payment received Feb 26 Bill prepared on Mar 12, 2019 Next meter reading Apr 09, 2019

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Feb 08	Mar 11	31	7950	8146	196
Elec	[REDACTED]	Feb 08	Mar 11	31	115988	117331	1,343

Gas - Residential	
Usage - 196 CCF	
Duke Energy - Rate FTRT	\$ 52.32
Verde - Rate VG17	186.00
Energy USA Ohio	
Current Gas Charges	\$ 238.32

Current Billing	
Amt Due - Previous Bill	\$ 455.12
Payment(s) Received	455.12cr
Balance Forward	0.00
Current Gas Charges	238.32
Current Electric Charges	212.81
Taxes	13.02
Current Amount Due	\$ 464.15

Electric - Residential	
Usage - 1,343 kWh	
Duke Energy - Rate RS	\$ 71.93
Verde - Rate VE13	140.88
Energy USA Ohio	
Current Electric Charges	\$ 212.81

Taxes	
Taxes	\$ 13.02

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 1-800-543-5599.

Due Date	Amount Due	After Apr 3, 2019
Apr 3, 2019	\$ 464.15	\$ 471.11

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3655417 per CCF, which includes a base GCR of \$0.3485000 and Ohio excise tax of \$0.0170417.

In Case No. 18-1185-EL-UNC, the PUCO approved an adjustment to Rider ETCJA, Electric Tax Cuts and Jobs Act Rider (part of the Delivery Riders) effective March 1, 2019. All retail jurisdictional customers shall be assessed a credit of 5.67% of the customer's applicable base distribution charges (i.e., customer charge plus base distribution charge) to refund the electric distribution share of benefits resulting from the Tax Cuts and Jobs Act of 2017. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$2.13 or (1.9)%.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.25 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.


If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

**** Your electric supplier has changed the rate by which this bill is calculated. Please contact your supplier with any questions. ****

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.70. Peak Demand Reduction = \$0.92. and Renewable Energy = \$1.32.

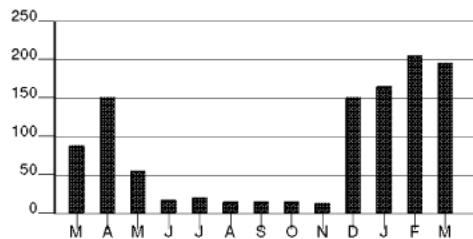
Explanation of Current Charges			
Gas			
Meter -			
CCF Usage -	196		
Feb 08 - Mar 11			
31 Days			
	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	196 CCF @ \$ 0.03272800	6.41	
	Gas Delivery Riders	14.00	
	Applicable Surcharge		
	196 CCF @ \$ 0.00571430cr	1.12cr	\$ 52.32
	Verde Energy USA Ohio		
	Rate VG17 - Verde Energy		
	Gas Supplier Energy Chg		
	196 CCF @ \$ 0.94900000	\$ 186.00	186.00
	Total Current Gas Charges		\$ 238.32

Name		Service Address	Account Number
Electric Meter - kWh Usage - 1,343 Feb 08 - Mar 11 31 Days		Duke Energy Rate RS - Residential Svc-Winter Distribution-Customer Chg \$ 6.00 Delivery Charges Distribution-Energy Chg 1,343 kWh @ \$ 0.03148200 42.28 Delivery Riders 22.72 Total Delivery Charges \$ 65.00 Generation Riders 0.93 71.93 ----- Generation Charge  Verde Energy USA Ohio Rate VE13 - Verde Energy USA Ohio Supplier Energy Charge 1,343 kWh @ \$ 0.10490000 \$ 140.88 140.88 ----- Total Current Electric Charges	\$ 212.81

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg \$ 13.02	\$ 13.02
	Total Taxes	\$ 13.02

CCF

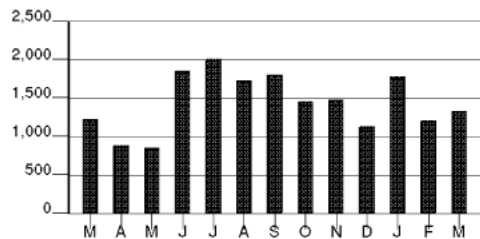
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,025
 Average Usage 85

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 17,598
 Average Usage 1,467

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	89	151	56	18	20	16	17	16	14	151	165	205	196
Electric	1,229	877	866	1,864	2,011	1,740	1,814	1,468	1,490	1,128	1,792	1,205	1,343

Account Number [REDACTED] 10 07

Due Date	Amount Due
Mar 5, 2019	\$ 455.12

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000455121 [REDACTED] 030520190 00000461954

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 11 not included Last payment received Feb 05 Bill prepared on Feb 11, 2019 Next meter reading Mar 11, 2019

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jan 10	Feb 08	29	7745	7950	205
Elec	[REDACTED]	Jan 10	Feb 08	29	114783	115988	1,205

Gas - Residential	
Usage -	205 CCF
Duke Energy - Rate FTRT	\$ 52.88
Verde - Rate VG17	194.55
Energy USA Ohio	
Current Gas Charges	\$ 247.43

Current Billing	
Amt Due - Previous Bill	\$ 608.29
Payment(s) Received	608.29cr
Balance Forward	0.00
Current Gas Charges	247.43
Current Electric Charges	194.07
Taxes	13.62
Current Amount Due	\$ 455.12

Electric - Residential	
Usage -	1,205 kWh
Duke Energy - Rate RS	\$ 67.67
Verde - Rate VE13	126.40
Energy USA Ohio	
Current Electric Charges	\$ 194.07

Taxes	
Taxes	\$ 13.62

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3759258 per CCF, which includes a base GCR of \$0.3584000 and Ohio excise tax of \$0.0175258.

Due Date	Amount Due	After Mar 5, 2019
Mar 5, 2019	\$ 455.12	\$ 461.95

Name	Service Address	Account Number


PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.43 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

**** Your electric supplier has changed the rate by which this bill is calculated. Please contact your supplier with any questions. ****

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.32. Peak Demand Reduction = \$0.83. and Renewable Energy = \$0.86.

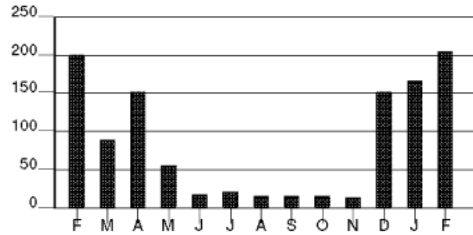
Explanation of Current Charges			
Gas Meter - [REDACTED] CCF Usage - 205 Jan 10 - Feb 08 29 Days	Duke Energy Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	205 CCF @ \$ 0.03272800	6.71	
	Gas Delivery Riders	14.31	
	Applicable Surcharge		
	205 CCF @ \$ 0.00571430cr	1.17cr	\$ 52.88
	Verde Energy USA Ohio Rate VG17 - Verde Energy		
	Gas Supplier Energy Chg		
	205 CCF @ \$ 0.94900000	\$ 194.55	194.55
Total Current Gas Charges			\$ 247.43
Electric Meter - [REDACTED] kWh Usage - 1,205 Jan 10 - Feb 08 29 Days	Duke Energy Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,205 kWh @ \$ 0.03148200	37.94	
	Delivery Riders	22.90	
	Total Delivery Charges	\$ 60.84	
	Generation Riders	0.83	67.67
	Generation Charge 		
	Verde Energy USA Ohio		
	Rate VE13 - Verde Energy USA Ohio		
	Supplier Energy Charge		
	1,205 kWh @ \$ 0.10490000	\$ 126.40	126.40
Total Current Electric Charges			\$ 194.07

Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 13.62
	Total Taxes	\$ 13.62

CCF

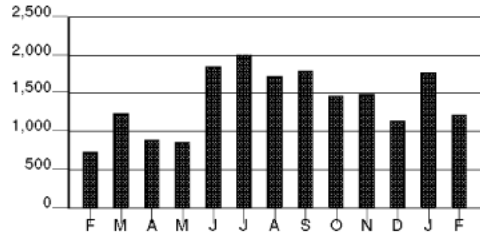
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 918
 Average Usage 77

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 17,484
 Average Usage 1,457

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	201	89	151	56	18	20	16	17	16	14	151	165	205
Electric	733	1,229	877	866	1,864	2,011	1,740	1,814	1,468	1,490	1,128	1,792	1,205

Account Number [REDACTED] 10 07

Due Date	Amount Due
Feb 4, 2019	\$ 608.29

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000608297 [REDACTED] 020420197 00000617415

Page 1 of 4

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 11 not included Last payment received Jan 02 Bill prepared on Jan 11, 2019 Next meter reading Feb 08, 2019

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Dec 07	Jan 10	34	7580	7745	165
Elec	[REDACTED]	Dec 07	Jan 10	34	112991	114783	1,792

Gas - Residential	
Usage - 165 CCF	
Duke Energy - Rate FTRT	\$ 50.48
Verde - Rate VG17	156.59
Energy USA Ohio	
Current Gas Charges	\$ 207.07

Current Billing	
Amt Due - Previous Bill	\$ 446.46
Payment(s) Received	446.46cr
Balance Forward	0.00
Current Gas Charges	207.07
Current Electric Charges	390.26
Taxes	10.96
Current Amount Due	\$ 608.29

Electric - Residential	
Usage - 1,317 kWh	
Duke Energy - Rate RS	\$ 68.90
Usage - 475 kWh	
Duke Energy - Rate RS	25.86
Verde - Rate VE37	295.50
Energy USA Ohio	
Current Electric Charges	\$ 390.26
Old Rate Effective Dec 07 To Jan 01	
New Rate Effective Jan 01 To Jan 10	

Taxes	
Taxes	\$ 10.96

Due Date	Amount Due	After Feb 4, 2019
Feb 4, 2019	\$ 608.29	\$ 617.41

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4478803 per CCF, which includes a base GCR of \$0.4270000 and Ohio excise tax of \$0.0208803.

In Case No.17-32-EL-AIR, the PUCO approved changes to the base distribution rates. Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. 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). In Case No.18-1043-EL-UEX and 18-1042-EL-UEX, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.25 or (1.1%) per month effective January 2019.


PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.88 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.94, Peak Demand Reduction = \$1.23, and Renewable Energy = \$1.28.

Explanation of Current Charges			
Gas			
Meter - [REDACTED]			
CCF Usage - 165	Duke Energy		
	Rate FTRT - Res Transportation		
Dec 07 - Jan 10	Fixed Delivery Service Charge	\$ 33.03	
34 Days	Usage-Based Charge		
	165 CCF @ \$ 0.03272800	5.40	
	Gas Delivery Riders	12.99	
	Applicable Surcharge		
	165 CCF @ \$ 0.00571430cr	0.94cr	\$ 50.48
	Verde Energy USA Ohio		
	Rate VG17 - Verde Energy		
	Gas Supplier Energy Chg		
	165 CCF @ \$ 0.94900000	\$ 156.59	156.59
	Total Current Gas Charges		\$ 207.07

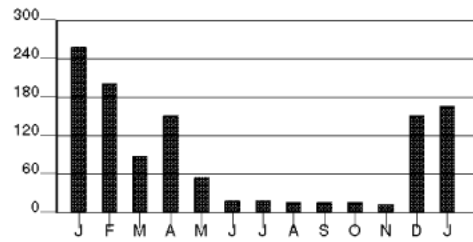
Name		Service Address	Account Number
[REDACTED]		[REDACTED]	[REDACTED]
Electric Meter - [REDACTED] kWh Usage - 1,792 Dec 07 - Jan 10 34 Days	Duke Energy Rate RS - Residential Svc-Winter Old Rate Effective Dec 07 To Jan 01 Distribution-Customer Chg \$ 4.41 Delivery Charges Distribution-Energy Chg 1,317 kWh @ \$ 0.02534200 33.38 Delivery Riders 30.20 Total Delivery Charges \$ 63.58 Generation Riders 0.91 68.90		
	Duke Energy Rate RS - Residential Svc-Winter New Rate Effective Jan 01 To Jan 10 Distribution-Customer Chg \$ 1.59 Delivery Charges Distribution-Energy Chg 475 kWh @ \$ 0.03148200 14.95 Delivery Riders 8.99 Total Delivery Charges \$ 23.94 Generation Riders 0.33 25.86		
	Generation Charge  Verde Energy USA Ohio Rate VE37 - Verde Energy USA Ohio Supplier Energy Charge 1,792 kWh @ \$ 0.16490000 \$ 295.50 295.50		
	Total Current Electric Charges		\$ 390.26

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg \$ 10.96	\$ 10.96
	Total Taxes	\$ 10.96

Name	Service Address	Account Number

CCF

Gas Usage



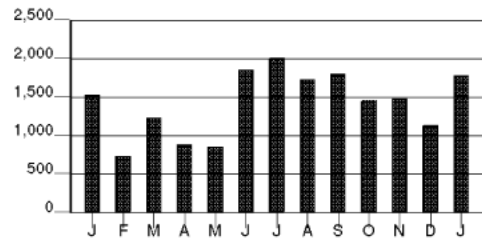
Calculations based on most recent 12 month history

Total Usage 914

Average Usage 76

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 17,012

Average Usage 1,418

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	260	201	89	151	56	18	20	16	17	16	14	151	165
Electric	1,538	733	1,229	877	866	1,864	2,011	1,740	1,814	1,468	1,490	1,128	1,792

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jan 2, 2019	\$ 446.46

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000446467 [REDACTED] 010220190 00000453161

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 10 not included Last payment received Dec 04 Bill prepared on Dec 10, 2018 Next meter reading Jan 10, 2019

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Nov 06	Dec 07	31	7429	7580	151
Elec	[REDACTED]	Nov 06	Dec 07	31	111863	112991	1,128

Gas - Residential	
Usage -	151 CCF
Duke Energy - Rate FTRT	\$ 49.63
Verde - Rate VG17	143.30
Energy USA Ohio	
Current Gas Charges	\$ 192.93

Electric - Residential	
Usage -	1,128 kWh
Duke Energy - Rate RS	\$ 63.12
Verde - Rate VE37	186.01
Energy USA Ohio	
Current Electric Charges	\$ 249.13

Taxes	
Taxes	\$ 10.03

Current Billing	
Amt Due - Previous Bill	\$ 375.36
Payment(s) Received	380.99cr
Balance Forward	5.63cr
Current Gas Charges	192.93
Current Electric Charges	249.13
Taxes	10.03
Current Amount Due	\$ 446.46

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

Due Date	Amount Due	After Jan 2, 2019
Jan 2, 2019	\$ 446.46	\$ 453.16

Name	Service Address	Account Number


This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4190356 per CCF, which includes a base GCR of \$0.3995 and Ohio excise tax of \$0.0195356.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.67 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.10. Peak Demand Reduction = \$0.78. and Renewable Energy = \$0.81.

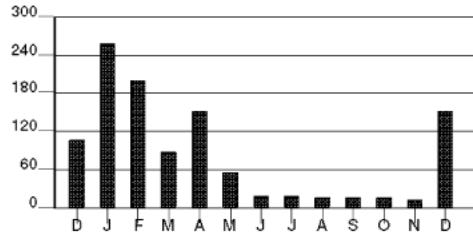
Explanation of Current Charges			
Gas Meter - XXXXXXXXXX CCF Usage - 151 Nov 06 - Dec 07 31 Days	Duke Energy Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	151 CCF @ \$ 0.03272800	4.94	
	Gas Delivery Riders	12.52	
	Applicable Surcharge		
	151 CCF @ \$ 0.00571430cr	0.86cr	\$ 49.63
	Verde Energy USA Ohio Rate VG17 - Verde Energy		
	Gas Supplier Energy Chg		
	151 CCF @ \$ 0.94900000	\$ 143.30	143.30
	Total Current Gas Charges		\$ 192.93
Electric Meter - XXXXXXXXXX kWh Usage - 1,128 Nov 06 - Dec 07 31 Days	Duke Energy Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,128 kWh @ \$ 0.02534200	28.59	
	Delivery Riders	27.56	
	Total Delivery Charges	\$ 56.15	
	Generation Riders	0.97	
			63.12
	Generation Charge 		
	Verde Energy USA Ohio Rate VE37 - Verde Energy USA Ohio		
	Supplier Energy Charge		
	1,128 kWh @ \$ 0.16490000	\$ 186.01	186.01
	Total Current Electric Charges		\$ 249.13

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg \$ 10.03	\$ 10.03
	Total Taxes	\$ 10.03

CCF

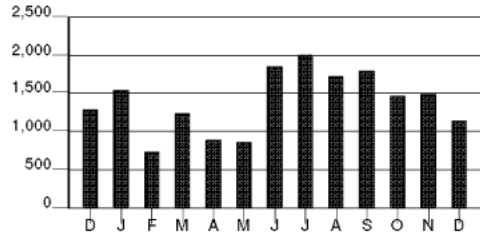
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 1,009
 Average Usage 84

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,758
 Average Usage 1,397

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	106	260	201	89	151	56	18	20	16	17	16	14	151
Electric	1,280	1,538	733	1,229	877	866	1,864	2,011	1,740	1,814	1,468	1,490	1,128

Account Number [REDACTED] 10 07

Due Date	Amount Due
Nov 29, 2018	\$ 375.36

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000375365 [REDACTED] 112920188 00000380997

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 07 not included Last payment received Nov 05 Bill prepared on Nov 07, 2018 Next meter reading Dec 07, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Oct 08	Nov 06	29	7415	7429	14
Elec	[REDACTED]	Oct 08	Nov 06	29	110373	111863	1,490

Gas - Residential	
Usage - 14 CCF	
Duke Energy - Rate FTRT	\$ 41.43
Verde - Rate VG17	13.29
Energy USA Ohio	
Current Gas Charges	\$ 54.72

Current Billing	
Amt Due - Previous Bill	\$ 829.14
Payment(s) Received	834.92cr
Balance Forward	5.78cr
Current Gas Charges	54.72
Current Electric Charges	325.49
Taxes	0.93
Current Amount Due	\$ 375.36

Electric - Residential	
Usage - 1,490 kWh	
Duke Energy - Rate RS	\$ 79.79
Verde - Rate VE37	245.70
Energy USA Ohio	
Current Electric Charges	\$ 325.49

Taxes	
Taxes	\$ 0.93

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

Due Date	Amount Due	After Nov 29, 2018
Nov 29, 2018	\$ 375.36	\$ 380.99

Name	Service Address	Account Number


This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4280561 per CCF, which includes a base GCR of \$0.4081 and Ohio excise tax of \$0.0199561.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.23 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 3rd Floor Norwalk, CT 06851

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.10. Peak Demand Reduction = \$1.03. and Renewable Energy = \$1.07.

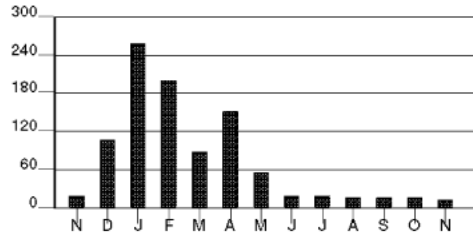
Explanation of Current Charges			
Gas Meter - XXXXXXXXXX CCF Usage - 14 Oct 08 - Nov 06 29 Days	Duke Energy Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	14 CCF @ \$ 0.03272800	0.46	
	Gas Delivery Riders	8.00	
	Applicable Surcharge		
	14 CCF @ \$ 0.00414100cr	0.06cr	\$ 41.43
	Verde Energy USA Ohio Rate VG17 - Verde Energy		
	Gas Supplier Energy Chg		
	14 CCF @ \$ 0.94900000	\$ 13.29	13.29
Total Current Gas Charges			\$ 54.72
Electric Meter - XXXXXXXXXX kWh Usage - 1,490 Oct 08 - Nov 06 29 Days	Duke Energy Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,490 kWh @ \$ 0.02534200	37.76	
	Delivery Riders	34.75	
	Total Delivery Charges	\$ 72.51	
	Generation Riders	1.28	79.79
	Generation Charge 		
	Verde Energy USA Ohio Rate VE37 - Verde Energy USA Ohio		
	Supplier Energy Charge		
	1,490 kWh @ \$ 0.16490000	\$ 245.70	245.70
Total Current Electric Charges			\$ 325.49

Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 0.93
	Total Taxes	\$ 0.93

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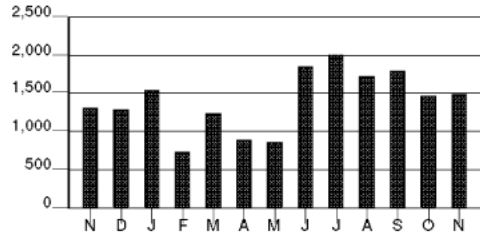
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 964
 Average Usage 80

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,910
 Average Usage 1,409

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	18	106	260	201	89	151	56	18	20	16	17	16	14
Electric	1,314	1,280	1,538	733	1,229	877	866	1,864	2,011	1,740	1,814	1,468	1,490

DISCONNECT NOTICE

Account Number [REDACTED] 10 07

Due Date	Amount Due
Oct 31, 2018	\$ 829.14

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1327
 Charlotte NC 28201-1327

410 00000829145 [REDACTED] 103120187 00000841587

DISCONNECT NOTICE

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Oct 09 not included Bill prepared on Oct 09, 2018 Next meter reading Nov 06, 2018

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$525.00 before service is restored.

IMPORTANT: Per Commission regulations, your service may be disconnected if your past due amount of \$443.85 is not paid by 10/24/2018. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Sep 07	Oct 08	31	7399	7415	16
Elec	[REDACTED]	Sep 07	Oct 08	31	108905	110373	1,468

Gas - Residential	Current Billing
Usage - 16 CCF	Amt Due - Previous Bill \$ 443.85
Duke Energy - Rate FTRT \$ 41.54	Late Payment Charge(s) 6.66
Verde - Rate VG17 15.18	Balance Forward 450.51
Energy USA Ohio	Current Gas Charges 56.72
Current Gas Charges \$ 56.72	Current Electric Charges 320.85
	Taxes 1.06
	Current Amount Due \$ 829.14

DISCONNECT NOTICE

Due Date	Amount Due	After Oct 31, 2018
Oct 31, 2018	\$ 829.14	\$ 841.58

Name	Service Address	Account Number
██████████	██████████	██████████

Electric - Residential

Usage -	1,468 kWh	
Duke Energy - Rate RS		\$ 78.78
Verde - Rate VE37		242.07
Energy USA Ohio		
Current Electric Charges		\$ 320.85

Taxes

Taxes	\$ 1.06
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A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4318321 per CCF, which includes a base GCR of \$0.4117 and Ohio excise tax of \$0.0201321.


In Case No. 18-941-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider - part of the Delivery Riders). In Case No. 14-841-EL-SSO, the PUCO approved an adjustment to Rider DCI (Distribution Capital Investment - part of the Delivery Riders). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation) and AER-R (Alternative energy Recovery). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.94 or 0.8 %.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.25 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from Verde Energy USA Ohio, please call them at 1-800-388-3862 or write to: 101 Merritt 7 Second Floor Norwalk, CT 06851

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.04. Peak Demand Reduction = \$1.01. and Renewable Energy = \$1.05.

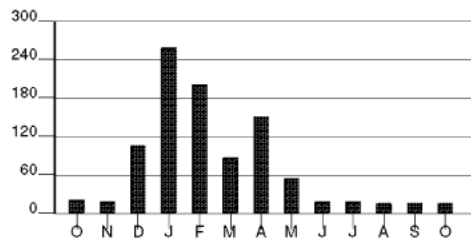
Explanation of Current Charges			
Gas			
Meter -	██████████	Duke Energy	
CCF Usage -	16	Rate FTRT - Res Transportation	
Sep 07 - Oct 08		Fixed Delivery Service Charge	\$ 33.03
31 Days		Usage-Based Charge	
		16 CCF @ \$ 0.03272800	0.52
		Gas Delivery Riders	8.06
		Applicable Surcharge	
		16 CCF @ \$ 0.00414100cr	0.07cr
			\$ 41.54
		Verde Energy USA Ohio	
		Rate VG17 - Verde Energy	
		Gas Supplier Energy Chg	
		16 CCF @ \$ 0.94900000	\$ 15.18
			15.18
		Total Current Gas Charges	\$ 56.72

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]
Electric Meter - [REDACTED] kWh Usage - 1,468 Sep 07 - Oct 08 31 Days	Duke Energy Rate RS - Residential Svc-Winter Distribution-Customer Chg \$ 6.00 Delivery Charges Distribution-Energy Chg 1,468 kWh @ \$ 0.02534200 37.20 Delivery Riders 34.32 Total Delivery Charges \$ 71.52 Generation Riders 1.26 78.78 ----- Generation Charge  Verde Energy USA Ohio Rate VE37 - Verde Energy USA Ohio Supplier Energy Charge 1,468 kWh @ \$ 0.16490000 \$ 242.07 242.07 ----- Total Current Electric Charges	\$ 320.85

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg \$ 1.06	\$ 1.06
	Total Taxes	\$ 1.06

CCF

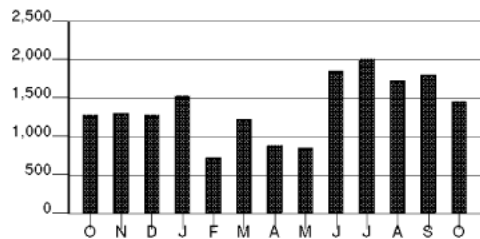
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 968
 Average Usage 81

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,734
 Average Usage 1,395

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	21	18	106	260	201	89	151	56	18	20	16	17	16
Electric	1,290	1,314	1,280	1,538	733	1,229	877	866	1,864	2,011	1,740	1,814	1,468

Account Number [REDACTED] 10 07

Due Date	Amount Due
Oct 4, 2018	\$ 443.85

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000443859 [REDACTED] 100420180 00000450510

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED] [REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 12 not included Last payment received Sep 07 Bill prepared on Sep 12, 2018 Next meter reading Oct 08, 2018

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Aug 08	Sep 07	30	7382	7399	17
Elec	[REDACTED]	Aug 08	Sep 07	30	107091	108905	1,814

Gas - Residential		
Usage -	17 CCF	
Duke Energy - Rate FTRT		\$ 41.62
CenStar Energy - Rate CT03		16.13
Current Gas Charges		\$ 57.75

Electric - Residential		
Usage -	1,814 kWh	
Duke Energy - Rate RS		\$ 92.28
Current Electric Charges		\$ 92.28

Taxes	
Taxes	\$ 1.13

Current Billing	
Amt Due - Previous Bill	\$ 429.46
Payment(s) Received	435.90cr
Balance Forward	6.44cr
Current Gas Charges	57.75
Current Electric Charges	92.28
Current Elec Supplier Chg	299.13
Taxes	1.13
Current Amount Due	\$ 443.85

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective August 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.43 or 2.2%.

Due Date	Amount Due	After Oct 4, 2018
Oct 4, 2018	\$ 443.85	\$ 450.51

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5266527 per CCF, which includes a base GCR of \$0.5021000 and Ohio excise tax of \$0.0245527.

Your Electric Supplier Charges of \$299.13 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.00. Peak Demand Reduction = \$1.25. and Renewable Energy = \$1.30.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 17 Aug 08 - Sep 07 30 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	17 CCF @ \$ 0.03272800	0.56
	Gas Delivery Riders	8.10
	Applicable Surcharge	
	17 CCF @ \$ 0.00414100cr	0.07cr
		\$ 41.62
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	17 CCF @ \$ 0.94900000	\$ 16.13
		16.13
	Total Current Gas Charges	\$ 57.75
Electric Meter - [REDACTED] kWh Usage - 1,814 Aug 08 - Sep 07 30 Days	Duke Energy Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,814 kWh @ \$ 0.02534200	45.97
	Delivery Riders	38.75
	Total Delivery Charges	\$ 84.72
	Generation Riders	1.56
		92.28
	Total Current Electric Charges	\$ 92.28

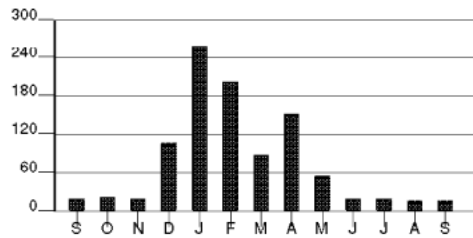
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.13
	Total Taxes	\$ 1.13

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Aug 08 - Sep 07 ENERGY CHARGE: 1814.00 KH @ 0.164900000 \$ 299.13	\$ 299.13
	Total Electric Supplier Charges	\$ 299.13

CCF

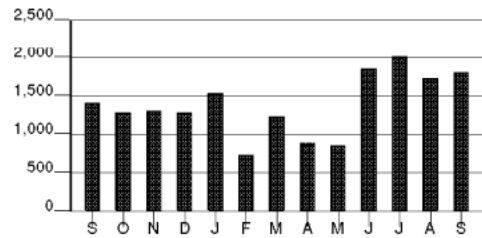
Gas Usage



Calculations based on most recent 12 month history
Total Usage 973
Average Usage 81

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 16,556
Average Usage 1,380

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	18	21	18	106	260	201	89	151	56	18	20	16	17
Electric	1,418	1,290	1,314	1,280	1,538	733	1,229	877	866	1,864	2,011	1,740	1,814

Account Number [REDACTED] 10 07

Due Date	Amount Due
Sep 4, 2018	\$ 429.46

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000429465 [REDACTED] 090420186 00000435902

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 10 not included Last payment received Aug 01 Bill prepared on Aug 10, 2018 Next meter reading Sep 07, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jul 10	Aug 08	29	7366	7382	16
Elec	[REDACTED]	Jul 10	Aug 08	29	105351	107091	1,740

Gas - Residential		
Usage -	16 CCF	
Duke Energy - Rate FTRT		\$ 41.54
CenStar Energy - Rate CT03		15.18
Current Gas Charges		\$ 56.72

Electric - Residential		
Usage -	1,740 kWh	
Duke Energy - Rate RS		\$ 84.75
Current Electric Charges		\$ 84.75

Taxes	
Taxes	\$ 1.06

Current Billing	
Amt Due - Previous Bill	\$ 497.21
Payment(s) Received	497.21cr
Balance Forward	0.00
Current Gas Charges	56.72
Current Electric Charges	84.75
Current Elec Supplier Chg	286.93
Taxes	1.06
Current Amount Due	\$ 429.46

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective July 31, 2018. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$3.63 or (3.1)%.

Due Date	Amount Due	After Sep 4, 2018
Sep 4, 2018	\$ 429.46	\$ 435.90

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5669305 per CCF, which includes a base GCR of \$0.5405000 and Ohio excise tax of \$0.0264305.

In Case No. 18-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider effective July 31, 2018. In Case No. 18-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective July 31, 2018. A typical customer using 70 CCF in a month will see an increase of \$0.13 or 0.2%.

Your Electric Supplier Charges of \$286.93 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.79. Peak Demand Reduction = \$1.20. and Renewable Energy = \$1.25.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 16 Jul 10 - Aug 08 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	16 CCF @ \$ 0.03272800	0.52
	Gas Delivery Riders	8.06
	Applicable Surcharge	
	16 CCF @ \$ 0.00414100cr	0.07cr
		\$ 41.54
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	16 CCF @ \$ 0.94900000	\$ 15.18
		15.18
	Total Current Gas Charges	\$ 56.72
Electric Meter - [REDACTED] kWh Usage - 1,740 Jul 10 - Aug 08 29 Days	Duke Energy Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,740 kWh @ \$ 0.02534200	44.10
	Delivery Riders	33.16
	Total Delivery Charges	\$ 77.26
	Generation Riders	1.49
		84.75
	Total Current Electric Charges	\$ 84.75

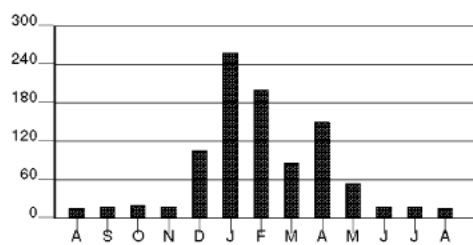
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.06
	Total Taxes	\$ 1.06

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jul 10 - Aug 08 ENERGY CHARGE: 1740.00 KH @ 0.164900000	
	Total Electric Supplier Charges	\$ 286.93

CCF

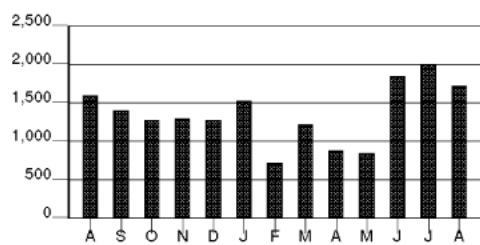
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 974
 Average Usage 81

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,160
 Average Usage 1,347

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	16	18	21	18	106	260	201	89	151	56	18	20	16
Electric	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229	877	866	1,864	2,011	1,740

Account Number [REDACTED] 10 07

Due Date	Amount Due
Aug 3, 2018	\$ 497.21

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)



PO Box 1326
Charlotte NC 28201-1326

400 00000497215 [REDACTED] 080320183 00000504670

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 12 not included Last payment received Jul 03 Bill prepared on Jul 12, 2018 Next meter reading Aug 08, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jun 08	Jul 10	32	7346	7366	20
Elec	[REDACTED]	Jun 08	Jul 10	32	103340	105351	2,011

Gas - Residential	
Usage - 20 CCF	
Duke Energy - Rate FTRT	\$ 41.76
CenStar Energy - Rate CT03	18.98
Current Gas Charges	\$ 60.74

Electric - Residential	
Usage - 2,011 kWh	
Duke Energy - Rate RS	\$ 103.53
Current Electric Charges	\$ 103.53

Taxes	
Taxes	\$ 1.33

Current Billing	
Amt Due - Previous Bill	\$ 459.26
Payment(s) Received	459.26cr
Balance Forward	0.00
Current Gas Charges	60.74
Current Electric Charges	103.53
Current Elec Supplier Chg	331.61
Taxes	1.33
Current Amount Due	\$ 497.21

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

Due Date	Amount Due	After Aug 3, 2018
Aug 3, 2018	\$ 497.21	\$ 504.67

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4955004 per CCF, which includes a base GCR of \$0.4724000 and Ohio excise tax of \$0.0231004.

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) and Rider AER-R (Alternative Energy Recovery) in Case No. 14-841-EL-SSO. The PUCO also approved an adjustment to Rider SCR (Supplier Cost Reconciliation) in Case No. 15-6001-EL-RDR effective June 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.87 or 0.8%.

Your Electric Supplier Charges of \$331.61 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.54. Peak Demand Reduction = \$1.38. and Renewable Energy = \$1.44.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.92 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas Meter - [REDACTED] CCF Usage - 20 Jun 08 - Jul 10 32 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	20 CCF @ \$ 0.03272800	0.65	
	Gas Delivery Riders	8.16	
	Applicable Surcharge		
	20 CCF @ \$ 0.00414100cr	0.08cr	\$ 41.76
	CenStar Energy		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	20 CCF @ \$ 0.94900000	\$ 18.98	18.98
Total Current Gas Charges			\$ 60.74
Electric Meter - [REDACTED] kWh Usage - 2,011 Jun 08 - Jul 10 32 Days	Duke Energy		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	2,011 kWh @ \$ 0.02534200	50.96	
	Delivery Riders	44.84	
	Total Delivery Charges	\$ 95.80	
	Generation Riders	1.73	
			103.53
Total Current Electric Charges			\$ 103.53

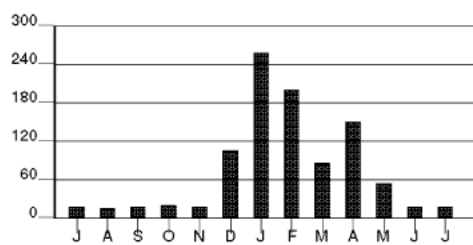
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.33
	Total Taxes	\$ 1.33

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jun 08 - Jul 10 ENERGY CHARGE: 2011.00 KH @ 0.164900000	
	Total Electric Supplier Charges	\$ 331.61

CCF

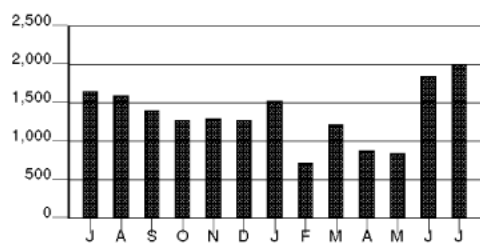
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 974
 Average Usage 81

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,023
 Average Usage 1,335

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	20	16	18	21	18	106	260	201	89	151	56	18	20
Electric	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229	877	866	1,864	2,011

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jul 5, 2018	\$ 459.26

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000459267 [REDACTED] 070520184 00000466158

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 12 not included Last payment received Jun 06 Bill prepared on Jun 12, 2018 Next meter reading Jul 10, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	May 09	Jun 08	30	7328	7346	18
Elec	[REDACTED]	May 09	Jun 08	30	101476	103340	1,864

Gas - Residential
Usage - 18 CCF
Duke Energy - Rate FTRT \$ 41.66
CenStar Energy - Rate CT03 17.08
Current Gas Charges \$ 58.74

Electric - Residential
Usage - 1,366 kWh
Duke Energy - Rate RS \$ 70.44
Usage - 498 kWh
Duke Energy - Rate RS 25.69
Current Electric Charges \$ 96.13
Old Rate Effective May 09 To May 31
New Rate Effective May 31 To Jun 08

Taxes
Taxes \$ 1.20

Current Billing
Amt Due - Previous Bill \$ 278.57
Payment(s) Received 282.75cr
Balance Forward 4.18cr
Current Gas Charges 58.74
Current Electric Charges 96.13
Current Elec Supplier Chg 307.37
Taxes 1.20
Current Amount Due \$ 459.26

Due Date	Amount Due	After Jul 5, 2018
Jul 5, 2018	\$ 459.26	\$ 466.15

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

In Case No. 14-841-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, Standard Service Offer generation rates will change effective June 1, 2018. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.70 or (1.5)%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4365522 per CCF, which includes a base GCR of \$0.4162000 and Ohio excise tax of \$0.0203522.

Your Electric Supplier Charges of \$307.37 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.13. Peak Demand Reduction = \$1.28. and Renewable Energy = \$1.34.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.01 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas			
Meter - [REDACTED]	Duke Energy		
CCF Usage - 18	Rate FTRT - Res Transportation		
May 09 - Jun 08	Fixed Delivery Service Charge	\$ 33.03	
30 Days	Usage-Based Charge		
	18 CCF @ \$ 0.03272800	0.59	
	Gas Delivery Riders	8.11	
	Applicable Surcharge		
	18 CCF @ \$ 0.00414100cr	0.07cr	\$ 41.66
	CenStar Energy		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	18 CCF @ \$ 0.94900000	\$ 17.08	17.08
	Total Current Gas Charges		\$ 58.74

Taxes	Tax on Gas Supplier Energy Chg	\$ 1.20
	Total Taxes	\$ 1.20

Supplier Charges	CenStar Energy May 09 - Jun 08 ENERGY CHARGE: 1864.00 KH @ 0.164900000	\$ 307.37
	Total Electric Supplier Charges	\$ 307.37

Month	Number of people (thousands)
J	1200
J	1600
A	1550
S	1350
O	1200
N	1250
D	1200
J	1450
F	700
M	1150
A	800
M	800
J	1800

Calculations based on most recent 12 month history	
Total Usage	15,672
Average Usage	1,306

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	23	20	16	18	21	18	106	260	201	89	151	56	18
Electric	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229	877	866	1,864

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jun 4, 2018	\$ 278.57

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000278572 [REDACTED] 060420181 00000282758

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 11 not included Last payment received May 08 Bill prepared on May 11, 2018 Next meter reading Jun 08, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Apr 10	May 09	29	7272	7328	56
Elec	[REDACTED]	Apr 10	May 09	29	100610	101476	866

Gas - Residential	
Usage - 56 CCF	
Duke Energy - Rate FTRT	\$ 43.92
CenStar Energy - Rate CT03	53.14
Current Gas Charges	\$ 97.06

Electric - Residential	
Usage - 866 kWh	
Duke Energy - Rate RS	\$ 49.31
Current Electric Charges	\$ 49.31

Taxes	
Taxes	\$ 3.72

Current Billing	
Amt Due - Previous Bill	\$ 383.28
Payment(s) Received	389.03cr
Balance Forward	5.75cr
Current Gas Charges	97.06
Current Electric Charges	49.31
Current Elec Supplier Chg	134.23
Taxes	3.72
Current Amount Due	\$ 278.57

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

Due Date	Amount Due	After Jun 4, 2018
Jun 4, 2018	\$ 278.57	\$ 282.75

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4566911 per CCF, which includes a base GCR of \$0.4354000 and Ohio excise tax of \$0.0212911.

In Case No. 17-2318-GA-RDR, the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. This change results in a decrease of \$0.43 per month to your bill.

Your Electric Supplier Charges of \$134.23 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.38. Peak Demand Reduction = \$0.60. and Renewable Energy = \$0.62.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.07 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 56 Apr 10 - May 09 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	56 CCF @ \$ 0.03272800	1.83
	Gas Delivery Riders	9.29
	Applicable Surcharge	
	56 CCF @ \$ 0.00414100cr	0.23cr
		\$ 43.92
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	56 CCF @ \$ 0.94900000	\$ 53.14
		53.14
	Total Current Gas Charges	\$ 97.06
Electric Meter - [REDACTED] kWh Usage - 866 Apr 10 - May 09 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	866 kWh @ \$ 0.02534200	21.95
	Delivery Riders	20.62
	Total Delivery Charges	\$ 42.57
	Generation Riders	0.74
		49.31
	Total Current Electric Charges	\$ 49.31

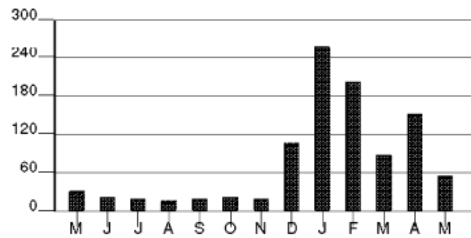
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 3.72
	Total Taxes	\$ 3.72

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Apr 10 - May 09 ENERGY CHARGE: 866.00 KH @ 0.155000000 \$ 134.23	\$ 134.23
	Total Electric Supplier Charges	\$ 134.23

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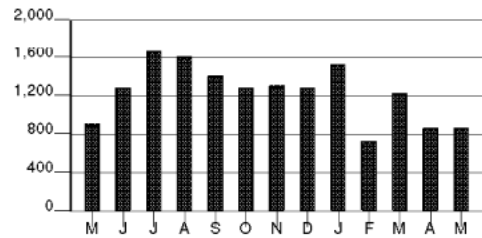
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 979
 Average Usage 82

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,094
 Average Usage 1,258

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	31	23	20	16	18	21	18	106	260	201	89	151	56
Electric	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229	877	866

Account Number [REDACTED] 10 07

Due Date	Amount Due
May 4, 2018	\$ 383.28

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000383287 [REDACTED] 50420183 00000389030

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 12 not included Last payment received Apr 09 Bill prepared on Apr 12, 2018 Next meter reading May 09, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Mar 09	Apr 10	32	7121	7272	151
Elec	[REDACTED]	Mar 09	Apr 10	32	99733	100610	877

Gas - Residential	
Usage - 151 CCF	
Duke Energy - Rate FTRT	\$ 50.05
CenStar Energy - Rate CT03	143.30
Current Gas Charges	\$ 193.35

Electric - Residential	
Usage - 877 kWh	
Duke Energy - Rate RS	\$ 49.79
Current Electric Charges	\$ 49.79

Taxes	
Taxes	\$ 10.03

Current Billing	
Amt Due - Previous Bill	\$ 388.89
Payment(s) Received	394.72cr
Balance Forward	5.83cr
Current Gas Charges	193.35
Current Electric Charges	49.79
Current Elec Supplier Chg	135.94
Taxes	10.03
Current Amount Due	\$ 383.28

Know what is below. Call before you dig. Always call 811 before you dig, it is the law. Making this free call at least two business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

Due Date	Amount Due	After May 4, 2018
May 4, 2018	\$ 383.28	\$ 389.03

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4475656 per CCF, which includes a base GCR of \$0.4267000 and Ohio excise tax of \$0.0208656.

In Case No. 17-690-GA-RDR, the PUCO approved an adjustment to Rider AU, Advanced Utility Rider effective April 2018. This change results in a decrease of \$0.19 per month to your bill.

Per the Electric Security Plan approved in Case No. 14-841-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 17-1403-EL-RDR, the PUCO approved an adjustment to Rider DR-IM, Infrastructure Modernization Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.34 or (1.2%) per month effective April 2018.

Your Electric Supplier Charges of \$135.94 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.42. Peak Demand Reduction = \$0.60. and Renewable Energy = \$0.63.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.06 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas Meter - CCF Usage - 151 Mar 09 - Apr 10 32 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	151 CCF @ \$ 0.03272800	4.94	
	Gas Delivery Riders	12.71	
	Applicable Surcharge		
	151 CCF @ \$ 0.00414100cr	0.63cr	\$ 50.05
	CenStar Energy		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	151 CCF @ \$ 0.94900000	\$ 143.30	143.30
Total Current Gas Charges			\$ 193.35
Electric Meter - kWh Usage - 877 Mar 09 - Apr 10 32 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	877 kWh @ \$ 0.02534200	22.22	
	Delivery Riders	20.82	
	Total Delivery Charges	\$ 43.04	
	Generation Riders	0.75	
			49.79
Total Current Electric Charges			\$ 49.79

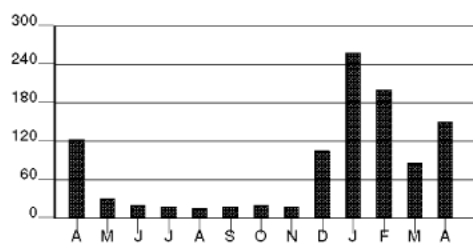
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 10.03
	Total Taxes	\$ 10.03

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Mar 09 - Apr 10 ENERGY CHARGE: 877.00 KH @ 0.155000000	
	Total Electric Supplier Charges	\$ 135.94

CCF

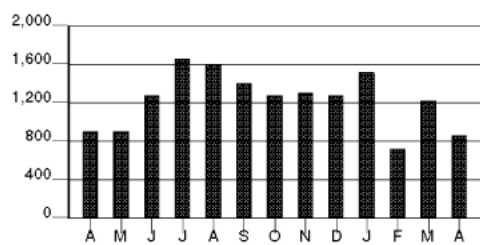
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 954
 Average Usage 80

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,146
 Average Usage 1,262

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	124	31	23	20	16	18	21	18	106	260	201	89	151
Electric	902	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229	877

Account Number [REDACTED] 10 07

Due Date	Amount Due
Apr 4, 2018	\$ 388.89

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000388890 [REDACTED] 040420185 00000394726

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 13 not included Last payment received Mar 12 Bill prepared on Mar 13, 2018 Next meter reading Apr 10, 2018

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Feb 08	Mar 09	29	7032	7121	89
Elec	[REDACTED]	Feb 08	Mar 09	29	98504	99733	1,229

Gas - Residential	
Usage - 89 CCF	
Duke Energy - Rate FTRT	\$ 46.54
CenStar Energy - Rate CT03	84.46
Current Gas Charges	\$ 131.00

Electric - Residential	
Usage - 1,229 kWh	
Duke Energy - Rate RS	\$ 67.20
Current Electric Charges	\$ 67.20

Taxes	
Taxes	\$ 5.91

Current Billing	
Amt Due - Previous Bill	\$ 381.05
Payment(s) Received	386.77cr
Balance Forward	5.72cr
Current Gas Charges	131.00
Current Electric Charges	67.20
Current Elec Supplier Chg	190.50
Taxes	5.91
Current Amount Due	\$ 388.89

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 1-800-543-5599.

Due Date	Amount Due	After Apr 4, 2018
Apr 4, 2018	\$ 388.89	\$ 394.72

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4599427 per CCF, which includes a base GCR of \$0.4385000 and Ohio excise tax of \$0.0214427.

Your Electric Supplier Charges of \$190.50 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.38. Peak Demand Reduction = \$0.85. and Renewable Energy = \$0.88.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.67 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

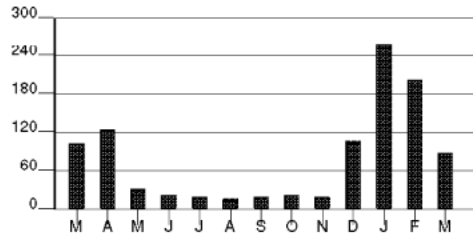
Explanation of Current Charges		
Gas Meter - XXXXXXXXXX CCF Usage - 89 Feb 08 - Mar 09 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	89 CCF @ \$ 0.03272800	2.91
	Gas Delivery Riders	10.97
	Applicable Surcharge	
	89 CCF @ \$ 0.00414100cr	0.37cr
		\$ 46.54
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	89 CCF @ \$ 0.94900000	\$ 84.46
		84.46
	Total Current Gas Charges	\$ 131.00
Electric Meter - XXXXXXXXXX kWh Usage - 1,229 Feb 08 - Mar 09 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,229 kWh @ \$ 0.02534200	31.15
	Delivery Riders	29.00
	Total Delivery Charges	\$ 60.15
	Generation Riders	1.05
		67.20
	Total Current Electric Charges	\$ 67.20
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 5.91
	Total Taxes	\$ 5.91

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Feb 08 - Mar 09 ENERGY CHARGE: 1229.00 KH @ 0.155000000	
	\$ 190.50	\$ 190.50
Total Electric Supplier Charges		\$ 190.50

CCF

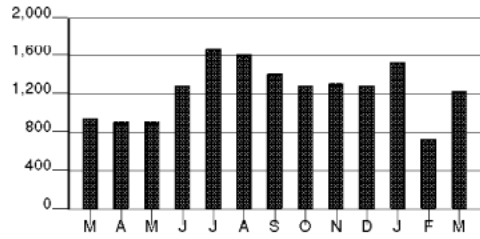
Gas Usage



Calculations based on most recent 12 month history
Total Usage 927
Average Usage 77

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 15,171
Average Usage 1,264

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	104	124	31	23	20	16	18	21	18	106	260	201	89
Electric	959	902	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733	1,229

Account Number [REDACTED] 10 07

Due Date	Amount Due
Mar 6, 2018	\$ 381.05

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1326
 Charlotte NC 28201-1326

400 00000381055 [REDACTED] 030620186 00000386774

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 12 not included Last payment received Jan 29 Bill prepared on Feb 12, 2018 Next meter reading Mar 09, 2018

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Jan 10	Feb 08	29	6831	7032	201
Elec	[REDACTED]	Jan 10	Feb 08	29	97771	98504	733

Gas - Residential	
Usage - 201 CCF	
Duke Energy - Rate FTRT	\$ 53.23
CenStar Energy - Rate CT03	168.62
Current Gas Charges	\$ 221.85

Electric - Residential	
Usage - 733 kWh	
Duke Energy - Rate RS	\$ 44.85
Current Electric Charges	\$ 44.85

Taxes	
Taxes	\$ 11.80

Current Billing	
Amt Due - Previous Bill	\$ 959.27
Payment(s) Received	959.27cr
Balance Forward	0.00
Current Gas Charges	221.85
Current Electric Charges	44.85
Current Elec Supplier Chg	102.55
Taxes	11.80
Current Amount Due	\$ 381.05

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

Due Date	Amount Due	After Mar 6, 2018
Mar 6, 2018	\$ 381.05	\$ 386.77

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4930879 per CCF, which includes a base GCR of \$0.4701000 and Ohio excise tax of \$0.0229879.

Your Electric Supplier Charges of \$102.55 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.02. Peak Demand Reduction = \$0.50. and Renewable Energy = \$0.53.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.05 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

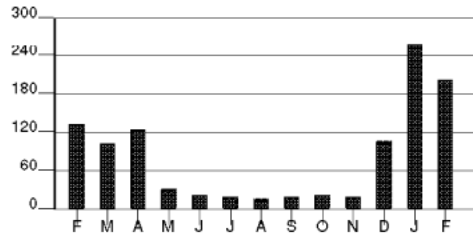
Explanation of Current Charges		
Gas Meter - CCF Usage - 201 Jan 10 - Feb 08 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	201 CCF @ \$ 0.03272800	6.58
	Gas Delivery Riders	14.45
	Applicable Surcharge	
	201 CCF @ \$ 0.00414100cr	0.83cr
		\$ 53.23
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	201 CCF @ \$ 0.83890000	\$ 168.62
		168.62
	Total Current Gas Charges	\$ 221.85
Electric Meter - kWh Usage - 733 Jan 10 - Feb 08 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	733 kWh @ \$ 0.02534200	18.58
	Delivery Riders	19.64
	Total Delivery Charges	\$ 38.22
	Generation Riders	0.63
		44.85
	Total Current Electric Charges	\$ 44.85
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 11.80
	Total Taxes	\$ 11.80

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jan 10 - Feb 08 ENERGY CHARGE: 733.00 KH @ 0.139900000 \$ 102.55	\$ 102.55
	Total Electric Supplier Charges	\$ 102.55

CCF

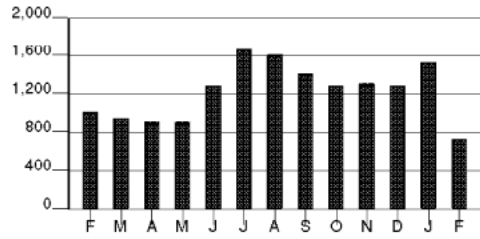
Gas Usage



Calculations based on most recent 12 month history
Total Usage 942
Average Usage 79

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 14,901
Average Usage 1,242

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	132	104	124	31	23	20	16	18	21	18	106	260	201
Electric	1,018	959	902	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538	733

DISCONNECT NOTICE

Account Number [REDACTED] 10 07

Due Date	Amount Due
Feb 5, 2018	\$ 959.27

\$ _____ \$ _____
 HeatShare Contribution Amount Enclosed
 (for Customer Assistance)

PO Box 1327
 Charlotte NC 28201-1327

410 00000959278 [REDACTED] 020520183 00000973661

DISCONNECT NOTICE

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Jan 12 not included Last payment received Dec 19 Bill prepared on Jan 12, 2018 Next meter reading Feb 08, 2018

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$410.00 before service is restored.

IMPORTANT: Per Commission regulations, your service may be disconnected if your past due amount of \$382.43 is not paid by 01/29/2018. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Dec 08 Jan 10	33	6571	6831	260
Elec	[REDACTED]	Dec 08 Jan 10	33	96233	97771	1,538

Gas - Residential

Usage -	260 CCF	
Duke Energy - Rate FTRT		\$ 56.76
CenStar Energy - Rate CT03		218.11
Current Gas Charges		\$ 274.87

Current Billing

Amt Due - Previous Bill	\$ 682.09
Payment(s) Received	299.66cr
Late Payment Charge(s)	5.74
Balance Forward	388.17
Current Gas Charges	274.87
Current Electric Charges	81.17
Current Elec Supplier Chg	199.79
Taxes	15.27
Current Amount Due	\$ 959.27

Electric - Residential

Usage -	1,538 kWh	
Duke Energy - Rate RS		\$ 81.17
Current Electric Charges		\$ 81.17

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 5, 2018
Feb 5, 2018	\$ 959.27	\$ 973.66

Name	Service Address	Account Number

Taxes	
Taxes	\$ 15.27

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5043111 per CCF, which includes a base GCR of \$0.4808000 and Ohio excise tax of \$0.0235111

Fraud Alert! Be aware of phone, email and in-person scams targeting utility customers. Learn more at duke-energy.com/StopScams.

Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No. 14-841-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No. 17-1439-EL-UEX and 17-1438-EL-UEX, the PUCO approved adjustments to Rider UE-ED (Uncollectible Expense Electric Distribution) and Rider UE-GEN (Uncollectible Expense Electric Generation). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.41 or (0.4%) per month effective January 2018.

Your Electric Supplier Charges of \$199.79 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.24. Peak Demand Reduction = \$1.06. and Renewable Energy = \$1.10.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.33 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas			
Meter -		Duke Energy	
CCF Usage - 260		Rate FTRT - Res Transportation	
Dec 08 - Jan 10		Fixed Delivery Service Charge	\$ 33.03
33 Days		Usage-Based Charge	
		260 CCF @ \$ 0.03272800	8.51
		Gas Delivery Riders	16.30
		Applicable Surcharge	
		260 CCF @ \$ 0.00414100cr	1.08cr
			\$ 56.76
		CenStar Energy	
		Rate CT03 - CenStar Energy	
		Gas Supplier Energy Chg	
		260 CCF @ \$ 0.83890000	\$ 218.11
			218.11
		Total Current Gas Charges	\$ 274.87

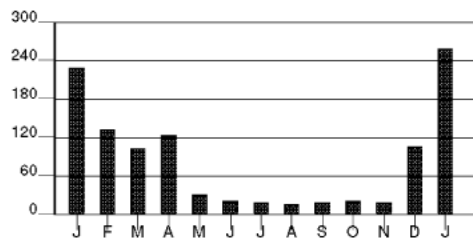
Name		Service Address	Account Number
Joseph Cogozzo		2834 Westonridge Dr Cincinnati OH 45239	
Electric Meter -		Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage -	1,538	Distribution-Customer Chg	\$ 6.00
Dec 08 - Jan 10 33 Days		Delivery Charges	
		Distribution-Energy Chg	
		1,538 kWh @ \$ 0.02534200	38.98
		Delivery Riders	34.87
		Total Delivery Charges	\$ 73.85
		Generation Riders	1.32
			81.17
Total Current Electric Charges			\$ 81.17

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 15.27
	Total Taxes	\$ 15.27

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Dec 08 - Jan 10 ENERGY CHARGE: 1538.00 KH @ 0.129900000	
	\$ 199.79	\$ 199.79
	Total Electric Supplier Charges	\$ 199.79

CCF

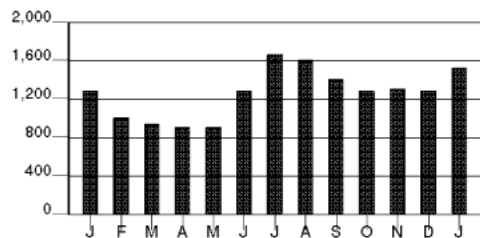
Gas Usage



Calculations based on most recent 12 month history
Total Usage 873
Average Usage 73

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 15,186
Average Usage 1,266

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	229	132	104	124	31	23	20	16	18	21	18	106	260
Electric	1,292	1,018	959	902	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280	1,538

REMINDER NOTICE

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jan 3, 2018	\$ 682.09

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000682098 [REDACTED] 010320186 00000692328

REMINDER NOTICE

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 12 not included Bill prepared on Dec 12, 2017 Next meter reading Jan 10, 2018

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Gas	[REDACTED]	Nov 07 Dec 08	31	6465 6571	106
Elec	[REDACTED]	Nov 07 Dec 08	31	94953 96233	1,280

Gas - Residential	
Usage - 106 CCF	
Duke Energy - Rate FTRT	\$ 47.56
CenStar Energy - Rate CT03	88.92
Current Gas Charges	\$ 136.48

Electric - Residential	
Usage - 1,280 kWh	
Duke Energy - Rate RS	\$ 68.97
Current Electric Charges	\$ 68.97

Taxes	
Taxes	\$ 6.22

Current Billing	
Amt Due - Previous Bill	\$ 299.66
Late Payment Charge(s)	4.49
Balance Forward	304.15
Current Gas Charges	136.48
Current Electric Charges	68.97
Current Elec Supplier Chg	166.27
Taxes	6.22
Current Amount Due	\$ 682.09

REMINDER NOTICE

Due Date	Amount Due	After Jan 3, 2018
Jan 3, 2018	\$ 682.09	\$ 692.32

Name	Service Address	Account Number

Help neighbors in need stay warm this winter by contributing to our HeatShare matching fund program. See this month's bill insert for more information, or visit us at duke-energy.com/HeatShare to give.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5113388 per CCF, which includes a base GCR of \$0.4875 and Ohio excise tax of \$0.0238388.

We'd like to survey randomly selected customers by email to help us better serve you. Customers who receive and complete the survey are automatically entered in a drawing to win a \$500 prize. Survey participation is not required to enter. Read the "Official Sweepstakes Rules" at duke-energy.com/CXsweepstakes for more details.

Your Electric Supplier Charges of \$166.27 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.53. Peak Demand Reduction = \$0.88. and Renewable Energy = \$0.92.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.69 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges		
Gas Meter - XXXXXXXXXX CCF Usage - 106 Nov 07 - Dec 08 31 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	106 CCF @ \$ 0.03272800	3.47
	Gas Delivery Riders	11.50
	Applicable Surcharge	
	106 CCF @ \$ 0.00414100cr	0.44cr
		\$ 47.56
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	106 CCF @ \$ 0.83890000	\$ 88.92
		88.92
	Total Current Gas Charges	\$ 136.48
Electric Meter - XXXXXXXXXX kWh Usage - 1,280 Nov 07 - Dec 08 31 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,280 kWh @ \$ 0.02534200	32.44
	Delivery Riders	29.59
	Total Delivery Charges	\$ 62.03
	Generation Riders	0.94
		68.97
	Total Current Electric Charges	\$ 68.97

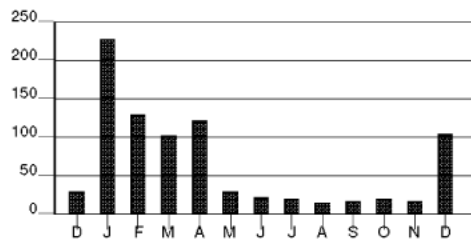
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 6.22
	Total Taxes	\$ 6.22

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Nov 07 - Dec 08 ENERGY CHARGE: 1280.00 KH @ 0.129900000	
	Total Electric Supplier Charges	\$ 166.27

CCF

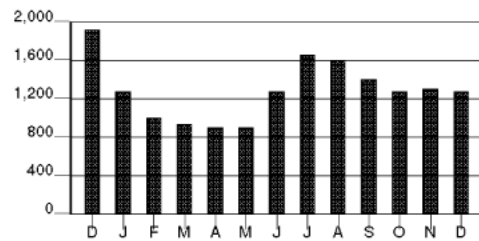
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 842
 Average Usage 70

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,940
 Average Usage 1,245

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	32	229	132	104	124	31	23	20	16	18	21	18	106
Electric	1,924	1,292	1,018	959	902	918	1,286	1,660	1,603	1,418	1,290	1,314	1,280

Account Number [REDACTED] 10 07

Due Date	Amount Due
Dec 1, 2017	\$ 299.66

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000299669 [REDACTED] 120120174 00000304158

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 09 not included Last payment received Oct 31 Bill prepared on Nov 09, 2017 Next meter reading Dec 08, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Oct 09	Nov 07	29	6447	6465	18
Elec	[REDACTED]	Oct 09	Nov 07	29	93639	94953	1,314

Gas - Residential	
Usage - 18 CCF	
Duke Energy - Rate FTRT	\$ 42.33
CenStar Energy - Rate CT03	15.10
Current Gas Charges	\$ 57.43

Electric - Residential	
Usage - 1,314 kWh	
Duke Energy - Rate RS	\$ 70.48
Current Electric Charges	\$ 70.48

Taxes	
Taxes	\$ 1.06

Current Billing	
Amt Due - Previous Bill	\$ 298.33
Payment(s) Received	298.33cr
Balance Forward	0.00
Current Gas Charges	57.43
Current Electric Charges	70.48
Current Elec Supplier Chg	170.69
Taxes	1.06
Current Amount Due	\$ 299.66

Help neighbors in need stay warm this winter by contributing to our HeatShare matching fund program. See this month's bill insert for more information, or visit us at duke-energy.com/HeatShare to give.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4630894 per CCF, which includes a base GCR of \$0.4415 and Ohio excise tax of \$0.0215894.

Due Date	Amount Due	After Dec 1, 2017
Dec 1, 2017	\$ 299.66	\$ 304.15

Name	Service Address	Account Number

We'd like to survey randomly selected customers by email to help us better serve you. Customers who receive and complete the survey are automatically entered in a drawing to win a \$500 prize. Survey participation is not required to enter. Read the "Official Sweepstakes Rules" at duke-energy.com/CXsweepstakes for more details.

Your Electric Supplier Charges of \$170.69 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.62. Peak Demand Reduction = \$0.90. and Renewable Energy = \$0.94.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.64 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas Meter - [REDACTED] CCF Usage - 18 Oct 09 - Nov 07 29 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	18 CCF @ \$ 0.03272800	0.59	
	Gas Delivery Riders	8.76	
	Applicable Surcharge		
	18 CCF @ \$ 0.00277740cr	0.05cr	\$ 42.33
	CenStar Energy		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	18 CCF @ \$ 0.83890000	\$ 15.10	15.10
Total Current Gas Charges			\$ 57.43
Electric Meter - [REDACTED] kWh Usage - 1,314 Oct 09 - Nov 07 29 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,314 kWh @ \$ 0.02534200	33.30	
	Delivery Riders	30.22	
	Total Delivery Charges	\$ 63.52	
	Generation Riders	0.96	
			70.48
Total Current Electric Charges			\$ 70.48

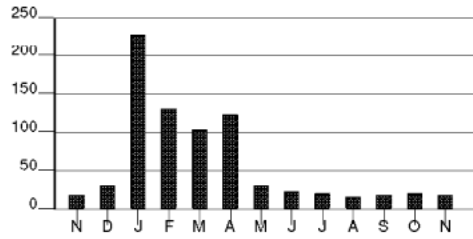
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.06
	Total Taxes	\$ 1.06

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Oct 09 - Nov 07 ENERGY CHARGE: 1314.00 KH @ 0.129900000 \$ 170.69	\$ 170.69
	Total Electric Supplier Charges	\$ 170.69

CCF

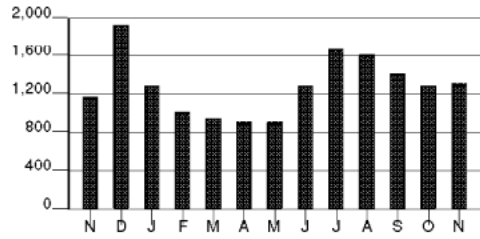
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 768
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,584
 Average Usage 1,299

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	19	32	229	132	104	124	31	23	20	16	18	21	18
Electric	1,171	1,924	1,292	1,018	959	902	918	1,286	1,660	1,603	1,418	1,290	1,314

Account Number [REDACTED] 10 07

Due Date	Amount Due
Nov 2, 2017	\$ 298.33

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000298336 [REDACTED] 110220170 00000302805

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 11 not included Last payment received Oct 05 Bill prepared on Oct 11, 2017 Next meter reading Nov 07, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Sep 08	Oct 09	31	6426	6447	21
Elec	[REDACTED]	Sep 08	Oct 09	31	92349	93639	1,290

Gas - Residential		
Usage -	21 CCF	
Duke Energy - Rate FTRT		\$ 42.50
CenStar Energy - Rate CT03		17.62
Current Gas Charges		\$ 60.12

Electric - Residential		
Usage -	1,290 kWh	
Duke Energy - Rate RS		\$ 69.41
Current Electric Charges		\$ 69.41

Taxes	
Taxes	\$ 1.23

Current Billing	
Amt Due - Previous Bill	\$ 318.00
Payment(s) Received	318.00cr
Balance Forward	0.00
Current Gas Charges	60.12
Current Electric Charges	69.41
Current Elec Supplier Chg	167.57
Taxes	1.23
Current Amount Due	\$ 298.33

In Case No.17-1436-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider part of the Delivery Riders). In Case No. 14-841-EL-SSO, the PUCO approved an adjustment to Rider DCI (Distribution Capital Investment part of the Delivery Riders). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation) and AER-R (Alternative energy Recovery). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.29 or (0.2 %).

Due Date	Amount Due	After Nov 2, 2017
Nov 2, 2017	\$ 298.33	\$ 302.80

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges				
Gas Meter - <div></div> CCF Usage - 21 Sep 08 - Oct 09 31 Days	<div></div> Duke Energy Rate FTRT - Res Transportation			
	Fixed Delivery Service Charge		\$ 33.03	
	Usage-Based Charge			
	21 CCF @ \$ 0.03272800		0.69	
	Gas Delivery Riders		8.84	
	Applicable Surcharge			
	21 CCF @ \$ 0.00277740cr		0.06cr	\$ 42.50
	CenStar Energy Rate CT03 - CenStar Energy			
	Gas Supplier Energy Chg			
	21 CCF @ \$ 0.83890000		\$ 17.62	17.62
Total Current Gas Charges			\$ 60.12	
Electric Meter - <div></div> kWh Usage - 1,290 Sep 08 - Oct 09 31 Days	<div></div> Duke Energy Rate RS - Residential Svc-Winter			
	Distribution-Customer Chg		\$ 6.00	
	Delivery Charges			
	Distribution-Energy Chg			
	1,290 kWh @ \$ 0.02534200		32.69	
	Delivery Riders		29.77	
	Total Delivery Charges		\$ 62.46	
	Generation Riders		0.95	69.41
	Total Current Electric Charges			\$ 69.41

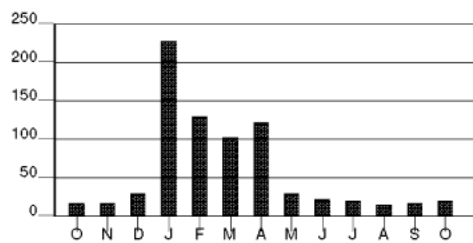
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.23
	Total Taxes	\$ 1.23

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Sep 08 - Oct 09 ENERGY CHARGE: 1290.00 KH @ 0.129900000	
	Total Electric Supplier Charges	\$ 167.57

CCF

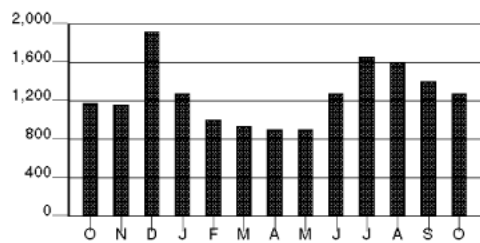
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 769
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,441
 Average Usage 1,287

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	18	19	32	229	132	104	124	31	23	20	16	18	21
Electric	1,197	1,171	1,924	1,292	1,018	959	902	918	1,286	1,660	1,603	1,418	1,290

Account Number [REDACTED] 10 07

Due Date	Amount Due
Oct 4, 2017	\$ 318.00

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000318000 [REDACTED] 100420171 00000322776

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 12 not included Last payment received Sep 12 Bill prepared on Sep 12, 2017 Next meter reading Oct 09, 2017

Meter	Number	Reading Date From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Aug 09	Sep 08	30	6408	6426	18
Elec	[REDACTED]	Aug 09	Sep 08	30	90931	92349	1,418

Gas - Residential	
Usage - 18 CCF	
Duke Energy - Rate FTRT	\$ 42.33
CenStar Energy - Rate CT03	15.10
Current Gas Charges	\$ 57.43

Electric - Residential	
Usage - 1,418 kWh	
Duke Energy - Rate RS	\$ 75.31
Current Electric Charges	\$ 75.31

Taxes	
Taxes	\$ 1.06

Current Billing	
Amt Due - Previous Bill	\$ 341.30
Payment(s) Received	346.42cr
Late Payment Charge(s)	5.12
Balance Forward	0.00
Current Gas Charges	57.43
Current Electric Charges	75.31
Current Elec Supplier Chg	184.20
Taxes	1.06
Current Amount Due	\$ 318.00

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4959199 per CCF, which includes a base GCR of \$0.4728000 and Ohio excise tax of \$0.0231199.

Due Date	Amount Due	After Oct 4, 2017
Oct 4, 2017	\$ 318.00	\$ 322.77

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

"Huge variety + huge savings = huge smiles. Discover a world of deeply discounted LED bulbs today at duke-energy.com/OMGLEDS. Use promo code SHIPFREE on orders of \$25 or more. Offer ends Nov. 1, 2017."

Your Electric Supplier Charges of \$184.20 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.90. Peak Demand Reduction = \$0.98. and Renewable Energy = \$1.02.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.15 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

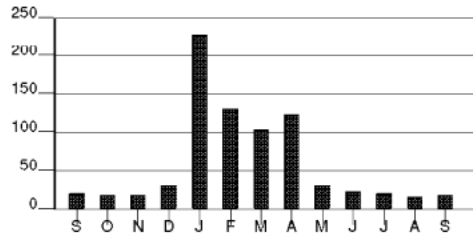
Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 18 Aug 09 - Sep 08 30 Days	Duke Energy Rate FTRT - Res Transportation Fixed Delivery Service Charge \$ 33.03 Usage-Based Charge 18 CCF @ \$ 0.03272800 0.59 Gas Delivery Riders 8.76 Applicable Surcharge 18 CCF @ \$ 0.00277740cr 0.05cr	\$ 42.33
	CenStar Energy Rate CT03 - CenStar Energy Gas Supplier Energy Chg 18 CCF @ \$ 0.83890000 \$ 15.10	15.10
	Total Current Gas Charges	\$ 57.43
	Electric Meter - [REDACTED] kWh Usage - 1,418 Aug 09 - Sep 08 30 Days	
	Duke Energy Rate RS - Residential Svc-Summer Distribution-Customer Chg \$ 6.00 Delivery Charges Distribution-Energy Chg 1,418 kWh @ \$ 0.02534200 35.93 Delivery Riders 32.34 Total Delivery Charges \$ 68.27 Generation Riders 1.04	75.31
	Total Current Electric Charges	\$ 75.31
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg \$ 1.06	\$ 1.06
	Total Taxes	\$ 1.06

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Aug 09 - Sep 08 ENERGY CHARGE: 1418.00 KH @ 0.129900000	
	\$ 184.20	\$ 184.20
Total Electric Supplier Charges		\$ 184.20

CCF

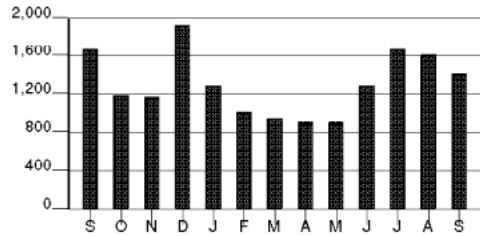
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 766
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,348
 Average Usage 1,279

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	20	18	19	32	229	132	104	124	31	23	20	16	18
Electric	1,660	1,197	1,171	1,924	1,292	1,018	959	902	918	1,286	1,660	1,603	1,418

Account Number [REDACTED] 10 07

Due Date	Amount Due
Sep 5, 2017	\$ 341.30

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000341304 [REDACTED] 090520172 00000346420

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 11 not included Last payment received Aug 08 Bill prepared on Aug 11, 2017 Next meter reading Sep 08, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jul 11	Aug 09	29	6392	6408	16
Elec	[REDACTED]	Jul 11	Aug 09	29	89328	90931	1,603

Gas - Residential		
Usage -	16 CCF	
Duke Energy - Rate FTRT		\$ 42.19
CenStar Energy - Rate CT03		11.82
Current Gas Charges		\$ 54.01

Electric - Residential		
Usage -	1,603 kWh	
Duke Energy - Rate RS		\$ 83.63
Current Electric Charges		\$ 83.63

Taxes	
Taxes	\$ 0.83

Current Billing	
Amt Due - Previous Bill	\$ 360.24
Payment(s) Received	365.64cr
Balance Forward	5.40cr
Current Gas Charges	54.01
Current Electric Charges	83.63
Current Elec Supplier Chg	208.23
Taxes	0.83
Current Amount Due	\$ 341.30

In Case No.17-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider effective August 1, 2017. In Case No.17-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective August 1, 2017. A typical customer using 70 CCF in a month will see a decrease of \$0.55 or (0.7%).

Due Date	Amount Due	After Sep 5, 2017
Sep 5, 2017	\$ 341.30	\$ 346.42

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4924586 per CCF, which includes a base GCR of \$0.4695000 and Ohio excise tax of \$0.0229586.

Your Electric Supplier Charges of \$208.23 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.42. Peak Demand Reduction = \$1.10. and Renewable Energy = \$1.15.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.15 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

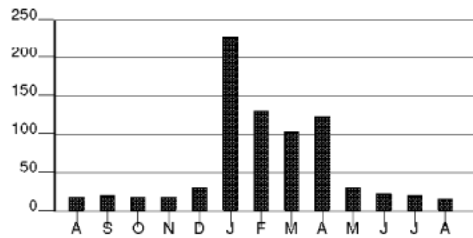
Explanation of Current Charges		
Gas		
Meter -		
CCF Usage -	16	
Jul 11 - Aug 09 29 Days		
	Duke Energy	
	Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	16 CCF @ \$ 0.03272800	0.52
	Gas Delivery Riders	8.68
	Applicable Surcharge	
	16 CCF @ \$ 0.00277740cr	0.04cr
		\$ 42.19
	CenStar Energy	
	Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	16 CCF @ \$ 0.73890000	\$ 11.82
		11.82
	Total Current Gas Charges	\$ 54.01
Electric		
Meter -		
kWh Usage -	1,603	
Jul 11 - Aug 09 29 Days		
	Duke Energy	
	Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,603 kWh @ \$ 0.02534200	40.62
	Delivery Riders	35.83
	Total Delivery Charges	\$ 76.45
	Generation Riders	1.18
		83.63
	Total Current Electric Charges	\$ 83.63
Explanation of Taxes		
Taxes		
	Tax on Gas Supplier Energy Chg	\$ 0.83
		\$ 0.83
	Total Taxes	\$ 0.83

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jul 11 - Aug 09 ENERGY CHARGE: 1603.00 KH @ 0.129900000 \$ 208.23	\$ 208.23
	Total Electric Supplier Charges	\$ 208.23

CCF

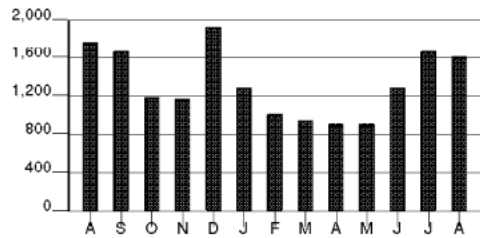
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 768
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,590
 Average Usage 1,299

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	18	20	18	19	32	229	132	104	124	31	23	20	16
Electric	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959	902	918	1,286	1,660	1,603

Account Number [REDACTED] 10 07

Due Date	Amount Due
Aug 4, 2017	\$ 360.24

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000360244 [REDACTED] 080420170 00000365645

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 13 not included Last payment received Jul 07 Bill prepared on Jul 13, 2017 Next meter reading Aug 09, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Jun 09	Jul 11	32	6372	6392	20
Elec	[REDACTED]	Jun 09	Jul 11	32	87668	89328	1,660

Gas - Residential
Usage - 20 CCF
Duke Energy - Rate FTRT \$ 42.59
CenStar Energy - Rate CT03 14.78
Current Gas Charges \$ 57.37

Electric - Residential
Usage - 1,660 kWh
Duke Energy - Rate RS \$ 86.21
Current Electric Charges \$ 86.21

Taxes
Taxes \$ 1.03

Current Billing
Amt Due - Previous Bill \$ 296.84
Payment(s) Received 296.84cr
Balance Forward 0.00
Current Gas Charges 57.37
Current Electric Charges 86.21
Current Elec Supplier Chg 215.63
Taxes 1.03
Current Amount Due \$ 360.24

The PUCO approved adjustments to Rider DCI (Distribution Capital Investment - part of the Delivery Riders) and Rider AER-R (Alternative Energy Recovery) in Case No. 14-841-EL-SSO. The PUCO also approved an adjustment to Rider SCR (Supplier Cost Reconciliation) in Case No.15-6001-EL-RDR effective June 30, 2017. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.42 or 0.4%.

Due Date	Amount Due	After Aug 4, 2017
Aug 4, 2017	\$ 360.24	\$ 365.64

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4929830 per CCF, which includes a base GCR of \$0.4700000 and Ohio excise tax of \$0.0229830.

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

Your Electric Supplier Charges of \$215.63 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.58. Peak Demand Reduction = \$1.14. and Renewable Energy = \$1.19.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.15 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas Meter - CCF Usage - 20 Jun 09 - Jul 11 32 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	20 CCF @ \$ 0.03272800	0.65	
	Gas Delivery Riders	8.97	
	Applicable Surcharge		
	20 CCF @ \$ 0.00277740cr	0.06cr	\$ 42.59
	CenStar Energy		
	Rate CT03 - CenStar Energy		
	Gas Supplier Energy Chg		
	20 CCF @ \$ 0.73890000	\$ 14.78	14.78
	Total Current Gas Charges		\$ 57.37
Electric Meter - kWh Usage - 1,660 Jun 09 - Jul 11 32 Days	Duke Energy		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,660 kWh @ \$ 0.02534200	42.07	
	Delivery Riders	36.92	
	Total Delivery Charges	\$ 78.99	
	Generation Riders	1.22	86.21
	Total Current Electric Charges		\$ 86.21

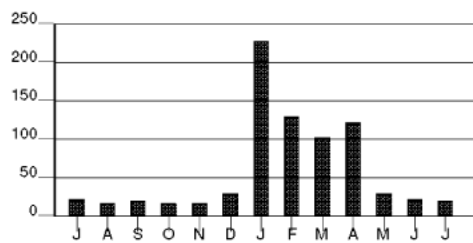
Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.03
	Total Taxes	\$ 1.03

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Jun 09 - Jul 11 ENERGY CHARGE: 1660.00 KH @ 0.129900000	
	Total Electric Supplier Charges	\$ 215.63

CCF

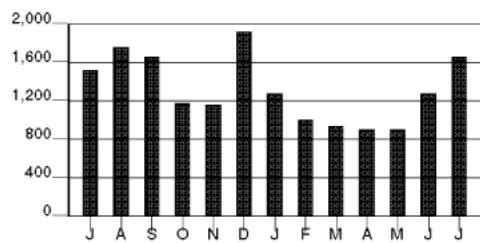
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 770
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,747
 Average Usage 1,312

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	24	18	20	18	19	32	229	132	104	124	31	23	20
Electric	1,533	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959	902	918	1,286	1,660

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jul 5, 2017	\$ 296.84

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000296848 [REDACTED] 070520176 00000301299

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Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 13 not included Last payment received May 31 Bill prepared on Jun 13, 2017 Next meter reading Jul 11, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	May 10	Jun 09	30	6349	6372	23
Elec	[REDACTED]	May 10	Jun 09	30	86382	87668	1,286

Gas - Residential		
Usage -	23 CCF	
Duke Energy - Rate FTRT		\$ 42.82
CenStar Energy - Rate CT03		16.99
Current Gas Charges		\$ 59.81

Electric - Residential		
Usage -	1,286 kWh	
Duke Energy - Rate RS		\$ 68.79
Current Electric Charges		\$ 68.79

Taxes	
Taxes	\$ 1.19

Current Billing	
Amt Due - Previous Bill	\$ 226.06
Payment(s) Received	226.06cr
Balance Forward	0.00
Current Gas Charges	59.81
Current Electric Charges	68.79
Current Elec Supplier Chg	167.05
Taxes	1.19
Current Amount Due	\$ 296.84

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4986471 per CCF, which includes a base GCR of \$0.4754000 and Ohio excise tax of \$0.0232471.

Due Date	Amount Due	After Jul 5, 2017
Jul 5, 2017	\$ 296.84	\$ 301.29

Name	Service Address	Account Number

In Case No. 14-841-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, Standard Service Offer generation rates will change effective June 1, 2017. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.53 or (0.4)%.

Your Electric Supplier Charges of \$167.05 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.54. Peak Demand Reduction = \$0.89. and Renewable Energy = \$0.92.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.15 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

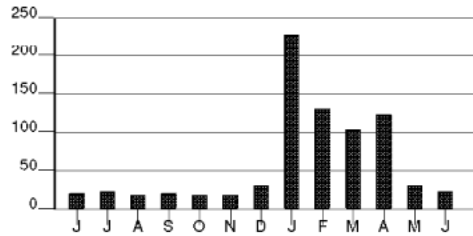
Explanation of Current Charges		
Gas Meter - CCF Usage - 23 May 10 - Jun 09 30 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	23 CCF @ \$ 0.03272800	0.75
	Gas Delivery Riders	9.10
	Applicable Surcharge	
	23 CCF @ \$ 0.00277740cr	0.06cr
		\$ 42.82
	CenStar Energy Rate CT03 - CenStar Energy	
	Gas Supplier Energy Chg	
	23 CCF @ \$ 0.73890000	\$ 16.99
		16.99
	Total Current Gas Charges	\$ 59.81
Electric Meter - kWh Usage - 1,286 May 10 - Jun 09 30 Days	Duke Energy Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,286 kWh @ \$ 0.02534200	32.59
	Delivery Riders	29.26
	Total Delivery Charges	\$ 61.85
	Generation Riders	0.94
		68.79
	Total Current Electric Charges	\$ 68.79
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.19
	Total Taxes	\$ 1.19

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy May 10 - Jun 09 ENERGY CHARGE: 1286.00 KH @ 0.129900000	
	\$ 167.05	\$ 167.05
Total Electric Supplier Charges		\$ 167.05

CCF

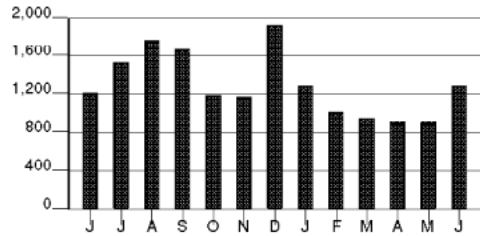
Gas Usage



Calculations based on most recent 12 month history
Total Usage 774
Average Usage 65

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 15,620
Average Usage 1,302

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	22	24	18	20	18	19	32	229	132	104	124	31	23
Electric	1,207	1,533	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959	902	918	1,286

Account Number [REDACTED] 10 07

Due Date	Amount Due
Jun 5, 2017	\$ 226.06

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)



PO Box 1326
Charlotte NC 28201-1326

400 00000226068 [REDACTED] 060520178 00000229458

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 12 not included Last payment received May 02 Bill prepared on May 12, 2017 Next meter reading Jun 09, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	[REDACTED]	Apr 10	May 10	30	6318	6349	31
Elec	[REDACTED]	Apr 10	May 10	30	85464	86382	918

Gas - Residential		
Usage -	31 CCF	
Duke Energy - Rate FTRT		\$ 43.34
CenStar Energy - Rate CT22		16.28
Current Gas Charges		\$ 59.62

Electric - Residential		
Usage -	918 kWh	
Duke Energy - Rate RS		\$ 52.39
Current Electric Charges		\$ 52.39

Taxes	
Taxes	\$ 1.14

Current Billing	
Amt Due - Previous Bill	\$ 282.15
Payment(s) Received	282.15cr
Balance Forward	0.00
Current Gas Charges	59.62
Current Electric Charges	52.39
Current Elec Supplier Chg	112.91
Taxes	1.14
Current Amount Due	\$ 226.06

In Case No. 16-2209-GA-RDR, the PUCO approved a change to Rider AMRP, Accelerated Main Replacement Program. This change results in a decrease of \$0.07 per month to your bill.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 800.544.6900 or complete an energy theft form at duke-energy.com, under the customer service link.

Due Date	Amount Due	After Jun 5, 2017
Jun 5, 2017	\$ 226.06	\$ 229.45

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5338901 per CCF, which includes a base GCR of \$0.5090000 and Ohio excise tax of \$0.0248901.

Learn how to lower your bill with a free Home Energy House Call - a \$180 value. Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up at duke-energy.com/housecall.

Your Electric Supplier Charges of \$112.91 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.53. Peak Demand Reduction = \$0.63. and Renewable Energy = \$0.66.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.21 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 31 Apr 10 - May 10 30 Days	Duke Energy Rate FTRT - Res Transportation Fixed Delivery Service Charge \$ 33.03 Usage-Based Charge 31 CCF @ \$ 0.03272800 1.01 Gas Delivery Riders 9.39 Applicable Surcharge 31 CCF @ \$ 0.00277740cr 0.09cr CenStar Energy Rate CT22 - CenStar Energy Gas Supplier Energy Chg 31 CCF @ \$ 0.52500000 \$ 16.28	 \$ 43.34 16.28
	Total Current Gas Charges	\$ 59.62
	Duke Energy Rate RS - Residential Svc-Winter Distribution-Customer Chg \$ 6.00 Delivery Charges Distribution-Energy Chg 918 kWh @ \$ 0.02534200 23.26 Delivery Riders 22.46 Total Delivery Charges \$ 45.72 Generation Riders 0.67	 52.39
	Total Current Electric Charges	\$ 52.39

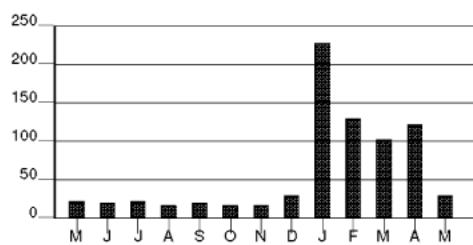
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.14
	Total Taxes	\$ 1.14

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Apr 10 - May 10 ENERGY CHARGE: 918.00 KH @ 0.123000000	
	Total Electric Supplier Charges	\$ 112.91

CCF

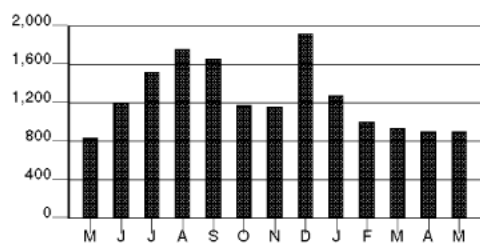
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 773
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,541
 Average Usage 1,295

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Gas	24	22	24	18	20	18	19	32	229	132	104	124	31
Electric	852	1,207	1,533	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959	902	918

Account Number [REDACTED] 10 07

Due Date	Amount Due
May 4, 2017	\$ 282.15

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000282154 [REDACTED] 050420175 00000286389

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 12 not included Last payment received Apr 03 Bill prepared on Apr 12, 2017 Next meter reading May 10, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Mar 10	Apr 10	31	6194	6318	124
Elec	[REDACTED]	Mar 10	Apr 10	31	84562	85464	902

Gas - Residential	
Usage - 124 CCF	
Duke Energy - Rate FTRT	\$ 49.85
CenStar Energy - Rate CT22	65.10
Current Gas Charges	\$ 114.95

Electric - Residential	
Usage - 902 kWh	
Duke Energy - Rate RS	\$ 51.69
Current Electric Charges	\$ 51.69

Taxes	
Taxes	\$ 4.56

Current Billing	
Amt Due - Previous Bill	\$ 232.08
Payment(s) Received	232.08cr
Balance Forward	0.00
Current Gas Charges	114.95
Current Electric Charges	51.69
Current Elec Supplier Chg	110.95
Taxes	4.56
Current Amount Due	\$ 282.15

In Case No.16-974-GA-RDR, the PUCO approved an adjustment to Rider AU, Advanced Utility Rider effective April 2017. this change results in a decrease of \$0.40 per month to your bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4939270 per CCF, which includes a base GCR of \$0.4709000 and Ohio excise tax of \$0.023027.

Due Date	Amount Due	After May 4, 2017
May 4, 2017	\$ 282.15	\$ 286.38

Name	Service Address	Account Number
[REDACTED]	[REDACTED]	[REDACTED]

Call Before You Dig. Digging the wrong area of your yard can be dangerous (even fatal). Be sure to request the marking of underground utility lines before you start. This important step saves lives, and it's free of charge. Call 811 or visit www.oups.org.

Per the Electric Security Plan approved in Case No.14-841-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No.16-1404-GE-RDR, the PUCO approved an adjustment to Rider DR-IM, Infrastructure Modernization Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.51 or (1.3%) per month effective April 2017.

Your Electric Supplier Charges of \$110.95 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.49. Peak Demand Reduction = \$0.62. and Renewable Energy = \$0.65.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.21 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges			
Gas Meter - [REDACTED] CCF Usage - 124 Mar 10 - Apr 10 31 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	124 CCF @ \$ 0.03272800	4.06	
	Gas Delivery Riders	13.10	
	Applicable Surcharge		
	124 CCF @ \$ 0.00277740cr	0.34cr	\$ 49.85
	CenStar Energy		
	Rate CT22 - CenStar Energy		
	Gas Supplier Energy Chg		
	124 CCF @ \$ 0.52500000	\$ 65.10	65.10
Total Current Gas Charges			\$ 114.95
Electric Meter - [REDACTED] kWh Usage - 902 Mar 10 - Apr 10 31 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	902 kWh @ \$ 0.02534200	22.86	
	Delivery Riders	22.17	
	Total Delivery Charges	\$ 45.03	
	Generation Riders	0.66	51.69
Total Current Electric Charges			\$ 51.69

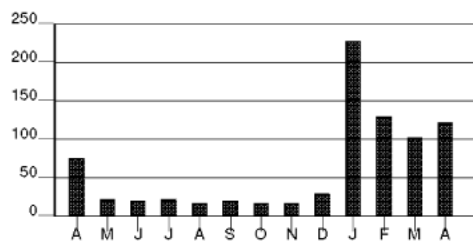
Name	Service Address	Account Number

Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 4.56
	Total Taxes	\$ 4.56

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Mar 10 - Apr 10 ENERGY CHARGE: 902.00 KH @ 0.123000000	
	Total Electric Supplier Charges	\$ 110.95

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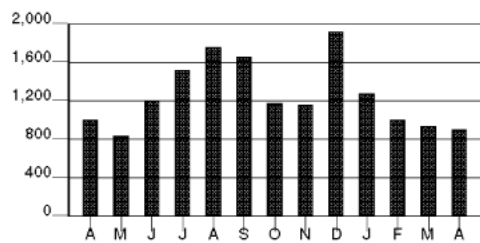
Gas Usage



Calculations based on most recent 12 month history
 Total Usage 766
 Average Usage 64

kWh

Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,475
 Average Usage 1,290

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	75	24	22	24	18	20	18	19	32	229	132	104	124
Electric	1,013	852	1,207	1,533	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959	902

Account Number [REDACTED] 10 07

Due Date	Amount Due
Apr 5, 2017	\$ 232.08

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000232084 [REDACTED] 040520171 00000235563

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 14 not included Last payment received Mar 07 Bill prepared on Mar 14, 2017 Next meter reading Apr 10, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Feb 09	Mar 10	29	6090	6194	104
Elec	[REDACTED]	Feb 09	Mar 10	29	83603	84562	959

Gas - Residential	
Usage - 104 CCF	
Duke Energy - Rate FTRT	\$ 48.86
CenStar Energy - Rate CT22	54.60
Current Gas Charges	\$ 103.46

Electric - Residential	
Usage - 959 kWh	
Duke Energy - Rate RS	\$ 55.18
Current Electric Charges	\$ 55.18

Taxes	
Taxes	\$ 3.82

Current Billing	
Amt Due - Previous Bill	\$ 256.63
Payment(s) Received	256.63cr
Balance Forward	0.00
Current Gas Charges	103.46
Current Electric Charges	55.18
Current Elec Supplier Chg	69.62
Taxes	3.82
Current Amount Due	\$ 232.08

"Important: For your safety, 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 800.543.5599."

Due Date	Amount Due	After Apr 5, 2017
Apr 5, 2017	\$ 232.08	\$ 235.56

Name	Service Address	Account Number

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5301141 per CCF, which includes a base GCR of \$0.5054000 and Ohio excise tax of \$0.0247141.

Your Electric Supplier Charges of \$69.62 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.64. Peak Demand Reduction = \$0.66. and Renewable Energy = \$0.69.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.26 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

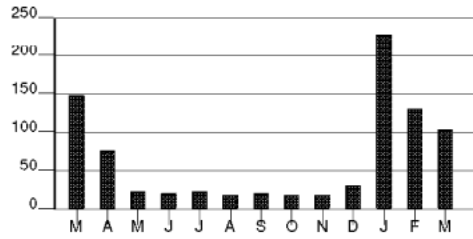
Explanation of Current Charges			
Gas Meter - <div></div> CCF Usage - 104 Feb 09 - Mar 10 29 Days	Duke Energy		
	Rate FTRT - Res Transportation		
	Fixed Delivery Service Charge	\$ 33.03	
	Usage-Based Charge		
	104 CCF @ \$ 0.03272800	3.40	
	Gas Delivery Riders	12.72	
	Applicable Surcharge		
	104 CCF @ \$ 0.00277740cr	0.29cr	\$ 48.86
	CenStar Energy		
	Rate CT22 - CenStar Energy		
Electric Meter - <div></div> kWh Usage - 959 Feb 09 - Mar 10 29 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	959 kWh @ \$ 0.02534200	24.30	
	Delivery Riders	24.18	
	Total Delivery Charges	\$ 48.48	
	Generation Riders	0.70	55.18
	Total Current Electric Charges		\$ 55.18
Explanation of Taxes			
Taxes	Tax on Gas Supplier Energy Chg	\$ 3.82	\$ 3.82
	Total Taxes		\$ 3.82

Name	Service Address	Account Number

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy Feb 09 - Mar 10 ENERGY CHARGE: 959.00 KH @ 0.072600000	
	\$ 69.62	\$ 69.62
Total Electric Supplier Charges		\$ 69.62

CCF

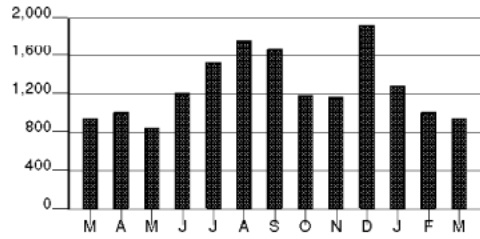
Gas Usage



Calculations based on most recent 12 month history
Total Usage 717
Average Usage 60

kWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 15,586
Average Usage 1,299

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	148	75	24	22	24	18	20	18	19	32	229	132	104
Electric	948	1,013	852	1,207	1,533	1,760	1,660	1,197	1,171	1,924	1,292	1,018	959

Account Number [REDACTED] 10 07

Due Date	Amount Due
Mar 7, 2017	\$ 256.63

\$ _____ \$ _____
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

PO Box 1326
Charlotte NC 28201-1326

400 00000256633 [REDACTED] 030720172 00000260487

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED]	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 13 not included Last payment received Jan 31 Bill prepared on Feb 13, 2017 Next meter reading Mar 10, 2017

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	[REDACTED]	Jan 11	Feb 09	29	5958	6090	132
Elec	[REDACTED]	Jan 11	Feb 09	29	82585	83603	1,018

Gas - Residential	
Usage - 132 CCF	
Duke Energy - Rate FTRT	\$ 50.78
CenStar Energy - Rate CT22	69.30
Current Gas Charges	\$ 120.08

Electric - Residential	
Usage - 1,018 kWh	
Duke Energy - Rate RS	\$ 57.79
Current Electric Charges	\$ 57.79

Taxes	
Taxes	\$ 4.85

Current Billing	
Amt Due - Previous Bill	\$ 349.81
Payment(s) Received	349.81cr
Balance Forward	0.00
Current Gas Charges	120.08
Current Electric Charges	57.79
Current Elec Supplier Chg	73.91
Taxes	4.85
Current Amount Due	\$ 256.63

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5024231 per CCF, which includes a base GCR of \$0.4790000 and Ohio excise tax of \$0.0234231.

Due Date	Amount Due	After Mar 7, 2017
Mar 7, 2017	\$ 256.63	\$ 260.48

Name	Service Address	Account Number

Your Electric Supplier Charges of \$73.91 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.80. Peak Demand Reduction = \$0.70. and Renewable Energy = \$0.73.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.23 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about gas supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison Street Suite 306 New Rochelle, NY 10801

Explanation of Current Charges		
Gas Meter - [REDACTED] CCF Usage - 132 Jan 11 - Feb 09 29 Days	Duke Energy Rate FTRT - Res Transportation	
	Fixed Delivery Service Charge	\$ 33.03
	Usage-Based Charge	
	132 CCF @ \$ 0.03272800	4.32
	Gas Delivery Riders	13.80
	Applicable Surcharge	
	132 CCF @ \$ 0.00277740cr	0.37cr
		\$ 50.78
	CenStar Energy Rate CT22 - CenStar Energy	
	Gas Supplier Energy Chg	
	132 CCF @ \$ 0.52500000	\$ 69.30
		69.30
	Total Current Gas Charges	\$ 120.08
Electric Meter - [REDACTED] kWh Usage - 1,018 Jan 11 - Feb 09 29 Days	Duke Energy Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,018 kWh @ \$ 0.02534200	25.80
	Delivery Riders	25.24
	Total Delivery Charges	\$ 51.04
	Generation Riders	0.75
		57.79
	Total Current Electric Charges	\$ 57.79
Explanation of Taxes		
Taxes	Tax on Gas Supplier Energy Chg	\$ 4.85
	Total Taxes	\$ 4.85

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/1/2019 3:07:08 PM

in

Case No(s). 19-0958-GE-COI

Summary: Exhibit Exhibit 7 - Part 45A on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D