



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
111 Grays Ln  
Mason OH 45157

Bill date May 9, 2018  
For service Apr 8 – May 8  
30 days

## Billing summary

Account number **999 999 999**

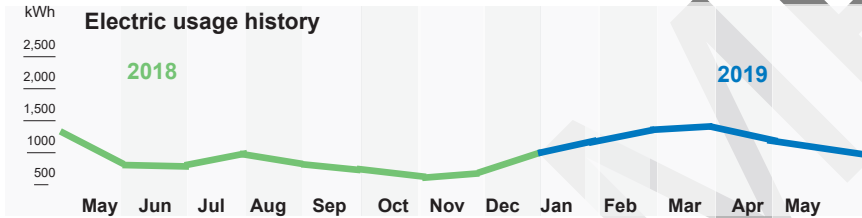
Previous amount due	\$ 140.00
Payment received Mar 6	- 140.00
Current Budget Billing Plan charges	140.00
<b>Total amount due May 31</b>	<b>\$ 140.00</b>

### Your Quarterly Budget Billing Plan

Monthly charge	Previous 12 months				Current quarter
	May '18-Jul	Aug-Oct	Nov-Jan '19	Feb-Apr	May-Jul
Quarterly Plan charges	\$474	\$474	\$474	\$420	\$140
Actual costs	\$375	\$352	\$480	\$560	\$106

**\$** Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the quarter, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge based on your usage over the previous 12 months. This quarter, your monthly plan charge is \$140.

## Your usage snapshot



	Current Month	May 2018	12-Month Usage	Average Monthly Usage
Electric	487	611	9,491	791

12-Month usage based on most recent history

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

<b>\$ 140.00</b> by May 31	After May 31, the amount due will increase to \$142.10.
-------------------------------	---

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ Amount enclosed

000549



**Sally Sample**  
111 Grays Ln  
Mason OH 45157-9115



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	pucoco.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.544.6900

## Important to know

### Your next meter reading: Jun 7

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

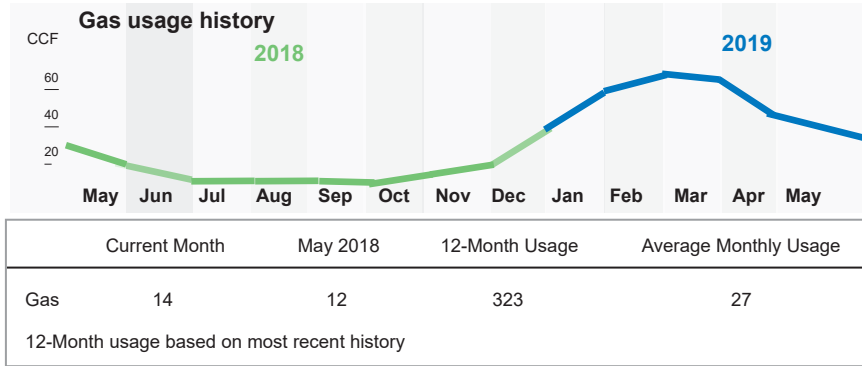
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



### Current electric usage for meter number 999999999

Actual reading on Apr 2	17257
Previous reading on Mar 1	- 16770
<b>Energy used</b>	<b>487 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	570
Previous reading on Mar 1	- 557
	13
<u>Gas Pressure Factor x 1.1134</u>	
	14 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.1134. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 487 kWh @ \$0.03148200	15.33
<b>Delivery riders</b>	
Energy efficiency	1.34
Peak demand reduction	0.34
Renewable energy	0.48
Other delivery riders	7.42
<b>Total delivery charges</b>	<b>\$30.91</b>
<b>Generation riders</b>	
Retail capacity	10.11
Retail energy	19.37
Alternative energy recovery	0.36
Supplier cost reconciliation	- 1.60
Additional generation rider	0.34
<b>Total generation charges</b>	<b>+ \$28.58</b>
<b>Current electric charges</b>	<b>\$59.49</b>

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0580** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.34, Peak Demand Reduction = \$0.34, and Renewable Energy = \$0.48.

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

## Billing details – Gas

<b>Duke Energy delivery</b>	
Monthly service charge	\$33.03
Service delivery	
17 CCF @ \$0.03148200	0.46
Delivery riders	7.77
Gas cost recovery	
17 CCF @ \$0.34403920	4.82
<hr/>	
Total delivery charges	\$46.08

Your current delivery rate with Duke Energy is *Residential Service (RS)*.

The Public Utilities Commission of Ohio (PUCO) has approved adjustments to rider Accelerated Main Replacement Program. This adjustments results in a decrease of \$0.22 per month on your bill.

This month's Gas Cost Recovery rate (GCR) charge for customers purchasing their natural gas from Duke Energy is **\$0.3440382** per CCF, which includes a base GCR of \$0.3280000 and Ohio excise tax of \$0.0160392.

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

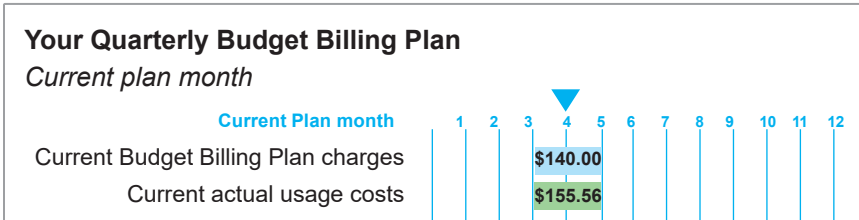
**Service address**  
111 Grays Ln  
Mason OH 45157

Bill date Apr 9, 2018  
For service Mar 8 – Apr 8  
31 days

## Billing summary

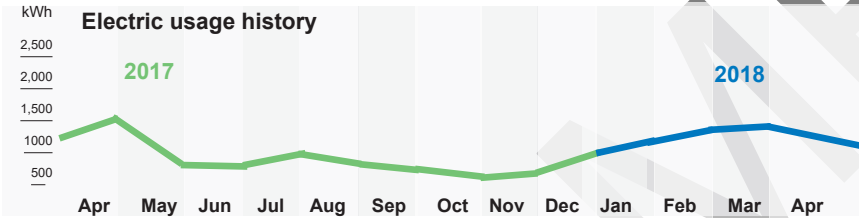
Account number **999 999 999**

Previous amount due	\$ 140.00
Payment received Mar 6	- 140.00
Current Budget Billing Plan charges	140.00
<b>Total amount due May 1</b>	<b>\$ 140.00</b>



Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months.

## Your usage snapshot



	Current Month	Apr 2018	12-Month Usage	Average Monthly Usage
Electric	866	1,131	9,615	801

12-Month usage based on most recent history

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 140.00**  
by May 1

After May 1, the amount due will increase to \$142.10.

To help others with a contribution to HeatShare, add here.

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

Amount enclosed

000549



**Sally Sample**  
111 Grays Ln  
Mason OH 45157-9115

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.544.6900

## Important to know

### Your next meter reading: May 8

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

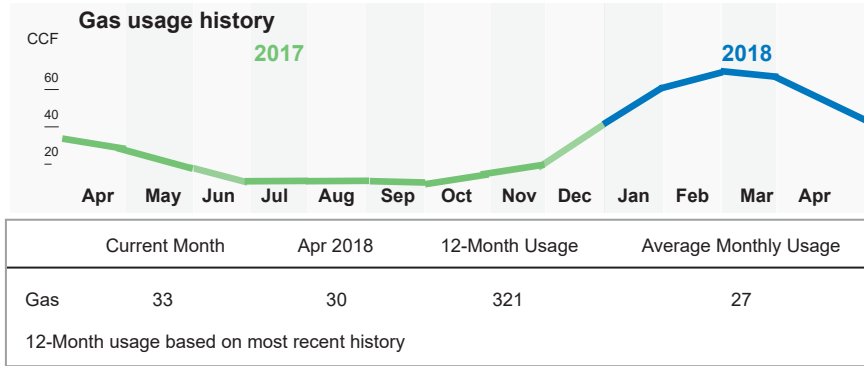
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



### Current electric usage for meter number 999999999

Actual reading on Apr 2	16770
Previous reading on Mar 1	- 15904
<b>Energy used</b>	<b>866 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	557
Previous reading on Mar 1	- 527
	30
<u>Gas Pressure Factor x 1.317</u>	
	<b>33 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.3170. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 866 kWh @ \$0.02534200	27.26
<b>Delivery riders</b>	
Energy efficiency	2.38
Peak demand reduction	0.60
Renewable energy	0.85
Other delivery riders	13.01
<b>Total delivery charges</b>	<b>\$50.10</b>

### Generation riders

Retail capacity	17.99
Retail energy	34.44
Alternative energy recovery	0.64
Supplier cost reconciliation	- 2.84
Additional generation rider	0.60
<b>Total generation charges</b>	<b>+ \$50.83</b>

**Current electric charges \$100.93**

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

The Public Utilities Commission of Ohio (PUCO) has approved adjustments to riders AER-R (Alternative Energy Recovery), DCI (Distribution Capital Investment) and SCR (Supplier Cost Reconciliation). The PUCO also approved an adjustment to Rider PSR (Price Stabilization), which is part of Delivery Riders. On average, a customer who uses about 1,000 kWh will see an increase of approximately \$2.74 or 2.4 percent per month effective April 2019.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0580** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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 = \$0.85.

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



## Billing details – Gas

<b>Duke Energy delivery</b>	
Monthly service charge	\$33.03
Service delivery	
33 CCF @ \$0.03272800	1.08
Delivery riders	8.64
Gas cost recovery	
33 CCF @ \$0.35169620	11.61
<hr/>	
Total delivery charges	\$54.63

Your current delivery rate with Duke Energy is *Residential Service (RS)*.

This month's Gas Cost Recovery rate (GCR) charge for customers purchasing their natural gas from Duke Energy is **\$0.3516962** per CCF, which includes a base GCR of \$0.3353000 and Ohio excise tax of \$0.0163962.

SAMPLE





duke-energy.com  
800.544.6900

# Your energy bill

**Service address**  
123 Main St  
Batavia OH 45103

Bill date Aug 27, 2018  
For service Jul 26 – Aug 24  
29 days

Account number **999 999 999**

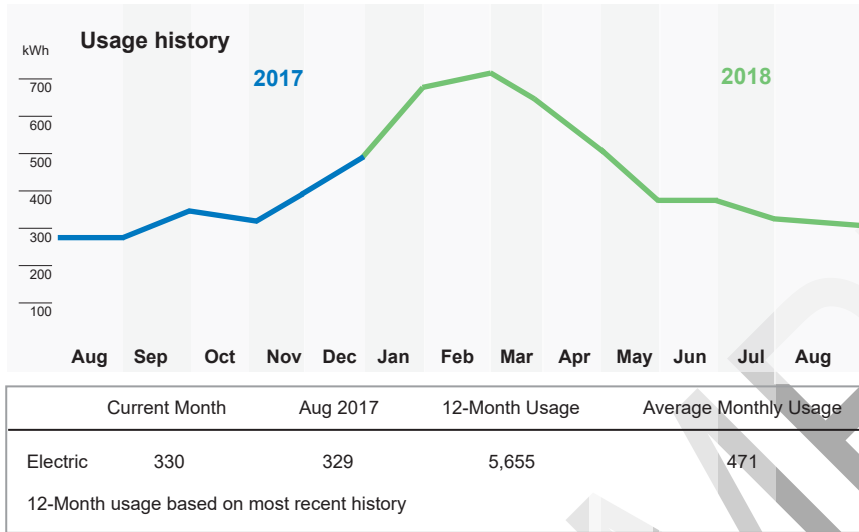
## Billing summary

Previous amount due	\$ 46.99
Payment received Aug 8	- 46.99
Current electric charges	+ 44.63
<b>Total amount due Sep 18</b>	<b>\$ 44.63</b>



Thank you for your on-time payment.

## Your usage snapshot



### Current usage for meter number 999999999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
<b>Energy used</b>	<b>330 kWh</b>



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

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

## Amount due

**\$ 44.63**  
by Sep 18

After Sep 18, the amount due will increase to \$45.30.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Main St  
Batavia OH 5103-503



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Sep 24

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 330 kWh @ \$0.02534200	8.36
<i>Delivery riders</i>	
Energy efficiency	0.91
Peak demand reduction	0.23
Renewable energy	0.24
Other delivery riders	9.00
<hr/>	
Total delivery charges	+ \$24.74
<i>Generation riders</i>	
Retail capacity	6.85
Retail energy	13.12
Alternative energy recovery	0.04
Supplier cost reconciliation	- 0.40
Additional generation rider	0.28
<hr/>	
Total generation charges	+ \$19.89
<hr/>	
<b>Current electric charges</b>	<b>\$44.63</b>

Your current rate is Residential Service, Summer (RS).

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0594** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates for all electric suppliers or contact Duke Energy for a written explanation.

The Public Utilities Commission of Ohio approved adjustments to rider Economic Competitiveness Fund (part of Delivery Riders) that were 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 percent.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.91, Peak Demand Reduction = \$0.23, Renewable Energy = \$0.24.

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

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

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Sample Dr  
Cincinnati OH 45231

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

Account number **999 999 999**

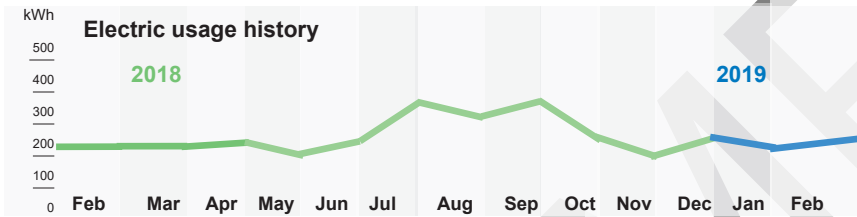
Previous amount due	\$ 100.00
Payment received Feb 1	- 100.00
Current Budget Billing Plan charges	100.00
<b>Total amount due Mar 6</b>	<b>\$ 100.00</b>



**\$** Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$67.43** between plan charges and actual usage costs.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	233	239	2,964	247
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 100.00**  
by Mar 6

After Mar 6, the amount due will increase to \$101.50.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Sample Dr  
Cincinnati OH 45231-5816



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

---

### Report an emergency

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

---

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

---

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

---

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Mar 12

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

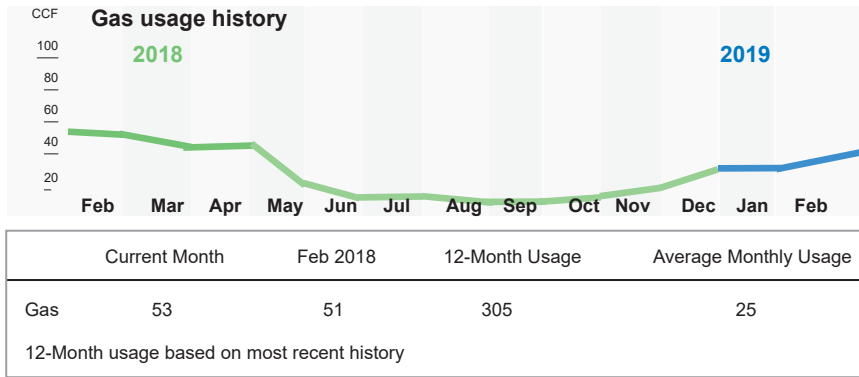
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



**Current electric usage for meter number 999999999**

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
<b>Energy used</b>	<b>233 kWh</b>



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

**Current gas usage for meter number 999999999**

Actual reading on Apr 2	7793
Previous reading on Mar 1	- 7740
<b>Energy used</b>	<b>53 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 233 kWh @ \$0.03148200	7.34
<i>Delivery riders</i>	
Energy efficiency	0.64
Peak demand reduction	0.16
Renewable energy	0.17
Other delivery riders	3.80
<b>Total delivery charges</b>	<b>+ \$18.11</b>
<i>Generation riders</i>	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
<b>Total generation charges</b>	<b>+ \$13.61</b>
<b>Current electric charges</b>	<b>\$31.72</b>

Your current delivery rate with Duke Energy is Residential Service, Winter (RS).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.64, Peak Demand Reduction = \$0.16, Renewable Energy = \$0.17.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0577** per kWh for you to save money. Visit [www.energy-choice.ohio.gov](http://www.energy-choice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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

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



## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
53 CCF @ \$0.03272800	1.73
Delivery riders	9.28
Gas cost recovery	
53 CCF @ \$0.37592580	19.92
<hr/>	
<b>Current gas charges</b>	<b>\$63.96</b>

*Your current delivery rate with Duke Energy is Residential Service (RS).*

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.

SAMPLE



duke-energy.com  
800.544.6900

# Your energy bill

**Service address**  
123 Main St  
Batavia OH 45103

Bill date Aug 27, 2018  
For service Jul 26 – Aug 24  
29 days

Account number **999 999 999**

## Billing summary

Previous amount due	\$ 46.99
Payment received Aug 8	- 46.99
Current electric charges	+ 44.63
<b>Total amount due Sep 18</b>	<b>\$ 44.63</b>



Thank you for your on-time payment.

Your current rate is Residential Service, Summer (RS).

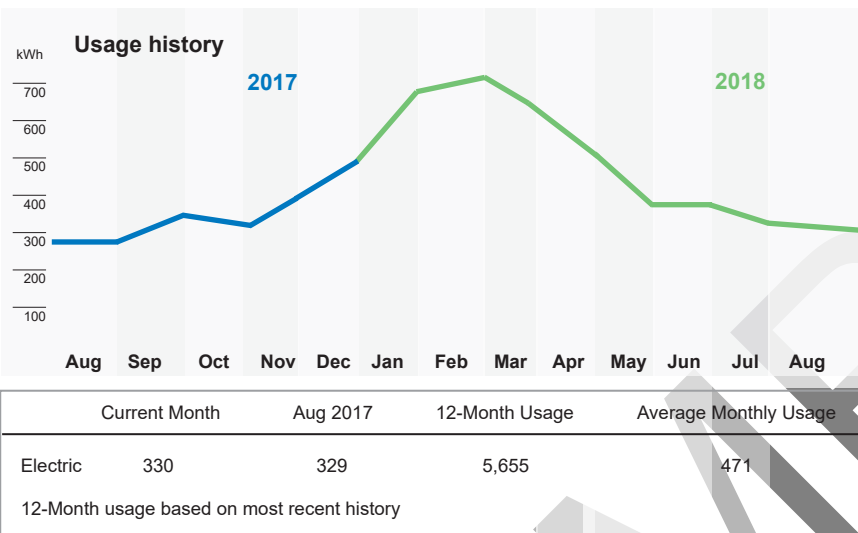
**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0594** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates for all electric suppliers or contact Duke Energy for a written explanation.

The Public Utilities Commission of Ohio approved adjustments to rider Economic Competitiveness Fund (part of Delivery Riders) that were 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 percent.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.91, Peak Demand Reduction = \$0.23, Renewable Energy = \$0.24.

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

## Your usage snapshot



### Current usage for meter number 999999999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
<b>Energy used</b>	<b>330 kWh</b>



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

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

## Amount due

**\$ 44.63**  
by Sep 18

After Sep 18, the amount due will increase to \$45.30.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Main St  
Batavia OH 5103-503



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6



## We're here for you

### Report an emergency

Electric/Gas outage		<a href="http://duke-energy.com/outages">duke-energy.com/outages</a>
Call	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	<a href="http://duke-energy.com/billing">duke-energy.com/billing</a>
Automatically from your bank account	<a href="http://duke-energy.com/autodraft">duke-energy.com/autodraft</a>
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	<a href="http://duke-energy.com/locations">duke-energy.com/locations</a>

### Help managing your account

Register for free paperless billing	<a href="http://duke-energy.com/paperless">duke-energy.com/paperless</a>
Update your account information	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>
Mobile website	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	<a href="http://duke-energy.com">duke-energy.com</a>
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	<a href="http://puco.ohio.gov">puco.ohio.gov</a>
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	<a href="http://pickocc.gov">pickocc.gov</a>

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Sep 24

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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



duke-energy.com  
800.544.6900

# Your Energy Bill

page 1 of 4

**Service address**  
123 Sample Dr  
Cincinnati OH 45231

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

Account number **999 999 999**

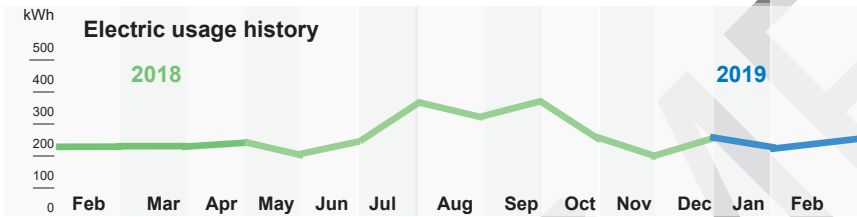
Previous amount due	\$ 100.00
Payment received Feb 1	- 100.00
Current Budget Billing Plan charges	100.00
<b>Total amount due Mar 6</b>	<b>\$ 100.00</b>



**\$** Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$67.43** between plan charges and actual usage costs.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	233	239	2,964	247
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 100.00**  
by Mar 6

After Mar 6, the amount due will increase to \$101.50.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Sample Dr  
Cincinnati OH 45231-5816



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

Electric/Gas outage		<a href="http://duke-energy.com/outages">duke-energy.com/outages</a>
Call	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	<a href="http://duke-energy.com/billing">duke-energy.com/billing</a>
Automatically from your bank account	<a href="http://duke-energy.com/autodraft">duke-energy.com/autodraft</a>
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	<a href="http://duke-energy.com/locations">duke-energy.com/locations</a>

### Help managing your account

Register for free paperless billing	<a href="http://duke-energy.com/paperless">duke-energy.com/paperless</a>
Update your account information	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>
Mobile website	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	<a href="http://duke-energy.com">duke-energy.com</a>
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	<a href="http://puco.ohio.gov">puco.ohio.gov</a>
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	<a href="http://pickocc.gov">pickocc.gov</a>

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

### Important to know

#### Your next meter reading: Mar 12

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

#### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

#### Questions or complaints

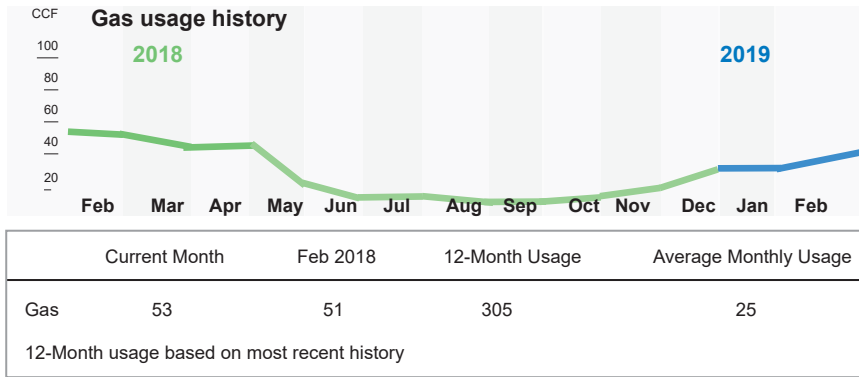
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

#### When you pay by check

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

## Your usage snapshot - continued



**Current electric usage for meter number 999999999**

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
<b>Energy used</b>	<b>233 kWh</b>



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

**Current gas usage for meter number 999999999**

Actual reading on Apr 2	7793
Previous reading on Mar 1	- 7740
<b>Energy used</b>	<b>53 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 233 kWh @ \$0.03148200	7.34
<i>Delivery riders</i>	
Energy efficiency	0.64
Peak demand reduction	0.16
Renewable energy	0.17
Other delivery riders	3.80
<b>Total delivery charges</b>	<b>+ \$18.11</b>
<i>Generation riders</i>	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
<b>Total generation charges</b>	<b>+ \$13.61</b>
<b>Current electric charges</b>	<b>\$31.72</b>

Your current delivery rate with Duke Energy is Residential Service, Winter (RS).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.64, Peak Demand Reduction = \$0.16, Renewable Energy = \$0.17.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0577** per kWh for you to save money. Visit [www.energy-choice.ohio.gov](http://www.energy-choice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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

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



## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
53 CCF @ \$0.03272800	1.73
Delivery riders	9.28
Gas cost recovery	
53 CCF @ \$0.37592580	19.92
<hr/>	
<b>Current gas charges</b>	<b>\$63.96</b>

*Your current delivery rate with Duke Energy is Residential Service (RS).*

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.

SAMPLE

**Service address**  
 123 Baker St  
 Cincinnati OH 45231

Bill date Apr 3, 2018  
 For service March 1 – April 2  
 32 days

**Billing summary**

Account number **999 999 999**

Previous amount due	\$ 60.00
Payment received Feb 18	- 60.00
PIPP Plus monthly amount due	60.00
<b>Total amount due Apr 25</b>	<b>\$ 60.00</b>

**Percentage of Income Payment Plan summary**

Previous PIPP Plus Balance	\$1,077.16
Payment received	- 60.00
Gas on-time credit	- 89.70
Electric on-time credit	- 42.14
Current electric charges	+ 55.09
Current gas charges	+ 90.58
<b>PIPP Plus Balance</b>	<b>\$1,030.99</b>

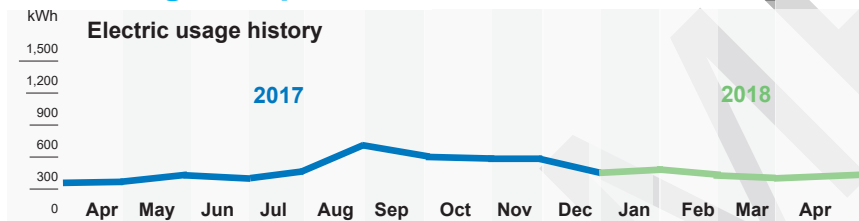
**Percent of Income Payment Plan**

Your PIPP Plus anniversary is **April 2, 2019**. Any missed PIPP Plus payments for the past 12 months must be paid by this date in order to remain on the program.

Your PIPP Plus program re-verification date is **September 8, 2018**.

When you pay your PIPP Plus installment amount in full and by the due date, you will receive an on-time credit of \$43.15 for electric service and \$84.37 for gas service. These on-time credits will be applied toward your total account balance.

**Your usage snapshot**



	Current Month	Apr 2017	12-Month Usage	Average Monthly Usage
Electric	424	379	5,913	493
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
 Charlotte NC 28272-0516

Account number **999 999 999**

**Amount due**

**\$ 60.00**  
 by Apr 25

Please pay according to your PIPP Plus plan.

To help others with a contribution to HeatShare, add here.

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

**Amount enclosed**

000549 0000024295



**Sally Sample**  
 123 Baker St  
 Cincinnati OH 45231-5816

P.O. Box 1326  
 Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

---

### Report an emergency

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

---

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

---

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

---

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: May 1

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

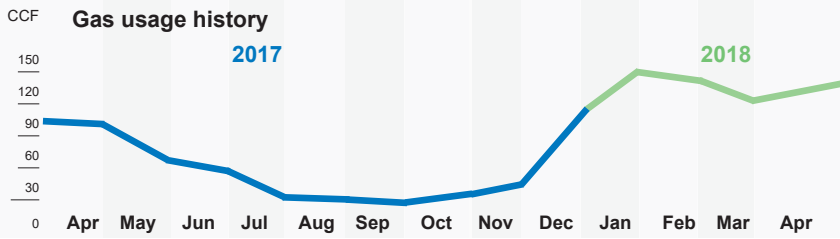
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



	Current Month	Apr 2017	12-Month Usage	Average Monthly Usage
Gas	117	90	817	68

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Apr 2	32175
Previous reading on Mar 1	- 31751
<b>Energy used</b>	<b>424 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	6625
Previous reading on Mar 1	- 6508
<b>Energy used</b>	<b>117 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 424 kWh @ \$0.02534200	10.75
<b>Delivery riders</b>	
Energy efficiency	1.17
Peak demand reduction	0.29
Renewable energy	0.30
Other delivery riders	10.88

Total delivery charges + \$29.39

### Generation riders

Retail capacity	7.47
Retail energy	18.54
Alternative energy recovery	0.37
Supplier cost reconciliation	- 1.04
Additional generation rider	0.36

Total generation charges + \$25.70

**Current electric charges \$55.09**

Your current delivery rate with Duke Energy is Residential Service, Winter (RSPP).

The Public Utilities Commission of Ohio has approved adjustments to riders AER-R (Alternative Energy Recovery), DCI (Distribution Capital Investment) and SCR (Supplier Cost Reconciliation). The PUCO also approved an adjustment to Rider DR-IM (Infrastructure Modernization), which is part of Delivery Riders. These adjustments will decrease costs for residential customers, as of April 2018. On average, a customer who uses about 1,000 kWh will see a savings of \$1.34 per month. In addition, an April 2018 adjustment to the Advanced Utility Rider reduces your costs by \$0.19 per month.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.17, Peak Demand Reduction = \$0.29, Renewable Energy = \$0.30.

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

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





## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
117 CCF @ \$0.03272800	3.83
Delivery riders	11.64
Gas cost recovery	
117 CCF @ \$0.35961760	42.08
<hr/>	
<b>Current gas charges</b>	<b>\$90.58</b>

*Your current delivery rate with Duke Energy is Residential Service PIPP (RSPP).*

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.

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Green Ln  
Cincinnati OH 45246

Bill date May 18, 2018  
For service Apr 27 – May 16  
29 days

Account number **999 999 999**

## Billing summary

Previous amount due	\$ 36.20
<i>Payment received</i>	- 36.20
Current electric charges	+ 10.98
Net metering adjustment	- 21.97
<b>Credit amount, do not pay</b>	<b>- \$ 10.99</b>

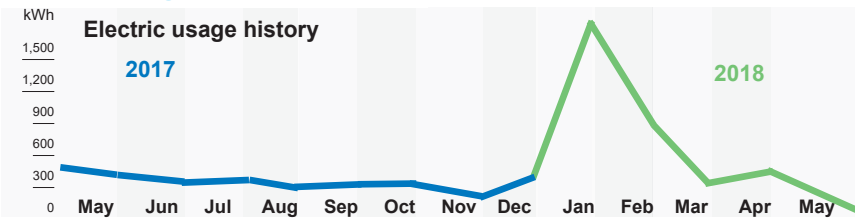


Thanks for your on-time payment.

Net metering applicable.

This bill has a credit amount, do not pay. The credit amount will be applied to your next bill.

## Your usage snapshot



	Current Month	May 2017	12-Month Usage	Average Monthly Usage
Electric	0	386	2,948	246

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Jul 27	3134
Previous reading on Jun 27	- 3134
<b>Energy used</b>	<b>0 kWh</b>



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

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

### Amount due

**- \$10.99**

*Credit amount, do not pay*

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

000549 0000024295



**Sally Sample**  
123 Green Ln  
Cincinnati OH 45246

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

### Important to know

#### Your next meter reading: Jun 16

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

#### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

#### Questions or complaints

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

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

#### When you pay by check

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



## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
<i>Delivery riders</i>	
Energy efficiency	0.00
Peak demand reduction	0.00
Renewable energy	0.00
Other delivery riders	4.98

---

Total delivery charges	\$10.98
------------------------	---------



### Dynegy generation

Energy generation	+ \$0.00
-------------------	----------

---

Current electric charges	\$10.98
--------------------------	---------

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

Your current generation rate with Dynegy is DE72. Your Dynegy account number is 999999999.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.00.

For questions about your electric supplier service or charges, contact Dynegy at 877.331.3045 or 312 Walnut St., Suite 1500, Cincinnati, OH 45202.

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

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Purple St  
Cincinnati OH 45242

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

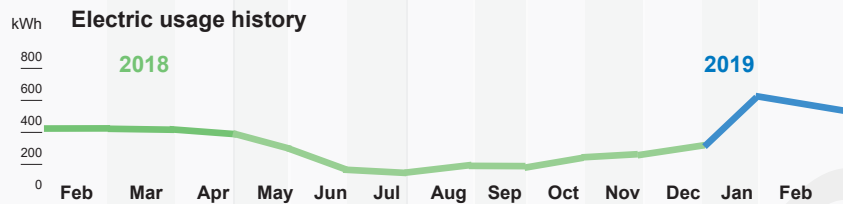
Previous amount due	\$ 69.64
<i>Payment received Oct 12</i>	- 69.64
Dynegy	
Electric generation supply	31.59
Electric delivery	34.73
<b>Total amount due Mar 6</b>	<b>\$ 66.32</b>

Account number **999 999 999**



Thank you for your on-time payment.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	586	407	3,584	299

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Feb 11	34223
Previous reading on Jan 11	- 33637
<b>Energy used</b>	<b>586 kWh</b>



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

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 66.32**  
by Mar 6

After Mar 6, the amount due will increase to \$67.31.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**



**Sally Sample**  
123 Purple St  
Cincinnati OH 45242

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	pucoco.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.544.6900

## Important to know

### Your next meter reading: Mar 12

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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



## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery	
586 kWh @ \$0.03148200	18.45
<i>Delivery riders</i>	
Energy efficiency	0.66
Peak demand reduction	0.16
Renewable energy	0.42
Other delivery riders	8.63
Duke Energy generation rider	0.41
<hr/>	
Total delivery charges	\$34.73
<b>DYNEGY™</b>	
<b>Dynegy generation</b>	
Energy generation	
586 kWh @ \$0.05390000	+ \$31.59
<hr/>	
<b>Current electric charges</b>	<b>\$66.32</b>

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS01)*.

Your current generation rate with Dynegy is DE72. Your Dynegy account number is 999999999.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.66, Peak Demand Reduction = \$0.16, and Renewable Energy = \$0.42.



For questions about your electric supplier service or charges, contact Dynegy at 877.331.3045 or 6555 Sierra Rd., Irving, TX 75039.

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

SAMPLE

**Service address**  
789 Tiger Blvd  
Hamilton OH 45011

Bill date Jul 31, 2018  
For service Jun 28 – Jul 30  
32 days

**Billing summary**

Previous amount due	\$ 9,432.21
Payment received Jul 18	- 9,432.21
Current electric charges	+ 9,231.91
Current gas charges	302.40
<b>Total amount due Aug 22</b>	<b>\$ 9,534.31</b>

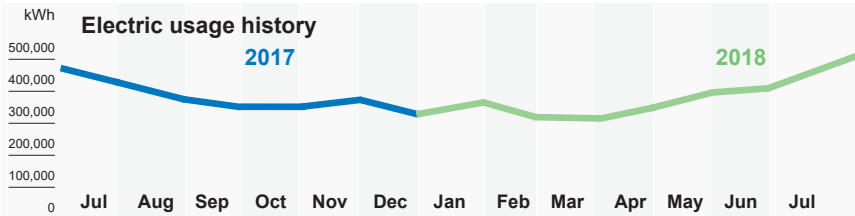
Account number **999 999 999**

Account services contact: Macey Austin  
Duke Energy 800.956.8823



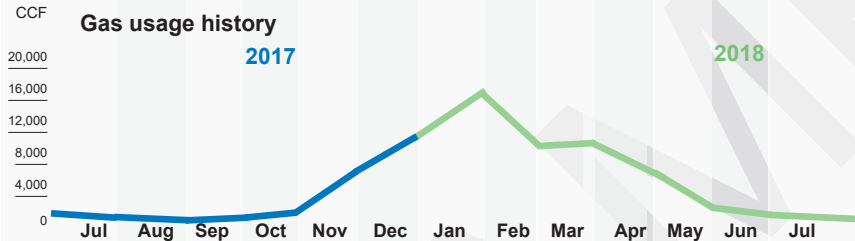
Thank you for your on-time payment.

**Your usage snapshot**



	Current Month	Jul 2017	12-Month Usage	Average Monthly Usage
Electric	463,977	449,271	4,423,762	368,647

12-Month usage based on most recent history



	Current Month	Jul 2017	12-Month Usage	Average Monthly Usage
Gas	13	728	64,690	5,391

12-Month usage based on most recent history

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

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

**Amount due**

**\$ 9,534.31**  
on Aug 22

After Aug 22, the amount due will increase to \$9,677.32.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

000549 0000024295



Company A  
Attn: C&I Dept  
PO Box 123  
Charlotte NC 28202

P.O. Box 1326  
Charlotte NC 28201



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6



## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.956.8823
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.956.8823
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.956.8823
-------------------------	--------------

## Important to know

### Your next meter reading: Aug 28

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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

## Your usage snapshot - continued

### Current electric usage for meter number 999999999

Usage period	Jun 28 to Jul 30
kWh usage	463,977
On-peak actual kW	769.00
On-peak actual kVa	852.10
On-peak power factor	90.2%



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

### Current gas usage for meter number 999999999

Actual reading on Jul 30	56708
Previous reading on Jun 28	- 56698
	10
<u>Gas Pressure Factor x 1.317</u>	
	<b>13 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.3170. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$45.95
<i>Delivery charges</i>	
Distribution demand 769.00 kW @ \$5.38150000	4,138.37
<i>Delivery riders</i>	
Energy efficiency	521.51
Peak demand reduction	130.38
Renewable energy	332.67
Other delivery riders	4,063.03
<b>Current electric charges</b>	<b>\$9,231.91</b>

Your current delivery rate with Duke Energy is Distribution Service (DS01).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$521.51, Peak Demand Reduction = \$130.38, Renewable Energy = \$332.67.

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



**For questions about your electric supplier service or charges, contact Texas Retail Energy LLC at 866.532.0761 or 2001 S.E. 10th St., Bentonville, AR 72716.**

Your electric service provider is responsible for billing your supplier charges.

## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$226.64
Service delivery 13 CCF @ \$0.10483000	1.36
Delivery riders	74.45
Credit for applicable riders 13 CCF @ \$0.00414100	- 0.05
<b>Current gas charges</b>	<b>\$302.40</b>

Your current delivery rate with Duke Energy is Firm Transportation - Large (FTL1).

This month's Gas Recovery Rate (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.



**For questions about your gas supplier service or charges, contact Constellation NewEnergy at 888.367.4493 or P.O. Box 4911, Houston, TX 77010.**

The actual cost of gas will be billed to you by your supplier.

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



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Purple St  
Cincinnati OH 45242

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

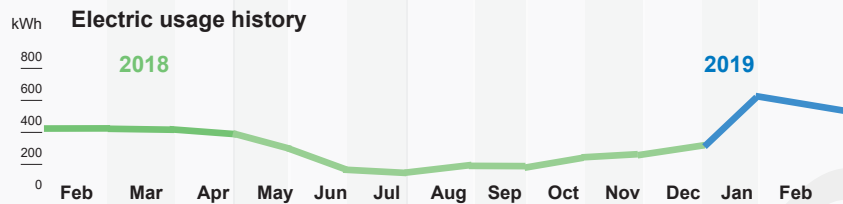
Previous amount due	\$ 69.64
<i>Payment received Oct 12</i>	- 69.64
Dynegy	
Electric generation supply	31.59
Electric delivery	34.73
<b>Total amount due Mar 6</b>	<b>\$ 66.32</b>

Account number **999 999 999**



Thank you for your on-time payment.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	586	407	3,584	299

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Feb 11	34223
Previous reading on Jan 11	- 33637
<b>Energy used</b>	<b>586 kWh</b>



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

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 66.32**  
by Mar 6

After Mar 6, the amount due will increase to \$67.31.

To help others with a contribution to HeatShare, add here.

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

**Amount enclosed**



**Sally Sample**  
123 Purple St  
Cincinnati OH 45242

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	pucoco.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.544.6900

### Important to know

#### Your next meter reading: Mar 12

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

#### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

#### Questions or complaints

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

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

#### When you pay by check

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



## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery	
586 kWh @ \$0.03148200	18.45
<i>Delivery riders</i>	
Energy efficiency	0.66
Peak demand reduction	0.16
Renewable energy	0.42
Other delivery riders	8.63
Duke Energy generation rider	0.41
<hr/>	
Total delivery charges	\$34.73
<b>DYNEGY™</b>	
<b>Dynegy generation</b>	
Energy generation	
586 kWh @ \$0.05390000	+ \$31.59
<hr/>	
<b>Current electric charges</b>	<b>\$66.32</b>

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS01)*.

Your current generation rate with Dynegy is DE72. Your Dynegy account number is 999999999.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.66, Peak Demand Reduction = \$0.16, and Renewable Energy = \$0.42.



For questions about your electric supplier service or charges, contact Dynegy at 877.331.3045 or 6555 Sierra Rd., Irving, TX 75039.

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

SAMPLE



duke-energy.com  
800.544.6900

# Your energy bill

**Service address**  
123 Main St  
Batavia OH 45103

Bill date Aug 27, 2018  
For service Jul 26 – Aug 24  
29 days

Account number **999 999 999**

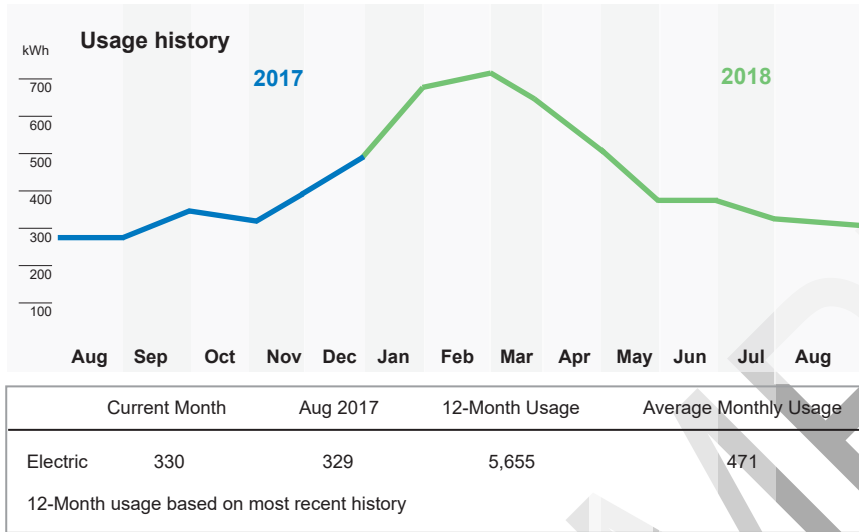
## Billing summary

Previous amount due	\$ 46.99
Payment received Aug 8	- 46.99
Current electric charges	+ 44.63
<b>Total amount due Sep 18</b>	<b>\$ 44.63</b>



Thank you for your on-time payment.

## Your usage snapshot



### Current usage for meter number 999999999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
<b>Energy used</b>	<b>330 kWh</b>



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

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 44.63**  
by Sep 18

After Sep 18, the amount due will increase to \$45.30.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Main St  
Batavia OH 5103-503



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puco.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Sep 24

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 330 kWh @ \$0.02534200	8.36
<i>Delivery riders</i>	
Energy efficiency	0.91
Peak demand reduction	0.23
Renewable energy	0.24
Other delivery riders	9.00
<hr/>	
Total delivery charges	+ \$24.74
<i>Generation riders</i>	
Retail capacity	6.85
Retail energy	13.12
Alternative energy recovery	0.04
Supplier cost reconciliation	- 0.40
Additional generation rider	0.28
<hr/>	
Total generation charges	+ \$19.89
<hr/>	
<b>Current electric charges</b>	<b>\$44.63</b>

Your current rate is Residential Service, Summer (RS).

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0594** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates for all electric suppliers or contact Duke Energy for a written explanation.

The Public Utilities Commission of Ohio approved adjustments to rider Economic Competitiveness Fund (part of Delivery Riders) that were 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 percent.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.91, Peak Demand Reduction = \$0.23, Renewable Energy = \$0.24.

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

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

SAMPLE





duke-energy.com  
800.544.6900

# Your Energy Bill

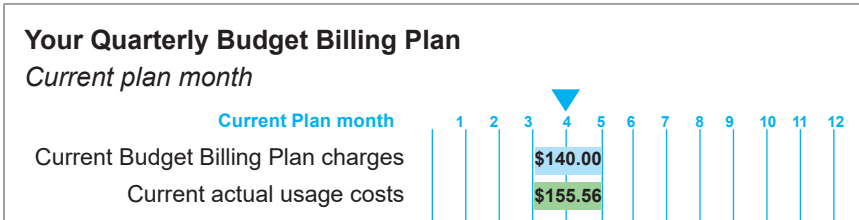
**Service address**  
111 Grays Ln  
Mason OH 45157

Bill date Apr 9, 2018  
For service Mar 8 – Apr 8  
31 days

## Billing summary

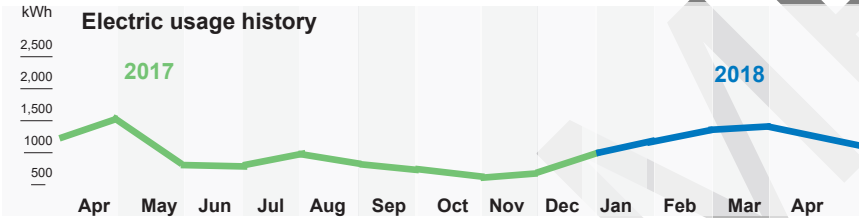
Account number **999 999 999**

Previous amount due	\$ 140.00
Payment received Mar 6	- 140.00
Current Budget Billing Plan charges	140.00
<b>Total amount due May 1</b>	<b>\$ 140.00</b>



**\$** Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the year, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge for the next plan quarter based on your usage over the previous 12 months.

## Your usage snapshot



	Current Month	Apr 2018	12-Month Usage	Average Monthly Usage
Electric	866	1,131	9,615	801

12-Month usage based on most recent history

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

<b>\$ 140.00</b> by May 1	After May 1, the amount due will increase to \$142.10.
------------------------------	--

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ Amount enclosed

000549



**Sally Sample**  
111 Grays Ln  
Mason OH 45157-9115

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.544.6900

## Important to know

### Your next meter reading: May 8

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

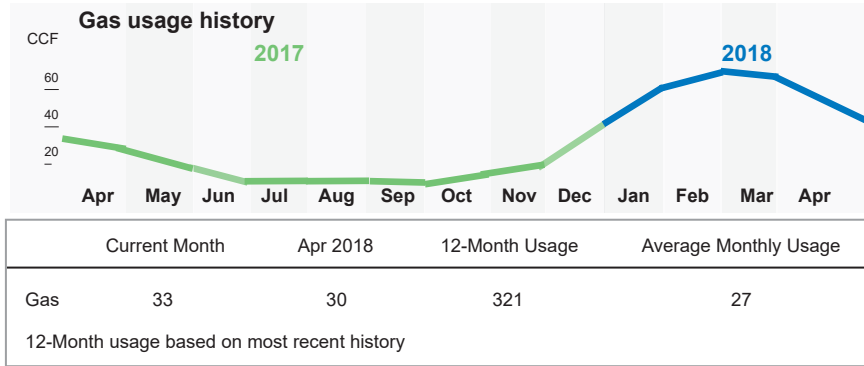
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



### Current electric usage for meter number 999999999

Actual reading on Apr 2	16770
Previous reading on Mar 1	- 15904
<b>Energy used</b>	<b>866 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	557
Previous reading on Mar 1	- 527
	30
<u>Gas Pressure Factor x 1.317</u>	
	<b>33 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.3170. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 866 kWh @ \$0.02534200	27.26
<b>Delivery riders</b>	
Energy efficiency	2.38
Peak demand reduction	0.60
Renewable energy	0.85
Other delivery riders	13.01
<b>Total delivery charges</b>	<b>\$50.10</b>

### Generation riders

Retail capacity	17.99
Retail energy	34.44
Alternative energy recovery	0.64
Supplier cost reconciliation	- 2.84
Additional generation rider	0.60
<b>Total generation charges</b>	<b>+ \$50.83</b>

**Current electric charges \$100.93**

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

The Public Utilities Commission of Ohio (PUCO) has approved adjustments to riders AER-R (Alternative Energy Recovery), DCI (Distribution Capital Investment) and SCR (Supplier Cost Reconciliation). The PUCO also approved an adjustment to Rider PSR (Price Stabilization), which is part of Delivery Riders. On average, a customer who uses about 1,000 kWh will see an increase of approximately \$2.74 or 2.4 percent per month effective April 2019.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0580** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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 = \$0.85.

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



## Billing details – Gas

<b>Duke Energy delivery</b>	
Monthly service charge	\$33.03
Service delivery	
33 CCF @ \$0.03272800	1.08
Delivery riders	8.64
Gas cost recovery	
33 CCF @ \$0.35169620	11.61
<hr/>	
Total delivery charges	\$54.63

Your current delivery rate with Duke Energy is *Residential Service (RS)*.

This month's Gas Cost Recovery rate (GCR) charge for customers purchasing their natural gas from Duke Energy is **\$0.3516962** per CCF, which includes a base GCR of \$0.3353000 and Ohio excise tax of \$0.0163962.

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
111 Grays Ln  
Mason OH 45157

Bill date May 9, 2018  
For service Apr 8 – May 8  
30 days

## Billing summary

Account number **999 999 999**

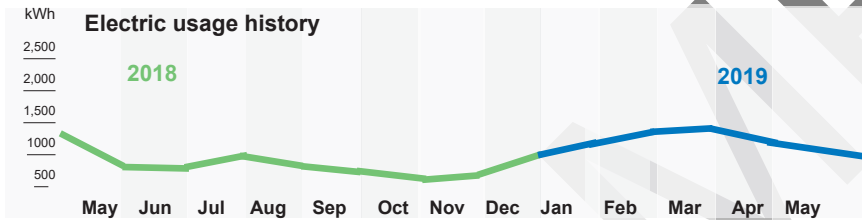
Previous amount due	\$ 140.00
Payment received Mar 6	- 140.00
Current Budget Billing Plan charges	140.00
<b>Total amount due May 31</b>	<b>\$ 140.00</b>

### Your Quarterly Budget Billing Plan

Monthly charge	Previous 12 months				Current quarter
	May '18-Jul	Aug-Oct	Nov-Jan '19	Feb-Apr	May-Jul
Quarterly Plan charges	\$474	\$474	\$474	\$420	\$140
Actual costs	\$375	\$352	\$480	\$560	\$106

**\$** Your Quarterly Budget Billing plan keeps your monthly charge steady throughout the quarter, even as your usage goes up or down. At each quarterly review, we may adjust the amount of your monthly charge based on your usage over the previous 12 months. This quarter, your monthly plan charge is \$140.

## Your usage snapshot



	Current Month	May 2018	12-Month Usage	Average Monthly Usage
Electric	487	611	9,491	791

12-Month usage based on most recent history

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

<b>\$ 140.00</b> by May 31	After May 31, the amount due will increase to \$142.10.
-------------------------------	---

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ Amount enclosed

000549



**Sally Sample**  
111 Grays Ln  
Mason OH 45157-9115

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

Electric/Gas outage		<a href="http://duke-energy.com/outages">duke-energy.com/outages</a>
Call	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	<a href="http://duke-energy.com/billing">duke-energy.com/billing</a>
Automatically from your bank account	<a href="http://duke-energy.com/autodraft">duke-energy.com/autodraft</a>
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	<a href="http://duke-energy.com/locations">duke-energy.com/locations</a>

### Help managing your account

Register for free paperless billing	<a href="http://duke-energy.com/paperless">duke-energy.com/paperless</a>
Update your account information	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>
Mobile website	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	<a href="http://duke-energy.com">duke-energy.com</a>
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	<a href="http://puco.ohio.gov">puco.ohio.gov</a>
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	<a href="http://pickocc.gov">pickocc.gov</a>

### Request the condensed or detailed bill format

Online	<a href="http://duke-energy.com/xxxx">duke-energy.com/xxxx</a>
Call (7 a.m. to 7 p.m.)	800.544.6900

## Important to know

### Your next meter reading: Jun 7

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

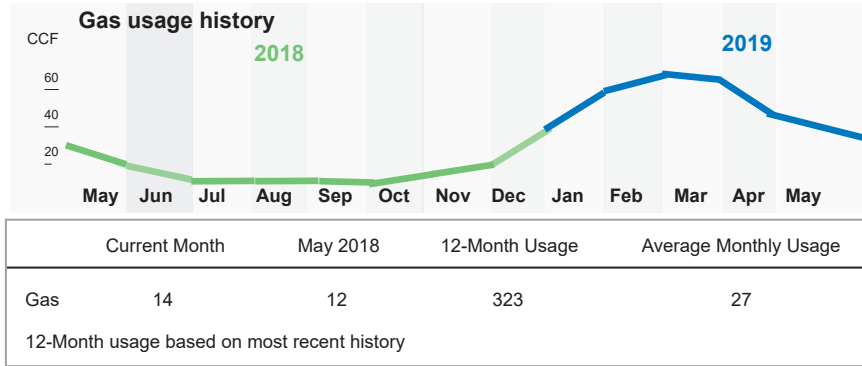
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



### Current electric usage for meter number 999999999

Actual reading on Apr 2	17257
Previous reading on Mar 1	- 16770
<b>Energy used</b>	<b>487 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	570
Previous reading on Mar 1	- 557
	13
<u>Gas Pressure Factor x 1.1134</u>	
	14 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.1134. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 487 kWh @ \$0.03148200	15.33
<b>Delivery riders</b>	
Energy efficiency	1.34
Peak demand reduction	0.34
Renewable energy	0.48
Other delivery riders	7.42
<b>Total delivery charges</b>	<b>\$30.91</b>
<b>Generation riders</b>	
Retail capacity	10.11
Retail energy	19.37
Alternative energy recovery	0.36
Supplier cost reconciliation	- 1.60
Additional generation rider	0.34
<b>Total generation charges</b>	<b>+ \$28.58</b>
<b>Current electric charges</b>	<b>\$59.49</b>

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0580** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.34, Peak Demand Reduction = \$0.34, and Renewable Energy = \$0.48.

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

## Billing details – Gas

<b>Duke Energy delivery</b>	
Monthly service charge	\$33.03
Service delivery	
17 CCF @ \$0.03148200	0.46
Delivery riders	7.77
Gas cost recovery	
17 CCF @ \$0.34403920	4.82
<hr/>	
Total delivery charges	\$46.08

Your current delivery rate with Duke Energy is *Residential Service (RS)*.

The Public Utilities Commission of Ohio (PUCO) has approved adjustments to rider Accelerated Main Replacement Program. This adjustments results in a decrease of \$0.22 per month on your bill.

This month's Gas Cost Recovery rate (GCR) charge for customers purchasing their natural gas from Duke Energy is **\$0.3440382** per CCF, which includes a base GCR of \$0.3280000 and Ohio excise tax of \$0.0160392.

SAMPLE





duke-energy.com  
800.544.6900

## Your energy bill

page 1 of 2

**Service address**  
123 Main St  
Batavia OH 45103

Bill date Aug 27, 2018  
For service Jul 26 – Aug 24  
29 days

Account number **999 999 999**

## Billing summary

Previous amount due	\$ 46.99
Payment received Aug 8	- 46.99
Current electric charges	+ 44.63
<b>Total amount due Sep 18</b>	<b>\$ 44.63</b>



Thank you for your on-time payment.

Your current rate is Residential Service, Summer (RS).

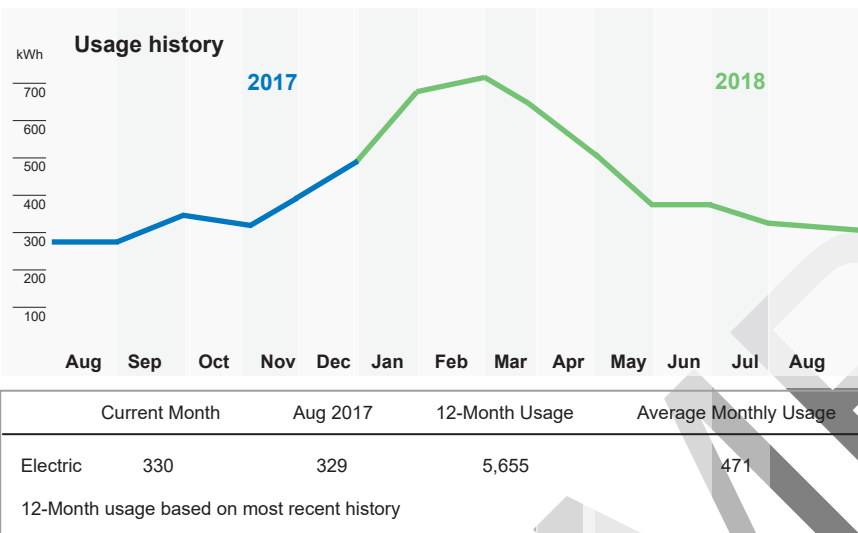
**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0594** per kWh for you to save money. Visit [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov) to compare rates for all electric suppliers or contact Duke Energy for a written explanation.

The Public Utilities Commission of Ohio approved adjustments to rider Economic Competitiveness Fund (part of Delivery Riders) that were 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 percent.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.91, Peak Demand Reduction = \$0.23, Renewable Energy = \$0.24.

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

## Your usage snapshot



### Current usage for meter number 999999999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
<b>Energy used</b>	<b>330 kWh</b>



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

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

### Amount due

**\$ 44.63**  
by Sep 18

After Sep 18, the amount due will increase to \$45.30.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

000549 0000024295



**Sally Sample**  
123 Main St  
Batavia OH 5103-503



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

Electric/Gas outage		<a href="http://duke-energy.com/outages">duke-energy.com/outages</a>
Call	Electric	800.543.5599
	Gas	800.634.4300

### Convenient ways to pay your bill

Online	<a href="http://duke-energy.com/billing">duke-energy.com/billing</a>
Automatically from your bank account	<a href="http://duke-energy.com/autodraft">duke-energy.com/autodraft</a>
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	<a href="http://duke-energy.com/locations">duke-energy.com/locations</a>

### Help managing your account

Register for free paperless billing	<a href="http://duke-energy.com/paperless">duke-energy.com/paperless</a>
Update your account information	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>
Mobile website	<a href="http://duke-energy.com/my-account">duke-energy.com/my-account</a>

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	<a href="http://duke-energy.com">duke-energy.com</a>
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	<a href="http://puco.ohio.gov">puco.ohio.gov</a>
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	<a href="http://pickocc.gov">pickocc.gov</a>

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Sep 24

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Sample Dr  
Cincinnati OH 45231

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

Account number **999 999 999**

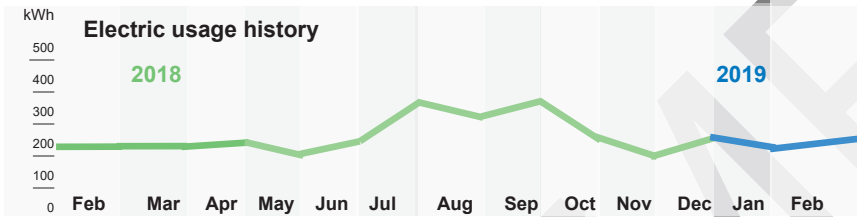
Previous amount due	\$ 100.00
Payment received Feb 1	- 100.00
Current Budget Billing Plan charges	100.00
<b>Total amount due Mar 6</b>	<b>\$ 100.00</b>



**\$** Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$67.43** between plan charges and actual usage costs.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	233	239	2,964	247
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 100.00**  
by Mar 6

After Mar 6, the amount due will increase to \$101.50.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Sample Dr  
Cincinnati OH 45231-5816



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

---

### Report an emergency

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

---

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

---

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

---

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Mar 12

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

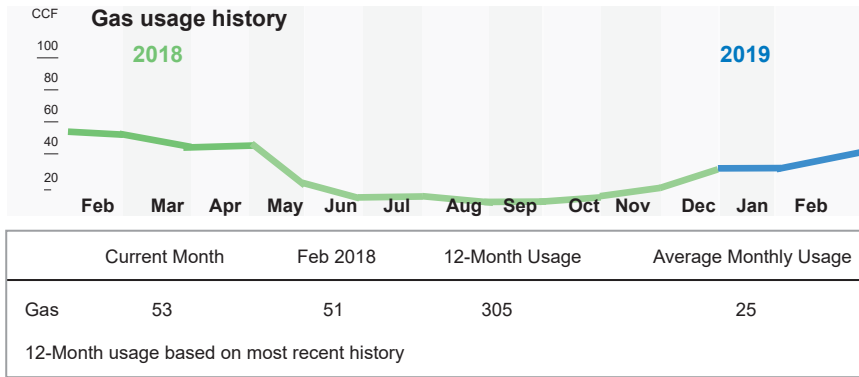
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



**Current electric usage for meter number 999999999**

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
<b>Energy used</b>	<b>233 kWh</b>



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

**Current gas usage for meter number 999999999**

Actual reading on Apr 2	7793
Previous reading on Mar 1	- 7740
<b>Energy used</b>	<b>53 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 233 kWh @ \$0.03148200	7.34
<i>Delivery riders</i>	
Energy efficiency	0.64
Peak demand reduction	0.16
Renewable energy	0.17
Other delivery riders	3.80
<b>Total delivery charges</b>	<b>+ \$18.11</b>
<i>Generation riders</i>	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
<b>Total generation charges</b>	<b>+ \$13.61</b>
<b>Current electric charges</b>	<b>\$31.72</b>

Your current delivery rate with Duke Energy is Residential Service, Winter (RS).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.64, Peak Demand Reduction = \$0.16, Renewable Energy = \$0.17.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0577** per kWh for you to save money. Visit [www.energy-choice.ohio.gov](http://www.energy-choice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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

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



## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
53 CCF @ \$0.03272800	1.73
Delivery riders	9.28
Gas cost recovery	
53 CCF @ \$0.37592580	19.92
<hr/>	
<b>Current gas charges</b>	<b>\$63.96</b>

*Your current delivery rate with Duke Energy is Residential Service (RS).*

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.

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Sample Dr  
Cincinnati OH 45231

Bill date Feb 12, 2019  
For service Jan 11 – Feb 11  
31 days

## Billing summary

Account number **999 999 999**

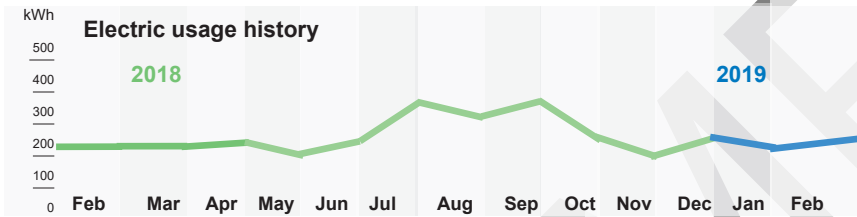
Previous amount due	\$ 100.00
Payment received Feb 1	- 100.00
Current Budget Billing Plan charges	100.00
<b>Total amount due Mar 6</b>	<b>\$ 100.00</b>



**\$** Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$67.43** between plan charges and actual usage costs.

## Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	233	239	2,964	247
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

### Amount due

**\$ 100.00**  
by Mar 6

After Mar 6, the amount due will increase to \$101.50.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

000549 0000024295



**Sally Sample**  
123 Sample Dr  
Cincinnati OH 45231-5816



P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

---

### Report an emergency

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

---

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

---

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing Impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

---

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: Mar 12

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

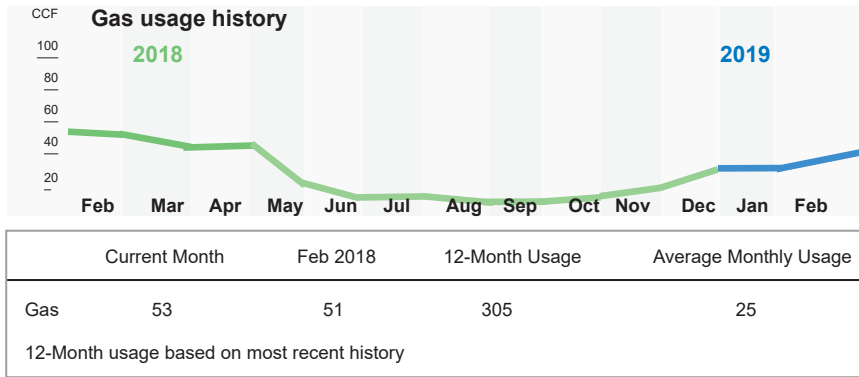
If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contact options provided.

### When you pay by check

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



## Your usage snapshot - continued



**Current electric usage for meter number 999999999**

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
<b>Energy used</b>	<b>233 kWh</b>



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

**Current gas usage for meter number 999999999**

Actual reading on Apr 2	7793
Previous reading on Mar 1	- 7740
<b>Energy used</b>	<b>53 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

<b>Duke Energy delivery</b>	
Monthly service charge	\$6.00
Service delivery 233 kWh @ \$0.03148200	7.34
<i>Delivery riders</i>	
Energy efficiency	0.64
Peak demand reduction	0.16
Renewable energy	0.17
Other delivery riders	3.80
<b>Total delivery charges</b>	<b>+ \$18.11</b>
<i>Generation riders</i>	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
<b>Total generation charges</b>	<b>+ \$13.61</b>
<b>Current electric charges</b>	<b>\$31.72</b>

Your current delivery rate with Duke Energy is Residential Service, Winter (RS).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.64, Peak Demand Reduction = \$0.16, Renewable Energy = \$0.17.

**Price to compare:** If you're considering using a different electric supplier, their rate would have to be lower than **\$0.0577** per kWh for you to save money. Visit [www.energy-choice.ohio.gov](http://www.energy-choice.ohio.gov) to compare rates of all electric suppliers or contact Duke Energy for a written explanation.

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

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



## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
53 CCF @ \$0.03272800	1.73
Delivery riders	9.28
Gas cost recovery	
53 CCF @ \$0.37592580	19.92
<hr/>	
<b>Current gas charges</b>	<b>\$63.96</b>

*Your current delivery rate with Duke Energy is Residential Service (RS).*

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.

SAMPLE



duke-energy.com  
800.544.6900

# Your Energy Bill

**Service address**  
123 Green Ln  
Cincinnati OH 45246

Bill date May 18, 2018  
For service Apr 27 – May 16  
29 days

Account number **999 999 999**

## Billing summary

Previous amount due	\$ 36.20
<i>Payment received</i>	- 36.20
Current electric charges	+ 10.98
Net metering adjustment	- 21.97
<b>Credit amount, do not pay</b>	<b>- \$ 10.99</b>

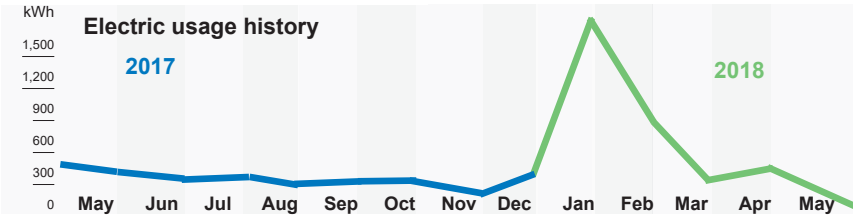


Thanks for your on-time payment.

Net metering applicable.

This bill has a credit amount, do not pay. The credit amount will be applied to your next bill.

## Your usage snapshot



	Current Month	May 2017	12-Month Usage	Average Monthly Usage
Electric	0	386	2,948	246

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Jul 27	3134
Previous reading on Jun 27	- 3134
<b>Energy used</b>	<b>0 kWh</b>



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

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

### Amount due

**- \$10.99**

*Credit amount, do not pay*

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**

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



P.O. Box 70516  
Charlotte NC 28272-0516

Account number **999 999 999**

000549 0000024295



**Sally Sample**  
123 Green Ln  
Cincinnati OH 45246

P.O. Box 1326  
Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

### Important to know

#### Your next meter reading: Jun 16

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

#### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

#### Questions or complaints

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

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

#### When you pay by check

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



## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
<i>Delivery riders</i>	
Energy efficiency	0.00
Peak demand reduction	0.00
Renewable energy	0.00
Other delivery riders	4.98

---

Total delivery charges	\$10.98
------------------------	---------



### Dynegy generation

Energy generation	+ \$0.00
-------------------	----------

---

Current electric charges	\$10.98
--------------------------	---------

Your current delivery rate with Duke Energy is *Residential Service, Winter (RS)*.

Your current generation rate with Dynegy is DE72. Your Dynegy account number is 999999999.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$0.00, Peak Demand Reduction = \$0.00, and Renewable Energy = \$0.00.

For questions about your electric supplier service or charges, contact Dynegy at 877.331.3045 or 312 Walnut St., Suite 1500, Cincinnati, OH 45202.

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

SAMPLE

**Service address**  
 123 Baker St  
 Cincinnati OH 45231

Bill date Apr 3, 2018  
 For service March 1 – April 2  
 32 days

**Billing summary**

Account number **999 999 999**

Previous amount due	\$ 60.00
Payment received Feb 18	- 60.00
PIPP Plus monthly amount due	60.00
<b>Total amount due Apr 25</b>	<b>\$ 60.00</b>

**Percentage of Income Payment Plan summary**

Previous PIPP Plus Balance	\$1,077.16
Payment received	- 60.00
Gas on-time credit	- 89.70
Electric on-time credit	- 42.14
Current electric charges	+ 55.09
Current gas charges	+ 90.58
<b>PIPP Plus Balance</b>	<b>\$1,030.99</b>

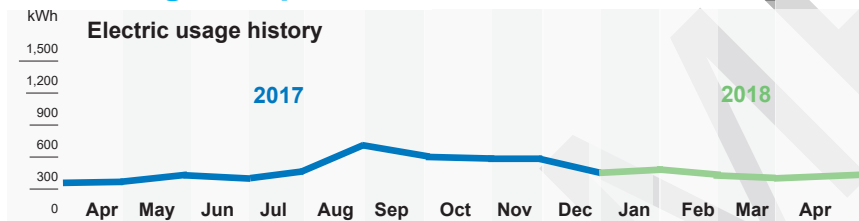
**Percent of Income Payment Plan**

Your PIPP Plus anniversary is **April 2, 2019**. Any missed PIPP Plus payments for the past 12 months must be paid by this date in order to remain on the program.

Your PIPP Plus program re-verification date is **September 8, 2018**.

When you pay your PIPP Plus installment amount in full and by the due date, you will receive an on-time credit of \$43.15 for electric service and \$84.37 for gas service. These on-time credits will be applied toward your total account balance.

**Your usage snapshot**



	Current Month	Apr 2017	12-Month Usage	Average Monthly Usage
Electric	424	379	5,913	493
12-Month usage based on most recent history				

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

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



P.O. Box 70516  
 Charlotte NC 28272-0516

Account number **999 999 999**

**Amount due**

**\$ 60.00**  
 by Apr 25

Please pay according to your PIPP Plus plan.

To help others with a contribution to HeatShare, add here.

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

**Amount enclosed**

000549 0000024295



**Sally Sample**  
 123 Baker St  
 Cincinnati OH 45231-5816

P.O. Box 1326  
 Charlotte NC 28201-1326



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

---

### Report an emergency

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

---

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.544.6900
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

---

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

---

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

---

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.544.6900
For hearing impaired TDD/TTY	800.750.7500

---

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

---

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.544.6900
-------------------------	--------------

## Important to know

### Your next meter reading: May 1

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

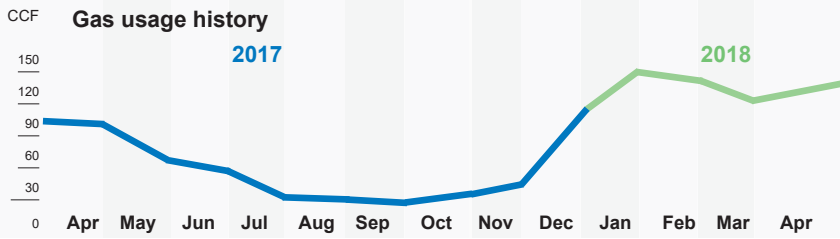
If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.

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

### When you pay by check

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

## Your usage snapshot - continued



	Current Month	Apr 2017	12-Month Usage	Average Monthly Usage
Gas	117	90	817	68

12-Month usage based on most recent history

### Current electric usage for meter number 999999999

Actual reading on Apr 2	32175
Previous reading on Mar 1	- 31751
<b>Energy used</b>	<b>424 kWh</b>



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

### Current gas usage for meter number 999999999

Actual reading on Apr 2	6625
Previous reading on Mar 1	- 6508
<b>Energy used</b>	<b>117 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$6.00
Service delivery 424 kWh @ \$0.02534200	10.75
<b>Delivery riders</b>	
Energy efficiency	1.17
Peak demand reduction	0.29
Renewable energy	0.30
Other delivery riders	10.88

Total delivery charges + \$29.39

### Generation riders

Retail capacity	7.47
Retail energy	18.54
Alternative energy recovery	0.37
Supplier cost reconciliation	- 1.04
Additional generation rider	0.36

Total generation charges + \$25.70

**Current electric charges \$55.09**

Your current delivery rate with Duke Energy is Residential Service, Winter (RSPP).

The Public Utilities Commission of Ohio has approved adjustments to riders AER-R (Alternative Energy Recovery), DCI (Distribution Capital Investment) and SCR (Supplier Cost Reconciliation). The PUCO also approved an adjustment to Rider DR-IM (Infrastructure Modernization), which is part of Delivery Riders. These adjustments will decrease costs for residential customers, as of April 2018. On average, a customer who uses about 1,000 kWh will see a savings of \$1.34 per month. In addition, an April 2018 adjustment to the Advanced Utility Rider reduces your costs by \$0.19 per month.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$1.17, Peak Demand Reduction = \$0.29, Renewable Energy = \$0.30.

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

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





## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$33.03
Service delivery	
117 CCF @ \$0.03272800	3.83
Delivery riders	11.64
Gas cost recovery	
117 CCF @ \$0.35961760	42.08
<hr/>	
<b>Current gas charges</b>	<b>\$90.58</b>

*Your current delivery rate with Duke Energy is Residential Service PIPP (RSPP).*

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.

SAMPLE

**Service address**  
 789 Tiger Blvd  
 Hamilton OH 45011

Bill date Jul 31, 2018  
 For service Jun 28 – Jul 30  
 32 days

**Billing summary**

Previous amount due	\$ 9,432.21
Payment received Jul 18	- 9,432.21
Current electric charges	+ 9,231.91
Current gas charges	302.40
<b>Total amount due Aug 22</b>	<b>\$ 9,534.31</b>

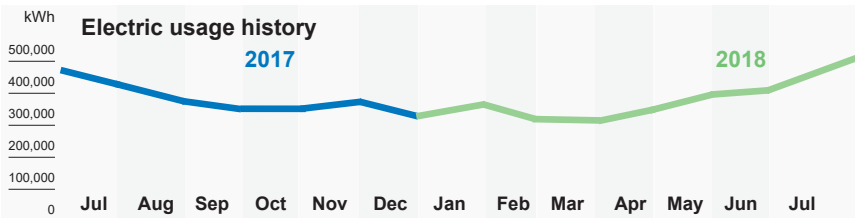
Account number **999 999 999**

Account services contact: Macey Austin  
 Duke Energy 800.956.8823



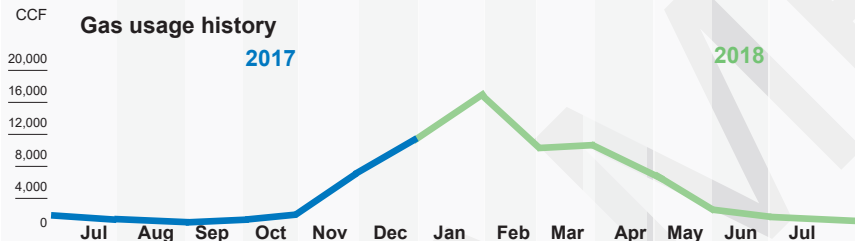
Thank you for your on-time payment.

**Your usage snapshot**



	Current Month	Jul 2017	12-Month Usage	Average Monthly Usage
Electric	463,977	449,271	4,423,762	368,647

12-Month usage based on most recent history



	Current Month	Jul 2017	12-Month Usage	Average Monthly Usage
Gas	13	728	64,690	5,391

12-Month usage based on most recent history

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

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

**Amount due**

**\$ 9,534.31**  
 on Aug 22

After Aug 22, the amount due will increase to \$9,677.32.

To help others with a contribution to HeatShare, add here.

\$ \_\_\_\_\_ **Amount enclosed**



P.O. Box 70516  
 Charlotte NC 28272-0516

Account number **999 999 999**

000549 0000024295



Company A  
 Attn: C&I Dept  
 PO Box 123  
 Charlotte NC 28202

P.O. Box 1326  
 Charlotte NC 28201



09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

## We're here for you

### Report an emergency

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

### Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.956.8823
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

### Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

### Correspond with Duke Energy

P.O. Box 1326  
Charlotte, NC 28201

### Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.956.8823
For hearing impaired TDD/TTY	800.750.7500

### General utility information or commission assistance

Public Utilities Commission of Ohio (PUCO)	
Call (8 a.m. to 5 p.m.)	800.686.7826
Online	puc.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	pickocc.gov

### Request the condensed or detailed bill format

Call (7 a.m. to 7 p.m.)	800.956.8823
-------------------------	--------------

## Important to know

### Your next meter reading: Aug 28

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

### Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

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

### Questions or complaints

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

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

### When you pay by check

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

## Your usage snapshot - continued

### Current electric usage for meter number 999999999

Usage period	Jun 28 to Jul 30
kWh usage	463,977
On-peak actual kW	769.00
On-peak actual kVa	852.10
On-peak power factor	90.2%



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

### Current gas usage for meter number 999999999

Actual reading on Jul 30	56708
Previous reading on Jun 28	- 56698
	10
<u>Gas Pressure Factor x 1.317</u>	
	<b>13 CCF</b>



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

Your gas pressure factor is 1.3170. You receive natural gas at a pressure higher than the standard delivery pressure. When this occurs, the meter reading does not reflect actual usage and a gas pressure adjustment factor must be used to determine the actual usage.

## Billing details – Electric

### Duke Energy delivery

Monthly service charge	\$45.95
<i>Delivery charges</i>	
Distribution demand 769.00 kW @ \$5.38150000	4,138.37
<i>Delivery riders</i>	
Energy efficiency	521.51
Peak demand reduction	130.38
Renewable energy	332.67
Other delivery riders	4,063.03
<b>Current electric charges</b>	<b>\$9,231.91</b>

Your current delivery rate with Duke Energy is Distribution Service (DS01).

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$521.51, Peak Demand Reduction = \$130.38, Renewable Energy = \$332.67.

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



**For questions about your electric supplier service or charges, contact Texas Retail Energy LLC at 866.532.0761 or 2001 S.E. 10th St., Bentonville, AR 72716.**

Your electric service provider is responsible for billing your supplier charges.

## Billing details – Gas

### Duke Energy delivery

Monthly service charge	\$226.64
Service delivery 13 CCF @ \$0.10483000	1.36
Delivery riders	74.45
Credit for applicable riders 13 CCF @ \$0.00414100	- 0.05
<b>Current gas charges</b>	<b>\$302.40</b>

Your current delivery rate with Duke Energy is Firm Transportation - Large (FTL1).

This month's Gas Recovery Rate (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.



**For questions about your gas supplier service or charges, contact Constellation NewEnergy at 888.367.4493 or P.O. Box 4911, Houston, TX 77010.**

The actual cost of gas will be billed to you by your supplier.

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