



155 East Broad Street
20th Floor
Columbus, Ohio, 43215

o: 614-222-1330
f: 614-222-1337

October 4, 2019

Ms. Tanowa Troupe, Secretary
Public Utilities Commission of Ohio
180 East Broad Street, 11th Floor
Columbus, Ohio 43215

Re: PUCO Case No.19-1593-GE-UNC, In the Matter of the Application of Duke Energy
Ohio, Inc. for Bill Format Approval

Dear Ms. Troupe:

On August 27, 2019, Duke Energy Ohio, Inc., (Duke Energy Ohio or Company) submitted an Application in the above-referenced docket seeking automatic approval of new bill formats. In order to ensure clarity and completeness of the record, the Company is resubmitting the bill formats. The sample bill formats include the following:

- 1. Simple Residential bill**
 - a. Res Condensed Prototype
 - b. Res Detailed Prototype
- 2. Budget Billing Program bill**
 - a. Quarterly BBP – 2020 Prototype
 - b. Quarterly BBP – 2022 Prototype
 - c. Res Annual Budget Bill – 2020 Prototype
 - d. Res Annual Budget Bill – 2022 Prototype
- 3. Supplier bill**
 - a. Electric Supplier Prototype
- 4. Net metering bill**
 - a. Net Metering Prototype
- 5. PIPP bill**
 - a. PIPP Bill Prototype
- 6. Commercial bill**
 - a. C&I Bill Prototype
- 7. Residential Disconnect bill**
 - a. Res Disconnect Prototype

Should you have any questions or concerns, please contact the undersigned.

Respectfully submitted,

/s/ Elizabeth H. Watts

Rocco O. D'Ascenzo

Deputy General Counsel

Elizabeth H. Watts

Associate General Counsel

Duke Energy Ohio, Inc.

139 E. Fourth Street

Cincinnati, Ohio 45201-0960

(513) 287-4320

(614) 222-1331

Rocco.DAscenzo@duke-energy.com

Elizabeth.Watts@duke-energy.com



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

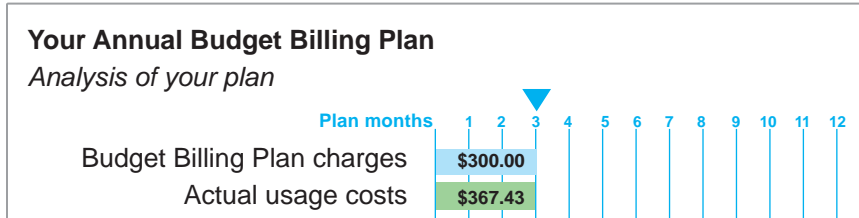
Billing summary

Account number 999 999 999

Previous amount due	\$ 100.00
Payment received Feb 1	– 100.00
Current Budget Billing Plan charges	100.00
Total amount due Mar 6	\$ 100.00



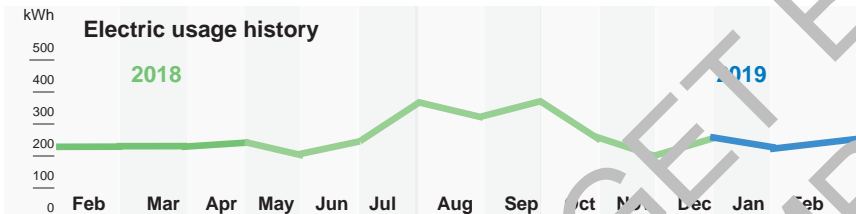
Thank you for your payment.



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	2,564	213.7

12-Month usage based on most recent history

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

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

Amount due

\$ 100.00
by Mar 6

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



P.O. Box 70516
Charlotte NC 28272-0516

Account number 999 999 999

\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
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	puco.ohio.gov
Hearing impaired	7.1.1
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

Request the condensed or detailed bill format

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

Your next meter reading: 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 the past due amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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

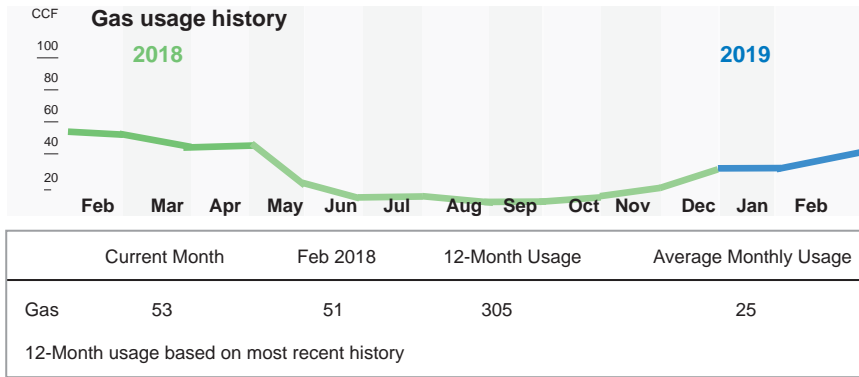
We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

Representantes bilingües están disponible para asistirle de Lunes a Viernes de 7 a.m. - 7 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Your usage snapshot - continued



Current electric usage for meter number 999999999

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
Energy used	233 kWh



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	7792
Previous reading on Mar 1	- 7740
Energy used	53 CCF



One hundred 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	
Customer charge	\$6.00
Service delivery 233 kWh @ \$0.03146300	7.34
Other delivery riders	4.77
Total delivery charges	+ \$18.11
Generation riders	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
Total generation charges	+ \$13.61
Current electric charges	\$31.72

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: In order for you to save money, an electric supplier must offer you a price lower than 5.77 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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.



Billing details – Gas

Duke Energy delivery	
Fixed delivery 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/>	
Current gas charges	\$63.96

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.

ANNUAL BUDGET BILLING - 2022
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
Total amount due Mar 6	\$ 100.00



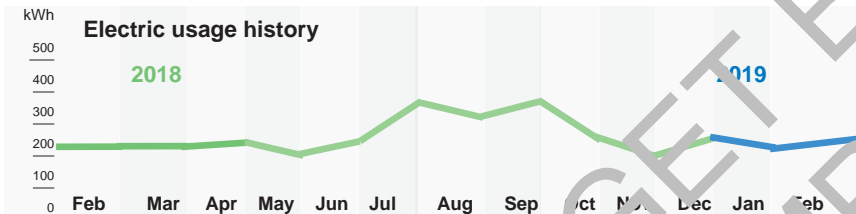
Thank you for your payment.



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 \$67.42 between plan charges and actual usage costs.

Your usage snapshot



	Current Month	Feb 2018	12-Month Usage	Average Monthly Usage
Electric	233	239	2,664	222

12-Month usage based on most recent history

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

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

Amount due

\$ 100.00
by Mar 6

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

Account number 999 999 999



P.O. Box 70516
Charlotte NC 28272-0516

000549 0000024295



Sally Sample
123 Sample Dr
Cincinnati OH 45231-5816



\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

P.O. Box 1326
Charlotte NC 28201-1326



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We're here for you

Report an emergency

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	Gas	800.634.4300

Convenient ways to pay your bill

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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

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Charlotte, NC 28201

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Online	occ.ohio.gov

Request the condensed or detailed bill format

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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 the past due amount specified in the **Important Disconnect Information** section on your bill, as well as a reconnection fee, before your service will be reconnected. The reconnection fee is \$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.

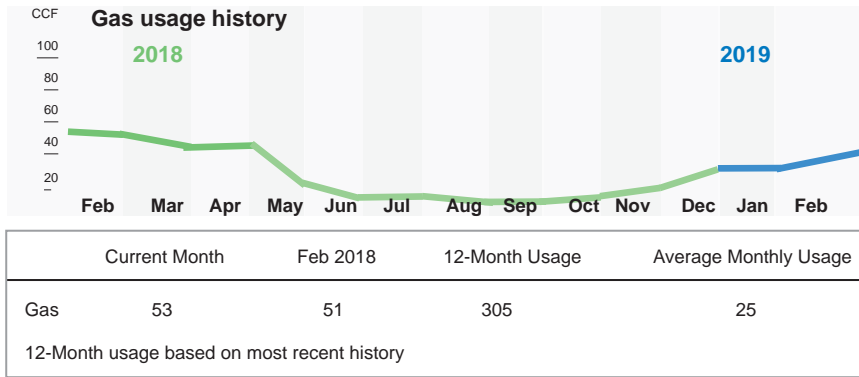
When you pay by check

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

Para nuestros clientes que hablan Español

Representantes bilingües están disponible para asistirle de Lunes a Viernes de 7 a.m. - 7 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

Your usage snapshot - continued



Current electric usage for meter number 999999999

Actual reading on Oct 22	18868
Previous reading on Sept 21	- 18635
Energy used	233 kWh



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	7792
Previous reading on Mar 1	- 7740
Energy used	53 CCF



One hundred 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	
Customer charge	\$6.00
Service delivery 233 kWh @ \$0.03148300	7.34
Other delivery riders	4.77
Total delivery charges	+ \$18.11
Generation riders	
Retail capacity	4.84
Retail energy	9.27
Alternative energy recovery	0.09
Supplier cost reconciliation	- 0.75
Additional generation rider	0.16
Total generation charges	+ \$13.61
Current electric charges	\$31.72

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: In order for you to save money, an electric supplier must offer you a price lower than 5.77 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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.



Billing details – Gas

Duke Energy delivery	
Fixed delivery 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/>	
Current gas charges	\$63.96

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.

ANNUAL BUDGET BILLING - 2020
SAMPLE

Service address
 900 Maple Dr
 Cincinnati OH 45231

Bill date Aug 13, 2018
 For service Jul 9 – Aug 7
 29 days

Billing summary - Disconnect Notice

Account number **999 999 999**

Previous amount due	\$ 185.35
Payment received	- 0.00
Late-payment charge	2.78
Current electric charges	124.21
Current gas charges	51.96
Total amount due Sep 4	\$ 364.30

Important Disconnect Information

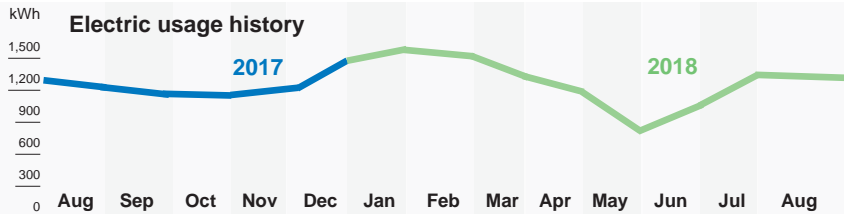
Your service may be disconnected if your past-due amount of **\$185.35** is not paid by **August 28, 2018**. A reconnection charge will be required. In addition, a service deposit in the amount of \$170 may be required. In this situation, **payment arrangements may be available by calling us at the number above.**

You also have the option to retain or have reconnected one of your services by requesting a separation of service and paying for the past due amount of either gas or electric charges. Please contact us at the number shown above to request a separation of service option.

Additional information on payment assistance can also be found on the enclosed disconnect notice or at duke-energy.com/home/billing/special-assistance.

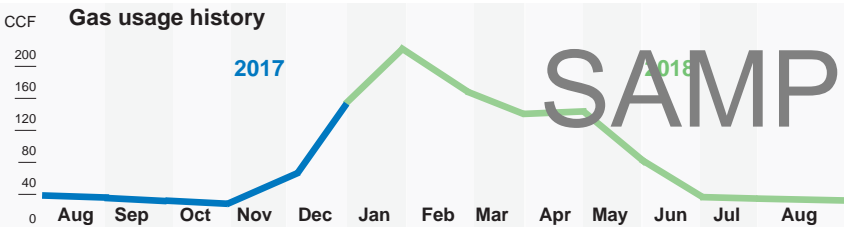
The late-payment charge is a 1.5 percent fee added for the overdue amount of the regulated portion of your previous month's bill.

Your usage snapshot



	Current Month	Aug 2017	12-Month Usage	Average Monthly Usage
Electric	1,112	1,101	13,779	1,148

12-Month usage based on most recent history



	Current Month	Aug 2017	12-Month Usage	Average Monthly Usage
Gas	18	20	961	80

12-Month usage based on most recent history

PAST DUE/DISCONNECTION SAMPLE

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

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

DUKE ENERGY
 P.O. Box 70516
 Charlotte NC 28272-0516

Account number **999 999 999**

Amount due

Pay \$185.35 by Aug 28 to avoid disconnection	\$ 364.30 by Sep 4
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\$ _____
 Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

000549 0000024295



Sally Sample
 900 Maple Dr
 Cincinnati OH 45231

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
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Call (7 a.m. to 7 p.m.)	800.544.6900
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Request the condensed or detailed bill format

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Important to know

Your next meter reading: Sep 6

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 the past-due amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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

Para nuestros clientes que hablan Español

Representantes bilingües están disponible para asistirle de Lunes a Viernes de 7 a.m. - 7 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

PAST DUE/DISCONNECTION
SAMPLE

Your usage snapshot - continued

Current electric usage for meter number 999999999

Actual reading on Aug 7	66993
Previous reading on Jul 9	- 65881
Energy used	1,112 kWh



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 Aug 7	6802
Previous reading on Jul 9	- 6784
Energy used	18 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.

Billing details – Electric

Duke Energy delivery	
Customer charge	\$6.00
Service delivery 1,112 kWh @ \$0.02534200	28.18
Other delivery riders	23.03
Total delivery charges	+ \$57.21
<i>Generation riders</i>	
Retail capacity	23.10
Retail energy	44.16
Alternative energy recovery	0.12
Supplier cost reconciliation	- 1.33
Additional generation rider	0.95
Total generation charges	+ \$67.00
Current electric charges	\$124.21

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

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.

Price to compare: In order for you to save money, an electric supplier must offer you a price lower than 5.94 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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 = \$3.06, Peak Demand Reduction = \$0.77, Renewable Energy = \$0.80.

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

PAST DUE/DISCONNECTION SAMPLE



Billing details – Gas

Duke Energy delivery	
Fixed delivery service charge	\$33.03
Service delivery	
8 CCF @ \$0.03272800	0.59
Delivery riders	8.14
Gas cost recovery	
8 CCF @ \$0.56693050	10.20
<hr/>	
Current gas charges	\$51.96

Your current rate is Residential Service (RS).

This month's Gas Cost Recovery rate (GCR) charge for customers purchasing their natural gas from Duke Energy is **\$0.5669303** per CCF, which includes a base GCR of \$0.5405000 and Ohio excise tax of \$0.0264305.

The Public Utilities Commission of Ohio approved adjustments to rider Uncollectible Expense - Gas (UE-G) and rider Percentage of Income Payment Plan (PIPP) that were effective July 31, 2018. A typical customer using 70 CCF in a month will see an increase of \$0.13 or 0.2 percent.

For a complete listing of all Ohio residential rates and riders, visit duke-energy.com/home/billing/rates.

PAST DUE/DISCONNECTION 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	+ 38.63
Customer charge	6.00
Total amount due Sep 18	\$ 44.63



Thank you for your payment.

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

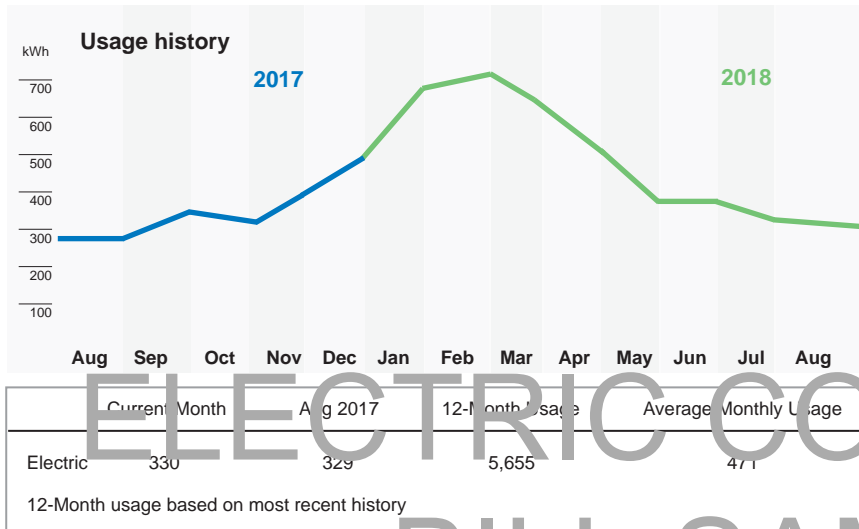
Price to compare: In order for you to save money, an electric supplier must offer you a price lower than 5.94 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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.

Your usage snapshot



Current usage for meter number 9999 9999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
Energy used	330 kWh

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. 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.

\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
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 payable to Duke Energy	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	occ.ohio.gov

Request the condensed or detailed bill format

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

Your next meter reading: 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 the past-due amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$25 for electric, \$17 for gas and \$38 for both. A security deposit may also be required.

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When you pay by check

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Para nuestros clientes que hablan Español

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ELECTRIC CONDENSED
BILL SAMPLE



duke-energy.com
800.544.6900

Your energy bill

page 1 of 3

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**

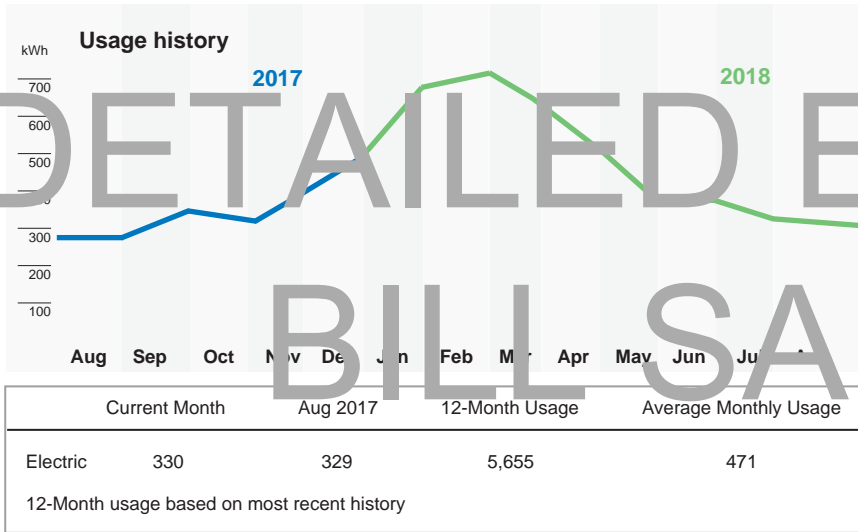
Billing summary

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



Thank you for your payment.

Your usage snapshot



Current usage for meter number 999999999

Actual reading on Aug 24	25766
Previous reading Jul 26	- 25436
Energy used	330 kWh



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. 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

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\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

000549 0000024295



Sally Sample
123 Main St
Batavia OH 5103-503



P.O. Box 1326
Charlotte NC 28201-1326



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We're here for you

Report an emergency

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Call	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

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Automatically from your bank account		duke-energy.com/autodraft
Speedpay (fee applies)		800.544.6900
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In person		duke-energy.com/locations

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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

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Call (7 a.m. to 7 p.m.)		800.544.6900
For hearing impaired TDD/TTY		800.750.7500

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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		occ.ohio.gov

Request the condensed or detailed bill format

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

Your next meter reading: 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 the past-due amount specified in the **Important Disconnection Information** section on your bill, as well as 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.

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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

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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.

Para nuestros clientes que hablan Español

Representantes bilingües están disponible para asistirle de Lunes a Viernes de 7 a.m. - 7 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.

DETAILED ELECTRIC BILL SAMPLE

Billing details – Electric

Duke Energy delivery	
Customer charge	\$6.00
Service delivery	
330 kWh @ \$0.02534200	8.36
Other delivery riders	10.38
<hr/>	
Total delivery charges	+ \$24.74
<i>Generation riders</i>	
Retail capacity	6.85
Retail energy	13.11
Alternative energy recovery	2.04
Supplier cost reconciliation	- 0.40
Additional generation rider	0.26
<hr/>	
Total generation charges	+ \$19.89
<hr/>	
Current electric charges	\$44.63

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

Price to compare: In order for you to save money, an electric supplier must offer you a price lower than 5.94 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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 1, 2011. 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 approved by the Public Utilities Commission of Ohio are 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.



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 Apr 6	– 140.00
Current Budget Billing Plan charges	140.00
Total amount due May 31	\$ 140.00



Thank you for your payment.

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.

QUARTERLY BUDGET BILL

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. 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 31

After May 31, the amount due will increase to \$142.10.

\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
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 payable to Duke Energy	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

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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	occ.ohio.gov

Request the condensed or detailed bill format

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

Your next meter reading: 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 the past-due amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$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

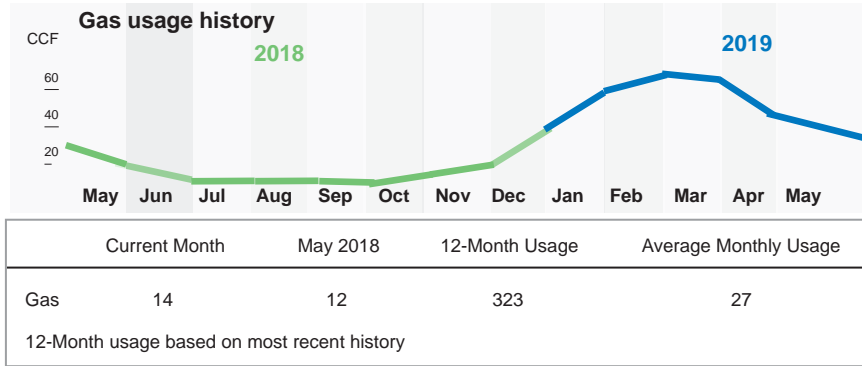
We may process the payment as a regular check or convert it into a one-time electronic check payment.

Para nuestros clientes que hablan Español

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QUARTERLY BUDGET BILL
2022 SAMPLE

Your usage snapshot - continued



Current electric usage for meter number 999999999

Actual reading on Apr 2	17257
Previous reading on Mar 1	- 16770
Energy used	487 kWh



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
Gas used	13
Gas Pressure Factor x 1.1134	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	
Customer charge	\$6.00
Service delivery	
487 kWh @ \$0.03148200	15.33
Other delivery riders	9.58
Total delivery charges	\$30.91
Generation riders	
Retail capacity	10.11
Retail energy	19.37
Alternative energy recovery	0.36
Supplier cost reconciliation	- 1.60
Additional generation rider	0.34
Total generation charges	+ \$28.58
Current electric charges	\$59.49

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

Price to compare: In order for you to save money, an electric supplier must offer you a price lower than 5.80 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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

Duke Energy delivery	
Fixed delivery 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
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.

QUARTERLY BUDGET BILL 2022 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

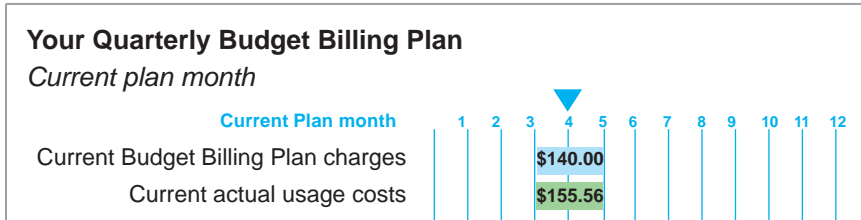
Billing summary

Account number **999 999 999**

Previous amount due	\$ 140.00
Payment received Mar 6	– 140.00
Current Budget Billing Plan charges	140.00
Total amount due May 1	\$ 140.00



Thank you for your payment.



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

QUARTERLY BUDGET BILLING 2022 SAMPLE

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

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



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.

\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

000549



Sally Sample
111 Grays Ln
Mason OH 45157-9115



P.O. Box 1326
Charlotte NC 28201-1326



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Important to know

Your next meter reading: May 8

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

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Questions or complaints

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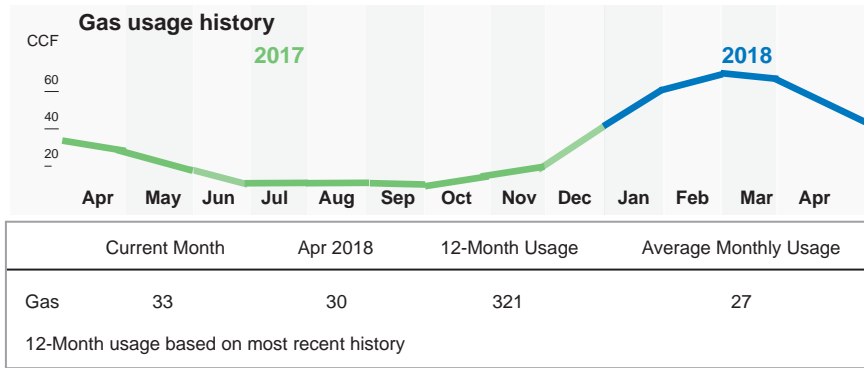
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QUARTERLY BUDGET BILLING 2022 SAMPLE

Your usage snapshot - continued



Current electric usage for meter number 999999999

Actual reading on Apr 2	16770
Previous reading on Mar 1	- 15904
Energy used	866 kWh



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
Gas used	30
Gas Pressure Factor x 1.317	
	33 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 1.3170. 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	
Customer charge	\$6.00
Service delivery 866 kWh @ \$0.02534200	27.26
Other delivery riders	16.84
Total delivery charges	\$50.10
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
Total generation charges	+ \$50.83
Current electric charges	\$100.93

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

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 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: In order for you to save money, an electric supplier must offer you a price lower than 5.80 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com 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

Duke Energy delivery		
Fixed delivery 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.

QUARTERLY BUDGET BILLING 2022 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
Payment received	- 36.20
Current electric charges	+ 10.98
Net metering adjustment	- 21.97
Credit amount, do not pay	- \$ 10.99

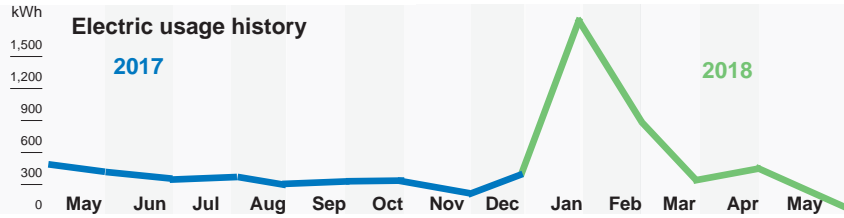


Thanks for your payment.

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
Energy used	0 kWh



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. Late payments are subject to a 1.5% late charge.

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

Amount due

\$0.00

Credit amount, do not pay



Account number **999 999 999**

P.O. Box 7516
Cincinnati OH 45272-0516

000549 0000024295



Sally Sample
123 Green Ln
Cincinnati OH 45246

\$ _____
Add here, to help others with
a contribution to HeatShare

\$ _____
Amount enclosed

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 payable to Duke Energy	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.)	614.686.7826
Online	puc.ohio.gov
Hearing impaired	711
Ohio Consumers' Counsel (OCC)	
Call (8 a.m. to 5 p.m.)	877.742.5622
Online	occ.ohio.gov

Request the condensed or detailed bill format

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

Your next meter reading: 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 the past-due amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee before your service will be reconnected. The reconnection fee is \$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.

Para nuestros clientes que hablan Español

Representantes bilingües están disponible para asistirle de Lunes a Viernes de 7 a.m. - 7 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Billing details – Electric

Duke Energy delivery	
Monthly service charge	\$6.00
Other delivery riders	4.98
Total delivery charges	\$10.98
DYNEGY	
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 DE 2.
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 800.331.3045 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.

Net Metering Sample

Service address
 123 Baker St
 Middletown OH 45044

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

Account number **999 999 999**

Billing summary

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



Thank you for your payment.

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
PIPP Plus Balance	\$1,030.99

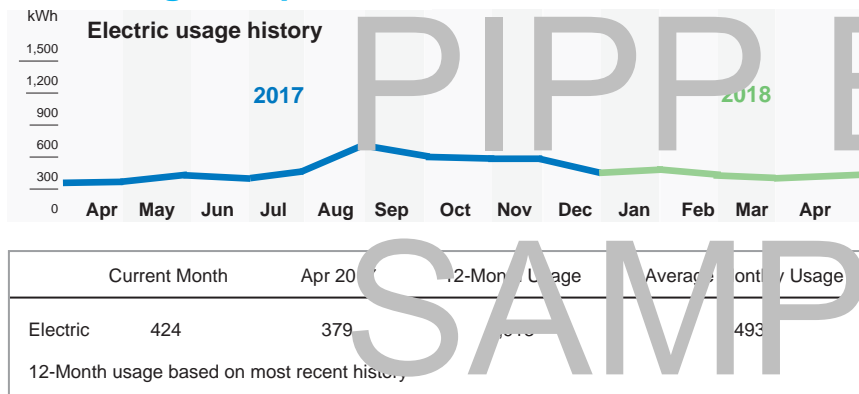
Percent of Income Payment Plan

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



Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing.

Amount due

\$ 60.00
 by Apr 25

Please pay according to your PIPP Plus plan.

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 Baker St
 Middletown OH 45044-5816

\$ _____
 Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

P.O. Box 1326
 Charlotte NC 28201-1326



We're here for you

Report an emergency

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For hearing impaired TDD/TT	800.550.7000

General utility information or commission assistance

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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	occ.ohio.gov

Request the condensed or detailed bill format

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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.

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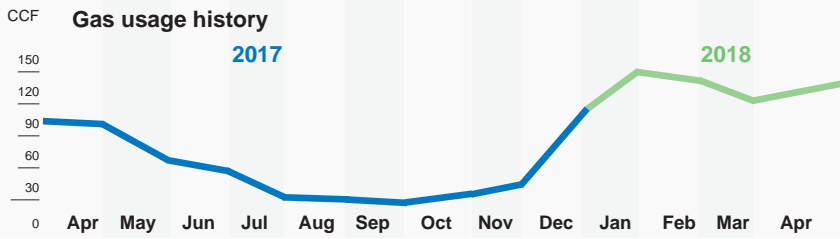
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Your usage snapshot - continued



	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
Energy used	424 kWh



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	66.5
Previous reading on Mar 1	- 6508
Energy used	117 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.

Billing details – Electric

Duke Energy delivery

Customer charge	\$6.00
Service delivery 424 kWh @ \$0.02534200	10.75
Other delivery riders	12.64
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.



Billing details – Gas

Duke Energy delivery

Fixed delivery 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/>	
Current gas charges	\$90.58

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.

PIPP BILL
SAMPLE



duke-energy.com
800.544.6900

Your Energy Bill

Service address
123 Purple St
Cincinnati OH 45242

Bill date Jul 11, 2019
For service Jun 10 – Jul 10
30 days

Account number **999 999 999**

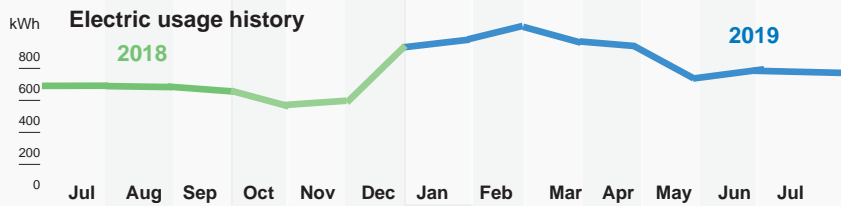
Billing summary

Previous amount due	\$ 137.81
<i>Payment received Jun 27</i>	- 137.81
Dynegy	
Electric generation supply	33.80
Electric delivery	38.73
Total amount due Mar 6	\$ 72.53



Thank you for your payment.

Your usage snapshot



	Current Month	Jul 2018	12-Month Usage	Average Monthly Usage
Electric	627	776	12,206	1,017

12-Month usage based on most recent history

Current electric usage for meter number 999999999

Actual reading on Jul 10	3750
Previous reading on Jun 10	- 3123
Energy used	627 kWh



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. 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

\$ 72.53
by Aug 2

After Aug 2, the amount due will increase to \$73.62.

\$ _____
Add here, to help others with a contribution to HeatShare

\$ _____
Amount enclosed

000519 0000024295



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



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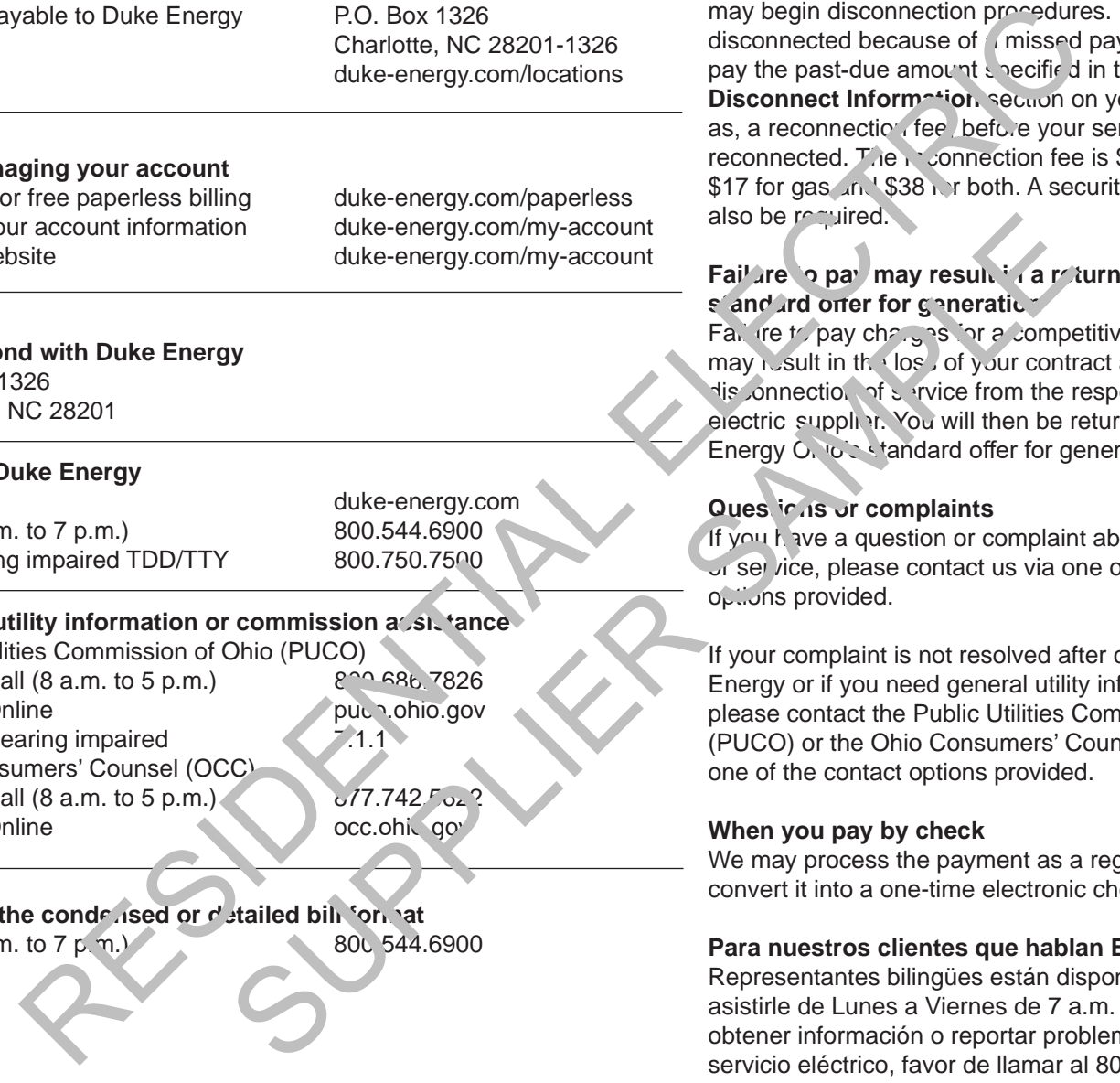
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Billing details – Electric

Duke Energy delivery	
Customer charge	\$6.00
Service delivery	
627 kWh @ \$0.03148200	19.74
Other delivery riders	12.56
Duke Energy generation rider	0.43
<hr/>	
Total delivery charges	\$38.73
DYNEGY	
Dynegy generation	
Generation supply charges	
627 kWh @ \$0.05390000	+ \$33.80
<hr/>	
Current electric charges	\$72.53

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 = \$0.71, Peak Demand Reduction = \$0.18, and Renewable Energy = \$0.62.

Price to compare: In order for you to save money, an electric supplier must offer you a price lower than 5.68 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at energychoice.ohio.gov. To learn more about Price to Compare, visit duke-energy.com or contact Duke Energy for a written explanation.



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

For a complete listing of all Ohio residential rates and riders, visit duke-energy.com/home/billing/rates.

RESIDENTIAL ELECTRIC SUPPLIER SAMPLE