



Account Number 1212-1212-12-4 80 21

<b>Due Date</b>	<b>Amount Due</b>
mmm dd, yyyy	\$ 78.79

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 WinterCare Contribution Amount Enclosed  
 (for Customer Assistance)

Current Customer  
 12345 Your Street  
 Your City ST 12345-1234

PO Box 9001076  
 Louisville KY 40290-1076

200 0000078794 12121212124 mmmddyyyy2 0000080867

Name/Service Address	For Inquiries Call	Account Number
Current Customer 12345 Your Street Your City ST 12345-1234	Duke Energy 1-800-123-4567	1212-1212-12-4

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after mmm dd not included Last payment received mmm dd Bill Prepared on mmm dd, yyyy Next meter reading mmm dd, yyyy

Urgent Messages are printed in this section of the bill with a box around the message text.

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	11111111	mmm dd	mmm dd	30	1975	1993	18
Elec	22222222	mmm dd	mmm dd	30	21202	21789	587

Gas - Residential	
Usage -	18 CCF
Duke Energy - Rate RS	\$ 33.20
<b>Current Gas Charges</b>	<b>\$ 33.20</b>
Gas Cost Recovery Chrg: x.xxxxxxxx/CCF	

Current Billing	
Balance - Previous Bill	\$ 100.87
Payment(s) Received	100.87 cr
<b>Balance Forward</b>	<b>0.00</b>
Current Gas Charges	\$ 33.20
Current Electric Charges	41.34
Taxes	4.25
<b>Current Amount Due</b>	<b>\$ 78.79</b>

Electric - Residential	
Usage -	587 kWh
Duke Energy - Rate RS	\$ 41.34
<b>Current Electric Charges</b>	<b>\$ 41.34</b>

Taxes	
Taxes	\$ 4.25

Printed on recycled paper and is recyclable.

Non-Urgent Bill Messages appear in this section of the bill

<b>Due Date</b>	<b>Amount Due</b>	After
mmm dd, yyyy	\$ 78.79	mmm dd, yyyy pay
		\$ 80.86



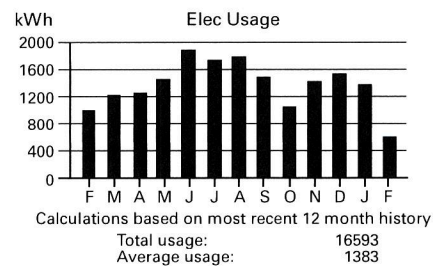
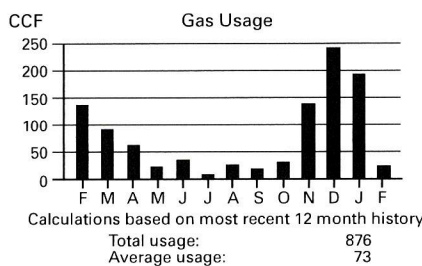


Name	Service Address	Account Number
Current Customer	12345 Your St Your City ST 12345-1234	1212-1212-12-4

Explanation of Current Charges		
<b>Gas</b> Meter # 111111111 CCF Usage - 18  mmm dd - mmm dd 30 Days	<b>Duke Energy</b> Rate RS – Residential Service  Customer Charge \$ xx.xx Gas Delivery Charge 18 CCF @ \$ x.xxxxxxx xx.xx Gas DSM Rider 18 CCF @ \$ x.xxxxxxx x.xx Rider MSR-G 18 CCF @ \$ x.xxxxxxx x.xx cr Gas Cost Recovery 18 CCF @ \$ x.xxxxxxx xx.xx	<b>Total Current Gas Charges</b> \$ xx.xx
<b>Electric</b> Meter # 222222222 kWh Usage 587  mmm dd - mmm dd 30 Days	<b>Duke Energy</b> Rate RS – Residential Srvs-xxxxxxx  Customer Charge \$ x.xx Energy Charge 587 kWh @ \$ x.xxxxxxx xx.xx Elec DSM Rider 587 kWh @ \$ x.xxxxxxx x.xx Rider MSR-E 587 kWh @ \$ x.xxxxxxxcr x.xx cr RiderPSM 587 kWh @ \$ x.xxxxxxxcr x.xx cr Elec Fuel Adjustment 587 kWh @ \$ x.xxxxxxxcr x.xx cr	<b>Total Current Electric Charges</b> \$ xx.xx

Explanation of Taxes		
<b>Taxes</b>	Rate Incr for School Tax \$ x.xx	\$ x.xx
<b>Total Taxes</b>		<b>\$ x.xx</b>

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	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	143	87	58	24	38	7	27	17	29	142	238	191	18
Electric	1025	1209	1211	1478	1855	1689	1698	1528	1035	1376	1575	1352	587



## Bill Payment Made Easy

**Paperless Billing** - View and pay your bill for free by registering at [www.duke-energy.com](http://www.duke-energy.com)

**Payment Advantage** - Free Service, payment automatically drafts from your bank account. Enroll at [www.duke-energy.com/paymybill](http://www.duke-energy.com/paymybill) or call 1-800-544-6900.

**Speedpay®** - Pay by phone 1-800-544-6900 with credit card or check. A convenience fee will be charged.

### EXPLANATION OF ESTIMATED CHARGES

Meters are scheduled to be read monthly. Regular meter readings are essential for accurate billing. When we are unable to read a meter, the usage is estimated based on previous bills. An estimated read will be considered the same as an actual read.

### PAYMENT OF BILLS

In order to avoid paying a late charge, please mail your payment to Duke Energy several days before the due date. Or, if you prefer, you may pay by phone through Speedpay, pay online with Paperless-Billing, or pay automatically through Payment Advantage. Payments can also be made at a Pay Agent location. For more information about our bill payment options, please visit us at [www.duke-energy.com](http://www.duke-energy.com) or call 1-800-544-6900. When you pay by check, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a regular check transaction.

Disconnection of your utility service(s) will not result from failure to pay any non-tariffed or non-regulated products or services.

### LATE PAYMENT CHARGE INFORMATION

A penalty may be assessed if a customer fails to pay a bill for services by the due date shown on the customer's bill. The penalty may be assessed only once on any bill for rendered services.

### EXPLANATION OF BILL LANGUAGE

(The following terms will not appear on every bill)

BBP Cycle	Period of time used to calculate the current Budget Billing monthly installment amount.	Elec. Rate	Code that identifies the rate used to determine the Electric Usage Charge.
CCF	Gas usage, measured in hundreds of cubic feet.	EST or E	Estimated Meter Read.
CR	Credited amount.	Gas Rate	Code that identifies the rate used to determine the Gas Usage Charge.
Current Gas Charges	Total of all charges based on gas usage during the current billing period.	kWh	Electric usage measured in kilowatt-hours.
Customer Charge	Charge for administrative costs, including meter reading, billing, and collecting. The Customer Charge for each service includes 10 cents for an energy assistance program approved by the Public Service Commission.	Late Payment	Additional charge added to the bill if the Amount To Pay is not received in full by the due date.
		Meter Multiplier	Constant number that the meter reading usage is multiplied by to obtain the energy usage.
		Usage	Amount of energy used during the billing period.

### GAS COST INFORMATION

The GAS COST ADJUSTMENT (GCA) rate is the cost (per 100 cubic feet) of gas we purchase from our suppliers. This rate varies periodically as gas prices to us increase or decrease. Duke Energy makes no profit on this charge since it is based on the actual cost we pay our suppliers for the gas we purchase and resell. The GCA amount is included in your total bill as an addition to the Gas Usage Charge, which covers our normal operating expenses for delivering gas to you.

### ELECTRIC COST INFORMATION

The ELECTRIC FUEL ADJUSTMENT (EFA) rate is the increase or decrease (since determination of the Base Period Fuel Cost) in the cost of fuel purchased from our supplier and used to generate electricity. The EFA rate is computed monthly according to a formula established by the Kentucky Public Service Commission. Duke Energy makes no profit on the EFA since it is based on the actual cost of fuel used to generate electricity. The amount of the EFA is included in your total bill.

### BILLING OR SERVICE INQUIRIES

If you have a question about your bill or service, call us at 1-800-544-6900. You may also write to our Customer Services Department at P.O. Box 960, Mail Drop 309C, Cincinnati, OH 45201, contact us by fax at 1-800-366-4704, or e-mail us at [www.duke-energy.com](http://www.duke-energy.com). Rate schedules and service regulations are available upon request.

### SECURITY DEPOSIT INFORMATION

If the utility will or may retain either an equal or calculated deposit for more than eighteen (18) months, at the customer's request, the deposit will be calculated every eighteen (18) months based on actual usage of the customer. If the deposit on account differs by more than ten (10) dollars for residential customers, or by more than ten (10) percent for nonresidential customers, from the deposit calculated on actual usage, then the utility shall refund any over-collection and may collect any overpayment.

#### BUSINESS HOURS

##### OFFICE HOURS:

Cincinnati - 8:00 a.m. - 5:00p.m. Monday - Friday  
Erlanger- 8:00 a.m. - 5:00 p.m. Monday - Friday

Payments and Customer Service are not offered at either location

For Correspondence: PO Box 1326 Charlotte, NC 28201

#### SERVICE EMERGENCY NUMBERS

Gas Trouble - 1-800-634-4300  
Electric Trouble - 1-800-543-5599