

6109 Edgerton Dr.  
Greensboro, N.C. 27407  
February 19, 2021

OFFICIAL COPY

Feb 25 2021

To Whom It May Concern:

It appears that Duke Power has added a \$14.00 "Basic facilities charge" to our bill since June 4, 2020. This adds an additional yearly charge of \$168.00.

How did Duke Power manage to "cover" the cost of providing service to our location as well as maintaining customer records, billing and other transactions affecting our account "before" this charge was added in June 2020? How did Duke Power determine the \$14.00 charge for each customer? There was never any warning that a charge like this would be added for these services. It just suddenly appeared.

Regular, monthly paying customers do everything necessary to reduce energy use, and there is no way one can <sup>get</sup> ahead when added fees keep coming. The customer update on energy use compared to other homes in our area shows our use has gone up since a year ago. No wonder we are paying more with this added fee.

Robert A. Heath

cc: State of N.C. Utilities Commission  
Raleigh, N.C.