### **INFORMATION SHEET**

PRESIDING: Hearing Examiner Kimberly Murrell

PLACE: Raleigh, NC

DATE: Tuesday, April 16, 2024 TIME: 10:03 a.m. - 10:59 a.m. DOCKET NO.: E-2 Sub 1338

COMPANY: Duke Energy Progress, LLC

DESCRIPTION: Complaint of Marleen D. Asbury

**VOLUME NUMBER:** 

### **APPEARANCES**

See attached

### WITNESSES

See attached

### **EXHIBITS**

See attached

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REPORTED BY: Kim Mitchell

TRANSCRIPT PAGES: 57

TRANSCRIBED BY: Kim Mitchell

DATE FILED: May 6, 2024

TOTAL PAGES: 57

E-2, Sub 1338

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1
     PLACE:
               Dobbs Building, Raleigh, North Carolina
               Tuesday, April 16, 2024
 2
     DATE:
               10:03 a.m. - 10:59 a.m.
 3
     TIME:
 4
     DOCKET:
               E-2, Sub 1338
 5
    BEFORE:
              Hearing Examiner Kimberly Murrell
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11
                        IN THE MATTER OF:
12
                       Marleen D. Asbury,
13
                  3117 Brushy Mountain Street,
14
                   Cary, North Carolina 27519
15
                                               Complainant
16
                                V.
17
                   Duke Energy Progress, LLC,
18
                                               Defendant
19
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E-2, Sub 1338
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1
    A P P E A R A N C E S:
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    FOR MARLEEN D. ASBURY:
    Marleen D. Asbury, Pro se
 3
 4
     3117 Brushy Mountain Street
 5
     Cary, North Carolina 27519
 6
 7
     FOR DUKE ENERGY PROGRESS, LLC:
 8
    Robert W. Kaylor, Esq.
    Robert W. Kaylor, P.A.
 9
10
     Post Office Box 30036
11
     Raleigh, North Carolina 27622
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E-2, Sub 1338

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# NORTH CAROLINA UTILITIES COMMISSION APPEARANCE SLIP

DATE: April 16,2024 DOCKET NO.: E-Z Sub 1338 ATTORNEY NAME and TITLE: Robert W. Kaylor
ATTORNEY NAME and TITLE: Robert W. Kaylor
FIRM NAME: Robert W. Kaylor, P. A.
ADDRESS: P.O. Box 30036
CITY: Raleigh STATE: NC ZIP CODE: 27622
CITY: Raleigh STATE: NC ZIP CODE: 27622  APPEARANCE ON BEHALF OF: Dake Guesgy Progress, LLC
APPLICANT: INTERVENOR:
PROTESTANT: RESPONDENT: DEFENDANT:
Non-confidential transcripts are located on the Commission's website. To view and/or print transcripts, go to <a href="https://www.ncuc.net/">https://www.ncuc.net/</a> , hover over the <a href="Dockets">Dockets</a> tab, select Docket Search, enter the docket number, and click search, select the highlighted docket number and select <a href="Documents">Documents</a> for a list of all documents filed.
ONLY fill out this portion if you have signed an NDA to receive CONFIDENTIAL transcripts and/or exhibits:  Yes, I have signed the Confidentiality Agreement.
Email:
SIGNATURE:
(Signature Required for distribution of CONFIDENTIAL information)



duke-energy.com 800.452.2777

### Your Energy Bill

page 1 of 3

Service address
MARLEEN ASBURY
3117 BRUSHY MOUNTAIN ST
CARY, NC 27519-0000

Bill date Oct 25, 2021 For service Sep 23 - Oct 22

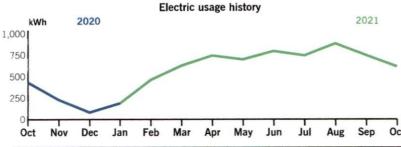
29 days

Account number 149 071 1445

### Billing summary

Total amount due Nov 18	\$86.89
7% North Carolina sales tax	5.68
REPS Adjustment	1.29
Metered Energy Service	79.92
Payment received Oct 08	-102.11
Previous amount due	\$102.11

### Your usage snapshot



	<b>Current Month</b>	Oct 2020
Electric (kWh)	612	434

# \$

Thank you for your payment.

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of \$14.00.

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all North Carolina rates and riders, visit duke-energy.com/rates

To help us repair malfunctioning streetlights, quickly: 1. Call us at 1-800-419-6356 or visit duke-energy.com/light repair 2. Provide us with the light's location and your contact information 3. Specific addresses, landmarks and directions work best.

Do you or someone you know need help with energy bills or other essentials as a result of the pandemic? Help is available through new and existing assistance programs for those who qualify. To get started, visit NC211.org, dial 211 or text your zip code to 898211.

As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & wellbeing of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

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

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



Account number 149 071 1445

\$86.89

by Nov 18

Late fees are currently suspended due to COVID-19.

\$ Amount enclosed

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY, NC 27519-7232

Duke Energy Payment Processing PO Box 1003 Charlotte, NC 28201-1003



### We're here for you

Report an en	nergency
--------------	----------

Electric outage

duke-energy.com/outages

800.419.6356

#### Convenient ways to pay your bill

Automatically from your bank account

Speedpay (fee may apply)

duke-energy.com/billing duke-energy.com/automatic-draft duke-energy.com/pay-now 800.452.2777

By mail payable to Duke Energy

P.O. Box 1003

In person

Charlotte, NC 28201-1003 duke-energy.com/location

#### Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

**Business** 

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### General questions or concerns

Online

Call (Monday - Friday, 7 a.m. to 7 p.m.) For hearing impaired TDD/TTY

International

Check utility rates

Check rates and charges

888.762.2724 or 711 1.407.629.1010

duke-energy.com/rates

duke-energy.com

800.452.2777

### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

#### Your next meter reading: Nov 22

Make sure we can safely access your meter. 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 of \$20.33 during office hours or \$58.85 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### 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



Your usage snapshot - continued

Current electric usage for meter number SC	20720
Location: APT	
Actual reading on Oct 22	13832
Previous reading on Sep 23	- 13220
Energy used	612 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.



duke-energy.com 800.452.2777

### Your Energy Bill

page 1 of 3

Service address MARLEEN ASBURY

Oct 25, 2021 Bill date For service Sep 23 - Oct 22

3117 BRUSHY MOUNTAIN ST CARY, NC 27519-0000

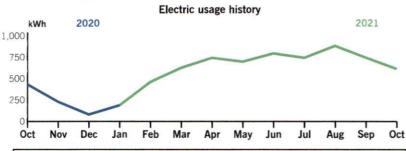
29 days

Account number 149 071 1445

### Billing summary

Total amount due Nov 18	\$86.89
7% North Carolina sales tax	5.68
REPS Adjustment	1.29
Metered Energy Service	79.92
Payment received Oct 08	-102.11
Previous amount due	\$102.11

### Your usage snapshot



	Current Month	Oct 2020	
Electric (kWh)	612	434	

Thank you for your payment.

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of \$14.00.

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For a complete listing of all North Carolina rates and riders, visit duke-energy.com/rates

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As a provider of an essential service, we are determined to continue delivering reliable power while helping protect the health & wellbeing of our communities. Visit dukeenergyupdates.com to learn what we're doing in response to COVID-19.

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

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



Account number 149 071 1445

\$86.89 by Nov 18

Late fees are currently suspended due to COVID-19.

Amount enclosed

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY, NC 27519-7232

Duke Energy Payment Processing PO Box 1003 Charlotte, NC 28201-1003



### We're here for you

Report	an	emergency
--------	----	-----------

Electric outage

duke-energy.com/outages 800.419.6356

duke-energy.com/billing

### Convenient ways to pay your bill

Online

Automatically from your bank account duke-energy.com/automatic-draft

Speedpay (fee may apply)

duke-energy.com/pay-now 800.452.2777

By mail payable to Duke Energy

P.O. Box 1003

Charlotte, NC 28201-1003

In person

duke-energy.com/location

#### Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### General questions or concerns

Online

Call (Monday - Friday, 7 a.m. to 7 p.m.) For hearing impaired TDD/TTY

International

800.452.2777 888.762.2724 or 711 1.407.629.1010

duke-energy.com

### Check utility rates

Check rates and charges

duke-energy.com/rates

#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

#### Your next meter reading: Nov 22

Make sure we can safely access your meter. 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 of \$20.33 during office hours or \$58.85 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### 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



### Your usage snapshot - continued

Current electric usage for meter number Location: APT	r SQ0720
Actual reading on Oct 22 Previous reading on Sep 23	13832 - 13220
Energy used	612 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.

duke-energy.com 800.452.2777

### Your Energy Bill

Page 1 of 3

Service address

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST **CARY NC 27519** 

Bill date Aug 28, 2023 For service Jul 25 - Aug 24

31 days

Account number 9100 5569 2028

### **Billing summary**

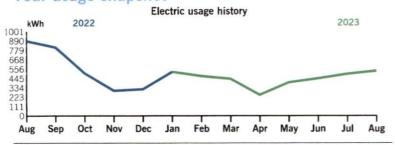
Total Amount Due Sep 22	\$91.78
Taxes	6.00
Current Electric Charges	85.78
Payment Received Aug 01	-86.69
Previous Amount Due	\$86.69



Thank you for your payment.

Track your energy use to discover ways to help lower your bills. You'll see when your usage is high, so you can adjust habits to help save. Learn how at duke-energy.com/TrackUsage.

### Your usage snapshot



#### Average temperature in degrees

78°	71°	59°	54°	42°	48°	53°	540	63°	66°	73°	81°	79°
		Cur	rent M	onth	Aug 2	022	12-M	onth Us	age	Avg Mo	nthly L	Jsage
Electri	ic (kWh)		532		89	0	Ē	5,487			457	
12-m	onth usa	ge ba	sed on	most i	recent h	istory						

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 1.0% late charge.

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

CARY NC 27519-7232



Account number 9100 5569 2028

\$91.78 by Sep 22

After Sep 22, the amount due will increase to \$92.70.

Add here, to help others with a Amount enclosed contribution to Share the Light

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094



### We're here for you

#### Report an emergency

Electric outage

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#### Convenient ways to pay your bill

Online

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Speedpay (fee may apply)

By mail payable to Duke Energy

In person

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duke-energy.com/pay-now

800.452.2777 P.O. Box 1094

Charlotte, NC 28201-1094

duke-energy.com/location

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#### General questions or concerns

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Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345

For hearing impaired TDD/TTY

International

duke-energy.com

800.452.2777

888.762.2724 or 711

1.407.629.1010

#### Check utility rates

Check rates and charges

duke-energy.com/rates

#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

#### Your next meter reading: Sep 22

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

#### Para nuestros clientes que hablan Español



Your usage snapshot - Continued

Current electric us	sage for meter number 32853	30411
Location: APT		
Actual reading on A Previous reading or		27183 - 26651
Energy Used		532 kWh
Billed kWh	532.000 kWh	

### Billing details - Electric

Billing Period - Jul 25 23 to Aug 24 23		
Meter - 328530411		
Basic Customer Charge	\$14.00	
Energy Charge		
532.000 kWh @ \$0.12918000	68.72	
Storm Recovery Cost		
532.000 kWh @ \$0.00284000	1.51	
Renewable Energy Rider	1.55	
Total Current Charges	\$85	.78

Your current rate is Residential Service (RES).

# Billing details - Taxes

Sales Tax For Utility	\$6.00
Total Taxes	\$6.00

# Your Energy Bill

Page 1 of 13

Service address MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519

Bill date Sep 1, 2023 For service Oct 22 - Aug 24

672 days

Account number 9100 5569 2028

### **Billing summary - Corrected Bill**

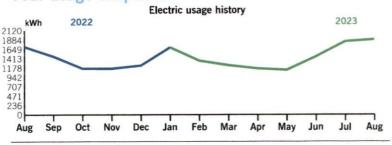
Total Amount Due Sep 26	\$2,112.83
Taxes	262.51
Current Electric Charges	3,750.05
Payment Received Aug 01	-1,986.62
Previous Amount Due	\$86.89

# \$

Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least three full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

### Your usage snapshot



#### Average temperature in degrees

78°	71°	59°	54°	42°	48°	53°	54°	63°	66°	73°	81°	79°
		Cur	rent M	onth	Aug 2	022	12-M	onth Us	age	Avg Mo	nthly L	Isage
Electr	ic (kWh)		1,884		1,7	11	1	6,791		1	,399	
12-m	onth usa	ge ba	sed on	most i	recent h	istory						

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 1.0% late charge.

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

ENERGY. **PROGRESS** Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

Account number 9100 5569 2028

\$2,112.83 by Sep 26

After Sep 26, the amount due will increase to \$2,112.83.

Add here, to help others with a contribution to Share the Light

Amount enclosed

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094



### We're here for you

### Report an emergency

Electric outage

duke-energy.com/outages

800.419.6356

#### Convenient ways to pay your bill

Online

Speedpay (fee may apply)

By mail payable to Duke Energy

In person

duke-energy.com/billing Automatically from your bank account duke-energy.com/automatic-draft duke-energy.com/pay-now 800.452.2777

P.O. Box 1094

Charlotte, NC 28201-1094

duke-energy.com/location

#### Help managing your account (not applicable for all customers)

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Home Business duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### General questions or concerns

Online

Home: Mon - Fri (7 a.m. to 7 p.m.) Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345

For hearing impaired TDD/TTY

International

duke-energy.com

800.452.2777

888.762.2724 or 711

1.407.629.1010

#### Check utility rates

Check rates and charges

duke-energy.com/rates

### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

#### Your next meter reading: Sep 22

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#### Para nuestros clientes que hablan Español



Your usage sn	apshot - Continu	ied
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Aug Previous reading on J		55601 - 53717
Energy Used		1,884 kWh
Billed kWh	1,884.000 kWh	
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Jul Previous reading on J		53717 - 51881
Energy Used		1,836 kWh
Billed kWh	1,836.000 kWh	
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Jur Previous reading on N		51881 - 50424
Energy Used		1,457 kWh
Billed kWh	1,457.000 kWh	
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Ma Previous reading on A		50424 - 49301
Energy Used		1,123 kWh
Billed kWh	1,123.000 kWh	
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Ap Previous reading on I		49301 - 48141
Energy Used		1,160 kWh
Billed kWh	1,160.000 kWh	
Current electric usa	ge for meter number 328	530413
Location: APT		
Actual reading on Ma Previous reading on R		48141 - 46898
Energy Used		1,243 kWh
Billed kWh	1,243.000 kWh	



Billed kWh

Your usage snapshot - Con	tinued
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Feb 22 Previous reading on Jan 25	46898 - 45540
Energy Used	1,358 kWh
Billed kWh 1,358.000 kWh	
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Jan 24 Previous reading on Dec 23	45540 - 43846
Energy Used	1,694 kWh
Billed kWh 1,694.000 kWh	
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Dec 22 Previous reading on Nov 23	43846 - 42607
Energy Used	1,239 kWh
Billed kWh 1,239.000 kWh	
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Nov 22 Previous reading on Oct 25	42607 - 41444
Energy Used	1,163 kWh
Billed kWh 1,163.000 kWh	
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Oct 24 Previous reading on Sep 24	41444 - 40280
Energy Used	1,164 kWh
Billed kWh 1,164.000 kWh	
Current electric usage for meter number	328530413
Location: APT	
Actual reading on Sep 23 Previous reading on Aug 25	40280 - 38810
Energy Used	1,470 kWh

1,470.000 kWh

Page 5 of 13 Account number 9100 5569 2028

### Your usage snapshot - Continued

Current electric u	isage for meter number 3285	30413
Location: APT		
Actual reading on Previous reading o		38810 - 37099
Energy Used		1,711 kWh
Billed kWh	1,711.000 kWh	

Current electric	usage for meter number 3285	30413
Location: APT		
Actual reading on Previous reading of		37099 - 35494
Energy Used		1,605 kWh
Billed kWh	1,605.000 kWh	

Current electric u	sage for meter number 3285	30413
Location: APT		
Actual reading on . Previous reading o		35494 - 34224
Energy Used		1,270 kWh
Billed kWh	1.270.000 kWh	

sage for meter number 3285	30413
May 23 Apr 26	34224 - 33249
	975 kWh
975.000 kWh	
	May 23 Apr 26

Current electric u	isage for meter number 3285	30413
Location: APT		
Actual reading on Previous reading o	The state of the s	33249 - 32078
Energy Used		1,171 kWh
Billed kWh	1,171.000 kWh	

Current electric t	isage for meter number 3285	30413
Location: APT		
Actual reading on	Mar 24	32078
Previous reading o	n Feb 23	- 30914
Energy Used		1,164 kWh
Billed kWh	1,164.000 kWh	



### Your usage snapshot - Continued

Current electric u	sage for meter number 3285	30413
Location: APT		
Actual reading on Previous reading o		30914 - 29633
Energy Used		1,281 kWh
Billed kWh	1,281.000 kWh	

Current electric usage for meter number 328530413		
Location: APT		
Actual reading on . Previous reading o		29633 - 28182
Energy Used		1,451 kWh
Billed kWh	1.451.000 kWh	

Current electric usage for meter number 328530413		
Location: APT		
Actual reading on E Previous reading or		28182 - 27013
Energy Used		1,169 kWh
Dillard LAMb	1 100 000 1/4/5	

Current electric usage for meter number 328530413		
Location: APT		
Actual reading on N		27013
Previous reading on	Oct 22	- 25959
Energy Used		1,054 kWh
Billed kWh	700.000 kWh	

Consumption is adjusted by 354- kWh.

### Billing details - Electric

Billing Period - Jul 25 23 to Aug 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,884.000 kWh @ \$0.12918000	243.38
Storm Recovery Cost	
1,884.000 kWh @ \$0.00284000	5.35
Renewable Energy Rider	1.55
Total Current Charges	\$264.28

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Jun 24 23 to Jul 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,836.000 kWh @ \$0.12918000	237.17



Total Current Charges	\$257.90
Renewable Energy Rider	1.55
1,422.000 kWh @ \$0.00284000	4.04
Storm Recovery Cost - Jul 01 to Jul 24	
414.000 kWh @ \$0.00276000	\$1.14
Storm Recovery Cost - Jun 24 to Jun 30	

### Billing details - Electric

Billing Period - May 24 23 to Jun 23 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - May 24 to May 31	
376.000 kWh @ \$0.11815000	44.42
Energy Charge - Jun 01 to Jun 23	
1,081.000 kWh @ \$0.12401000	134.05
Storm Recovery Cost	
1,457.000 kWh @ \$0.00276000	4.02
Renewable Energy Rider	1.55
Total Current Charges	\$198.04

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Apr 25 23 to May 23 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,123.000 kWh @ \$0.11815000	132.68
Storm Recovery Cost	
1,123.000 kWh @ \$0.00276000	3.10
Renewable Energy Rider	1.55
Total Current Charges	\$151.33

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Mar 25 23 to Apr 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,160.000 kWh @ \$0.11815000	137.05
Storm Recovery Cost - Mar 25 to Mar 31	
261.000 kWh @ \$0.00219000	0.57
Storm Recovery Cost - Apr 01 to Apr 24	
899.000 kWh @ \$0.00276000	2.48
Renewable Energy Rider	1.55



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Total Current Charges	\$155.65
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### Billing details - Electric

Billing Period - Feb 23 23 to Mar 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,243.000 kWh @ \$0.11815000	146.86
Storm Recovery Cost	
1,243.000 kWh @ \$0.00219000	2.72
Renewable Energy Rider	1.55
Total Current Charges	\$165.13

Your current rate is Residential Service (RES).

### Billing details - Electric

Total Current Charges	\$178.97
Renewable Energy Rider	1.55
1,358.000 kWh @ \$0.00219000	2.97
Storm Recovery Cost	
1,358.000 kWh @ \$0.11815000	160.45
Energy Charge	
Basic Customer Charge	\$14.00
Meter - 328530413	
Billing Period - Jan 25 23 to Feb 22 23	

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Dec 23 22 to Jan 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Dec 23 to Dec 31	
462.000 kWh @ \$0.11896000	54.96
Energy Charge - Jan 01 to Jan 24	
1,232.000 kWh @ \$0.11815000	145.56
Storm Recovery Cost - Dec 23 to Dec 31	
462.000 kWh @ \$0.00276000	1.28
Storm Recovery Cost - Jan 01 to Jan 24	
1,232.000 kWh @ \$0.00219000	2.70
Renewable Energy Rider	1.55
Total Current Charges	\$220.05

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Nov 23 22 to Dec 22 22 Meter - 328530413



Total Current Charges	\$162.24
Renewable Energy Rider - Dec 01 to Dec 22	1.14
Renewable Energy Rider - Nov 23 to Nov 30	0.38
1,239.000 kWh @ \$0.00276000	3.42
Storm Recovery Cost	
909.000 kWh @ \$0.11896000	108.13
Energy Charge - Dec 01 to Dec 22	
330.000 kWh @ \$0.10659000	35.17
Energy Charge - Nov 23 to Nov 30	
Basic Customer Charge	\$14.00

### Billing details - Electric

Billing Period - Oct 25 22 to Nov 22 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,163.000 kWh @ \$0.10659000	123.96
Storm Recovery Cost	
1,163.000 kWh @ \$0.00276000	3.21
Renewable Energy Rider	1.41
Total Current Charges	\$142.58

Your current rate is Residential Service (RES).

# Billing details - Electric

Billing Period - Sep 24 22 to Oct 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,164.000 kWh @ \$0.11160000	129.90
Storm Recovery Cost - Sep 24 to Sep 30	
262.000 kWh @ \$0.00227000	0.59
Storm Recovery Cost - Oct 01 to Oct 24	
902.000 kWh @ \$0.00276000	2.49
Renewable Energy Rider	1.41
Total Current Charges	\$148.39

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Aug 25 22 to Sep 23 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,470.000 kWh @ \$0.11160000	164.05
Storm Recovery Cost	

Page 10 of 13

### Billing details - Electric continued

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Total Current Charges	\$182.80
Renewable Energy Rider	1.41
1,470.000 kWh @ \$0.00227000	\$3.34

### Billing details - Electric

Billing Period - Jul 26 22 to Aug 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,711.000 kWh @ \$0.11160000	190.95
Storm Recovery Cost	
1,711.000 kWh @ \$0.00227000	3.88
Renewable Energy Rider	1.41
Total Current Charges	\$210.24

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Jun 24 22 to Jul 25 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,605.000 kWh @ \$0.11160000	179.12
Storm Recovery Cost - Jun 24 to Jun 30	
351.000 kWh @ \$0.00300000	1.05
Storm Recovery Cost - Jul 01 to Jul 25	
1,254.000 kWh @ \$0.00227000	2.85
Renewable Energy Rider	1.41
Total Current Charges	\$198.43

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - May 24 22 to Jun 23 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - May 24 to May 31	
327.000 kWh @ \$0.10652000	34.83
Energy Charge - Jun 01 to Jun 23	
943.000 kWh @ \$0.10659000	100.51
Storm Recovery Cost	
1,270.000 kWh @ \$0.00300000	3.81
Renewable Energy Rider	1.41
Total Current Charges	\$154.56



Billing Period - Apr 26 22 to May 23 22					
Meter - 328530413					
Basic Customer Charge	\$14.00				
Energy Charge					
975.000 kWh @ \$0.10652000	103.86				
Storm Recovery Cost					
975.000 kWh @ \$0.00300000	2.93				
Renewable Energy Rider	1.41				
Total Current Charges	\$122.20				

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Mar 25 22 to Apr 25 22					
Meter - 328530413					
Basic Customer Charge	\$14.00				
Energy Charge					
1,171.000 kWh @ \$0.10652000	124.73				
Storm Recovery Cost - Mar 25 to Mar 31					
256.000 kWh @ \$0.00244000	0.62				
Storm Recovery Cost - Apr 01 to Apr 25					
915.000 kWh @ \$0.00300000	2.75				
Renewable Energy Rider	1.41				
Total Current Charges	\$143.51				

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Feb 23 22 to Mar 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Feb 23 to Mar 15	
814.000 kWh @ \$0.10558000	85.94
Energy Charge - Mar 16 to Mar 24	
350.000 kWh @ \$0.10652000	37.28
Storm Recovery Cost	
1,164.000 kWh @ \$0.00244000	2.84
Renewable Energy Rider	1.41
Total Current Charges	\$141.47

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Jan 26 22 to Feb 22 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,281.000 kWh @ \$0.10558000	135.25



Total Current Charges	\$153.79		
Renewable Energy Rider	1.41		
1,281.000 kWh @ \$0.00244000	\$3.13		
Storm Recovery Cost			

### Billing details - Electric

Billing Period - Dec 23 21 to Jan 25 22					
Meter - 328530413					
Basic Customer Charge	\$14.00				
Energy Charge - Dec 23 to Dec 31					
384.000 kWh @ \$0.10491000	40.29				
Energy Charge - Jan 01 to Jan 25					
1,067.000 kWh @ \$0.10558000	112.65				
Storm Recovery Cost					
1,451.000 kWh @ \$0.00244000	3.54				
Renewable Energy Rider	1.41				
Total Current Charges	\$171.89				

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Nov 23 21 to Dec 22 21	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Nov 23 to Nov 30	
311.000 kWh @ \$0.10271000	31.94
Energy Charge - Dec 01 to Dec 22	
858.000 kWh @ \$0.10491000	90.01
Storm Recovery Cost - Dec 01 to Dec 22	
858.000 kWh @ \$0.00244000	2.09
Renewable Energy Rider - Nov 23 to Nov 30	0.34
Renewable Energy Rider - Dec 01 to Dec 22	1.03
Total Current Charges	\$139.41

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Oct 22 21 to Nov 22 21	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
700.000 kWh @ \$0.10271000	71.90
Renewable Energy Rider	1.29
Total Current Charges	\$87.:

Page 13 of 13

# **Billing details - Taxes**

Sales Tax For Utility	\$262.51		
Total Taxes	\$262.51		



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Your Energy Bill

Service address

Bill date Sep 26, 2023 For service Aug 25 - Sep 22

MARI FEN ASBURY 3117 BRUSHY MOUNTAIN ST

29 days

**CARY NC 27519** 

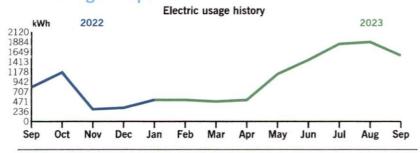
Account number 9100 5569 2028

### **Billing summary**

Total Amount Due Oct 23	\$965.93
Taxes	15.52
Current Electric Charges	221.77
Payment Received	0.00
Previous Amount Due	\$728.64

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least three full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

### Your usage snapshot



#### Average temperature in degrees

71°	59°	54°	42°	48°	53°	54°	63°	66°	73°	81°	79°	75°
		Cur	rent M	onth	Sep 2	022	12-Mc	onth Us	age	Avg Mo	nthly L	sage
Electr	ic (kWh)		1,562	3	80	9	1	1,651			971	
12-m	onth usa	ge ba	sed on	most r	ecent h	istory						

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 1.0% late charge.

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

Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

Account number 9100 5569 2028

\$965.93 by Oct 23

After Oct 23, the amount due will increase to \$965.93.

Add here, to help others with a contribution to Share the Light Amount enclosed

MARLEEN ASBURY

3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094



### We're here for you

Report all efficigeticy	Re	port	an	emergency
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Electric outage

duke-energy.com/outages

800.419.6356

#### Convenient ways to pay your bill

Online

Automatically from your bank account

Speedpay (fee may apply)

duke-energy.com/billing duke-energy.com/automatic-draft duke-energy.com/pay-now

800.452.2777

By mail payable to Duke Energy P.O. Box 1094

Charlotte, NC 28201-1094

In person

duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

**Business** 

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

### General questions or concerns

Online

duke-energy.com

Home: Mon - Fri (7 a.m. to 7 p.m.)

800.452.2777

Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345

For hearing impaired TDD/TTY

888.762.2724 or 711

International

1.407.629.1010

### Check utility rates

Check rates and charges

duke-energy.com/rates

### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

### Your next meter reading: Oct 24

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

# Para nuestros clientes que hablan



### Your usage snapshot - Continued

Current electric us	age for meter number	325396214	*
Location: APT			
Actual reading on Se Previous reading on			518 - 0
Energy Used			518 kWh
Current electric us	age for meter number	328530413	
Estimated reading o Previous reading on			56645 - 55601
Energy Used			1,044 kWh
Measured kWh	1,562.000 kWh	Billed kWh	1,562,000 kWh

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter. If you have any questions regarding the estimated usage or resolution, please call us at 800.452.2777 during the hours of 7 a.m. - 6 p.m. Monday through Friday.

### Billing details - Electric

Billing Period - Aug 25 23 to Sep 22 23	
Meter - 325396214	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,562.000 kWh @ \$0.12918000	201.78
Storm Recovery Cost	
1,562.000 kWh @ \$0.00284000	4.44
Renewable Energy Rider	1.55
Total Current Charges	\$221.77

Your current rate is Residential Service (RES).

# **Billing details - Taxes**

Sales Tax For Utility	\$15.52
Total Taxes	\$15.52

# Your Energy Bill

Page 1 of 3

Service address
MARLEEN ASBURY
3117 BRUSHY MOUNTAIN ST

Bill date Jan 26, 2024 For service Dec 22 - Jan 24

Account number 9100 5569 2028

34 days

34 days

### Billing summary

Total Amount Due Feb 20	\$267.14
Sales Tax For Utility	17.48
Renewable Energy Rider	1.22
Summary of Rider Adjustments - Dec 22 to Dec 31	3.20
Summary of Rider Adjustments - Jan 01 to Jan 24	9.45
Summary of Rider Adjustments	28.42
1,202.000 kWh @ \$0.00208000	
Storm Recovery Cost - Jan 01 to Jan 24	2.50
500.000 kWh @ \$0.00284000	
Storm Recovery Cost - Dec 22 to Dec 31	1.42
Energy Charge	189.45
Basic Customer Charge	14.00
Payment Received Jan 08	-187.87
Previous Amount Due	\$187.87



**CARY NC 27519** 

Thank you for your payment.

Your current rate is Residential Service (RES).

For a complete listing of all North Carolina rates and riders, visit duke-energy.com/rates

Winter's cold weather can bring higher energy bills. Get lots of ideas and resources to help control your energy use and save at duke-energy.com/LowerBills.

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 1.0% late charge.

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



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CARY NC 27519-7232

Account number 9100 5569 2028

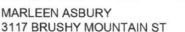
\$267.14 by Feb 20 After Feb 20, the amount due will increase to \$267.14.

Add here, to help others with a contribution to Share the Light

Amount enclosed

### <u> թիգիիկնիիիիիի գուիկիկիցիիցուդագորհին</u>

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### We're here for you

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### General questions or concerns

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Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345

For hearing impaired TDD/TTY

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duke-energy.com

800.452.2777

888.762.2724 or 711

1.407.629.1010

Check utility rates

Check rates and charges

duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

### Your next meter reading: Feb 22

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

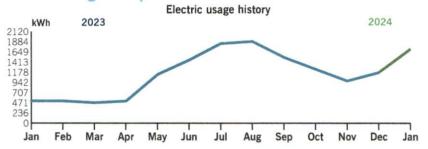
This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

### Para nuestros clientes que hablan Español



### duke-energy.com 800.452.2777

# Your usage snapshot



### Average temperature in degrees

48°	530	54°	630	660	/30	81°	790	120	620	510	48°	43
		Cur	rent M	onth	Jan 2	023	12-Mc	nth Us	age	Avg Mo	nthly U	Isage
Electric (kWh)			1,702		51	3	1	4,390		1	1,199	
12-m	onth usa	ge ba	sed on	most r	ecent h	istory						

Current electric us	age for meter number	325396214	100			
Location: APT						
Actual reading on Ja Previous reading on		5594 - 3892				
Energy Used		1,702 kWh				
Measured kWh	1,702.000 kWh	Billed kWh	1,702.000 kWh			



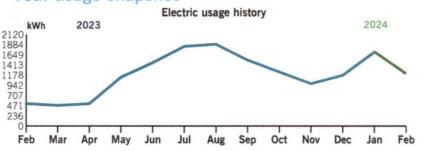
Feb 26, 2024

duke-energy.com 800.452.2777

### Billing summary

29.35 1.22 12.77
29.35
2.49
135.40
14.00
-267.14
\$267.14

### Your usage snapshot



#### Average temperature in degrees

53°	54°	63°	66°	73°	81°	79°	72°	62°	51°	48°	440	49
		Cur	rent M	onth	Feb 2	023	12-Mc	onth Us	age	Avg Mo	nthly l	Jsage
Electric (kWh) 1,195			51	513 15,072 1,2				,256				
12-m	onth usa	ge ba	sed on	most r	ecent h	istory						

### Your Energy Bill

Service address

Bill date For service Jan 25 - Feb 22 MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST

**CARY NC 27519** 

Account number 9100 5569 2028



Thank you for your payment.

Your current rate is Residential Service (RES).

For a complete listing of all North Carolina rates and riders, visit duke-energy.com/rates

Help lower winter bills by setting your thermostat to the lowest comfortable setting. It's less work for your heating system and more savings for you. Find more easy, money-saving tips at dukeenergy.com/LowerBills.

Don't just think renewable, GO RENEWABLE! Enroll in Go Renewable and support the growth of green energy for as little as \$4/month. Learn more at duke-energy.com/GR2024

A rider is a mechanism used to recover costs or credit customers for programs, purchases or regional policy initiatives that are outside of standard base rates. The Summary of Rider Adjustments line item found in the Billing Details includes, but is not limited to: fuel- related costs, demand-side management, energy efficiency program costs, generation assets, and the competitive procurement of renewable energy. For additional detail, please visit dukeenergy.com/rates to view the Summary of Rider Adjustments tariff found within the Index of Rate Schedules tab. Each of the individual rider tariffs are located under the Retail Riders heading.

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 1.0% late charge.

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



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Account number 9100 5569 2028

\$195.23 by Mar 22 After Mar 22, the amount due will increase to \$195.23.

Add here, to help others with a

contribution to Share the Light

Amount enclosed

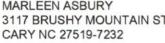
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MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST











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International

duke-energy.com 800.452.2777

888.762.2724 or 711

1.407.629.1010

#### Check utility rates

Check rates and charges

duke-energy.com/rates

#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

#### Your next meter reading: Mar 22

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

### Para nuestros clientes que hablan Español





Current electric usage for meter number 325396214							
Location: APT							
Actual reading on Fe Previous reading on		6789 - 5594					
Energy Used	_	1,195 kWh					
Measured kWh	1,195.000 kWh Billed kWh	1,195.000 kWh					

Service address MARLEEN ASBURY

3117 BRUSHY MOUNTAIN ST

Bill date Mar 26, 202 For service Feb 23 - Mar 22

29 days

pb.dep.duke.bills.20240325204550.73.afp-15083-000012791

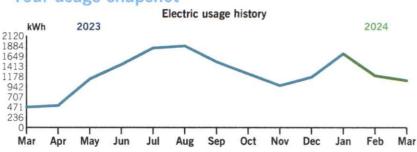
**CARY NC 27519** 

Account number 9100 5569 2028

### **Billing summary**

Total Amount Due Apr 22	\$179.39
Sales Tax For Utility	11.74
Renewable Energy Rider	1.22
Summary of Rider Adjustments	26.61
1,084.000 kWh @ \$0.00208000	
Storm Recovery Cost	2.25
Energy Charge	123.57
Basic Customer Charge	14.00
Payment Received Mar 11	-195.23
Previous Amount Due	\$195.23

### Your usage snapshot



#### Average temperature in degrees

54°	630	66°	73°	810	79°	120	620	510	48°	440	48°	5/0
		Cur	rent M	onth	Mar 2	023	12-Mo	onth Us	age	Avg Mo	nthly L	Jsage
Electri	c (kWh)		1,084		47	3	1	5,683		1	,307	
12-m	onth usa	ge bas	sed on	most i	recent h	istory						



Thank you for your payment.

Your current rate is Residential Service (RES).

For a complete listing of all North Carolina rates and riders, visit duke-energy.com/rates

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800-769-3766.

A rider is a mechanism used to recover costs or credit customers for programs, purchases or regional policy initiatives that are outside of standard base rates. The Summary of Rider Adjustments line item found in the Billing Details includes, but is not limited to: fuel- related costs, demand-side management, energy efficiency program costs, generation assets, and the competitive procurement of renewable energy. For additional detail, please visit dukeenergy.com/rates to view the Summary of Rider Adjustments tariff found within the Index of Rate Schedules tab. Each of the individual rider tariffs are located under the Retail Riders heading.

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 1.0% late charge.

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



Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

Account number 9100 5569 2028

\$179.39 by Apr 22

After Apr 22, the amount due will increase to \$181.18.

Add here, to help others with a

contribution to Share the Light

Amount enclosed

007542 000012791 րվակվակիկանիկինկինինկարգիկինկինկինինինենինենի

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232





Duke Energy Payment Processing PO Box 1094

Charlotte, NC 28201-1094

200192504198



### duke-energy.com 800.452.2777

### We're here for you

### Report an emergency

Electric outage

duke-energy.com/outages 800.419.6356

Convenient ways to pay your bill

Online

Automatically from your bank account

Speedpay (fee may apply)

By mail payable to Duke Energy

In person

duke-energy.com/billing

duke-energy.com/automatic-draft duke-energy.com/pay-now

800.452.2777

P.O. Box 1094

Charlotte, NC 28201-1094

duke-energy.com/location

### Help managing your account (not applicable for all customers)

Register for free paperless billing

Home

Business

duke-energy.com/paperless duke-energy.com/manage-home duke-energy.com/manage-bus

#### General questions or concerns

Online

Home: Mon - Fri (7 a.m. to 7 p.m.)

Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345

For hearing impaired TDD/TTY

International

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Raleigh, NC 27602

### Important to know

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### 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 of \$8.00 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

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### Para nuestros clientes que hablan Español



duke-energy.com 800.452.2777

### Your usage snapshot - Continued

Current electric us	age for meter number	325396214		
Location: APT				
Actual reading on M Previous reading on		7873 - 6789		
Energy Used			1,084 kWh	
Measured kWh	1,084.000 kWh	Billed kWh	1,084.000 kWh	





duke-energy.com 800.452.2777

### Your Energy Bill

Page 1 of 12

Service address MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST **CARY NC 27519** 

Bill date Sep 22, 2023 For service Oct 22 - Aug 24 672 days

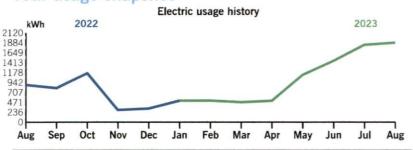
### Billing summary - Corrected Bill

Total Amount Due Oct 17	\$728.64
Taxes	177.96
Current Electric Charges	2,542.19
Payment Received Sep 07	-2,078.40
Previous Amount Due	\$86.89

Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least three full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

### Your usage snapshot



#### Average temperature in degrees

78° 7	10	59°	54°	42°	48°	53°	54°	63°	66°	73°	81°	79°
		Cur	rent M	onth	Aug 2	022	12-Mc	nth Us	age	Avg Mo	nthly L	Jsage
Electric (k	(Wh)		1,884		88	3	1	0,898			908	
12-month	usa	ge bas	sed on	most r	ecent h	istory						

#### Current electric usage for meter number 328530413

Actual reading on Au Previous reading on		55601 - 53717			
Energy Used			1,884 kWh		
Measured kWh	1,884.000 kWh	Billed kWh	1,884.000 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 1.0% late charge.

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



PO Box 1090 Charlotte, NC 28201-1090

Account number 9100 5569 2028

\$728.64 by Oct 17

After Oct 17, the amount due will increase to \$728.64.

Add here, to help others with a contribution to Share the Light

Amount enclosed

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST

CARY NC 27519-7232

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094

210002527774



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duke-energy.com/outages

800.419.6356

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duke-energy.com/billing

duke-energy.com/pay-now 800.452.2777

P.O. Box 1094

Charlotte, NC 28201-1094

duke-energy.com/location

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### Para nuestros clientes que hablan Español



rour douge one	aponot oomen	10100		
Current electric usag	e for meter number 32	28530413		
Actual reading on Jul 2 Previous reading on Ju			53717 - 51881	
Energy Used			1,836 kWh	
Measured kWh	1,836.000 kWh Bi	lled kWh	1,836.000 kWh	
Current electric usage	e for meter number 32	28530413		
Actual reading on Jun Previous reading on Ma			51881 - 50424	
Energy Used			1,457 kWh	
Measured kWh	1,457.000 kWh Bi	illed kWh	1,457.000 kWh	
Current electric usag	e for meter number 3	28530413		
Actual reading on May Previous reading on Ap			50424 - 49301	
Energy Used			1,123 kWh	
Measured kWh	1,123.000 kWh Bi	illed kWh	1,123.000 kWh	
Current electric usag	e for meter number 3	28530413		Consumption is adjusted by 650- kWh.
Actual reading on Apr 2 Previous reading on Ma			49301 - 48141	
Energy Used			1,160 kWh	
Measured kWh	510.000 kWh Bi	illed kWh	510.000 kWh	
Current electric usag	e for meter number 3	28530413		Consumption is adjusted by 770- kWh.
Actual reading on Mar Previous reading on Fe			48141 - 46898	
Energy Used			1,243 kWh	
Measured kWh	473.000 kWh Bi	illed kWh	473.000 kWh	
Current electric usag	e for meter number 3	28530413		Consumption is adjusted by 845- kWh.
Actual reading on Feb Previous reading on Ja			46898 - 45540	
Energy Used			1,358 kWh	
Measured kWh	513.000 kWh Bi	illed kWh	513.000 kWh	
Current electric usag	e for meter number 3	28530413		Consumption is adjusted by 1,181- kWh.
Actual reading on Jan Previous reading on De			45540 - 43846	
Energy Used			1,694 kWh	
Measured kWh	513.000 kWh B	illed kWh	513.000 kWh	
Current electric usag	e for meter number 3	28530413		Consumption is adjusted by 914- kWh.
Actual reading on Dec Previous reading on No			43846 - 42607	
Energy Used			1,239 kWh	
Measured kWh	325.000 kWh B	illed kWh	325.000 kWh	



our asage smap.				
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 872- kWh.
Actual reading on Nov 22 Previous reading on Oct 25	j		42607 - 41444	
Energy Used			1,163 kWh	
Measured kWh	291.000 kWh	Billed kWh	291.000 kWh	
Current electric usage fo	r meter number	328530413		
Actual reading on Oct 24 Previous reading on Sep 24	4		41444 - 40280	
Energy Used			1,164 kWh	
Measured kWh	,164.000 kWh	Billed kWh	1,164.000 kWh	
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 661- kWh.
Actual reading on Sep 23 Previous reading on Aug 2	5		40280 - 38810	
Energy Used			1,470 kWh	
Measured kWh	809.000 kWh	Billed kWh	809.000 kWh	
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 828- kWh.
Actual reading on Aug 24 Previous reading on Jul 26			38810 - 37099	
Energy Used			1,711 kWh	
Measured kWh	883.000 kWh	Billed kWh	883.000 kWh	
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 707- kWh.
Actual reading on Jul 25 Previous reading on Jun 2-	4		37099 - 35494	
Energy Used			1,605 kWh	
Measured kWh	898.000 kWh	Billed kWh	898.000 kWh	
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 484- kWh.
Actual reading on Jun 23 Previous reading on May 2	4		35494 - 34224	
Energy Used			1,270 kWh	
Measured kWh	786.000 kWh	Billed kWh	786.000 kWh	
Current electric usage fo	r meter number	328530413		Consumption is adjusted by 267- kWh.
Actual reading on May 23 Previous reading on Apr 26	6		34224 - 33249	
Energy Used			975 kWh	
Measured kWh	708.000 kWh	Billed kWh	708.000 kWh	
Current electric usage fo	r meter number	r 328530413		Consumption is adjusted by 309- kWh.
Actual reading on Apr 25 Previous reading on Mar 2	5		33249 - 32078	
Energy Used			1,171 kWh	
Measured kWh	862.000 kWh	Billed kWh	862.000 kWh	



Current electric usage	for meter number 3285304	13	Consumption is adjusted by 507- kWh.
Actual reading on Mar 2 Previous reading on Feb		32078 - 30914	
Energy Used		1,164 kWh	
Measured kWh	657.000 kWh Billed kWh	657.000 kWh	
Current electric usage	for meter number 3285304	13	Consumption is adjusted by 575- kWh.
Actual reading on Feb 2 Previous reading on Jan		30914 - 29633	
Energy Used		1,281 kWh	
Measured kWh	706.000 kWh Billed kWh	706.000 kWh	
Current electric usage	for meter number 3285304	13	Consumption is adjusted by 562- kWh.
Actual reading on Jan 29 Previous reading on Dec		29633 - 28182	
Energy Used		1,451 kWh	
Measured kWh	889.000 kWh Billed kWh	889.000 kWh	
Current electric usage	for meter number 3285304	13	Consumption is adjusted by 424- kWh.
Actual reading on Dec 2 Previous reading on Nov		28182 - 27013	
Energy Used		1,169 kWh	
Measured kWh	745.000 kWh Billed kWh	745.000 kWh	
Current electric usage	for meter number 3285304	13	Consumption is adjusted by 354- kWh.
Actual reading on Nov 2 Previous reading on Oct		27013 - 25959	

1,054 kWh

700.000 kWh

### Billing details - Electric

Energy Used Measured kWh

Billing Period - Jul 25 23 to Aug 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,884.000 kWh @ \$0.12918000	243.38
Storm Recovery Cost	
1,884.000 kWh @ \$0.00284000	5.35
Renewable Energy Rider	1.55
Total Current Charges	\$264.28

700.000 kWh Billed kWh

### Billing details - Electric

Billing Period - Jun 24 23 to Jul 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00

Your current rate is Residential Service (RES).



enewable Energy Rider	1.55
1,422.000 kWh @ \$0.00284000	4.04
torm Recovery Cost - Jul 01 to Jul 24	
414.000 kWh @ \$0.00276000	1.14
torm Recovery Cost - Jun 24 to Jun 30	
1,836.000 kWh @ \$0.12918000	\$237.17
nergy Charge	

### Billing details - Electric

Billing Period - May 24 23 to Jun 23 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - May 24 to May 31	
376.000 kWh @ \$0.11815000	44.42
Energy Charge - Jun 01 to Jun 23	
1,081.000 kWh @ \$0.12401000	134.05
Storm Recovery Cost	
1,457.000 kWh @ \$0.00276000	4.02
Renewable Energy Rider	1.55
Total Current Charges	\$198.04

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Apr 25 23 to May 23 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,123.000 kWh @ \$0.11815000	132.68
Storm Recovery Cost	
1,123.000 kWh @ \$0.00276000	3.10
Renewable Energy Rider	1.55
Total Current Charges	\$151.33

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Mar 25 23 to Apr 24 23		
Meter - 328530413		
Basic Customer Charge	\$14.00	
Energy Charge		
510.000 kWh @ \$0.11815000	60.26	
Storm Recovery Cost - Mar 25 to Mar 31		
115.000 kWh @ \$0.00219000	0.25	
Storm Recovery Cost - Apr 01 to Apr 24		



Total Current Charges	\$77.15	
Renewable Energy Rider	1.55	
395.000 kWh @ \$0.00276000	\$1.09	

### Billing details - Electric

Billing Period - Feb 23 23 to Mar 24 23		
Meter - 328530413		
Basic Customer Charge	\$14.00	
Energy Charge		
473.000 kWh @ \$0.11815000	55.88	
Storm Recovery Cost		
473.000 kWh @ \$0.00219000	1.04	
Renewable Energy Rider	1.55	
Total Current Charges	\$7	2.47

Your current rate is Residential Service (RES).

### Billing details - Electric

513.000 kWh @ \$0.11815000	60.61	
Storm Recovery Cost		
513.000 kWh @ \$0.00219000	1.12	
Renewable Energy Rider	1.55	
Total Current Charges	\$77	7.28

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Dec 23 22 to Jan 24 23	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Dec 23 to Dec 31	
139.000 kWh @ \$0.11896000	16.54
Energy Charge - Jan 01 to Jan 24	
374.000 kWh @ \$0.11815000	44.19
Storm Recovery Cost - Dec 23 to Dec 31	
139.000 kWh @ \$0.00276000	0.38
Storm Recovery Cost - Jan 01 to Jan 24	
374.000 kWh @ \$0.00219000	0.82
Renewable Energy Rider	1.55
Total Current Charges	\$77.4



Total Current Charges	\$54.02
Renewable Energy Rider - Dec 01 to Dec 22	1.14
Renewable Energy Rider - Nov 23 to Nov 30	0.38
325.000 kWh @ \$0.00276000	0.90
Storm Recovery Cost	
239.000 kWh @ \$0.11896000	28.43
Energy Charge - Dec 01 to Dec 22	
86.000 kWh @ \$0.10659000	9.17
Energy Charge - Nov 23 to Nov 30	
Basic Customer Charge	\$14.00
Meter - 328530413	
Billing Period - Nov 23 22 to Dec 22 22	

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Oct 25 22 to Nov 22 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
291.000 kWh @ \$0.10659000	31.02
Storm Recovery Cost	
291.000 kWh @ \$0.00276000	0.80
Renewable Energy Rider	1.41
Total Current Charges	\$47.23

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Sep 24 22 to Oct 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
1,164.000 kWh @ \$0.11160000	129.90
Storm Recovery Cost - Sep 24 to Sep 30	
262.000 kWh @ \$0.00227000	0.59
Storm Recovery Cost - Oct 01 to Oct 24	
902.000 kWh @ \$0.00276000	2.49
Renewable Energy Rider	1.41
Total Current Charges	\$148.39

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Aug 25 22 to Sep 23 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	



Total Current Charges	\$107.53
Renewable Energy Rider	1.41
809.000 kWh @ \$0.00227000	1.84
Storm Recovery Cost	
809.000 kWh @ \$0.11160000	\$90.28

### Billing details - Electric

Billing Period - Jul 26 22 to Aug 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
883.000 kWh @ \$0.11160000	98.54
Storm Recovery Cost	
883.000 kWh @ \$0.00227000	2.00
Renewable Energy Rider	1.41
Total Current Charges	\$115.95

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Jun 24 22 to Jul 25 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
898.000 kWh @ \$0.11160000	100.22
Storm Recovery Cost - Jun 24 to Jun 30	
196.000 kWh @ \$0.00300000	0.59
Storm Recovery Cost - Jul 01 to Jul 25	
702.000 kWh @ \$0.00227000	1.59
Renewable Energy Rider	1.41
Total Current Charges	\$117.81

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - May 24 22 to Jun 23 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - May 24 to May 31	
202.000 kWh @ \$0.10652000	21.52
Energy Charge - Jun 01 to Jun 23	
584.000 kWh @ \$0.10659000	62.25
Storm Recovery Cost	
786.000 kWh @ \$0.00300000	2.36
Renewable Energy Rider	1.41
Total Current Charges	\$101.54



Meter - 328530413 Basic Customer Charge	\$14.00	
Energy Charge	Ψ11.00	
708.000 kWh @ \$0.10652000	75.42	
Storm Recovery Cost		
708.000 kWh @ \$0.00300000	2.12	
Renewable Energy Rider	1.41	
Total Current Charges	\$	92.95

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Mar 25 22 to Apr 25 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
862.000 kWh @ \$0.10652000	91.82
Storm Recovery Cost - Mar 25 to Mar 31	
188.000 kWh @ \$0.00244000	0.46
Storm Recovery Cost - Apr 01 to Apr 25	
674.000 kWh @ \$0.00300000	2.02
Renewable Energy Rider	1.41
Total Current Charges	\$109.71

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Feb 23 22 to Mar 24 22	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Feb 23 to Mar 15	
459.000 kWh @ \$0.10558000	48.46
Energy Charge - Mar 16 to Mar 24	
198.000 kWh @ \$0.10652000	21.09
Storm Recovery Cost	
657.000 kWh @ \$0.00244000	1.60
Renewable Energy Rider	1.41
Total Current Charges	\$86.56

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Jan 26 22 to Feb 22 22		
Meter - 328530413		
Basic Customer Charge	\$14.00	
Energy Charge		
706.000 kWh @ \$0.10558000	74.54	



Total Current Charges	\$91.67
Renewable Energy Rider	1.41
706.000 kWh @ \$0.00244000	\$1.72
Storm Recovery Cost	

### Billing details - Electric

Total Current Charges	\$111.28
Renewable Energy Rider	1.41
889.000 kWh @ \$0.00244000	2.17
Storm Recovery Cost	
654.000 kWh @ \$0.10558000	69.05
Energy Charge - Jan 01 to Jan 25	
235.000 kWh @ \$0.10491000	24.65
Energy Charge - Dec 23 to Dec 31	
Basic Customer Charge	\$14.00
Meter - 328530413	
Billing Period - Dec 23 21 to Jan 25 22	

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Nov 23 21 to Dec 22 21	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge - Nov 23 to Nov 30	
198.000 kWh @ \$0.10271000	20.34
Energy Charge - Dec 01 to Dec 22	
547.000 kWh @ \$0.10491000	57.39
Storm Recovery Cost - Dec 01 to Dec 22	
547.000 kWh @ \$0.00244000	1.33
Renewable Energy Rider - Nov 23 to Nov 30	0.34
Renewable Energy Rider - Dec 01 to Dec 22	1.03
Total Current Charges	\$94.43

Your current rate is Residential Service (RES).

### Billing details - Electric

Billing Period - Oct 22 21 to Nov 22 21	
Meter - 328530413	
Basic Customer Charge	\$14.00
Energy Charge	
700.000 kWh @ \$0.10271000	71.90
Renewable Energy Rider	1.29
Total Current Charges	\$87.19

## Billing details - Taxes

Sales Tax For Utility	\$177.96
Total Taxes	\$177.96

3117 BRUSHY MOUNTAIN ST

Service address

MARLEEN ASBURY

CARY NC 27519

Account number 9100 5569 2028

Total Amount Due Nov 20	\$194.72
Sales Tax For Utility	12.74
Misc. Credit	-106.71
Renewable Energy Rider	1.55
Summary of Rider Adjustments	15.60
1,241.000 kWh @ \$0.00284000	
Storm Recovery Cost	3.52
Energy Charge - Oct 01 to Oct 24	107.26
Energy Charge	40.05
Basic Customer Charge	14.00
Payment Received Oct 05	-859.22
Previous Amount Due	\$965.93

Thank you for your payment.

Your current rate is Residential Service (RES).

To help us repair malfunctioning streetlights, quickly: 1. Visit dukeenergy.com/lightrepair 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

Get instant discounts on energy-saving products at retailers- both in store and online through our Retail Instant Savings Program: dukeenergy.com/retailsavings

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 1.0% late charge.

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



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007965 000012932 <u> Իվիբիդիդուիիկան արբիրդիկինիինի իրիկան</u>ե

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232

Account number 9100 5569 2028 \$194.72 by Nov 20

After Nov 20, the amount due will increase to \$194.72.

Add here, to help others with a contribution to Share the Light

Amount enclosed

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094



200462090095



duke-energy.com 800.452.2777

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By mail payable to Duke Energy

In person

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duke-energy.com/pay-now

800.452.2777

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Charlotte, NC 28201-1094

duke-energy.com/location

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888.762.2724 or 711

1.407.629.1010

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Check rates and charges

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#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

#### Your next meter reading: Nov 22

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

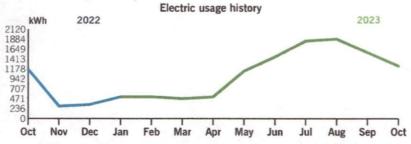
#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

# Para nuestros clientes que hablan

duke-energy.com 800.452.2777

### Your usage snapshot



#### Average temperature in degrees

59°	54°	42°	48°	53°	54°	63°	66°	73°	81°	79°	72°	63°
		Cur	rent M	onth	Oct 2	022	12-M	onth Us	age	Avg Mo	nthly I	Usage
Electr	ic (kWh)		1,241		1,1	64	1	1,728	100		977	
12-m	onth usa	ige ba	sed on	most	recent h	istory						

### Current electric usage for meter number 325396214

Location: APT

Actual reading on Oct 24 1759 Previous reading on Sep 23 - 518

Energy Used 1,241 kWh

Measured kWh 1,241.000 kWh Billed kWh 1,241.000 kWh



3117 BRUSHY MOUNTAIN ST

Service address

MARLEEN ASBURY

**CARY NC 27519** 

Account number 9100 5569 202

# Billing summary - Corrected Bill

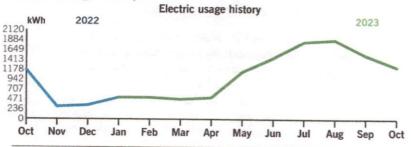
Previous Amount Due	\$-6.21
Payment Received	0.00
Basic Customer Charge	14.00
Energy Charge	40.05
Energy Charge - Oct 01 to Oct 24	107.26
Storm Recovery Cost	3.52
1,241.000 kWh @ \$0.00284000	
Summary of Rider Adjustments	15.60
Renewable Energy Rider	1.55
Sales Tax For Utility	12.74
Total Amount Due Dec 11	\$188.51
	ψ100.01

Your current rate is Residential Service (RES).

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Get instant discounts on energy-saving products at retailers- both instore and online through our Retail Instant Savings Program: dukeenergy.com/discounts

### Your usage snapshot



#### Average temperature in degrees

		, 55							12	53
	Current	Month	Oct 2	022	12-M	onth Us	age	Avg Mo	nthly U	Isage
Electric (kWh)	1,2	41	1,1	64	1	1,684			974	
12-month usag	ge based	on most	recent h	istory						

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 1.0% late charge.

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



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Account number 9100 5569 2028

\$188.51 by Dec 11 After Dec 11, the amount due will increase to \$188.51.

Add here, to help others with a

contribution to Share the Light

Amount enclosed

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MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232

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pb.dep.duke.bills.20231115202741.70.afp-73306-000dMIAIY 06 2024

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Check rates and charges

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#### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

#### Your next meter reading: Nov 22

Make sure we can safely access your meter. 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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#### Storm Recovery Charge

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### Para nuestros clientes que hablan Español



duke-energy.com ENERGY. 800.452.2777

### Your usage snapshot - Continued

Current electric us	age for meter number 32539	6214
Location: APT		
Actual reading on Oc Previous reading on		1759 - 518
Energy Used		1,241 kWh
Measured kWh	1,241.000 kWh Billed k	Wh 1,241.000 kWh



Service address

Bill date Dec 26, 2023

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST

Your Energy Bill

For service Nov 23 - Dec 21

29 days

**CARY NC 27519** 

Account number 9100 5569 2028

### Billing summary

Total Amount Due Jan 22	\$187.87
Sales Tax For Utility	12.29
Renewable Energy Rider - Dec 01 to Dec 21	0.88
Renewable Energy Rider - Nov 23 to Nov 30	0.43
Summary of Rider Adjustments - Nov 23 to Nov 30	4.12
Summary of Rider Adjustments - Dec 01 to Dec 21	16.14
Summary of Rider Adjustments	4.60
1,164.000 kWh @ \$0.00284000	
Storm Recovery Cost	3.31
Energy Charge	132.10
Basic Customer Charge	14.00
Payment Received Dec 12	-156.06
Previous Amount Due	\$156.06



Thank you for your payment.

Your current rate is Residential Service (RES).

Share the Light Fund® is a local program that helps customers who are struggling to pay their energy bills and gives those who can a chance to share the power. Learn more at duke-energy.com/ ShareTheLight.

Help lower winter bills by setting your thermostat to the lowest comfortable setting. It's less work for your heating system and more savings for you. Find more easy, money-saving tips at dukeenergy.com/LowerBills.

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



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Account number 9100 5569 2028

\$187.87

by Jan 22

After Jan 22, the amount due will increase to \$187.87.

Add here, to help others with a contribution to Share the Light

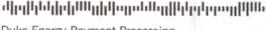
Amount enclosed

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MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232







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Electric outage

duke-energy.com/outages

800.419.6356

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888,762,2724 or 711

1.407.629.1010

### Check utility rates

Check rates and charges

duke-energy.com/rates

### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

#### Your next meter reading: Jan 24

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

### When you pay by check

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

#### Late payment charges

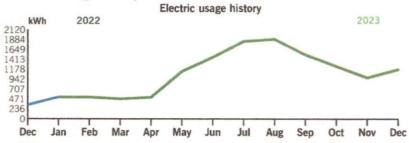
A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

### Para nuestros clientes que hablan Español

### Your usage snapshot



### Average temperature in degrees

42°	48°	53°	540	630	66°	73°	81°	790	720	62°	510	49°
		Cur	rent M	onth	Dec 2	022	12-M	onth Us	age	Avg Mo	nthly	Usage
Electric	(kWh)		1,164		32	5	1	3,201			1,100	
12-moi	nth usa	ge ba	sed on	most	recent h	istory						

Current electric	usage fo	or meter	number	325396214

Location: APT

Actual reading on Dec 21 3892 Previous reading on Nov 23 - 2728

Energy Used 1,164 kWh

1,164.000 kWh

Measured kWh 1,164.000 kWh Billed kWh

**CARY NC 27519** 

Your Energy Bill

3117 BRUSHY MOUNTAIN ST

### Account number 9100 5569 20

Your current rate is Residential Service (RES).

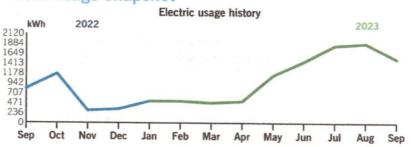
Get prepared for colder weather. Find tips, tools and programs to help lower your energy bills at duke-energy.com/LowerBills.

Get instant discounts on energy-saving products at retailers- both instore and online through our Retail Instant Savings Program: dukeenergy.com/discounts

### Billing summary - Corrected Bill

Credit Amount, Do Not Pay	\$-6.21
Sales Tax For Utility	15.12
Renewable Energy Rider	1.55
1,518.000 kWh @ \$0.00284000	
Storm Recovery Cost	4.31
Energy Charge	196.10
Basic Customer Charge	14.00
Reverse Oct 23 Billing	-151.87
Reverse Sep 23 Billing	-280.14
Payment Received	0.00
Previous Amount Due	\$194.72

### Your usage snapshot



#### Average temperature in degrees

71° 59°	54°	42°	48	53°	540	63°	66	73	810	79°	750
	Curr	ent M	onth	Sep 2	022	12-M	onth U	sage	Avg Mo	nthly l	Usage
Electric (kWh)		1,518	15	80	9	1	1,607			967	
12-month usa	ge bas	ed on	most	recent h	istory						

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 1.0% late charge.

<u>Իհր-Ու-ՈՈՈՐԻ հրդոր հրվեկով Մեկ հիկ կեսել ՄԱ</u>

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



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Account number 9100 5569 2028

\$0.00

No payment is required at this time.

Add here, to help others with a contribution to Share the Light

Amount enclosed

036651 000001781 ուցիիվիոննիյուիկյանկվիկինինինիրկերներկից

MARLEEN ASBURY 3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232



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Charlotte, NC 28201-1094



210002696445



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Check utility rates

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Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

#### Important to know

Your next meter reading: Nov 22

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

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When you pay by check

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Late payment charges

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Storm Recovery Charge

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### Para nuestros clientes que hablan Español

\* New Meter



duke-energy.com 800.452.2777

### Your usage snapshot - Continued

Current electric us	age for meter number	325396214	* /
Location: APT			
Actual reading on Se Previous reading on	,		518 - 0
Energy Used			518 kWh
Current electric us	age for meter number	r 328530413	
Actual reading on Se Previous reading on			56601 - 55601
Energy Used			1,000 kWh
Measured kWh	1,518.000 kWh	Billed kWh	1,518,000 kW



MARLEEN ASBURY

CARY NC 27519

# Account number 9100 5569 2028

M121 pb.dep.duke.bills.20231127202554.61.afp-16095-000012855

### Billing summary

Renewable Energy Rider Sales Tax For Utility	1.55 10.21
Renewable Energy Rider	1.55
Summary of Rider Adjustments	16.24
969.000 kWh @ \$0.00284000	
Storm Recovery Cost	2.75
Energy Charge	111.31
Basic Customer Charge	14.00
Payment Received Nov 20	-188.51
Previous Amount Due	\$188.51
֡	Payment Received Nov 20 Basic Customer Charge Energy Charge Storm Recovery Cost 969.000 kWh @ \$0.00284000

Thank you for your payment.

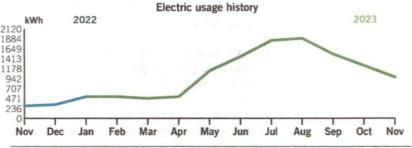
Your Energy Bill

3117 BRUSHY MOUNTAIN ST

Your current rate is Residential Service (RES).

Get prepared for colder weather help lower your energy bills at duke-energy.complete help lower your energy bills at duke-energy bills at the lower your energy bills at duke-energy bills at the lower your energy bills at

### Your usage snapshot



#### Average temperature in degrees

34" 42"	40	13	03	00	1-3	01	13	16	O.Z.	22
	<b>Current Month</b>		Nov 2022		12-Month Usage		age	Avg Monthly		Usage
Electric (kWh)	9	69	29	1	1	2,362		1	,030	
12-month usa	ge based	on most	recent h	istory						

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 1.0% late charge.

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



Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090

Account number 9100 5569 2028 \$156.06 by Dec 27

After Dec 27, the amount due will increase to \$156.06.

Add here, to help others with a contribution to Share the Light

Amount enclosed

իսիսի կլիրի կիսկով իրկինի իրին կիրիկին կուրակակա

3117 BRUSHY MOUNTAIN ST CARY NC 27519-7232



MARLEEN ASBURY

008048 000012855

### րկերեկիպնկայկինթիկթեսիուննիկցեկնությել

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888.762.2724 or 711 1.407.629.1010

#### Check utility rates

Check rates and charges

duke-energy.com/rates

### Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771

Raleigh, NC 27602

### Important to know

#### Your next meter reading: Dec 21

Make sure we can safely access your meter. 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 of \$12.94 during office hours or \$19.48 after hours, before your service will be reconnected. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

### When you pay by check

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

#### Late payment charges

A late payment charge of 1.0% will be added for any past due utility balance not paid by the due date.

#### Storm Recovery Charge

This bill charge was approved in a financing order issued to DEP by the NCUC to recover storm recovery property. As approved by the NCUC, a special purpose entity is the owner of the rights to collect the storm recovery charge and DEP acts as the agent collecting for the special purpose entity. Visit duke-energy.com/SRC to learn more.

# Para nuestros clientes que hablan





Current electric usage for meter number 325396214

Location: APT

Actual reading on Nov 22 Previous reading on Oct 25

2728 - 1759

Energy Used

969 kWh

Measured kWh

969.000 kWh Billed kWh

969.000 kWh

I/A

To The Commission Board and Attorneys of Duke Energy:

These are the last 6 months' bills and their inconsistencies.

November 2023:

\$194.72

January 2024:

\$187.87

February 2024:

\$267.14

March 2024:

\$195.23

April 2024:

\$179.39

No heat and no air conditioning most of the time.

Moved in on August 1, 2018.

September 2018 changed the meter.

One month after I moved in, the apartment manager said the wrong meter. I was not the only one hooked up wrong so no problem. Construction people and brand-new place. No problem until August 2023.

24 August 2023, apartment 3112 called Duke to say he had a high bill.

5 September 2023, Duke Energy man came out to check out the problem and discovered that both our meters were crossed and was hooked up to mine which is impossible since it was changed in 2018. Nobody checked the meter to power on and off or that it was hooked to the right apartment and left.

I called Duke Energy and came back out on the 11 September 2023. This time they sent the maintenance guy to my apartment to see if the meter shut on and off. It <u>would not</u> and that told me it was hooked up wrong. He went to the truck, got a new meter, and put it in. Had

the maintenance guy check it again and made sure it shut on and off and verified it did and they left.

8 February 2024, at 9 am.: Duke Energy came out, representative, Bob Donaldson,

Went to the meter room and found there was no plate number to tell what meter apartment it was. The meter number was handwritten on the globe of the meter by the maintenance guy on 11 September 2023. He did that so there would be no mistake again. The plate removal for my apartment was done by Duke Energy to cover their mistakes during this fiasco. Now keep in mind that this is a metal plate under each meter to tell which apartment is what. That is impossible for these meters to be switched. Mr. Donaldson said that there never was a changed meter, but that there was a changed meter number, which is not possible.

Other things that strike me funny. Duke Energy cannot find the bills or their records before 2018. Even the IRS tells you to keep your records for 7 years. Does this not apply to Duke Energy as well?

Furthermore, Duke Energy has assigned two account numbers.

- 1...1490711445 for Oct 25, 2021
- 2...910055692028 for March 26, 2024

On my bills, you can have different meter numbers when changed, but never a different account number.

In September, I started out with \$2112.83 prorated bill,

And then brought down to \$2021.05 with a mistake.

Then to \$759.22 and to \$728.64 with another mistake for \$106

Then my September bill was \$237.29 plus \$728.64 and sent me a bill for \$965.93

This is not possible to have a bill of \$237.29 once you look at my records.

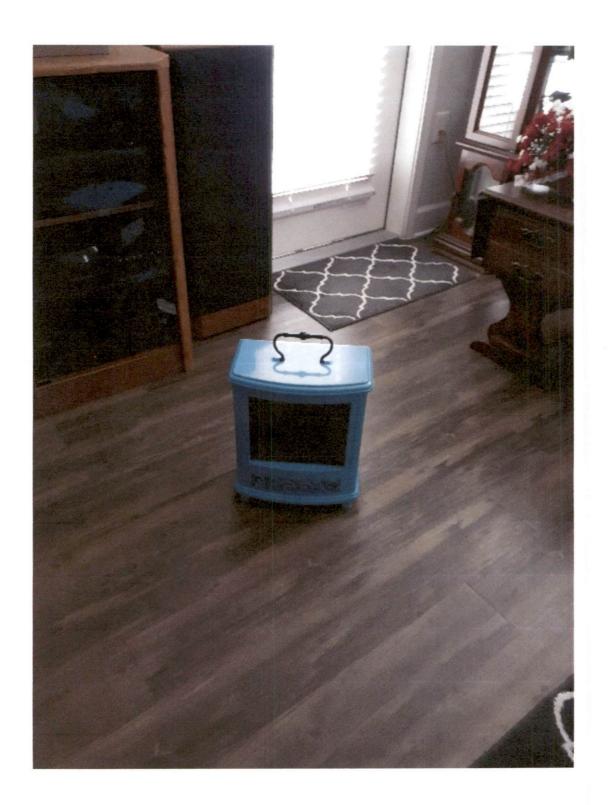
I paid the bill of \$965.93. Keep in mind that I have never been late on any bill but did pay the bill before the date due.

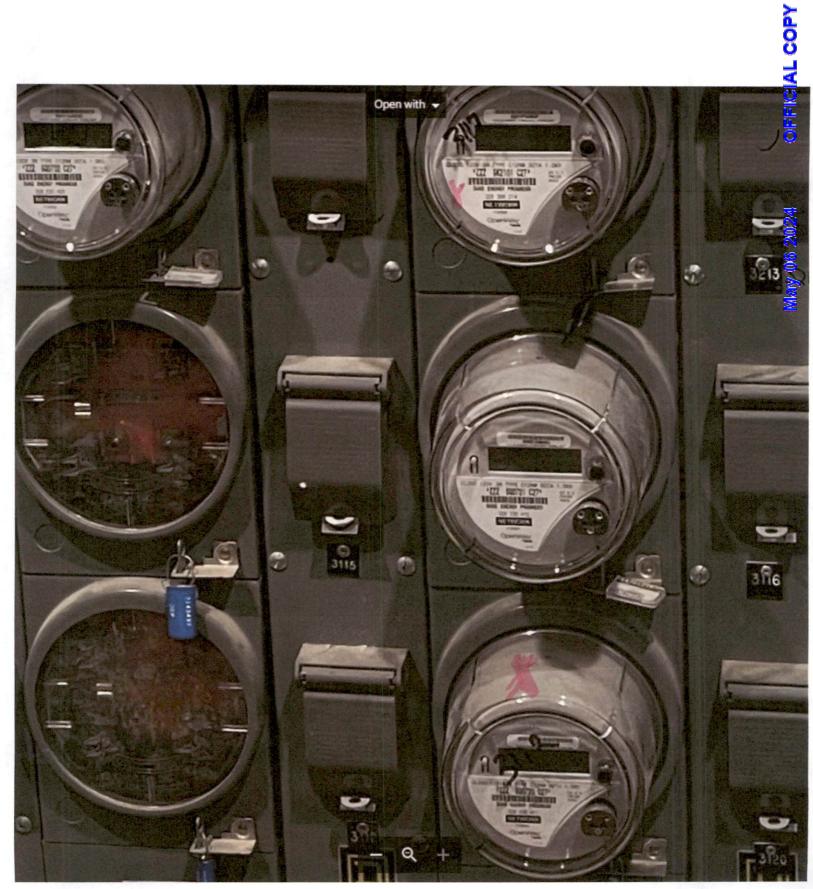
What I expect to find is this whole thing was a mistake and grant me back the \$965.93 and, I would like my attorney fee back for \$175.00 and that is cheap because he retired and could no longer manage my case.

Enclosed are pictures of the said meters described with no plate number attached and handwritten numbers on the glass globe.

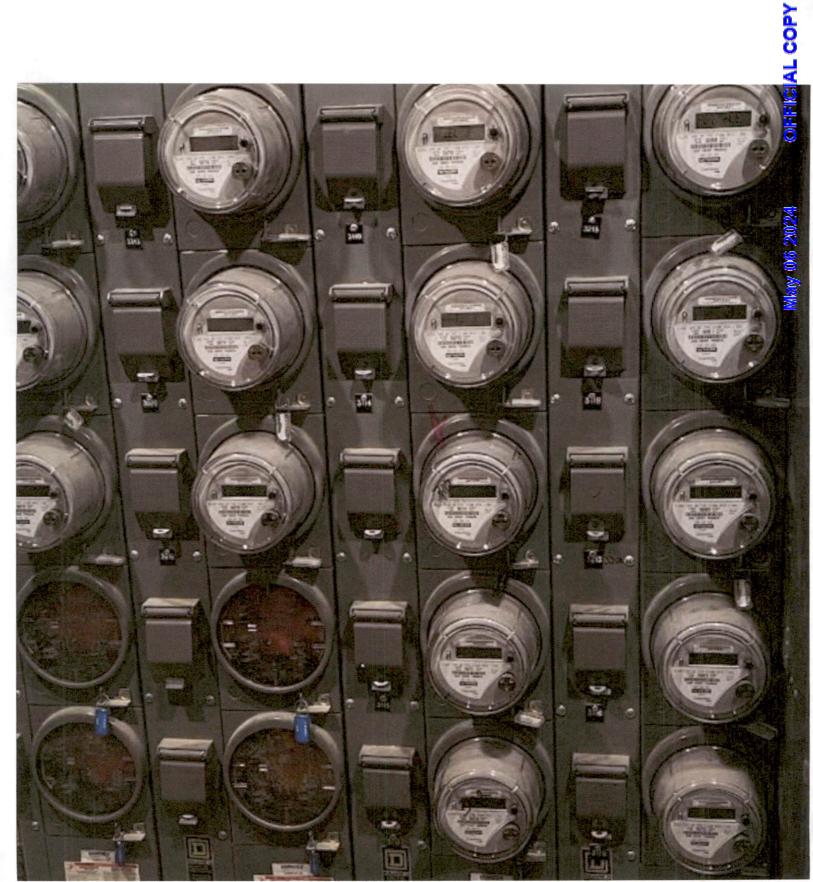
When Bob Donaldson asked could he come to my apartment. I said sure why not. The first thing he pointed out of me being a professional cook. And other comments. What about this little heater, and this little freezer? My apartment is 1100 square feet with two bedrooms and two baths and not noticeably big. I am very happy I did not have automatic draft done for this case. Unlike the man in Ohio who had his automatic draft done for \$4000. It was only after he went to one of the news outlets that he got his money refunded.













Туре	Due Date	Description	Amount	Previous A	Payment R	Current Ch	Total Amou	Total Electr
<b>PAYMENT</b>	9/7/2023	Phone Payr	(\$91.78)					
BILL	9/1/2023	Oct 22 to A	########	\$86.89	########	########	#######	29288
<b>PAYMENT</b>	8/1/2023	Phone Payr	(\$86.69)					
<b>PAYMENT</b>	########	Phone Payr	(\$76.01)					
<b>PAYMENT</b>	6/5/2023	Phone Payr	(\$67.74)					
<b>PAYMENT</b>	5/2/2023	Phone Payr	(\$48.69)					
<b>PAYMENT</b>	########	Phone Payr	(\$73.17)					
<b>PAYMENT</b>	#######	Phone Payr	(\$77.54)					
<b>PAYMENT</b>	2/2/2023	Phone Payr	(\$84.19)					
<b>PAYMENT</b>	1/3/2023		(\$56.91)					
<b>PAYMENT</b>	#######	Phone Payr	(\$51.48)					
<b>PAYMENT</b>	#######	Phone Payr	(\$78.46)					
<b>PAYMENT</b>	#######	Phone Payr	(\$115.67)					
<b>PAYMENT</b>	9/2/2022	Phone Payr	(\$124.92)					
<b>PAYMENT</b>	8/9/2022	Phone Payr	(\$125.58)					
<b>PAYMENT</b>	7/5/2022	Phone Payr	(\$108.18)					
<b>PAYMENT</b>	6/3/2022	Phone Payr	(\$100.28)					
<b>PAYMENT</b>	5/6/2022	Mail Payme	(\$115.87)					
<b>PAYMENT</b>	4/4/2022	Mail Payme	(\$94.48)					
PAYMENT	3/4/2022	Mail Payme	(\$97.05)					
<b>PAYMENT</b>	2/9/2022	Phone Payr	(\$120.34)					
<b>PAYMENT</b>	#######	Phone Payr	(\$103.19)					
<b>PAYMENT</b>	#######	Mail Payme	(\$93.29)					
<b>PAYMENT</b>	#######	Phone Payr	(\$86.89)					
BILL	#######	Sep 23 to C	\$86.89	\$0	\$0	\$0	\$86.89	0
<b>PAYMENT</b>	#######		(\$102.11)					
BILL	#######	Aug 24 to S	\$102.11	\$0	\$0	\$0	\$102.11	0

Avg. Daily	Total Gas L Avg.	Daily (	Confirm Nu	Payment N Routing	Nu Account No	Payment S1 8	BP Name
			2.18E+08	Debit Card(Visa)		COMPLETED	)
########	0	\$0			9.10E+11	,	ANTIOCH16
			2.15E+08	Debit Card(Visa)		COMPLETED	)
			2.14E+08	Debit Card(Visa)		COMPLETED	)
			2.11E+08	Debit Card(Visa)		COMPLETED	)
			2.09E+08	Debit Card(Visa)		COMPLETED	)
			2.08E+08	Debit Card(Visa)		COMPLETED	)
			2.05E+08	Debit Card(Visa)		COMPLETED	)
			2.03E+08	Debit Card(Visa)		COMPLETED	)
				Cash		COMPLETED	)
			1.99E+08	Debit Card(Visa)		COMPLETED	)
			1.97E+08	Debit Card(Visa)		COMPLETED	)
			1.95E+08	Debit Card(Visa)		COMPLETED	)
			1.93E+08	Debit Card(Visa)		COMPLETED	)
			1.91E+08	Debit Card(Visa)		COMPLETED	)
			1.89E+08	Debit Card(Visa)		COMPLETED	)
			1.87E+08	Debit Card(Visa)		COMPLETED	)
				Check		COMPLETED	)
				Check		COMPLETED	)
				Check		COMPLETED	)
			1.8E+08	Debit Card(Visa)		COMPLETED	)
			1.78E+08	Debit Card(Visa)		COMPLETED	)
				Check		COMPLETED	)
			1.74E+08	Debit Card(Visa)		COMPLETED	)
\$0	0	\$0			9.10E+11	,	ANTIOCH1
				Cash		COMPLETED	)
\$0	0	\$0			9.10E+11	,	ANTIOCH1

Address	Bill Days	Bill Date	<b>Total Amount Paid</b>
			91.78
3117 Brus	h 672	2 Oct 22 to	Aug 24
			86.69
			76.01
			67.74
			48.69
			73.17
			77.54
			84.19
			56.91
			51.48
			78.46
			115.67
			124.92
			125.58
			108.18
			100.28
			115.87
			94.48
			97.05
			120.34
			103.19
			93.29
			86.89
3117 Brus	h 29	9 Sep 23 to	Oct 22
			102.11
3117 Brus	h 30	O Aug 24 to	Sep 23

# STATE OF NORTH CAROLINA UTILITIES COMMISSION RALEIGH

DOCKET NO. E-2, SUB 1338

## BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of		)	
		)	
Marleen Asbury		)	
3117 Brushy Mountain St.		)	DUKE ENERGY PROGRESS, LLC'S
Cary, North Carolina 27519		)	ANSWER AND
	Complainant	)	MOTION TO DISMISS
v.		)	
Duke Energy Progress, LLC		)	
	Respondent	)	

NOW COMES Duke Energy Progress, LLC ("DEP", "Respondent" or the "Company") pursuant to Rule R1-9 of the North Carolina Utilities Commission ("NCUC" or "Commission") Rules and Regulations, and answers the Complaint filed by Marleen Asbury ("Complainant") and moves the Commission to dismiss the Complaint for failure to state a claim upon which relief can be granted. The Company has reviewed the Complaint and replies to the allegations as set forth below. Any allegation not specifically admitted shall be deemed denied.

### FOR A FIRST DEFENSE

1. With respect to the allegations contained in Paragraph 1 of the Complaint, the Company has made numerous attempts to explain the Complainant's corrected billing, answer any questions she may have, and resolve her complaint all while treating her with respect and professional courtesy.

- 2. With respect to the allegations contained in Paragraph 2 of the Complaint, the Company denies that the Complainant's corrected billing was "prorated" or "based on theory" or that actual usage was not used. This complaint and corrected billing stems from a crossed meter situation between the Complainant's premise at 3117 Brushy Mountain St. and another customer premise at 3112 Brushy Mountain St. in the same apartment building. Corrected invoices and billing for the Complainant's account are based on actual historical metered usage from her premise at 3117 Brushy Mountain St. that was erroneously applied to the other customer's account at 3112 Brushy Mountain St.
- 3. With respect to the allegations contained in Paragraph 3 and 5 of the Complaint, the Company denies that the Complainant's corrected billing was "prorated." The Company used actual meter usage to correct the Complainant's account, and the following is a summary of what the Company did once the crossed meter situation was discovered:
  - a. The crossed meter situation and resulting undercharge of the Complainant was discovered by the Company on August 25, 2023. This stemmed from a high bill complaint from the customer in 3112 Brushy Mountain St. who was later found to be overcharged.
  - b. On August 29, 2023, the Company created and completed an investigation service order to confirm the crossed meter situation in the field. On the date of this service order, the Complainant's meter number on her account was 328530411. This meter number is indicated on Complainant's bill dated August 28, 2023. This is included as confidential Exhibit A. Also, on the date of this

service order, the meter number on the account serving the customer in 3112 Brushy Mountain St. was 328530413.

- c. The completed service order noted and confirmed the following:
  - i. Meter 328530411 was installed on the electrical service to 3112 Brushy Mountain St. This was confirmed in the field by powering the meter down and back up. When this was performed by the Company, electrical service was interrupted to the apartment at 3112 Brushy Mountain St.
  - ii. Meter 328530413 was confirmed in the field as installed on the electrical service to 3117 Brushy Mountain St. (the Complainant' premise & service address).
- d. Once the crossed meter situation was confirmed in the field by the Company, the Company initiated the bill correction process for the two accounts in question by switching meter numbers on the accounts in the billing system. The Company did not physically switch the meters in the field.
- e. The Company was able to determine that the crossed meter situation and undercharges dated back to October 22, 2021. This date is 672 days prior to the date of discovery of the undercharge.
- f. Upon discovery of the undercharge, the Complainant's account was rebilled the difference between the correct meter usage and the incorrect meter usage for the entire 672 day period. The rebill difference was then credited for all additional usage, except the last 150 days allowed for back billing by Commission Rule R8-44(4)a. To be clear, the Complainant was not and has not

- been back billed for the 672 day period, only the 150 days allowed by Commission rule.
- g. On September 22, 2023, a corrected bill was issued to the Complainant that brought the account balance to \$728.64 which included the outstanding balance of \$86.89 at that time plus the Commission allowable back billing charges and associated taxes through August 24, 2023. This corrected bill is included as confidential Exhibit B.
- h. On September 26, 2023, a bill was issued (with the correct meter) for \$237.29 for service rendered from August 25, 2023 to September 22, 2023 bringing the account balance to \$965.93.
- the Company reviewed the Complainant's account during the crossed meter period and found an additional credit of \$106.71 for adjustments in energy usage for the periods of September 22, 2022 to October 24, 2022 and March 24, 2023 to April 24, 2023. This credit was applied to the Complainant's account and shown as a separate line item on Complainant's bill dated October 26, 2023. The Complainant also made a payment of \$100.00 on October 4, 2023. With this customer payment and the additional credit, the balance on Complainant's account was \$759.22 as of October 18, 2023.
- j. The Company offered the Complainant an installment plan in accordance with NCUC Rule R8-44(4)d. for the back billing amount. The Complainant denied the Company's offer.

- k. The Company informed the Complainant that her future bills will be higher than the past two years as she was being underbilled with the incorrect meter during that time.
- The Company responded to Complainant's attorney in a letter dated October 18, 2023. A copy of that letter is included here as confidential Exhibit C. The Company's response to the Complainant's attorney recounts the same crossed meter situation and same bill correction steps addressed above.

### FOR A SECOND DEFENSE

With respect to the Complainant's comments that meter 328530413 was not historically her correct meter, that the Company's confirmation of cross meters is incorrect, and that her energy usage is incorrect.

- 1. On September 6, 2023, the Complainant contacted the Company disputing her bill and claiming meter 328530413 on her account was incorrect. The Company created a service order on September 6, 2023 to investigate and reconfirm the meter number.
- 2. On September 11, 2023, the Company completed the service order. The following is a summary of events and findings from that service order investigation:
  - a. To reconfirm that meter 328530413 was correct, the Company service technician attempted to disconnect the power from the meter and see if power was off in the Complainant's apartment. The meter disconnected power from the Complainant's apartment at 2:53 p.m. but would not reconnect. Given the failed reconnection, the Company service technician elected to replace meter 328530413 with meter 325396214. Upon physically removing meter

328530413 and installing meter 325396214, power was restored to the Complainant's apartment at 3:01 p.m. This activity confirms that the meter 328530413 was indeed correct and was installed in the meter base serving the Complainant's apartment.

- b. The Complainant confirmed this incident in her own words in Paragraph 5 of her complaint and in her comments to Public Staff (Ms. Neysa Guerrero). Paragraph 5 reads as follows "They came back out on 11 September 2023 after many calls and checked the meter to see if it would shut off and on and the meter never did (witnessed by the apartment maintenance person) and then he proceeded to get another meter from the truck and replaced the said meter. Once replaced, it shuts off and on at this time." Comments to Neysa Guerrero at Public Staff reads as follows ".... he went to the truck and got a meter and installed the meter and asked him (the apartment maintenance man) to tell him when the power shut on and off and it did and that was on 9/11/23."
- 3. Complainant continued to claim that her energy use with new and current meter 325396214 was incorrect and requested a meter test on November 9, 2023.
- 4. The Company tested meter 325396214 on November 13, 2023 per Commission Rule R8-14. The meter tested accurate and within the accuracy requirements of Commission Rule R8-12. Test results are as follows:

Meter Test Date	Accuracy	Accuracy	Accuracy
	Heavy Load (HL)	Light Load (LL)	Weighted Avg (WA)
November 13, 2023	100.17	100.12	100.16

5. The Company would also like to provide a comparison of energy usage data supporting the fact that both meters, 328530413 (previous meter, confirmed in the field and used for back billing) and 325396214 (new and current meter) are correct and accurate. The Company pulled energy usage data for the month of January 2023 for meter 328530413 and January 2024 for meter 325396214. Below is a comparison of that data:

Meter No.	Month	Period	Days in the Period	Energy Usage (kWh)	kWh/Day
328530413	January 2023	1/1/23 - 1/29/23	29	1400	48.3
325396214	January 2024	1/1/24 - 1/29/24	29	1491	51.4

In closing, the Company maintains that the back billing amount and current account balance for Complainant's account, DEP Acct. No. 9100 5569 2028, is correct and in accordance with applicable Commission rules.

WHEREFORE, Respondent, having fully responded to the allegations contained in the Complaint, moves the Commission to dismiss the Complaint with prejudice, and requests such other relief as the Commission deems just, equitable, and proper. Respectfully submitted, this the 2<sup>nd</sup> day of February, 2024

Robert W. Koyla

Robert W. Kaylor Law Office of Robert W. Kaylor, P. A. 353 Six Forks Road, Suite 260 Raleigh, North Carolina 27609 Tel: 919.828.5250

<u>bkaylor@rwkaylorlaw.com</u> North Carolina State Bar No. 6237

Attorney for Respondent Duke Energy Progress, LLC

# DUKE ENERGY PROGRESS, LLC CONFIDENTIAL EXHIBITS A-C

FILED UNDER SEAL

DOCKET NO. E-2, SUB 1338

## **CERTIFICATE OF SERVICE**

I certify that a copy of Duke Energy Progress, LLC's Answer and Motion to Dismiss, in Docket No. E-2, Sub 1338, has been served by electronic mail, hand delivery, or by depositing a copy in the United States Mail, 1<sup>st</sup> Class Postage Prepaid, to the following party:

Marleen Asbury 3117 Brushy Mountain St. Cary, NC 27519

This, the 2<sup>nd</sup> day of February 2024.

Robert W. Kaylor

Robert W. Kayla

Law Office of Robert W. Kaylor, P.A. 353 E. Six Forks Road, Suite 260

Raleigh, NC 27609 Tel: 919.828.5250

bkaylor@rwkaylorlaw.com

North Carolina State Bar No. 6237