

21 Tipperary Drive
Asheville, NC 28806
January 17, 2024

NC Utilities Commission
430 N. Salisbury Street
Dobbs Building
5th Floor
Raleigh, NC 27603-5918

Re: What are rider adjustments as related to the Summary of Rider Adjustments on my bill

To Whom It May Concern:

I do not recall ever hearing anything on TV or getting any mail warning me that I could have such an exorbitant amount suddenly added to my electric bill. The first time I recall seeing such a charge was on or around my October 2023 bill. I actually did not pay much attention because I am so use to additions to Duke Energy bill and generally the amounts are not high enough to make or break us until NOW! On my January bill, there was an additional amount of \$50.76 added to my bill, the most of that being from "rider adjustments".

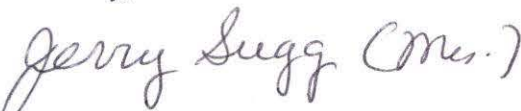
I assume these rider adjustments are calculated by the number of kwh used, and if I am correct, in January these additional charges amounted to almost **one-fourth of what my basic+usage charge**. I see an addition of this amount as a real injustice to the Duke Energy customers.

My husband and I live on just our Social Security checks. I admit it probably is not practical to have electric heat, but we do not have the funds to change our heat source. So, we do everything we can to conserve energy for the purpose of being able to pay the electric bill. I read our meter every other day so I will know where we are during the course of a month. **I am very disheartened and discouraged that all my efforts to conserve were blown away by this extra charge of \$50.76 – especially the part caused by the "summary of rider adjustments".**

Please tell me (1) **what is a rider adjustment and I assume the answer to that will give me the answer to question #2 which is:**
(2) **exactly what is that money used for**
(3) **is it an additional charge that will exist for a temporary period of time or will it be on the bill for the rest of eternity?**

Thank you for your time in considering this letter.

Sincerely,



Jerry Sugg
Duke Energy account in name of Ray Sugg

OFFICIAL COPY

Feb 09 2024



duke-energy.com
800.452.2777

Account number 9100 5207 5192

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Feb 09 2024

Your usage snapshot - Continued

Current electric usage for meter number 322438363

Location: METERED SERVICE

Actual reading on Jan 12 61445
Previous reading on Dec 13 - 59555

Energy Used 1,890 kWh

Measured kWh 1,890.000 kWh Billed kWh 1,890.000 kWh

Billing details - Electric

Billing Period - Dec 13 23 to Jan 12 24

Meter - 322438363

Basic Customer Charge \$14.00

Energy Charge

800.000 kWh @ \$0.11661000 93.29

Energy Charge

1,090.000 kWh @ \$0.10661000 116.20

Storm Recovery Cost - Dec 13 to Dec 31

1,158.000 kWh @ \$0.00284000 3.29

Storm Recovery Cost - Jan 01 to Jan 12

732.000 kWh @ \$0.00208000 1.52

Summary of Rider Adjustments 31.57

Summary of Rider Adjustments - Dec 13 to Dec 31 7.41

Summary of Rider Adjustments - Jan 01 to Jan 12 5.75

Renewable Energy Rider 1.22

Total Current Charges \$274.25

Your current rate is Residential Service (RES).

Billing details - Taxes

Sales Tax For Utility \$19.20

Total Taxes \$19.20

293.45 total bill

Terri Smiley
130 W Charity Rd
Rose Hill, NC 28458

smiley100@gmail.com
831-455-6763

To: Chief Clerk
NC Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

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To whom it may concern if anyone:

What on God's green earth are you doing? We are struggling to make ends meet as it is, with winter here our bill is \$230⁰⁰ for 1 month. It was bad enough last month at \$185⁸⁵ now you add these ridiculous fees for "Summary of Rider Adjustment" total BS. 3 different charges. In this economy, this is a hell of a time to come up with higher cost. Come on! Please lower our bill this is ridiculous.

Terri Smiley

PS and don't send me a bunch of garbage in the mail or email that explains the crap you came up with to tell folks, unless you send me some cash it won't help matters.

FEB 09 2024