STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

PETITION OF DUKE ENERGY INDIANA, LLC PURSUANT TO IND. CODE §§ 8-1-2-42.7 AND 8-1-2-61, FOR (1) AUTHORITY TO MODIFY ITS RATES AND CHARGES FOR ELECTRIC UTILITY SERVICE THROUGH A STEP-IN OF NEW RATES AND CHARGES USING A FORECASTED TEST PERIOD; (2) APPROVAL OF NEW SCHEDULES OF RATES AND CHARGES, GENERAL RULES AND REGULATIONS, AND RIDERS; (3) APPROVAL OF A FEDERAL MANDATE CERTIFICATE UNDER IND. CODE § 8-1-8.4-1; (4) APPROVAL OF REVISED ELECTRIC DEPRECIATION RATES APPLICABLE TO ITS ELECTRIC PLANT IN SERVICE; (5) APPROVAL OF NECESSARY AND APPROPRIATE ACCOUNTING DEFERRAL RELIEF; AND (6) APPROVAL OF A REVENUE DECOUPLING MECHANISM FOR CERTAIN CUSTOMER CLASSES	**)**	**CAUSE NO. 45253**

VERIFIED DIRECT TESTIMONY
OF
RETHA I. HUNSICKER

On Behalf of Petitioner,
DUKE ENERGY INDIANA, LLC

Petitioner's Exhibit 30

July 2, 2019

DIRECT TESTIMONY OF RETHA I. HUNSICKER
VICE PRESIDENT CUSTOMER CONNECT-SOLUTIONS
DUKE ENERGY BUSINESS SERVICES LLC
ON BEHALF OF DUKE ENERGY INDIANA, LLC
BEFORE THE INDIANA UTILITY REGULATORY COMMISSION

I. INTRODUCTION

Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Retha I. Hunsicker, and my business address is 400 South Tryon Street, Charlotte, North Carolina.

Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

A. I am employed as Vice President Customer Connect-Solutions for Duke Energy Business Services LLC, a service company subsidiary of Duke Energy Corporation ("Duke Energy"), and a non-utility affiliate of Duke Energy Indiana, LLC ("Duke Energy Indiana" or "Company").

Q. PLEASE DESCRIBE YOUR RESPONSIBILITIES AS VICE PRESIDENT CUSTOMER CONNECT-SOLUTIONS.

A. I have executive management oversight for the customer information system ("CIS") consolidation project known as Customer Connect, including the planning, execution and deployment. This program is responsible for the successful deployment of a new customer platform that will enable the functional capabilities needed to meet our strategic purpose of powering the lives of our customers by transforming how we serve them.

Q. PLEASE DESCRIBE YOUR EDUCATIONAL AND PROFESSIONAL BACKGROUND.

A. I hold a Bachelor of Science degree in Business Administration from Indiana Wesleyan University. Since 1981, I have been employed by, and worked for, companies under what is now Duke Energy. I began my career with Public Service Indiana, the predecessor to Duke Energy Indiana, as an accounting assistant. Since then, I have held positions with increasing levels of responsibility. More recently, the roles I've held include Director, Business Standards and Integration, and General Manager, Smart Energy Systems & Processes. In 2012, I took the position of Regional Director, Customer Services, leading our Midwest contact centers, before promoting to Vice President, Customer Contact Operations in 2013. I assumed my current role as Vice President Customer Connect-Solutions in 2015.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?

A. The purpose of my testimony is to discuss the CIS used by Duke Energy Indiana and explain why it is necessary to convert that CIS into a modern customer service platform.

II. DUKE ENERGY'S CURRENT CIS

Q. PLEASE EXPLAIN THE PURPOSE OF A CIS.

A. A CIS manages the billing, accounts receivable, and rates for the Company and is the central repository for all customer information. It links the consumption and metering process to payments, collections, and other downstream processes including additional work order requests such as service connections and

disconnections, outages and trouble requests. A CIS also manages customer profiles and integration of data to provide a holistic view of the customer and should enable expected customer capabilities.

Q. PLEASE PROVIDE A GENERAL DESCRIPTION OF THE COMPANY'S EXISTING CIS.

A. The current CIS for Duke Energy Indiana was developed more than thirty years ago, beginning in 1987, and was put in service in 1993. The current CIS was designed as a premise-based system, meaning it was developed to communicate with the meter attached to a premise, without regard to who may be consuming the services provided through that meter or how they may be consuming those services. Similarly, the Company's business processes have not kept up with customers changing needs and expectations; they are inefficient and outdated.

Although state-of-the-art nearly thirty years ago, the current CIS was not designed to efficiently support new capabilities, including personalized experiences for customers, advanced pricing structures and billing options, and tools for customers to better manage their energy consumption. The Company has added functions and new technologies to the legacy system to try to meet the evolving customer needs and expectations. This is limited in current state due to technical and regulatory constraints. This adds complexity to the current system, thereby leading to more CIS disruptions and longer time to recover from outages. Moreover, certain functions are not compatible with the current CIS.

Q. PLEASE DESCRIBE SOME OF THE LIMITATIONS CUSTOMERS ARE EXPERIENCING.

A. Because of existing design limitations with the current CIS, customers with complex billing arrangements, including those with net metering, receive bills that are calculated manually. The Company's current systems were not designed to enable automated billing for these scenarios and were not designed to produce a credit bill. These manual interventions are not desirable for a variety of reasons, including inefficiency. Furthermore, as the number of customers with these billing arrangements increases, there is an understandable impact on the Company's ability to provide timely and accurate bills. And, it must be accepted that injecting manual intervention into what should be an entirely automated process creates an opportunity for unintended consequences.

Additionally, the current CIS does not enable ready access to account histories that can be important when a customer is seeking to relocate within the Duke Energy jurisdictions. Consequently, a long-standing customer with a history of consistently paying bills on time and in full could be required to pay a security deposit as a condition of receiving service in a new home; a situation that could be avoided with improved access to account histories.

The current CIS does not enable the Company to identify a customer's preferred method of communication. Thus, a customer who consistently opts out of the interactive voice response ("IVR") system in order to speak directly with a customer service representative must continue to go through, for them, an

irritating process to obtain answers or information related to their utility service. Much of our customer base favors more modern communication channels, where information is almost immediately available. The current CIS does not enable these customers to employ their preferred methods of communication.

Q. PLEASE EXPLAIN HOW DUKE ENERGY INDIANA HAS MODIFIED THE WAY IT INTERACTS WITH CUSTOMERS IN RECENT YEARS?

A. Duke Energy Indiana has made incremental improvements as described below; however, the Company is limited in the design, build, and execution of new programs and offerings given the constraints of the current CIS, Commission rules, and associated processes. For example, where Advanced Metering Infrastructure ("AMI") meters are available, the Company provides usage alerts to customers during the month so they can better track their energy usage in comparison to historical consumption. Customers with AMI meters also have the ability to choose a due date that meets their needs. Additionally, the Company is utilizing technology to provide more notice to customers facing disconnection using phone and text messaging, as further described in the testimony of Duke Energy Indiana witness Ms. Lesley G. Quick. These changes, while positive for customers, are limited in nature and the ability to truly transform the customer experience is not possible without a new, modern customer service platform – Customer Connect.

Q. CAN DUKE ENERGY INDIANA SIMPLY RELY ON CONTINUED MODIFICATIONS OF THE EXISTING CIS TO MEET FUTURE NEEDS?

A. No. As a practical matter, the current limitations discussed above cannot be remedied with continued modifications, nor is continuous investment in an antiquated technology platform practical or sustainable. Duke Energy Indiana's current system must be replaced to provide a more stable platform, greater flexibility, ease of configuration, and ability to offer more advanced rates and billing structures, as well as services to customers, than what is currently possible. CISs, like any other software solution, are subject to obsolescence, and like other technology and software, upgrades must be periodically made to deliver on capabilities required by business operations, and more importantly, customers.

III. IMPLEMENTATION OF CUSTOMER CONNECT

Q. PLEASE DISCUSS HOW A MODERN CIS WILL BENEFIT DUKE ENERGY INDIANA CUSTOMERS.

A. Through the consolidation of the old CIS into Customer Connect, Duke Energy Indiana will be able to deliver a customer experience that will simplify, strengthen and advance our ability to serve customers. Key benefits of Customer Connect and associated customer experience implications include the following:

- Modern, Configurable Billing Engine – With the Company's existing CIS, many new rates are time consuming to implement due to the antiquated architecture of the system and the complexity of coding and testing the rates. In contrast, the modern CIS will be configurable and much simpler to implement, improving the Company's responsiveness to regulatory or market changes. Also, many modern rate structures

(*e.g.*, net metering, time-of-use, etc.) are pre-built into the system because of the software's experience being leveraged in Europe and other advanced markets.

- Customer-Centric Data Model – Customer Connect will have a customer-centric data model to enable a "one customer" view across Duke Energy, enabling the Company to know the customer better and provide a more streamlined, personalized experience.
- Holistic Customer Profile – Customer Connect will store basic customer attribute information, like the current system, and more. The new platform will gather all relevant touchpoints that customers are having with Duke Energy in real time – web visits, phone calls, power outages, outbound communications, product and service participation, etc. – to build out a holistic view of customers that can be leveraged to better serve them and personalize their experiences.
- Integrated Analytics – Customer profile data will be leveraged by the integrated analytics capabilities of the new platform to personalize experiences and better serve customers through every channel. For example, the new platform will predict the intent of customers when they call Duke Energy, thereby improving their experience in the IVR and routing them to the customer care representative best suited to meet their needs. This same capability can be leveraged to prioritize what information is conveyed to the customer and in the medium

preferred by the customer, whether it is via the website, email or other channels, to ensure it is timely, relevant and valuable to them. These are just two examples of the multiple opportunities to leverage real-time analytics to improve our customers' everyday experience with Duke Energy.

- Multi-Company – In current state, customers exist as separate entities across jurisdictions. When a customer moves from one jurisdiction to another, all information about that customer is lost – account numbers, communications preferences, payment and credit history, product and service participation, etc. Customers do not understand why this happens and are frustrated by the experience. In the future, these types of account attributes remain at the customer level throughout the experience with Duke Energy as they move between locations and jurisdictions.

Q. PLEASE EXPLAIN HOW CUSTOMER EXPECTATIONS HAVE OUTPACED DUKE ENERGY INDIANA'S PRACTICES AND OBLIGATIONS UNDER COMMISSION RULES.

A. A key objective for Customer Connect is to simplify experiences for customers. To do that the Company needed to better understand the challenges customers experience when interacting with Duke Energy. The program team researched customer survey data and verbatims and conducted a thorough review of the Company's business processes and associated Commission rules. This research

and analysis, combined with industry best practices, expected customer journeys, and capabilities of the new system determined how the Company needed to interact with its customers moving forward. A number of opportunities to improve the customer experience have been identified, many of which will be easily implemented when the new system is fully launched in late 2022 for Duke Energy Indiana, while others will require Commission approval before all customer benefits can be realized. Customers want to employ their preferred method of communication when interacting with Duke Energy. Customer Connect will allow customers to choose how and when they want to receive communications; however, existing Commission rules do not allow for such a personalized experience. An update is needed, as customers have come to expect communications tailored to their specific desires, such as modern forms of communication, like text messages and email. This is just one example of how customers' expectations have outpaced the regulatory construct.

Q. PLEASE DESCRIBE HOW THE COMPANY IS INCORPORATING CUSTOMER NEEDS AND EXPECTATIONS INTO THE DESIGN AND IMPLEMENTATION OF CUSTOMER CONNECT.

A. Based on the collective experiences with its current CIS, the Company knew the selected platform would need to meet the following core needs: (1) configurability; (2) adaptability; and (3) a customer-centric platform, not simply a meter-to-cash replacement. As a result of the extensive procurement process, the Company is confident the SAP platform selected meets these

requirements. The selected platform has been implemented by more than 760 utilities globally, including utilities that have already implemented things such as renewable generation and AMI, and are using its full capabilities. By selecting the SAP platform, the Company and its customers will get the benefit of the technology as well as the ability to leverage best practices from other utilities. Further, because this platform is being used globally by utilities and retailers, the SAP platform is constantly evolving and being updated to accommodate the latest technologies and user interfaces to help ensure that customers continue to derive benefits from the system.

The Company recently completed the Plan and Initiate (*i.e.,* Analysis and Design) phase for the Customer Connect platform. As such, the Company has leveraged industry research to generally understand customer expectations and has and will continue to leverage these insights in our functional and technical design. Industry research confirms that customer expectations are changing and are more fluid as consumers benchmark us against other customer service companies such as Amazon and FedEx, where transparency and awareness are part of the processes. For example, as customers we have come to expect the capability to track our packages and see, at any given moment, where the package is and when it is projected to arrive at our home. Duke Energy understands its customers have come to expect the same thing from all service providers, including their utility, and is confident the SAP platform provides the technology required to meet this expectation. To that end, during the design phase, the

Company redesigned outdated business processes that have been in place for more than 20 years. For example, when completing a request to start or stop service, the Company's current CIS requires customer care specialists to obtain information such as directions to a customer's home and the location of the meter. With the deployment of AMI meters, as well as common technologies, like GPS, obtaining this information is no longer necessary. Although this information is no longer needed for service orders, the Company's system and internal processes have not evolved to allow for these efficiencies. The Company firmly believes this platform provides an opportunity to further shape its future for the benefit of its customers.

Finally, the Company has and will continue to survey customers to understand the value they are receiving from the new platform. For example, the Company has performed consumer testing to gather customer feedback on the design of the new bill format, as discussed more below.

Q. IS DUKE ENERGY INDIANA SEEKING A WAIVER OF ANY OF THE COMMISSION RULES IN ORDER TO SUCCESSFULLY IMPLEMENT CUSTOMER CONNECT?

A. Yes, the Company is seeking the following waivers in this case:

- Self-service aspects of Customer Connect require a waiver of rule 170 IAC 4-1-16(c)(2) as it relates to the signature requirements for payment agreements.

- The manner in which usage is displayed on a customer's bill requires a waiver of rule 170 IAC 4-1-13(a)(1) as it relates to providing the beginning and ending meter readings, specifically for certain interval-billed rates, to allow the Company to provide usage information only on the customer's bill. The inclusion of meter readings was more meaningful under traditional rate structures; however, with interval usage the beginning and ending meter readings are no longer relevant to the customer. They will receive information regarding usage that occurred during relevant bill periods such as on/off-peak, shoulder and demand. The waiver would apply to the following Company rates: Low Load Factor (LLF), High Load Factor (HLF), Special Contracts, and the dynamic pricing pilot rates proposed in the testimony of Duke Energy Indiana witness Mr. Jeffrey R. Bailey.
- A waiver of rule 170 IAC 4-1-16(e) is needed to allow the Company to enable all customers' preferred method of communication as it relates to their energy bill. The Company plans to provide all customer bills in the manner the customer has designated. In 2022, with the full implementation of Customer Connect, customers who have elected to receive their bill electronically, or "Paperless Billing," will receive all bills, including those with a disconnect date for non-payment of a previous bill, via their preferred channel. By continuing to provide the bill in a format other than the customers' preferred method of

communication, there is an increased risk for messages regarding arrears and pending disconnection of service to go unseen.

- A waiver of rule 170 IAC 4-1-15 is needed specifically for landlords or property owners who enroll in the Revert to Owner program. For these customers, the Company is proposing to hold a standard $50 deposit per unit or property owned, as this aligns to the minimum average bill incurred when service is in the landlord's name between tenants. There are a number of benefits for property owners to enroll in the new Revert to Owner program that will be implemented for Duke Energy Indiana in 2022 as it will allow these customers to easily manage their properties via a new digital portal. Here, landlords will be able to see all properties in their name, the service status, and administer billing/payment for one or multiple properties conveniently from the site. Additionally, the move in/move out process will be simplified and will eliminate repetitive credit checks and other deposit-related activities that would be traditionally experienced when applying for or disconnecting electric service at a location.

Q. WHY IS DUKE ENERGY INDIANA SEEKING WAIVERS FOR CUSTOMER CONNECT WHEN IT WILL NOT BE FULLY DEPLOYED UNTIL 2022?

A. The Customer Connect Program is unique in that the Company is completing a universal design for all of Duke Energy's regulated utilities, and have

incorporated many of the out-of-the box and modern capabilities. To ensure the new system and associated business processes comply with Commission rules, it is necessary to request these waivers well in advance of the implementation to allow sufficient time to complete the "build" phase of the Program and complete robust testing prior to the first deployment in early 2021.

Q. WILL THE NEW SYSTEM ALLOW FOR MORE FLEXIBLE RATE DESIGN AND OTHER RATE OFFERINGS?

A. Yes. As mentioned above, Duke Energy Indiana's current system requires significant coding to implement new rates and pricing. The system changes tend to be complex, expensive and time-consuming. Indeed, the system is so burdensome that the Company has consulted with outside vendors to manage billing for new rate structures. New modern CISs are more configurable, reducing the amount of time to test and implement pricing changes and offerings.

Q. HOW LONG WILL IT TAKE TO FULLY IMPLEMENT THE SYSTEM FOR DUKE ENERGY INDIANA?

A. The Customer Connect Program is projected to be fully implemented for Duke Energy Indiana in the fall of 2022.

Q. WILL THERE BE ANY BENEFICIAL IMPROVEMENTS FOR CUSTOMERS PRIOR TO FULL DEPLOYMENT FOR DUKE ENERGY INDIANA?

A. Yes. The Company began deploying new capabilities this year and will continue every year leading up to full deployment in 2022. With this phased deployment

approach, the Duke Energy Indiana customers will benefit from increased system functionalities at tiered stages throughout the implementation of the complete system.

Q. PLEASE ELABORATE.

A. In June 2018, Customer Connect deployed its first release, which was foundational to the Program and to building a holistic customer profile, gathering all relevant touchpoints that customers are having with Duke Energy, in real time, such as web visits, phone calls, power outages, outbound communications, and product and service participation. The Company also gained the ability to execute automated and targeted marketing and communication campaigns to better serve customers and personalize their experience.

The new platform will continue to provide real-time insights to enhance the customer experience. One example of this is how the Company will use information to enhance operations during significant storm events. With the new platform, data can be visualized in new ways to uncover insights into customer experiences across the Company's phone, web, and social media channels. The Company can also leverage the automated, targeted marketing capabilities to increase effectiveness of communication campaigns during major storm events and for other operational needs.

In February 2019, leveraging insights from the holistic customer profile, the Company began using the new platform to predict the intent of customers when they call. This and other information has been made more readily available

to customer care specialists, who are using it for context into why a customer may be calling and having more informed and productive conversations with customers.

In May 2019, the Program implemented a new capability to better communicate with customers during major storms. The Company is now able to create targeted customer communication lists by leveraging attributes that are particularly relevant during major storms, such as the substation or operations center a customer is served by, or whether the customer or nearby customers are experiencing an outage. These lists will be used to send more specific communications about the specific storm-related circumstances near the customer's home or business. Additionally, in September 2019, these capabilities will be expanded to include the ability to automate these email campaigns from the Customer Connect solution and allow them to be configured in advance and quickly executed in desired circumstances.

In early 2020 the Company will introduce a universal bill format to help customers more easily view and understand their bill and energy usage. Positioning this release prior to deployment not only delivers benefits to customers sooner, but also allows the Company to more efficiently respond to increased call volume that will likely result as customers become more familiar with the new bill format. Examples of the new, more customer friendly, bill format is attached as Petitioner's Exhibit 30-A (RIH).

In 2021, the Company will begin deploying the final components of the core billing system. In addition to all billing and payment processes, the Company will begin providing customers with additional self-service capabilities and portals, new rate offerings and advanced billing options. Finally, using the customer data, the Company will be able to prioritize the types of information the customer prefers to receive and the methods of communication by which they wish to receive the information, including via web, email and other channels to ensure it is timely, relevant and valuable to them.

Q. WHAT ARE DUKE ENERGY INDIANA'S FORECASTED COSTS FOR THE CUSTOMER CONNECT CIS IMPROVEMENTS?

A. The total forecasted cost of the Customer Connect project is $900 million, and the amount allocated to Duke Energy Indiana is $90-95 million, with approximately 50 percent reflecting the capital investment and the remainder O&M. As explained in the testimony of Duke Energy Indiana witness Ms. Christa L. Graft, the Company is requesting to defer depreciation expense and accrue post-in-service carrying costs for the capital portion of the project and to defer O&M incurred from 2018 and forward with carrying costs until the Company's next retail rate case wherein they will be recovered.

Q. WHY DO YOU BELIEVE THIS DEFERRAL REQUEST IS REASONABLE?

A. Customers are experiencing some of the benefits of this transition now, as we roll the program out in phases, as described above. This is a major undertaking that

occurs on a very infrequent basis, as evidenced by the fact that Duke Energy Indiana's existing CIS system was developed in the late 1980s. Duke Energy has received similar accounting treatment in other jurisdictions and believes the request is reasonable and prudent.

Q. WHAT IS THE COMPANY'S CONFIDENCE LEVEL IN THE FORECASTED COST?

A. The Company has a high level of confidence in the forecasted costs associated with the Customer Connect project. The Company has executed fixed price contracts for the primary software (SAP), systems integration (Accenture) and change management professional services (Ernst and Young), following an extensive request for proposal process conducted in 2016. Additionally, the Company has procured additional external resources to meet the staffing requirements for those contracts.

IV. CONCLUSION

Q. WAS PETITIONER'S EXHIBIT 30-A (RIH) PREPARED BY YOU OR UNDER YOUR SUPERVISION?

A. Yes, it was.

Q. DOES THIS CONCLUDE YOUR PREFILED DIRECT TESTIMONY?

A. Yes, it does.

DUKE ENERGY®

duke-energy.com
800.521.2232

Your Energy Bill

Service address
123 Main St
Floyds Knob IN 47119

Bill date Dec 10, 2018
For service Nov 6 – Dec 7
31 days

Account number **999 999 999**

Billing summary

Previous amount due	$ 59.65
Payment received	- 59.65
Current electric charges	72.85
Taxes	5.10
Total amount due Jan 2	**$ 77.95**

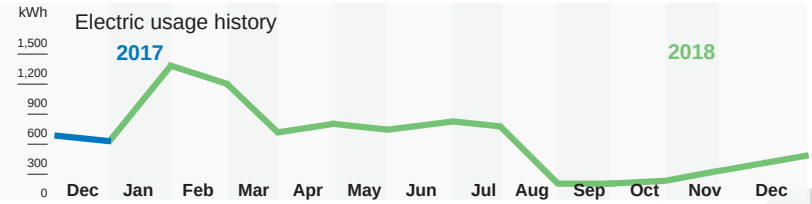
Thank you for your on-time payment.

Your current rate is Residential Service (RSN0).

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

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to Helping Hand. To donate, see the enclosed bill insert or go to duke-energy.com/Help.

Your usage snapshot



	Current Month	Dec 2017	12-Month Usage	Average Monthly Usage
Electric	517	756	7,094	591

12-Month usage based on most recent history

Current electric usage for meter number 999999999

Actual reading on Dec 7	600
Previous reading on Nov 6	- 83
	517 kWh

A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Mail your payment at least 7 days before the due date or pay instantly at *duke-energy.com/billing.* Late payments are subject to a 3% late charge.

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

DUKE ENERGY®

P.O. Box 1326
Charlotte NC 28201-1326

Account number **999 999 999**

Amount due

$ **77.95** *by Jan 2*	*After Jan 2, the amount due will increase to $80.14.*

To help others with a contribution to Helping Hand Fund, add here.

$ _____ **Amount enclosed**

000549 0000024295

Sally Sample
123 Main St
Floyds Knob IN 47119-9003

P.O. Box 1326
Charlotte NC 28201-1326

09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

DUKE ENERGY®

duke-energy.com
800.521.2232

Account number **999 999 999**

We're here for you

Report an emergency

Electric outage	Online	duke-energy.com/outages
	Call	800.343.3525

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.521.2232
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

Correspond with Duke Energy
P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.521.2232
For hearing impaired TDD/TTY	7.1.1

Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.521.2232

Important to know

Your next meter reading: Jan 10
Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due
If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is $25. After hours the fee is $100. A security deposit may also be required.

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

DUKE ENERGY®
duke-energy.com
800.521.2232

Your Energy Bill

Service address
123 Main St
Floyds Knob IN 47119

Bill date Dec 10, 2018
For service Nov 6 – Dec 7
31 days

Account number **999 999 999**

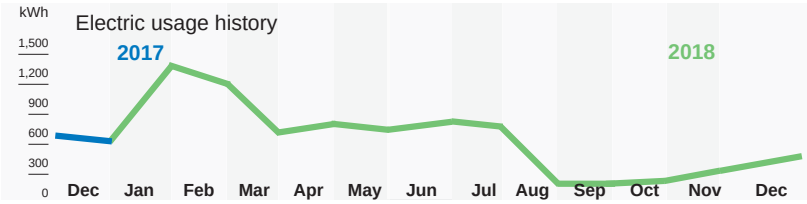
Billing summary

Previous amount due	$ 59.65
Payment received	- 59.65
Current electric charges	77.95
Total amount due Jan 2	**$ 77.95**

Thank you for your on-time payment.

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to Helping Hand. To donate, see the enclosed bill insert or go to duke-energy.com/Help.

Your usage snapshot



	Current Month	Dec 2017	12-Month Usage	Average Monthly Usage
Electric	517	756	7,094	591

12-Month usage based on most recent history

Current electric usage for meter number 999999999

Actual reading on Dec 7	600
Previous reading on Nov 6	- 83
	517 kWh

A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Mail your payment at least 7 days before the due date or pay instantly at *duke-energy.com/billing.*
Late payments are subject to a 3% late charge.

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

DUKE ENERGY®
P.O. Box 1326
Charlotte NC 28201-1326

Account number **999 999 999**

Amount due

$ **77.95** *by Jan 2*	*After Jan 2, the amount due will increase to $80.14.*

To help others with a contribution to Helping Hand Fund, add here.

$ _____ **Amount enclosed**

000549 0000024295

Sally Sample
123 Main Street
Floyds Knob IN 47119-9003

P.O. Box 1326
Charlotte NC 28201-1326

09880389 0 9752709 1 0000011588 6 0000011588 6 0000011588 6

DUKE ENERGY®

duke-energy.com
800.521.2232

Account number **999 999 999**

We're here for you

Report an emergency

Electric outage	Online	duke-energy.com/outages
	Call	800.343.3525

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	800.521.2232
By mail	P.O. Box 1326 Charlotte, NC 28201-1326
In person	duke-energy.com/locations

Help managing your account

Register for free paperless billing	duke-energy.com/paperless
Update your account information	duke-energy.com/my-account
Mobile website	duke-energy.com/my-account

Correspond with Duke Energy
P.O. Box 1326
Charlotte, NC 28201

Contact Duke Energy

Online	duke-energy.com
Call (7 a.m. to 7 p.m.)	800.521.2232
For hearing impaired TDD/TTY	7.1.1

Request the condensed or detailed bill format

Online	duke-energy.com/xxxx
Call (7 a.m. to 7 p.m.)	800.521.2232

Important to know

Your next meter reading: Jan 10
Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due
If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is $25. After hours the fee is $100. A security deposit may also be required.

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

DUKE ENERGY®

duke-energy.com
800.521.2232

Account number **999 999 999**

Billing details – Electric

Duke Energy delivery		
Monthly service charge	$9.01	
Energy charge		
300 kWh @ $0.08911600	26.73	
217 kWh @ $0.05194800	11.27	
Riders		
Rider 60 - Fuel		
517 kWh @ $0.01569200	8.11	
Rider 61 - Coal Gasification		
517 kWh @ $0.01481400	7.66	
Rider 62 - Pollution Control		
517 kWh @ $0.00344400	1.78	
Rider 63 - Emission Allowance		
517 kWh @ - $0.00001800	- 0.01	
Rider 65 - Infrastructure Improvement		
517 kWh @ $0.00366700	1.90	
Rider 66-A - Energy Efficiency Revenue		
517 kWh @ $0.00383700	1.98	
Rider 67 - Cinergy Merger Credit		
517 kWh @ - $0.00101500	- 0.52	
Rider 68 - Midwest System Operator		
517 kWh @ $0.00194300	1.00	
Rider 70 - Reliability		
517 kWh @ $0.00064200	0.33	
Rider 71 - Clean Coal		
517 kWh @ $0.00658000	3.40	
Rider 72 - Federally Mandated Cost		
517 kWh @ $0.00004700	0.02	
Rider 73 - Renewable Energy		
517 kWh @ $0.00036400	0.19	
Total electric charges		$ 72.85
Indiana state tax	5.10	
Total taxes		+ $ 5.10
Current electric charges		**77.95**

Your current rate is Residential Service (RSN0).

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

Riders are costs to cover investments in improving the energy infrastructure or other additional expenses.

VERIFICATION

I hereby verify under the penalties of perjury that the foregoing representations are true to the best of my knowledge, information and belief.

Signed: _____ Dated: 7/2/2019

Retha Hunsicker