

STATEMENT INFORMATION

PREVIOUS BILL AMOUNT Indicates amount of your last bill.

PAYMENTS Total payments received since your last billing.

NEW CHARGES Total amount for this month's billing.

ADJUSTMENTS Total amount of any charges or credits since your last billing excluding payments you made and charges for the current month's bills.

AMOUNT DUE Includes any prior balance, new charges, and adjustments.

ESTIMATED USAGE Sometimes, it is necessary to estimate your electric usage due to weather, difficulty accessing the meter, malfunctioning equipment or other reasons. We attempt to estimate as accurately as possible based on several factors, including historical usage and recent weather. Please pay the estimated charges shown. If there needs to be an adjustment when the next reading is obtained, it will be reflected on your next billing statement.

NEXT SCHEDULED METER READING Provides the next dates during which your meter is scheduled to be read the next time.

MULTIPLIER Some types of meters require the registration to be multiplied by a factor to calculate the usage. This factor is called the multiplier.

RATE SCHEDULE/DESCRIPTION This indicates and describes the rate schedule and the items that make up your bill. If you would like a copy of your rate schedule, please contact Duke Energy or visit our Web site.

ELECTRICITY USAGE BOX This provides a summary of your billing information at this service address for the present month and the same billing month last year.

VERIFICATION CODE Companies offering electronic payment services, such as pay-by-phone or PC-based banking, may ask for a verification code to set up an account.

UNDERSTANDING YOUR BILL

If you have questions about your bill and want to find ways to save energy and money, sign up for [Online Services](#) today at www.duke-energy.com and get your personalized recommendations just for you!

PAYMENT INFORMATION

PAYING YOUR BILL Because Duke Energy bills for utility services after the service has been provided, payment is due when you receive your bill. If charges become past due, Duke Energy may begin disconnection procedures. If your service has been disconnected due to nonpayment, a reconnection fee and any past due utility balance must be paid to reconnect your service. A security deposit may also be required.

Your bill may be paid by the following:

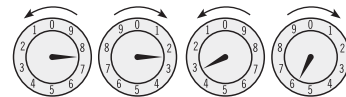
1. Automatic Monthly Payment (Bank Draft)
2. Duke Energy Paperless Billing
3. One Time: Pay-by-phone (Fee charged by payment vendor)
4. One Time: Online payment (Fee charged by payment vendor)
5. Mail

NON-REGULATED SERVICES Your electric service is not subject to disconnection for nonpayment of non-regulated charges. If you make a payment for a bill that contains both regulated and non-regulated charges, the payment will be applied to the oldest regulated charges first.

HOW TO READ THE ELECTRIC METER

Reading a meter is easy. Once you learn the basics, you can easily check your own meter to see how much electricity you are using. The meter on your home is one of two types of meter – dial or digital.

HOW TO READ A DIAL METER A dial meter face usually has four or five dials. Each dial has the digits 0 to 9 around its edge and pointer in the middle, somewhat like a clock. The dials' pointers turn when electricity is being used, but because they move so slowly you can hardly see them turning.



The dials are read from the left to right. When a pointer falls between the two numbers, the smaller number is recorded.

To read the meter in the illustration, start with the dial on the far left. The meter reads 7235.

HOW TO READ A DIGITAL METER Some of Duke Energy customers have digital meters. This type of meter records electricity usage in the same way that a car's odometer records mileage. You can read the number from left to right. In the illustration, the reading is 7235 kilowatt-hours.



CUSTOMER SERVICE OPTIONS

Visit www.duke-energy.com for all your customer service needs including:

- Start/Stop Service
- Billing/Payment Information
- Phone Number Updates
- Mailing Address Updates
- Energy Saving Tips
- Products and Services
- Paperless Billing (Automatic Pay Available)
- Pay Your Bill Online

POWER OUTAGE Call PowerOn 1-800-769-3766

SUSPECT SOMEONE IS STEALING ELECTRICITY?
Call the Energy Protection Hotline 1-800-653-5305

BEFORE DIGGING IN YOUR YARD To locate underground lines before digging:

In North Carolina, call 1-800-632-4949
In South Carolina, call 1-800-922-0983

TDD/TTY USERS To contact Duke Energy, call your state's telecommunications relay service.

CLIENTES QUE HABLAN ESPAÑOL Llámennos por teléfono al número que aparece al frente de la factura, oprima opción 5 para español o continúe en espera para un representante que lo pueda ayudar.

PARA APAGONES Llámennos al 1-866-4-APAGÓN (1-866-427-2466)

Duke Energy uses your phone number to respond to outage calls. Having your phone number helps us serve you more quickly. Please go online at www.duke-energy.com/updatephone to add or update your phone number or call us using the telephone number provided on the front of your bill.

Please do not add written messages on the bill portion returned to Duke Energy.