



duke-energy.com  
800.452.2777

# Your Energy Bill

**Service address**  
JAMIE [REDACTED]  
[REDACTED]  
WILMINGTON NC 28409

**Bill date** Apr 4, 2025  
**For service** Mar 5 - Apr 2  
29 days

**Account number** [REDACTED]

## Billing summary

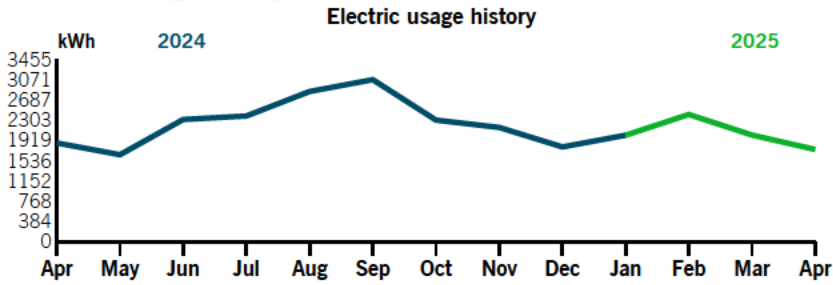
|                                |                 |
|--------------------------------|-----------------|
| Previous Amount Due            | \$322.08        |
| <i>Payment Received Mar 31</i> | -322.08         |
| Current Electric Charges       | 252.56          |
| Products and Services          | 12.99           |
| Taxes                          | 18.59           |
| <b>Total Amount Due Apr 29</b> | <b>\$284.14</b> |



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 nc811.org.

## Your usage snapshot



### Average temperature in degrees

65° 73° 78° 81° 79° 75° 65° 59° 49° 40° 50° 58° 65°

|   | Current Month | Apr 2024 | 12-Month Usage | Avg Monthly Usage |
|---|---------------|----------|----------------|-------------------|
| Electric (kWh)                              | 1,749         | 1,872    | 26,736         | 2,228             |
| 12-month usage based on most recent history |               |          |                |                   |

BEFORE SOLAR

Late payments are subject to a 1.0% late charge.

### Amount of automatic draft

**\$284.14**  
by Apr 29

Your payment is scheduled to be made by monthly automatic draft on Apr 29

Account number [REDACTED]

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



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

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to Share the Light **Amount enclosed**

JAMIE [REDACTED]  
[REDACTED]  
WILMINGTON NC 28409-3028

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

[REDACTED]

## We're here for you

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|                            |                         |
|----------------------------|-------------------------|
| <b>Report an emergency</b> | duke-energy.com/outages |
| Electric outage            | 800.419.6356            |

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### Convenient ways to pay your bill

|                                      |   |
|--------------------------------------|---|
| Online                               | duke-energy.com/billing                   |
| Automatically from your bank account | duke-energy.com/automatic-draft           |
| Speedpay (fee may apply)             | duke-energy.com/pay-now<br>800.452.2777   |
| By mail payable to Duke Energy       | P.O. Box 1094<br>Charlotte, NC 28201-1094 |
| In person                            | duke-energy.com/location                  |

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

|                                     |                             |
|-------------------------------------|-----------------------------|
| Register for free paperless billing | duke-energy.com/paperless   |
| Home                                | duke-energy.com/manage-home |
| Business                            | duke-energy.com/manage-bus  |

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### 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      |

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### Check utility rates

|                         |                       |
|-------------------------|-----------------------|
| Check rates and charges | duke-energy.com/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: May 2

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 \$8.00 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

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.

## Your usage snapshot - Continued

|   |               |            |               |
|---|---------------|------------|---------------|
| <b>Current electric usage for meter number [REDACTED]</b> |               |            |               |
| Actual reading on Apr 2                                   |               | 37625      |               |
| Previous reading on Mar 5                                 |               | - 35876    |               |
| <hr/>   |               |            |               |
| Energy Used   |               | 1,749 kWh  |               |
| Measured kWh  | 1,749.000 kWh | Billed kWh | 1,749.000 kWh |

## Billing details - Electric

|   |                 |
|---|-----------------|
| <b>Billing Period - Mar 05 25 to Apr 02 25</b>  |                 |
| <b>Meter - [REDACTED]</b>                       |                 |
| Basic Customer Charge                           | \$14.00         |
| Energy Charge                                   |                 |
| 800.000 kWh @ \$0.12119000                      | 96.95           |
| Energy Charge                                   |                 |
| 949.000 kWh @ \$0.11119000                      | 105.52          |
| Storm Recovery Charge                           |                 |
| 1,749.000 kWh @ \$0.00246000                    | 4.30            |
| Summary of Rider Adjustments                    | 29.99           |
| Summary of Rider Adjustments - Apr 01 to Apr 02 | 0.28            |
| Clean Energy Rider                              | 1.52            |
| <b>Total Current Charges</b>                    | <b>\$252.56</b> |

Your current rate is Residential Service (RES).

For a complete listing of all North Carolina rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

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 [duke-energy.com/rates](http://duke-energy.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.

## Billing details - Products and Services

|                                    |                |
|------------------------------------|----------------|
| Water Heater Repair Premium        | \$12.99        |
| <b>Total Products and Services</b> | <b>\$12.99</b> |

Your utility service does not depend on your payment for optional, nonregulated products or services. Failure to pay for nonregulated products or services may result in your removal from the specific program, but will not result in disconnection of your utility service.

Thank you for being a Home Protection Plan customer. Your utility service cannot be disconnected if you fail to pay the charges associated with these optional, nonregulated products or services.

## Billing details - Taxes

|                           |                |
|---------------------------|----------------|
| Sales Tax For Non-Utility | \$0.62         |
| County Sales Tax          | 0.29           |
| Sales Tax For Utility     | 17.68          |
| <b>Total Taxes</b>        | <b>\$18.59</b> |