Chris Rosa 4439 Neptune Dr S E St Petersburg, FL 33705 (727) 667-0536

March 23rd, 2022

Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Blvd Tallahassee, FL 32399-0850

Re: Chris Rosa, Docket No. 20220058-El

Complaint by Chris Rosa against Duke Energy Florida, LLC

Amount in dispute: \$536

To Whom It May Concern:

Enclosed with this cover letter are documents and notes regarding the above referenced matter which has been in dispute since 2019.

I look forward to expeditiously resolving and closing this matter.

Respectfully,

Chris Rosa

Cc: Bianca Y. Lherisson, Senior Attorney

PSC ID# 29160

S/W Hong Wang - 850-4/3-6762 S/W 3/14/22 Duke - Alia please no disconnect Sessen Lherrison will call Duke NSS/W Charmanic Superiorie fort on oret with Issue repolited (3 Mai)

Jane Land

S/W Christina a Dole wonted me to set up an agreement to puy ... I suit no s/w margarita she sent summany to sent to supervisor of consumer and sent legal consumer consumer and consumer continue paying current charges S/W Kelly @ Duke informed her Public Service Commission 3/1/22 | S/W Rosalia S/W Margarita Sprin Robbies S/W Branca Lherisson, aftyr Servission 850-413-6630 Notreed Commission 3/1/22 Cindy in Cust. Service Supervisor Extend cot-off
This stall ASAP 3/2/22 She Branco Lherisson File a tormal complaint www. Floridapscice jo before the panel

STATE OF FLORIDA

COMMISSIONERS: GARY F. CLARK, CHAIRMAN ART GRAHAM ANDREW GILES FAY MIKE LA ROSA GABRIELLA PASSIDOMO



OFFICE OF THE GENERAL COUNSEL KEITH C. HETRICK GENERAL COUNSEL (850) 413-6199

Public Service Commission
January 10, 2022
Ms. Chris Rosa 4439 Neptune Dr. SE Saint Petersburg, FL 33705-4324 Saint Petersburg, FL 33705-4324
The state of the Completed Number 1240070E
Dear Ms. Rosa: This letter is in response to your complaint filed with the Florida Public Service Commission Office of the Commission Office of t
This letter is in response to your complaint filed with the Florida Public Service Commission
According to the complaint, you stated that your account had been removed from Budget Billing (BB); however, DEF continued to bill you for past due BB amounts when you should have not been billed for BB. You believe that the unpaid balance is due to DEF keeping your account in the BB program after your renewable generation equipment was installed. You stated that DEF provided misinformation while your account was on BB. You are disputing the September 25, 2021 bill for \$507.01, and are seeking a credit adjustment for that amount.
Because you did not accept the Commission's actions to informally resolve your complaint, it was reviewed by the PSC's Process Review Team (PRT) in accordance with Commission Rule 25-22.032, Florida Administrative Code (F.A.C.). Based on the PRT's review, it does not appear that DEF violated applicable statutes, rules, company tariffs, or Commission orders. Your complaint has been thoroughly reviewed, and the informal complaint process is concluded.
If you disagree with your complaint's conclusion, you may file a petition for initiation of formal proceedings for relief against DEF. The request for formal proceedings must follow the complaint requirements in Rule 25-22.036, F.A.C Initiation of Formal Proceedings (enclosed for your review). The Rule can be found online at
You may file your petition by mail (address below) or electronically via the Commission's web

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Internet E-mail: contact@psc.state.fl.us

PSC Website: http://www.floridapsc.com

Portal at request via fax.

, and the Electronic Filing Web . The PSC cannot accept this Mailing address:

Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

DEF can respond to your formal complaint. After considering your complaint and DEF's response, the Commission will rule on your petition. In its consideration, the Commission will consider whether your complaint meets the rule requirements and whether the Commission is able to grant your requested relief.

If your formal complaint application does not meet the requirements specified in Rule 25-22.036, F.A.C., or if the Commission is unable to grant the relief you are seeking, your formal petition may be dismissed. If you have questions about a formal petition or formal proceedings, I can be reached at (850) 413-6630 or

Sincerely,

/s/ Bianca Lherisson

Bianca Lherisson Senior Attorney

cc: DEF



duke-energy.com

P.O. Box 14042 | St. Petersburg, FL 33733

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4439 NEPTUNE DR SE ST PETERSBURG FL 33705-4324

Feb. 22, 2022

002925 000000569

Important: Final notice

Dear CHRIS ROSA,

Duke Energy is committed to providing you with reliable power and outstanding customer service. Because we want to provide you with uninterrupted service, this is a reminder that we have not received full payment for your past-due amount of \$450.29. If you have already made your payment, thank you and please disregard this reminder.

Your full payment must be received by Feb. 28, 2022 to avoid interruption of your service and an additional reconnection charge. The reconnection fee is \$13 during regular business hours. After-hours reconnections may require an additional fee, and accounts that carry a past-due balance or have been disconnected for nonpayment in the past may be charged a new or additional deposit.

The above past-due amount includes only charges for your regulated electric service and does not include any pastdue amounts for nonregulated products and services you may have. Failure to pay for nonregulated products and services may result in discontinuance of those services. Please pay immediately to avoid interruption of service.

If you have any questions or need additional assistance, please contact us at 800.700.8744 during the hours of 7 a.m. to 7 p.m., Monday through Friday.

Para ayudarle a entender esta información tan importante sobre su servicio de electricidad, por favor llame a Duke Energy y hable con un representante que habla español.

Duke Errer

Account Number: 910070105987

BUILD NG A SMARTER ENERGY FUTURE

©2019 Duke Energy Corporation CRC20056

Chris Rosa PSC Inquiry 1349979E April 20, 2021 at 1:57 PM

DUKE ENERGY.xisx

Margarita,

As discussed during our telephone conversation. IAttached hereto please find the kWh from Duke Energy and the solar company. I appreciate your effort to put all this information into tables and columns, however, there are numerous inaccuracies. I want to resolve this issue. I want to pay Duke Energy. I will continue to pay current kWh plus tax. Your letter indicates that I did not want or canceled an installment plan. I never asked nor ever agreed to an installment plan.

I will repeat my concerns:

- 1) Duke removed meter #1529216 and installed bi-directional meter 4934149 June 17, 2019. NO ONE EVER INFORMED ME TO INFORM DUKE REGARDING BUDGET BILLING. I kept waiting for a regular bill without BB.

 When I called to inquire the Duke rep advised me to STAY on BB because eventually i will have a credit from Duke. Bills kept coming in higher. I have a file of names, dates and conversations which I had with Duke reps and receiving different solutions to this issue.
- 2) Finally, I spoke with Ryan 2/21/2020 and he checked with "whoever" and said yes I can pay kWh without BB. These are the numbers he gave me:

11/22 - 12/26 = 61.71 10/23 - 11/11 = 70.81 09/25 - 10/23 = 55.32

\$187.84 | I SENT DUKE A CHECK FOR WHAT RYAN SAID I OWED FOR THOSE MONTHS!

Ryan said he did not have access for previous months and would have someone call me. No one called. I call 2/28/2020 and spoke with Jason. Jason said Duke will fix the billing for June July and August and he'll call back next week. However, I could pay 01/24/20 -02/24/20 which is \$55.04. I paid what Jason, a Duke rep, told me to pay.

3) NOW I'M INFORMED AGAIN THAT I HAVE TO PAY THE BB AMOUNT BECAUSE I NEVER INFORMED DUKE THAT I WANTED TO GET OFF BB. Finally, I spoke to a Duke rep named Carla 12/31/2019 and she said "GET OFF NOW !!!!"

This has gone on for way too long. I will not document here ALL of the notes and Duke reps I've spoken with. My time is a valuable commodity as I'm certain yours is as well.

Chris Rosa 727-667-0536

KUH KWH Vivin JUNE 266 606 765 663 436/56 240 189 7/8/2020 S/w Samuel too many trees \$5 tronsfer -> to Crist Serv, / 7/8/2020 David Cust. Ser

6/15/20 s/w Manuela looked in computer; 2/21 S/W Garrett for add-on Panels s/w Kenzi S/w Samuel Vivint Sat. 8-11 66 189 Will Send Report via

••



COMMISSIONERS: GARY F. CLARK, CHAIRMAN **ART GRAHAM** ANDREW GILES FAY MIKE LA ROSA



OFFICE OF CONSUMER ASSISTANCE & OUTREACH CYNTHIA L. MUIR DIRECTOR (850) 413-6482

Public Service Commission

April 8, 2021

MS CHRIS ROSA 4439 NEPTUNE DR SE SAINT PETERSBURG FL 33705-4324

RE: Florida Public Service Commission Inquiry 1349979E

Dear Ms. Rosa:

This is a follow-up to complaint number 1349979E filed with the Florida Public Service Commission (FPSC) on 09/29/20, against Duke Energy Florida (DEF) regarding your concerns about being billed improperly. I appreciate the opportunity to assist you.

Complaint Summary

When you filed this complaint you stated that your account was previously enrolled in DEF's Budget Billing (BB) program. You further stated that DEF provided misinformation while your account was on the BB program, and that you were being billed for past due amounts for BB when you should not have been billed for it.

I have prepared five consecutive tables with the information reflected in the billing statements from January 2019 to March 2021 in an attempt to clarify why there is an unpaid balance when you have been paying current charges every month.

Table 1

During the first six months of 2019, your account was enrolled in the BB program. The bills reflected your actual electric charges and your BB charges.

Billing Period	Energy Used (kWh)	Actual Electric Charges(\$)	Taxes & Other Fees (\$)	Total Actual Charges (\$)	Budget Billing Plan (\$)	Late Fees (\$)	Payment (\$)	Balance Due (\$)	Comment
01/22/19							<126.00>	9.00	Balance forward
12/31/18-01/31/19	881	111.77	19.59	131.36	135.00			144.00	Regular bill
03/04/19							<270.00>	<126.00>	Credit balance
01/31/19-03/04/19	613	80.59	14.20	94.79	- 135.00			9.00	Regular bill
03/12/19				(grant Permitted)			<9.00>	0.00	Payment \
03/04/19-04/02/19	563	74.80	13.20	88.00	127.00			127.00	Regular bill V
04/02/19-05/02/19	605	79.66	14.03	93.69				259.00	Regular bill V
05/07/19	235				\$, .		<259.00>	0.00	Payment
05/02/19-06/03/19	1445	188.53	32.72	221.25	127.00			127.00	Regular bill
06/04/19	1115	100.00					<127.00>	0.00	Payment

As. Chris Rosa FPSC Complaint Number 1349979E Page 2 of 4

Table 2

On 06/17/19, DEF removed meter #1529216 and installed bi-directional meter #4934149. Your renewable generation equipment was interconnected to DEF's grid. The 461 kWh usage reflected on the first bill was for 166 kWh registered on the old meter plus 325 kWh on the new meter, less 30 kWh received from the renewable generation equipment.

The billing statements from June 2019 to December 2019 were first estimated, due to a locked gate, and later updated once actual readings for energy used provided by DEF and energy received from your renewable generation equipment were obtained. During this same period, only three payments were received. The account continued to be in DEF's Budget Billing (BB) program until 12/31/19, when you contacted DEF regarding the estimated bills and requested DEF to removed your account from the BB program.

Due to the irregular payment pattern, the account has not had a zero balance since 08/07/19. This means that on each monthly bill, there is a past-due amount. DEF assesses a late payment fee on each bill due to the carryover amount. In addition to the past-due amounts, it appears that some of the payments made were partial payments. Paying in this manner will make subsequent bills appear higher than expected. Two late fees issued in September and December 2019, for a total of \$13.36, were waived.

Billing Period	Energy Used (kWh)	Energy Rec'd kWh	Energy Billed (kWh)	Electric Charges (\$)	Other	Total Actual Charges(\$)	Budget Billing Plan (\$)	Fees	Pymt/ Credit (\$)	Balance Due (\$)	Comment
07/09/19	(KWII)	IL TY AL	(1111)	(+)					<127.00>	<127.00>	Payment. Credit balance
06/03/19-06/27/19	491	30	461	61.07	10.77	71.84	127.00			0.00	Net Metering began
06/04/19	171	- 50							<127.00>		Payment. Credit balance
06/27/19-07/26/19	933	0	933	117.61	20.60	138.21	138.00				Estimated bill
08/07/19	755		700						<11.00>		Payment
07/26/19-08/26/19	918	0	918	115.87	20.30	136.17	138.00			138.00	Estimated bill
06/27/19-07/26/19	765	240	1582	98.17	35.52		138.00				Updated bill (*True-up) for July 2019 and Aug. 2019 estimated bills
07/26/19-08/26/19			000			146 47	138.00	5.00		281.00	Estimated bill
08/26/19-09/25/19	993	0	993	124.65	21.82	140.47	136.00	3.00	<5.00>		Late fee waived
10/22/19			001	105 20	10 47	123.79	138.00	5.00	100,00		Estimated bill
09/25/19-10/24/19 09/25/19-10/23/19		280	826 322	105.32			138.00			419.00	Updated Oct. 2019 bill (*True-up)
			561	74.63	13.16	87.79	138.00			557.00	Estimated bill
10/23/19-11/22/19 10/23/19-11/22/19		127	436	60.15			138.00			563.29	Updated Nov. 2019 bill (*True-up)
	0	0	453	62.12	10.99	73.11	138.00	8.36			Estimated bill
11/22/19-12/26/19	433	U	400	02.12	10.72	10111			<8.36>	701.29	Late fee waived
12/31/19 11/22/19-12/26/19 2 4 2 2	1	108	369 Ly	52.40	9.31	61.71		8.36	<212.59>	558.77	Updated Dec. 2019 bill (*True-up). Account removed from Budget Billing (BB) plan. BB Cred balance (\$212.59) applied

* True-up: When your bill is estimated, the word "Estimated" appears on the Meter Readings section of the bill. The company makes the closest estimate possible based on your history of electric usage at your address, and the next time the meter is read, your subsequent bill will be adjusted to the actual amount of electricity used. The bill will have the word "Actual" on its Meter Readings section. If the earlier estimated bill is too high or too low, the bill is automatically adjusted using the next actual reading.

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PSC Website: http://www.floridapsc.com

Ms. Chris Rosa FPSC Complaint Number 1349979E Page 3 of 4

Table 3

During the first six months of 2020, bills were issued and payments were received every month. However, payments only included the current charges amount, yielding always a balance forward. Three late fees issued in 2019, and one in February 2020, for a total of \$28.03, were waived.

	Energy	Energy	Energy	Electric	Taxes &	Late	Total	Pymt/	Balance	
Billing Period	Used			Charges		Fees	Actual	Credit	Due	Comment
Bining 1 triou	(kWh)	kWh	(kWh)	(\$)	Fees (\$)	(\$)	Charges (\$)	(\$)	(\$)	
	(11.11.)		(558.77	Balance forward
12/26/19-01/24/20	362	102	260	39.21	7.19		46.40		605.17	Regular bill
02/10/20	302	102						<46.40>	558.77	Payment.
02/25/20								<187.84>	370.93	Payment
01/24/20-02/24/20	452	190	262	39.44	7.22	8.38	55.04		425.97	Regular bill
03/02/20	102							<55.04>	370.93	Payment
02/24/20-03/25/20	446	319	127	25.20	4.72		29.92		400.85	Regular bill
04/06/20	710							<29.92>	370.93	Payment
03/25/20-04/27/20	680	234	446	62.28	11.33		73.61		444.54	Regular bill
05/05/20	000	-	7.0					<62.28>	382.26	Payment
05/05/20								<28.03>	354.23	Late fees waived
04/27/20-05/28/20	688	207	481	53.74	10.81		64.55		418.78	Regular bill
06/04/20	V30	201						<53.74>	365.04	Payment

On 06/18/20, a special agreement was created for the balance due amount of \$365.04, to be paid in 12 monthly installments of \$30.42.

Table 4

Because no payment for the monthly installment of \$30.42 was received in the months of July 2020 and August 2020, the special agreement was canceled and the entire past due balance of \$365.04 was charged back to the account, in addition to the unpaid balance of \$12.53 from current charges of the 07/27/20 bill (\$142.01 electric charges + \$25.52 in taxes, less payment received of \$155.00 = \$12.53).

			Energy	Electric	Taxes &	Total	Monthly			Total	Balance	Comment
Billing Period	Used	Rec'd	199	Charges		Electric +	244 2 5 5 5 5			Current	Due	Comment
	(kWh)	kWh	(kWh)	(\$)	Fees (\$)	Taxes (\$)	(\$)	(\$)	(\$)	Charges (\$)		
05/28/20-06/24/20	860	61	799	103.21	18.64	121.85	30.42			152.27		Regular bill
07/06/20									<121.85>		30.42	Payment
06/24/20-07/24/20	1159	53	1106	142.01	25.52	167.53	30.42			197.95	228.37	Regular bill
08/06/20	1137	73	1100	. 12.02					<155.00>		73 37	Payment. This balance includes the 2 unpaid installments of \$30.42 and the unpaid current balance of the 07/27/20 bill
Remaining unpaid balance from the special agreement charged back to account								304.20	377.57	Total unpaid balance		

06/04/20 Past Due Balance (\$)	Unpaid Balance from the 07/27/20 bill (\$)	New Balance Forward (\$)
365.04	12.53	377.57

Ms. Chris Rosa FPSC Complaint Number 1349979E Page 4 of 4

Table 5

During the second half of 2020, payments continued to include current charges, only. Therefore, the balance forward remained. The late fees issued on the last three months of 2020, for a total of \$17.16, were waived on 12/28/20. The late fees

	Energy	Energy	Energy	Electric	Taxes &	Total	Late	Pymt/	Total	Balance	
Billing Period	Used	Rec'd		Charges		Electric +	Fees	Credit	Current	Due	Comment
28	(kWh)	10	(kWh)			Taxes (\$)	(\$)	(\$)	Charges(\$)	(\$)	
	(11)									377.57	New balance forward
07/24/20-08/25/20	1259	67	1192	154.32	27.69	182.01			182.01	559.58	Regular bill
09/02/20								<178.05>		381.53	Payment
08/25/20-09/24/20	915	93	822	106.28	19.20	125.48			125.48	507.01	Regular bill
10/06/20								<125.48>		381.53	Payment
09/24/20-10/23/20	799	110	689	90.81	16.44	107.25	5.72		112.97	494.50	Regular bill
11/04/20								<112.97>		381.53	Payment
10/23/20-11/23/20	653	126	527	71.95	13.05	85.00	5.72		90.72	472.25	Regular bill
12/02/20								<90.72>		381.53	Payment
12/28/20							5.72			387.25	Late fee
12/28/20								<17.16>		370.09	Last 3 late fees waived
11/23/20-12/28/20	673	123	550	74.63	13.54	88.17			88.17	458.26	Regular bill
01/20/21								<88.17>		370.09	Payment
12/28/20-01/26/21	660	105	555	73.59	13.47	87.06			87.06	457.15	Regular bill
02/24/21								<87.06>		370.09	Payment
	619	175	444	61.15		72.38	5.55		77.93	448.02	Regular bill
03/03/21								<72.43>		375.59	Payment
02/23/21-03/26/21	396	359	37	15.54	3.02	18.56	5.63		24.19	399.78	
04/06/21								<18.56>		381.22	
04/07/21								<11.18>		370.04	Last 2 late fees waived
										370.04	UNPAID BALANCE

Conclusion

Based on the information currently available, you were billed correctly. In summary, it does not appear that DEF has violated any Commission rules or its tariff in the handling of this matter.

On 04/07/21, DEF advised the PSC that it is willing to create a special agreement to pay the remaining unpaid balance of \$370.04 in 12 monthly installments of approximately \$30.84.

If you have any questions or concerns, please contact me. I can be reached via toll-free number 1-800-342-3552, or my direct number 1-850-413-6113, or via e-mail at mvaldez@psc.state.fl.us.

Sincerely,

Margarita Valdez

Regulatory Consultant

Regular and Registered Mail

cc: DEF

Personal Sailey

Parson Jan Bailey

Parson Jate Charge (not paying)

72 pay

72 pay

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STATE OF FLORIDA

COMMISSIONERS: GARY F. CLARK, CHAIRMAN ART GRAHAM JULIE I. BROWN ANDREW GILES FAY MIKE LA ROSA



OFFICE OF CONSUMER ASSISTANCE & OUTREACH CYNTHIA L. MUIR DIRECTOR (850) 413-6482

Public Service Commission

January 21, 2021

MR CHRIS ROSA 4439 NEPTUNE DR SE SAINT PETERSBURG FL 33705-4324

Re: Florida Public Service Commission Complaint Number 1349979E

Dear Mr. Rosa:

The purpose of this correspondence is to keep you apprised of the ongoing investigation of your complaint filed with the Florida Public Service Commission (Commission) on 09/29/2020, against Duke Energy Florida (DEF).

During your recent contact with the Commission, you expressed ongoing disagreement with actions taken by DEF and/or staff in response to your complaint. Subsequently, in accordance with Rule 25-22.032(7), Florida Administrative Code, your complaint has been referred to the Commission's Process Review Team (PRT). The PRT will review your case file to determine further handling of the complaint. Upon completion of the PRT's review, you will receive a written response from the Commission's Office of the General Counsel with a conclusive decision regarding your complaint.

In the meantime, if you have any questions of concerns, please feel free to contact me. You may reach me toll-free, at 1-800-342-3552 or directly at 850-413-6113. You may also contact me via fax at 850-511-0809, or by E-mail at MValdez@PSC/STATE.FL.US.

Sincerely,

Margarita Valdez

e will call me this p. m of Regulatory Consultant

Process Review Team

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Internet E-mail: contact@psc.state.fl.us

8/5/20 S/W Jessica, Superviser WKONG \$25 toxes (3) that includes the Spec. Hyree toxes S/W 8/5/20 Joann w/ Cust. Serv Will Stop budget billing switched me to Web group (CN VIEW my bill)
Said smething might be going on internally
will give to upper level tech (response 24-48 has 9/30/20 S/W Ashley -> supervisor (impassi 9/30/20 Laura - CN help me went acct went to consumer affairs Per laura Salote Cars H Consumer of fairs well call me today 12/39/20 Jose cust Serv surtered me to Shonna will ferward from the PSC \$300

Smusy S/W Ryan 2/2/12-11/22 12/26 = 6/2 10/23 11/22 = 7084 9/25 1423 = 553 construct other mon

.

2/28/2020 S/W Don -637 6573

20-6/30 591.1 643.

stions about your bill? spectrum.net/billing at 855-65-SPECTRUM (1-855-657-7328) RP 06 12062019 NNNNNNNY 01 010424 0032 telling adjusta -oress days & Solar did not produce onything?

Account Number:

Security Code:

December 6, 2019

CHRIS ROSA 0035149949-03

8779

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-65-SPECTRUM (1-855-657-7328)

7635 1600 NO RP 06 12062019 NNNNNNNY 01 010424 0032

Authorization to Convert your Check to an Electronic Funds Transfer Debit - For your convenience, if you provide a check as payment, you authorize Spectrum, formerly Bright House Networks, to use the information from your check to make a one-time electronic funds transfer from your account. Should you have any questions about this, your statement, or with the services provided to you by Spectrum, please call our office at the telephone number on the front of this statement. Or visit spectrum.com/stores. To assist you in future payments, your bank or credit card account information may be electronically stored in our system in a secure, encrypted manner.

Billing Practices - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed. Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.

Duke aust Service # Ask Solar (Dule) 866-233-2290 whit request to have belling adjusted in Tadashi Mail be 10 beness days before Iw Tadashi (gove her reading)

Par did not produce onything? W Maniel 2/4/2020

S/W Lesa Trequested a lock etual 10/23 - 11/22 \$ 70 81 Nov-Jec. 2 73provide reading Call Cust Seiv. 800-700-87-44 C 290 need 2 readings notacces 5634 3 Resolings accurate Dec 17 = actual 8779 Esternated 73 11/22-Dec 26 ratinal

Started Solar

6/18/19

Solar power =



IMPORTANT NOTICE OF BALANCE DUE

Duke Energy St. Petersburg, Florida December 17, 2019

008087 000000468

PHIMINI OF THE PROPERTY OF T

SERVICE ADDRESS	ACCOUNT NUMBER
4439 NEPTUNE DR SE	81919-05805
ST PETERSBURG FL 33705	

Duke Energy is committed to providing you with reliable power and outstanding customer service. Because we want to provide you with uninterrupted service, this is a reminder that we have not received full payment for your past-due regulated electric service amount of \$557.00. If you have already made your payment, thank you and please disregard this reminder.

Your full payment must be received by December 27, 2019 to avoid interruption of your service and an additional reconnection charge for reconnection. The reconnection fee is \$40 between the hours of 7 a.m. and 7 p.m., Monday through Friday. A reconnection fee of \$50 will apply after 7 p.m. or on the weekend. You have the right to contact us if you believe this notice has been sent to you in error, if you believe there was a mistake with your account, or if you would like to discuss arrangements for your account balance.

The above past-due amount includes only charges for your regulated electric service and does not include any past-due amounts for non-regulated products and services you may have. Failure to pay for non-regulated products and services may result in discontinuance of those services. Any previous or past due-balances, including defaulted collection arrangements or returned items, are subject to interruption prior to the due date noted above. If you have been granted a collection arrangement on your previous balance, this arrangement will not be honored due to the returned item. Please pay immediately to avoid interruption of service.

If you have any questions or need additional assistance, please contact us by phone at 800,700.8744 between 7 a.m. and 7 p.m. Monday through Friday. For your convenience, you can make payments by phone or visit our website at www.duke-energy.com.

If you are dissatisfied with the utility's decision to refuse or discontinue service you may register your complaint with the utility's customer relations personnel and to the Florida Public Service Commission at 1(800)342-3552.



0100

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

DELINQUENT 5:00 PM THIS DATE

Dec 27 2019

P.O. Box 1004 Charlotte NC 28201-1004 TOTAL DUE

\$557.00

PLEASE ENTER AMOUNT PAID

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705

5/W Antonio 245 acb 5/22 x 3 ish 6/3/20 S/W Teri S/W Lama Juperviras Will research
Will send Email
CRUSAPESO
Per budget billing 'all s/w Alfred. Employee # 6/15/20 5/W Kathy 442230
Ask billing dept to correct the billing should be been taken off 6/17/20, full of false charges wait for a new statement H2/20 Sluy Hector asked to send Kathy a msg. said 1864 for fexes on 103,21 103.21 103.21 103.44 175.85 121.8

Mar 38 (2784 credit)
2784 credit)
2784 credit
2784 credit
3310 defend May Jun

Solve Dylo Energy Solve 3/6/2020 Got transferred to base" office b-c Jun no longer un budget billing SIW Sody in pass office June = 221

Aug 60 duy 237 87

Per Aleah Soly belleng Correction reque

2/22 duedate 55, 37 def March 26 11,16 def Apr 24 2784 cr 99.63 May 24 61 5 Cr Jun 33 10 def July nobill 443-2641 3/26/2020 S/W Melanie Supervisor -3366 Will confact me next Thursday 523-4553
On phone [hu lumins (427) work

ENERGY () IMPORTANT NOTICE OF BALANCE DUE	81919 05805
INIPORTANT NOTICE OF BALANCE DUL	
Duke Energy S/W Waldaria	- 1
St. Petersburg, Florida Switching to Mex! Level supp	with -
March 18, 2020 S/W Cendy	
7/29/19 bill generated for \$ 11	
000296 000002057 հուրակիլությունի հետ	
CHRIS ROSA 4439 NEPTUNE DR SE JULY	Co
ST PETERSBURG FL 33705-4324	gree
127	8/27 138
SERVICE ADDRESS ACCOUNT NUMBER 4439 NEPTUNE DR SE	9/26 138
127 ST PETERSBURG FL 33705 81919-05805	7120 608
Duke Energy is committed to providing you with reliable power and outstanding customer service. Because	se we want to
provide you with uninterrupted service, this is a reminder that we have not received full payment for your electric service amount of \$370.93. If you have already made your payment, thank you and please disreg	past-due regulated pard this reminder.
Your full payment must be received by March 26, 2020 to avoid interruption of your service and an addition	onal reconnection
charge for reconnection. The reconnection fee is \$40 between the hours of 7 a.m. and 7 p.m., Monday th reconnection fee of \$50 will apply after 7 p.m. or on the weekend. You have the right to contact us if you leave the right to the right to contact us if you leave the	believe this notice
has been sent to you in error, if you believe there was a mistake with your account, or if you would like to arrangements for your account balance.	discuss
The above past-due amount includes only charges for your regulated electric service and does not include	e any past-due
amounts for non-regulated products and services you may have. Failure to pay for non-regulated product result in discontinuance of those services. Any previous or past due-balances, including defaulted collections.	ion arrangements or
returned items, are subject to interruption prior to the due date noted above. If you have been granted a carrangement on your previous balance, this arrangement will not be honored due to the returned item. Ple	offection ease pay
immediately to avoid interruption of service.	
If you have any questions or need additional assistance, please contact us by phone at 800.700.8744 bet p.m. Monday through Friday. For your convenience, you can make payments by phone or visit our websit	ween 7 a.m. and 7 te at <u>www.duke-</u>
energy.com.	
If you are dissatisfied with the utility's decision to refuse or discontinue service you may register your complaint with trelations personnel and to the Florida Public Service Commission at 1(800)342-3552.	the utility's customer
2/01/2020	
5/9	2
Make checks payable to: Duke Energy	10 deg 0100
Jan deferred = 37 ACCOUNT NUMBER - 81919 05805	DELINQUENT 5:00 PM THIS DATE
5014 E.	Mar 26 2020
N A N 26 P.O. Box 1004	promote the second of the seco
Charlotte NC 28201-1004	TOTAL DUE
CHRIS ROSA AUG 2 11	\$370.93
4439 NEPTUNE DR SE ST PETERSBURG FL 33705	PLEASE ENTER AMOUNT PAID
10 34 tots or 3/5	A CALLA II
Way 01	AJO NITT



ACCOUNT NUMBER 81919 05805

JANUARY 2019

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE **JAN 23 2019** **TOTAL AMOUNT DUE**

135.00

NEXT READ DATE ON OR **DEPOSIT AMOUNT** ON ACCOUNT

ABOUT JAN 31 2019

NONE

PIN: 411087426

METER READINGS

METER NO. 001529216 (ACTUAL) 043128 PRESENT PREVIOUS (ACTUAL) 042600 DIFFERENCE 000528 TOTAL KWH 528 OK BUDGET BILLING DEFERRED: 83.37 ACTUAL USED AMOUNT 51.63CR THIS MONTH DEFERRED PRIOR DEFERRED 106.64 YOUR NEW DEFERRED 55.01

PAYMENTS RECEIVED AS OF DEC 19 2018 126.00 THANK YOU 001 RESIDENTIAL SERVICE BILLING PERIOD..11-30-18 TO 12-31-18 31 DAYS CUSTOMER CHARGE 9.66 ENERGY CHARGE FIRST 1000 KWH 528 KWH @ 7.63300¢ 40.30 ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 528 KWH @ 3.69800¢ 19.53 .00 ABOVE 1000 KWH 0 KWH @ 4.69800¢ 528 KWH a 0.25900¢ ASSET SECURITIZATION CHARGE 1.37 *TOTAL ELECTRIC COST 70.86 GROSS RECEIPTS TAX 1.82 MUNICIPAL FRANCHISE FEE 4.55 MUNICIPAL UTILITY TAX 6.14 TOTAL OF THIS MONTH'S ACTUAL CHARGES 83.37 BUDGET BILLING PLAN 135.00 TOTAL CURRENT BILL 135.00 \$135.00 TOTAL DUE THIS STATEMENT

49. 42_ 35_ ₹ 28_ 21.

- ENERGY USE -

J F M A M J J A S O N D J

DAILY AVG. USE -USE ONE YEAR AGO -

17 KWH/DAY 18 KWH/DAY *DAILY AVG. ELECTRIC COST - \$2.29

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater.

DETACH AND RETURN THIS SECTION

EB72 0024092

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

CHARLOTTE, NC 28201-1004

P.O. BOX 1004

JAN 23 2019 TOTAL DUE

DUE DATE

135,00

PLEASE ENTER AMOUNT PAID

CHRIS ROSA 4439 NEPTUNE DR SE FL 33705 - 4324 ST PETERSBURG



FEBRUARY 2019

81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE FEB 22 2019 **TOTAL AMOUNT DUE** 144.00

DEPOSIT AMOUNT NEXT READ DATE ON OR ON ACCOUNT

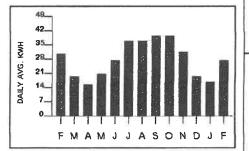
ABOUT MAR 04 2019

NONE

PIN: 411087426

METER READINGS

METER NO. 001529216 (ACTUAL) 044009 PRESENT **PREVIOUS** 043128 (ACTUAL) DIFFERENCE 000881 881 TOTAL KWH BUDGET BILLING DEFERRED: DL ACTUAL USED AMOUNT 131.36 THIS MONTH DEFERRED 3.64CR PRIOR DEFERRED 55.01 51.37 YOUR NEW DEFERRED



ENERGY USE

DAILY AVG. USE -28 KWH/DAY USE ONE YEAR AGO -31 KWH/DAY *DAILY AVG. ELECTRIC COST -\$3.61

PAYMENTS RECEIVED AS OF JAN 22 2019 126.00 THANK YOU RS-1 001 RESIDENTIAL SERVICE BILLING PERIOD..12-31-18 TO 01-31-19 31 DAYS CUSTOMER CHARGE 9.66 **ENERGY CHARGE** FIRST 1000 KWH 881 KWH @ 7.63300¢ 67.25 9.25900¢ ABOVE 1000 KWH 0 KMH 9 .00 FUEL CHARGE FIRST 1000 KWH 881 KWH @ 3,69800¢ 32.58 4.69800¢ ABOVE 1000 KWH 0 KWH a .00 0.25900¢ 2.28 ASSET SECURITIZATION CHARGE 881 KWH 2 *TOTAL ELECTRIC COST 111.77 GROSS RECEIPTS TAX 2.87 MUNICIPAL FRANCHISE FEE 7.18 MUNICIPAL UTILITY TAX 9.54 TOTAL OF THIS MONTH'S ACTUAL CHARGES 131.36 BUDGET BILLING PLAN 135.00 135.00 TOTAL CURRENT BILL BALANCE FORWARD 9.00 TOTAL DUE THIS STATEMENT \$144.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 19%, Purchased Power 16%, Gas 65%, Oil 0%, Nuclear 0% (for prior 12 months ending December 31, 2018). Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at duke-energy-env.alertline.com

DETACH AND RETURN THIS SECTION

EB72 0019241

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE FL 33705 - 4324 ST PETERSBURG

DUE DATE

FEB 22 2019

TOTAL DUE

144.00



MARCH 2019 81919 05805

FOR CUSTOMER SERVICE OR PAYMENT LOCATIONS CALL: 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE ST PETERSBURG

FL 33705

DUE DATE MAR 26 2019 **TOTAL AMOUNT DUE**

NEXT READ DATE ON OR

DEPOSIT AMOUNT ON ACCOUNT

ABOUT APR 03 2019

NONE

PIN: 411087426

49 42 35. ₹ 28

AVG

METER READINGS

METER NO. 001529216 (ACTUAL) PRESENT 044622 PREVIOUS (ACTUAL) 044009 DIFFERENCE 000613 TOTAL KWH 613 BUDGET BILLING DEFERRED: ACTUAL USED AMOUNT 94.79 THIS MONTH DEFERRED PRIOR DEFERRED 51-37 YOUR NEW DEFERRED 11.16

40.21CR



ENERGY USE DAILY AVG. USE -USE ONE YEAR AGO -

MAMJJASONDJFM

*DAILY AVG. ELECTRIC COST -

19 KWH/DAY 20 KWH/DAY \$2.52

PAYMENTS RECEIVED AS OF MAR 04 2019 270.00 THANK YOU **001 RESIDENTIAL SERVICE** RS-1 BILLING PERIOD...01-31-19 TO 03-04-19 32 DAYS CUSTOMER CHARGE 9.66 **ENERGY CHARGE** 613 KWH @ 7.63300¢ 46.79 FIRST 1000 KWH ABOVE 1000 KWH 0 KWH a 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 613 KWH @ 3.69800¢ 22.67 ABOVE 1000 KWH 0 KWH a 4.69800¢ .00 ASSET SECURITIZATION CHARGE 613 KWH @ 0.23900¢ 1.47 *TOTAL ELECTRIC COST 80.59 GROSS RECEIPTS TAX 2.07 MUNICIPAL FRANCHISE FEE 5.18 6.95 MUNICIPAL UTILITY TAX TOTAL OF THIS MONTH'S ACTUAL CHARGES 94.79 135.00 BUDGET BILLING PLAN

TOTAL CURRENT BILL CREDIT BALANCE

TOTAL DUE THIS STATEMENT

\$9.00

135.00

126.00CR

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your Budget Bill amount was reviewed this month and it will change \$127.00 effective with your next bill. Only spend winters in Florida? Visit duke-energy.com/seasonal to learn more about seasonal rate billing options.

DETACH AND RETURN THIS SECTION

EB72 0019349

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324

DUE DATE MAR 26 2019

TOTAL DUE

9.00



APRIL 2019 81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE APR 24 2019 **TOTAL AMOUNT DUE** 127.00

NEXT READ DATE ON OR **DEPOSIT AMOUNT**

ABOUT

ON ACCOUNT

MAY 03 2019 NONE

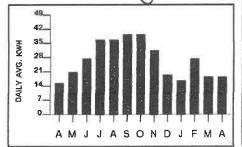
PIN: 411087426

YOUR NEW DEFERRED

METER READINGS

METER NO. 001529216 PRESENT (ACTUAL) 045185 **PREVIOUS** (ACTUAL) 044622 DIFFERENCE 000563 TOTAL KWH 563 BUDGET BILLING DEFERRED: ACTUAL USED AMOUNT THIS MONTH DEFERRED PRIOR DEFERRED

88.00 39.00CR 11.16 27.84CR



ENERGY USE

DAILY AVG. USE -19 KWH/DAY USE ONE YEAR AGO -*DAILY AVG. ELECTRIC COST - \$2.58

16 KWH/DAY

PAYMENTS RECEIVED AS OF MAR 12 2019 9.00 THANK YOU 001 RESIDENTIAL SERVICE RS-1 BILLING PERIOD..03-04-19 TO 04-02-19 29 DAYS CUSTOMER CHARGE 9.66 ENERGY CHARGE 42.97 FIRST 1000 KWH 563 KWH a 7.63300¢ ABOVE 1000 KWH 0 KWH a 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 563 KWH a 3.69800¢ 20.82 0 KWH a 4.69800¢ ABOVE 1000 KWH .00 ASSET SECURITIZATION CHARGE 563 KWH a 0.23900¢ 1.35 74.80 *TOTAL ELECTRIC COST 1.92 GROSS RECEIPTS TAX MUNICIPAL FRANCHISE FEE 4.81 MUNICIPAL UTILITY TAX 6.47 TOTAL OF THIS MONTH'S ACTUAL CHARGES 88.00 127.00

BUDGET BILLING PLAN

TOTAL CURRENT BILL

TOTAL DUE THIS STATEMENT

\$127.00

127.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater.

DETACH AND RETURN THIS SECTION

EB72 0019502

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE FL 33705 - 4324 ST PETERSBURG

DUE DATE APR 24 2019

TOTAL DUE

127.00



MAY 2019 81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE MAY 24 2019 TOTAL AMOUNT DUE

259.00

\$259.00

NEXT READ DATE ON OR **DEPOSIT AMOUNT** ON ACCOUNT

ABOUT JUN 04 2019

NONE

PIN: 411087426

METER READINGS

METER NO.	0015	29216
PRESENT	(ACTUAL)	045790
PREVIOUS	(ACTUAL)	045185
DIFFERENCE		000605
TOTAL KWH		605 √
BUDGET BIL	LING DEFERRE):
ACTUAL USE	ED AMOUNT	93.69
THIS MONTH	33.31CR	
PRIOR DEFE	ERRED	27.84CR
YOUR NEW I	61.15CR	

001 RESIDENTIAL SERVICE BILLING PERIOD...04-02-19 TO 05-02-19 30 DAYS 9.66 CUSTOMER CHARGE ENERGY CHARGE 46.18 FIRST 1000 KWH ABOVE 1000 KWH 605 KWH @ 7.63300¢ 0 KWH @ 9.25900¢ .00 FUEL CHARGE 22.37 605 KWH @ 3.69800¢ FIRST 1000 KWH 0 KWH a 4.69800¢ .00 ABOVE 1000 KWH ASSET SECURITIZATION CHARGE 605 KWH @ 0.23900¢ 1.45 79.66 *TOTAL ELECTRIC COST 2.04 GROSS RECEIPTS TAX 5.12 MUNICIPAL FRANCHISE FEE MUNICIPAL UTILITY TAX 6.87 93.69 TOTAL OF THIS MONTH'S ACTUAL CHARGES 127.00 BUDGET BILLING PLAN 5.00 LATE PAYMENT CHARGE FOR PREVIOUS BILL 132.00 TOTAL CURRENT BILL 127.00 BALANCE FORWARD

42 35. ₹ 28 DAILY AVG. 21.

- ENERGY USE -

20 KWH/DAY DAILY AVG. USE -21 KWH/DAY USE ONE YEAR AGO -*DAILY AVG. ELECTRIC COST - \$2.66

MJJASONDJEMAM

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 20%, Purchased Power 16%, Gas 64%, Oil 0%, Nuclear 0% (for prior 12 months ending March 31, 2019). Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, via phone, or in your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

DETACH AND RETURN THIS SECTION

TOTAL DUE THIS STATEMENT

EB72 0025837

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE,

NC 28201-1004

TOTAL DUE 259.00

DUE DATE

MAY 24 2019

PLEASE ENTER AMOUNT PAID

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324



2019

JUNE

81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

PAYMENTS RECEIVED AS OF MAY 07 2019

DUE DATE

TOTAL AMOUNT DUE

JUN 25 2019

127.00

NEXT READ

DEPOSIT AMOUNT ON ACCOUNT

9.66

76.33

41.20

36.98

20.91

3.45

4.83

12.12

15.77

221.25

188.53

DATE ON OR **ABOUT**

7.63300¢

9.259000

3.69800¢

4.698000

0.239000

259.00 THANK YOU

JUL 03 2019 NONE

PIN: 411087426

METER READINGS

001529216 METER NO. (ACTUAL) PRESENT 047235 045790 (ACTUAL) PREVIOUS DIFFERENCE 001445 TOTAL KWH 1445 BUDGET BILLING DEFERRED: ACTUAL USED AMOUNT 221.25 THIS MONTH DEFERRED 94.25 PRIOR DEFERRED 61-15CR YOUR NEW DEFERRED 33.10 6/10

001 RESIDENTIAL SERVICE RS-1 BILLING PERIOD...05-02-19 TO 06-03-19 32 DAYS CUSTOMER CHARGE ENERGY CHARGE FIRST 1000 KWH 1000 KWH a ABOVE 1000 KWH 445 KWH a FUEL CHARGE FIRST 1000 KWH 1000 KWH a 445 KWH a ABOVE 1000 KWH ASSET SECURITIZATION CHARGE 1445 KWH a *TOTAL ELECTRIC COST GROSS RECEIPTS TAX MUNICIPAL FRANCHISE FEE MUNICIPAL UTILITY TAX TOTAL OF THIS MONTH'S ACTUAL CHARGES BUDGET BILLING PLAN TOTAL CURRENT BILL TOTAL DUE THIS STATEMENT

127.00 127.00

\$127.00

J J A S O N D J F M A M J

ENERGY USE

DAILY AVG. USE -45 KWH/DAY USE ONE YEAR AGO -28 KWH/DAY *DAILY AVG. ELECTRIC COST -\$5.89

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your Budget Bill amount was reviewed this month and it will change \$138.00 effective with your next bill.

DETACH AND RETURN THIS SECTION

EB72 0020432

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324

DUE DATE

JUN 25 2019

P.O. BOX 1004 CHARLOTT,E NC 28201-1004

TOTAL DUE

127.00

PLEASE ENTER AMOUNT PAID



JUNE 2019 81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

DUE DATE AUG 02 2019 **TOTAL AMOUNT DUE**

.00

NEXT READ DATE ON OR **DEPOSIT AMOUNT** ON ACCOUNT

7.73

35.19

17.05

.00

.00

1.10

61.07

1.57

3.93

5.27

71.84

ABOUT

0 KWH a 9.25900¢

0 KWH a 4.69800¢

461 KWH @ 3.69800¢

461 KWH a 0.23900¢

JUL 26 2019 NONE

254.00 THANK YOU

DAYS (PRORATED)

PIN: 411087426

METER READINGS

OLD METER

PRESENT (ACTUAL) 047401 047235 **PREVIOUS** (ACTUAL) DIFFERENCE 000166 2 TOTAL KWH 166

METER NO. 004934149 (ACTUAL) 000325 PRESENT **PREVIOUS** (ACTUAL) 000000 DIFFERENCE TOTAL KWH

CURRENT RECEIVED PREVIOUS RECEIVED RECEIVED DIFFERENCE

TOTAL KWH RECEIVED 2020

PAYMENTS RECEIVED AS OF JUL 09 2019

001 RESIDENTIAL SERVICE RS-1

BILLING PERIOD..06-03-19 TO 06-27-19 CUSTOMER CHARGE (PRORATED) ENERGY CHARGE 461 KWH a 7.63300¢

FIRST 1000 KWH ABOVE 1000 KWH FUEL CHARGE

FIRST 1000 KWH ABOVE 1000 KWH

ASSET SECURITIZATION CHARGE *TOTAL ELECTRIC COST

GROSS RECEIPTS TAX MUNICIPAL FRANCHISE FEE MUNICIPAL UTILITY TAX

TOTAL OF THIS MONTH'S ACTUAL CHARGES BUDGET BILLING PLAN

TOTAL CURRENT BILL CREDIT BALANCE

TOTAL DUE THIS STATEMENT CREDIT BALANCE TO BE APPLIED TO FUTURE

127.00

127.00 254.00CR

> NONE \$127.00

This is a revised statement. If your original bill has not been paid, please see the extended due date.

If you're struggling to make ends meet, there are programs that could help make your electric service more affordable. Visit duke-energy.com/lifeline for more information.

ENERGY USE

DAILY AVG. USE -19 KWH/DAY USE ONE YEAR AGO -28 KWH/DAY *DAILY AVG. ELECTRIC COST -

\$2.54

DETACH AND RETURN THIS SECTION

EB72 0022600

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE FL 33705 - 4324 ST PETERSBURG

DUE DATE

AUG 02 2019

TOTAL DUE

0.00



JULY 2019 81919 05805

FOR CUSTOMER SERVICE OR PAYMENT LOCATIONS CALL: 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG

FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE AUG 20 2019

NEXT READ

TOTAL AMOUNT DUE 11.00

DEPOSIT AMOUNT

DATE ON OR

ON ACCOUNT

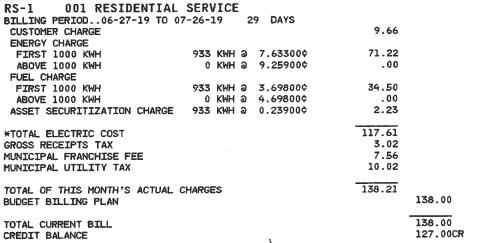
ABOUT AUG 26 2019

NONE

PIN: 411087426

METER READINGS

METER NO.	004934149
PRESENT (ESTIMATE	001258
PREVIOUS (ACTUAL	000325
DIFFERENCE	000933
TOTAL KWH	933
ESTIMATE REASON:	FENCE
CURRENT RECEIVED	000030
PREVIOUS RECEIVED	000030
RECEIVED DIFFERENCE	E 00000 0
TOTAL KWH RECEIVED	(0)
BUDGET BILLING DEFI	
ACTUAL USED AMOUNT	138.21
THIS MONTH DEFERRED	.21
PRIOR DEFERRED	104.94
YOUR NEW DEFERRED	105.15



TOTAL DUE THIS STATEMENT

\$11.00



ENERGY USE

DAILY AVG. USE -32 KWH/DAY USE ONE YEAR AGO -37 KWH/DAY *DAILY AVG. ELECTRIC COST - \$4.06

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater.

DETACH AND RETURN THIS SECTION

EB72 0001692

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

TOTAL DUE

DUE DATE

AUG 20 2019

11.00

PLEASE ENTER AMOUNT PAID

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324



AUGUST 2019

81919 05805

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE

FL 33705 ST PETERSBURG

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG

FL 33705

DUE DATE SEP 18 2019 **TOTAL AMOUNT DUE** 138.00

> 138,00 138,00

> > \$138,00

9.66

DEPOSIT AMOUNT NEXT READ DATE ON OR ON ACCOUNT

ABOUT

SEP 25 2019

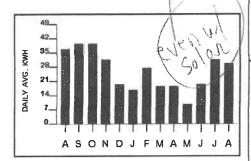
11.00 THANK YOU

NONE

PIN: 411087426

METER READINGS

METER NO.	004934149
PRESENT (ESTIMATE	002176
PREVIOUS (ESTIMATE	001258
DIFFERENCE	000918
TOTAL KHH	910
ESTIMATE REASON:	FENCE
CURRENT RECEIVED	000030
PREVIOUS RECEIVED	000030
RECEIVED DIFFERENCE	E 000000
TOTAL KWH RECEIVED	0
BUDGET BILLING DEF	ERRED:
ACTUAL USED AMOUNT	136.17
THIS MONTH DEFERRE	D 1.83CR
PRIOR DEFERRED	105.15
YOUR NEW DEFERRED	103.32
	1



ENERGY USE DAILY AVG. USE -30 KWH/DAY 37 KWH/DAY USE ONE YEAR AGO -*DAILY AVG. ELECTRIC COST - \$3.74

PAYMENTS RECEIVED AS OF AUG 07 2019

001 RESIDENTIAL SERVICE RS-1 BILLING PERIOD..07-26-19 TO 08-26-19 31 DAYS

ENERGY CHARGE 70.07 FIRST 1000 KWH 918 KWH a 7.63300¢ 0 KWH @ 9.25900¢ ABOVE 1000 KWH .00 FUEL CHARGE 33,95 FIRST 1000 KWH 918 KWH @ 3.69800¢ .00 ABOVE 1000 KWH 0 KWH @ 4.69800¢ 918 KWH @ 0.23900¢ 2.19 ASSET SECURITIZATION CHARGE

115.87 *TOTAL ELECTRIC COST GROSS RECEIPTS TAX 2.97 MUNICIPAL FRANCHISE FEE 7.45 MUNICIPAL UTILITY TAX 9.88

136.17 TOTAL OF THIS MONTH'S ACTUAL CHARGES BUDGET BILLING PLAN

TOTAL CURRENT BILL

CUSTOMER CHARGE

TOTAL DUE THIS STATEMENT

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 14%, Purchased Power 13%, Gas 73%, Oil 0%, Nuclear 0% (For 12 months ending June 30, 2019). Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, via phone, or in-your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

DETACH AND RETURN THIS SECTION

EB72 0002140

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324 DUE DATE

SEP 18 2019

TOTAL DUE

138.00



STATE

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

SEF 443 ST

RS-1

BILLING

CHF

4431 ST I

PIN: 411087426

METER READINGS

004934149 METER NO. (ACTUAL) 002147 PRESENT PREVIOUS (ACTUAL) 000325 001822 DIFFERENCE TOTAL KWH (1822 CURRENT RECEIVED 000270 PREVIOUS RECEIVED 000030 RECEIVED DIFFERENCE 000240 TOTAL KWH RECEIVED - 240 BUDGET BILLING DEFERRED: ACTUAL USED AMOUNT 237.87 THIS MONTH DEFERRED 237.87 171.06CR PRIOR DEFERRED 66.81 YOUR NEW DEFERRED

CUSTOME **ENERGY** FIRST ABOVE FUEL C FIRST ABOVE ASSET BILLING CUSTOM **ENERGY** FIRS1 **ABOVE** FUEL (FTRS: ABOVI ASSET *TOTAL

GROSS MUNICI MUNICI

TÓTAL BUDGE'

Payme. late r This b This is paid, To he 1-800 with addr

- ENERGY USE -

26 KWH/DAY DAILY AVG. USE -USE ONE YEAR AGO -

37 KWH/DAY

*DAILY AVG. ELECTRIC COST - \$3.37

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324

DUE DATE OCT 15 2019

TOTAL DUE 138.00



AUGUST 2019

ึ 81อ. ₋

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:

1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG

FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

DUE DATE **OCT 15 2019** **TOTAL AMOUNT DUE**

138.00

NEXT READ DATE ON OR **ABOUT**

SEP 25 2019

DEPOSIT AMOUNT ON ACCOUNT

NONE

PIN: 411087426

METER READINGS

METER NO.	0.0	04934149
PRESENT	(ACTUAL)	002147
PREVIOUS	(ACTUAL)	000325
DIFFERENCE		001822
TOTAL KWH		1822
CURRENT REC	EIVED	000270
PREVIOUS RE	CEIVED	000030
RECEIVED DI	FFERENCE	000240
TOTAL KWH R	RECEIVED	- 240
BUDGET BILL	ING DEFER	RED:
ACTUAL USED	AMOUNT	237.87
THIS MONTH	DEFERRED	237.87
PRIOR DEFER	RED	171.06CR
YOUR NEW DE	FERRED	66.81

RS-1 001 RESIDENTIAL SERVICE BILLING PERIOD...06-27-19 TO 07-26-19 29 DAYS CUSTOMER CHARGE 9.66 **ENERGY CHARGE** FIRST 1000 KWH ABOVE 1000 KWH 765 KWH a 7.63300¢ 58.39 0 KWH a 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 765 KWH @ 3.69800¢ 28.29 ABOVE 1000 KWH 0 KWH a 4.69800¢ .00 ASSET SECURITIZATION CHARGE 765 KWH @ 0.23900¢ 1.83 BILLING PERIOD...07-26-19 TO 08-26-19 31 DAYS CUSTOMER CHARGE 9.66 **ENERGY CHARGE** FIRST 1000 KWH 817 KWH @ 7.63300¢ 62.36 ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 817 KWH @ 3.69800¢ 30.21 ABOVE 1000 KWH 0 KWH @ 4.69800¢ .00 ASSET SECURITIZATION CHARGE 817 KWH @ 0.23900¢ 1.95 *TOTAL ELECTRIC COST 202.35 GROSS RECEIPTS TAX 5.19 MUNICIPAL FRANCHISE FEE 13.01 MUNICIPAL UTILITY TAX 17.32 TOTAL OF THIS MONTH'S ACTUAL CHARGES 237.87 BUDGET BILLING PLAN 138.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. This bill for electric service covers an extended period of time. This is a revised statement. If your original bill has not been paid, please see the extended due date. To help us repair malfunctioning streetlights, quickly: 1. Call us at

1-800-228-8485 or visit duke-energy.com/lightrepair 2. Provide us with the light's location and your contact information 3. Specific

addresses, landmarks and directions work best

ENERGY USE

DAILY AVG. USE -26 KWH/DAY USE ONE YEAR AGO -37 KWH/DAY

*DATLY AVG. ELECTRIC COST - \$3.37

DETACH AND RETURN THIS SECTION

EB72 0025080

PAGE 1 OF 2

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE,

NC 28201-1004

TOTAL DUE

DUE DATE

OCT 15 2019

PLEASE ENTER AMOUNT PAID

138.00

CHRIS ROSA 4439 NEPTUNE DR SE FL 33705 - 4324 ST PETERSBURG



SEPTEMBER 2019

AND THE PARTY OF THE SAME AND ADDRESS OF THE PARTY OF THE 81919 05805

281.00

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG

FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

TOTAL AMOUNT DUE DUE DATE **OCT 18 2019**

DEPOSIT AMOUNT NEXT READ DATE ON OR ON ACCOUNT

ABOUT OCT 24 2019 NONE

PIN: 411087426

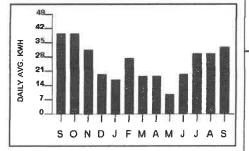
METER READINGS

METER NO. 004934	149	
PRESENT (ESTIMATE)	003140	
PREVIOUS (ACTUAL)	002147	
DIFFERENCE	000993	
TOTAL KWH	993	V
ESTIMATE REASON:	FENCE	
CURRENT RECEIVED	000270	
PREVIOUS RECEIVED	000270	
RECEIVED DIFFERENCE	000000	
TOTAL KWH RECEIVED	0	
BUDGET BILLING DEFERRED:		
ACTUAL USED AMOUNT	146.47	
THIS MONTH DEFERRED	8.47	
PRIOR DEFERRED	66.81	
YOUR NEW DEFERRED	75.28	

001 RESIDENTIAL SERVICE RS-1 BILLING PERIOD...08-26-19 TO 09-25-19 30 DAYS CUSTOMER CHARGE 9.66 ENERGY CHARGE FIRST 1000 KWH 993 KWH @ 7.63300¢ 75.80 ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 993 KWH @ 3.69800¢ 36.72 .00 ABOVE 1000 KWH 0 KWH a 4.69800¢ ASSET SECURITIZATION CHARGE 993 KWH a 0.24900¢ 2.47 *TOTAL ELECTRIC COST 124.65 GROSS RECEIPTS TAX 3.20 MUNICIPAL FRANCHISE FEE 8.01 MUNICIPAL UTILITY TAX 10.61 TOTAL OF THIS MONTH'S ACTUAL CHARGES 146.47 BUDGET BILLING PLAN 138.00 LATE PAYMENT CHARGE FOR PREVIOUS BILL 5.00 TOTAL CURRENT BILL 143.00 BALANCE FORWARD 138.00

TOTAL DUE THIS STATEMENT

\$281.00



- ENERGY USE -

DAILY AVG. USE -33 KWH/DAY USE ONE YEAR AGO -40 KWH/DAY *DAILY AVG. ELECTRIC COST - \$4.16

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard.

DETACH AND RETURN THIS SECTION

FR72 0001538

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

DUE DATE OCT 18 2019

TOTAL DUE

281.00

PLEASE ENTER AMOUNT PAID

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324



81919 05805

OCTOBER 2019 **Duke Energy**

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG FL 33705 DUE DATE **TOTAL AMOUNT DUE** NOV 18 2019

NEXT READ **DEPOSIT AMOUNT** DATE ON OR ON ACCOUNT **ABOUT**

NOV 22 2019 NONE

PIN: 411087426

METER READINGS

METER NO.	004934149
PRESENT (ESTIMATE	003966
PREVIOUS (ESTIMATE	003140
DIFFERENCE	000826
TOTAL KWH	826 2
ESTIMATE REASON:	FENCE
CURRENT RECEIVED	000270
PREVIOUS RECEIVED	000270
RECEIVED DIFFERENCE	Œ 000000
TOTAL KWH RECEIVED	0
BUDGET BILLING DEF	ERRED:
ACTUAL USED AMOUNT	123.79
THIS MONTH DEFERRE	D 14.21CR
PRIOR DEFERRED	75.28
YOUR NEW DEFERRED	61.07

RS-1 001 RESIDENTIAL SERVICE BILLING PERIOD...09-25-19 TO 10-24-19 29 DAYS CUSTOMER CHARGE 9.66 ENERGY CHARGE FIRST 1000 KWH 826 KWH @ 7.63300¢ 63.05 ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 826 KWH @ 3.69800¢ 30.55 ABOVE 1000 KWH 0 KWH a 4.69800¢ .00 ASSET SECURITIZATION CHARGE 826 KWH @ 0.24900¢ 2.06 *TOTAL ELECTRIC COST 105.32 GROSS RECEIPTS TAX 2.70 MUNICIPAL FRANCHISE FEE 6.77 MUNICIPAL UTILITY TAX 9.00 TOTAL OF THIS MONTH'S ACTUAL CHARGES 123.79 BUDGET BILLING PLAN 138.00 LATE PAYMENT CHARGE FOR PREVIOUS BILL 5.00 143.00

TOTAL CURRENT BILL AMOUNT PAST DUE

TOTAL DUE THIS STATEMENT

\$419.00

276.00

602 KWH

42_ 35, ₩ 28 DAILY AVG. 21. ONDJFMAMJJASO

- ENERGY USE -

DAILY AVG. USE -28 KWH/DAY USE ONE YEAR AGO -40 KWH/DAY *DAILY AVG. ELECTRIC COST - \$3.63

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$276.00 and electric service may be disconnected. Please pay immediately.

DETACH AND RETURN THIS SECTION

EB72 0001438

DELINQUE	NT	CURRENT	CHARGES
AMOUNT	DUE DATE	AMOUNT	DUE DATE
276.00	PAST DUE	143.00	NOV 18 2019

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

TOTAL DUE 419.00

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324



NOVEMBER 2019

Duke Energy

PartI

81919 05805

FOR CUSTOMER SERVICE OR PAYMENT LOCATIONS CALL: 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

DUE DATE DEC 17 2019 TOTAL AMOUNT DUE

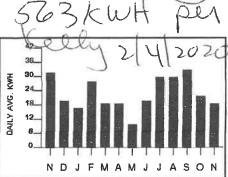
NEXT READ DATE ON OR ABOUT DEPOSIT AMOUNT ON ACCOUNT

ABOUT
DEC 26 2019 NONE

PIN: 411087426

METER READINGS

004934149 METER NO. PRESENT (ESTIMATE) 004303 PREVIOUS (ACTUAL) 003742 DIFFERENCE 000561 TOTAL KWH 561 ESTIMATE REASON: FENCE CURRENT RECEIVED 000550 PREVIOUS RECEIVED 000550 RECEIVED DIFFERENCE 000000 TOTAL KWH RECEIVED O BUDGET BILLING DEFERRED: ACTUAL USED AMOUNT 87.79 THIS MONTH DEFERRED 50.21CR PRIOR DEFERRED 7.40CR YOUR NEW DEFERRED 57.61CR



ENERGY USE

DAILY AVG. USE - 19 KWH/DAY
USE ONE YEAR AGO - 32 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.49

RS-1 001 RESIDENTIAL SERVICE BILLING PERIOD..10-23-19 TO 11-22-19 30 DAYS CUSTOMER CHARGE 9.66 ENERGY CHARGE 42.82 FIRST 1000 KWH 561 KWH @ 7.63300¢ ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE 20.75 FIRST 1000 KWH 561 KWH @ 3.69800¢ ABOVE 1000 KWH 0 KWH a 4.69800¢ .00 ASSET SECURITIZATION CHARGE 561 KWH @ 0.24900¢ 1.40 74.63 *TOTAL FLECTRIC COST GROSS RECEIPTS TAX 1.91 MUNICIPAL FRANCHISE FEE 4.80 MUNICIPAL UTILITY TAX 6.45 87.79 TOTAL OF THIS MONTH'S ACTUAL CHARGES BUDGET BILLING PLAN 138.00 TOTAL CURRENT BILL 138.00 AMOUNT PAST DUE 419.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$419.00 and electric service may be disconnected. Please pay immediately. Duke Energy will be closed on December 24 and 25, 2019 and January 1, 2020. You may visit duke-energy.com for self-service options. To report an outage, please call our outage line at 1-800-228-8485. Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, via phone, or in-your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

DETACH AND RETURN THIS SECTION

TOTAL DUE THIS STATEMENT

EB72 0016439

DELINQUENT	CURRENT	CHARGES
AMOUNT DUE DATE	AMOUNT	DUE DATE
419.00 PAST DUE	138.00	DEC 17 2019

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE, NC 28201-1004

TOTAL DUE 557.00

\$557.00

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324



FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

STATEMENT OF ELECTRIC SERVICE

NOVEMBER 2019 **Duke Energy**

CHRIS ROSA

4439 NEPTUNE DR SE ST PETERSBURG

FL 33705

SERVICE ADDRESS 4439 NEPTUNE DR SE

FL 33705 ST PETERSBURG

81919 05805

DUE DATE JAN-09-2020

NEXT READ

DATE ON OR

TOTAL AMOUNT DUE

\$563.29

DEPOSIT AMOUNT ON ACCOUNT

ABOUT DEC 26 2019 NONE

PIN: 411087426

METER READINGS

METER NO.	00493	4149
PRESENT	(ACTUAL)	004305
PREVIOUS	(ACTUAL)	003742
DIFFERENCE		000563
TOTAL KWH		563_
CURRENT REC	CEIVED	000677
PREVIOUS RE	ECEIVED	000550
RECEIVED D	IFFERENCE	000127
TOTAL KWH F	RECEIVED	127
BUDGET BILL	ING DEFERRED	:
ACTUAL USE	TAUOMA C	70.81
THIS MONTH	DEFERRED	70.81
PRIOR DEFER	RRED	145.40CR
YOUR NEW DE	EFERRED	74.59CR

	RS-1 001 RESIDENTIAL SERVICE		
	BILLING PERIOD10-23-19 TO 11-22-19 30 DAYS		
	CUSTOMER CHARGE	9.66	
1	ENERGY CHARGE		
	FIRST 1000 KWH 436 KWH @ 7.63300¢	33.28	
	ABOVE 1000 KWH 0 9.25900¢	.00	
ı	FUEL CHARGE		
1	FIRST 1000 KWH 436 KWH @ 3.69800¢	16.12	
A	ABOVE 1000 KWH 0 KWH 0 4.69800¢	.00	
1	ASSET SECURITIZATION CHARGE 436 KWH @ 0.24900¢	1.09	
1			
4	-×TOTAL ELECTRIC COST	60.15	
ı	GROSS RECEIPTS TAX	1.54	
ı	MUNICIPAL FRANCHISE FEE	3.87	
J	MUNICIPAL UTILITY TAX	5.25	
ĺ			
ı	TOTAL OF THIS MONTH'S ACTUAL CHARGES	70.81	
l	BUDGET BILLING PLAN	138.00	
I	LATE PAYMENT CHARGE FOR PREVIOUS BILL	6.29	
١			
ı	TOTAL CURRENT BILL	144.29	
ı	AMOUNT PAST DUE	419.00	
1		,	

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$419.00 and electric service may be disconnected. Please pay immediately. This is a revised statement. If your original bill has not been paid, please see the extended due date. Our community is stronger when neighbors help neighbors. Help your neighbors in need stay warm this winter with a contribution to Energy Neighbor Fund. To donate, see enclosed bill insert or go to duke-energy.com/Neighbor.

- ENERGY USE -

DAILY AVG. USE -15 KWH/DAY USE ONE YEAR AGO -32 KWH/DAY *DAILY AVG. ELECTRIC COST - \$2.01

DETACH AND RETURN THIS SECTION

TOTAL DUE THIS STATEMENT

EB72 0030276

DELINQUE	NT	CURRENT	CHARGES
AMOUNT	DUE DATE	AMOUNT	DUE DATE
419.00	PAST DUE	144.29	JAN 09 2020

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

TOTAL DUE 563.29

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324

PLEASE ENTER	
AMOUNT PAID	



81919 05805

DECEMBER 2019 **Duke Energy**

001 RESIDENTIAL SERVICE

FL 33705

FOR CUSTOMER SERVICE OR **PAYMENT LOCATIONS CALL:** 1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE: 1-800-228-8485

ST PETERSBURG SERVICE ADDRESS

RS-1

CHRIS ROSA

4439 NEPTUNE DR SE

4439 NEPTUNE DR SE

ST PETERSBURG FL 33705

BILLING PERIOD..11-22-19 TO 12-26-19

DUE DATE TOTAL AMOUNT DUE JAN 21 2020 709.65 **NEXT READ DEPOSIT AMOUNT** DATE ON OR **ON ACCOUNT** ABOUT

NONE

9.66

JAN 24 2020

34 DAYS

PIN: 411087426

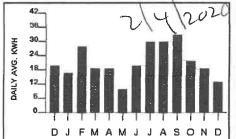
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METER READINGS

METER NO.	004934149
PRESENT (ESTIMATE	004758
PREVIOUS (ACTUAL	.) 004305
DIFFERENCE	000453 🦪
TOTAL KWH	453
ESTIMATE REASON:	FENCE
CURRENT RECEIVED	000677
PREVIOUS RECEIVED	000677
RECEIVED DIFFERENCE	E 000000
TOTAL KWH RECEIVED	0
BUDGET BILLING DEF	ERRED:
ACTUAL USED AMOUNT	73.11
THIS MONTH DEFERRE	D 64.89CR
PRIOR DEFERRED	74.59CR
YOUR NEW DEFERRED	139.48CR

CUSTOMER CHARGE ENERGY CHARGE FIRST 1000 KWH 453 KWH @ 7.63300¢ 34.58 ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00 FUEL CHARGE FIRST 1000 KWH 453 KWH a 3.69800¢ 16.75 0 KWH a 4.69800¢ .00 ABOVE 1000 KWH ASSET SECURITIZATION CHARGE 453 KWH @ 0.24900¢ 1.13 *TOTAL ELECTRIC COST 62.12 GROSS RECEIPTS TAX 1.59 MUNICIPAL FRANCHISE FEE 3.99 MUNICIPAL UTILITY TAX 5.41 TOTAL OF THIS MONTH'S ACTUAL CHARGES 73.11 BUDGET BILLING PLAN 138.00 LATE PAYMENT CHARGE FOR PREVIOUS BILL 8.36 146.36 TOTAL CURRENT BILL AMOUNT PAST DUE 563.29

TOTAL DUE THIS STATEMENT



 ENERGY USE -DAILY AVG. USE -13 KWH/DAY USE ONE YEAR AGO -20 KWH/DAY *DAILY AVG. ELECTRIC COST - \$1.83

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. This bill for electric service covers an extended period of time. Your account has a past due amount of \$563.29 and electric service may be disconnected. Please pay immediately. Your Budget Bill amount was reviewed this month and it will change \$102.00 effective with your next bill. to A new bill design is coming soon. It's simpler, more reader-friendly

and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting duke-energy.com/MyNewBill.

DETACH AND RETURN THIS SECTION

EB72 0027709

DELINQUENT		CURREN	CHARGES
AMOUNT	DUE DATE	AMOUNT	DUE DATE
563.29	PAST DUE	146.36	JAN 21 2020

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004 CHARLOTTE. NC 28201-1004

TOTAL DUE 709.65

\$709.65

CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705 - 4324

stions about your bill? new, 123.

2/22 55,37 def duedate March 26 11, 16 def Apr 24 2784 cr May 24 61 5 Cr Jun 33 10 de July nobill Sept 20-10/15 nd bill 443-2641 3/26/2020 S/W Melanie Supervisor Working from 10-7 Will confact me next Thursday 523-4553 On phone [hu lumins (427) work

	81919 05805
IMPORTANT NOTICE OF BALANCE DUE	A Strands ,
Duke Energy S/W Waldaria	ten menangan
St. Petersburg, Florida Switching to her sevel A	upport -
March 18, 2020 @ Slw Cendy	
7/29/19 bill severated for \$	11 -
1000296 000002057 \\ 1000000000000000000000000000000000	V C
CHRIS ROSA 4439 NEPTUNE DR SE	
ST PETERSBURG FL 33705-4324	genera
6/4/12+	127 138
SERVICE ADDRESS ACCOUNT NUMBER	/
12 ST PETERSBURG FL 33705 81919-05805	9/26 (38
Duke Energy is committed to providing you with reliable power and outstanding customer service	. Because we want to
provide you with uninterrupted service, this is a reminder that we have not received full payment the electric service amount of \$370.93. If you have already made your payment, thank you and please.	
Your full payment must be received by March 26, 2020 to avoid interruption of your service and a	n additional reconnection
charge for reconnection. The reconnection fee is \$40 between the hours of 7 a.m. and 7 p.m., Mo reconnection fee of \$50 will apply after 7 p.m. or on the weekend. You have the right to contact us	
has been sent to you in error, if you believe there was a mistake with your account, or if you would arrangements for your account balance.	d like to discuss
The above past-due amount includes only charges for your regulated electric service and does no	
amounts for non-regulated products and services you may have. Failure to pay for non-regulated result in discontinuance of those services. Any previous or past due-balances, including defaulted	collection arrangements or
returned items, are subject to interruption prior to the due date noted above. If you have been gra- arrangement on your previous balance, this arrangement will not be honored due to the returned it	
immediately to avoid interruption of service.	
If you have any questions or need additional assistance, please contact us by phone at 800.700.8 p.m. Monday through Friday. For your convenience, you can make payments by phone or visit ou	
energy.com.	
If you are dissatisfied with the utility's decision to refuse or discontinue service you may register your compla relations personnel and to the Florida Public Service Commission at 1(800)342-35	
10000	
	2
Make checks payable to: Duke Energy	33 10 del 0100
defenced 55-37 ACCOUNT NUMBER - 81919 05805	DELINQUENT 5:00 PM THIS DATE
116 def 3319 (2)	Mar 26 2020
M 26 78 C P.O. Box 1004	processors on a constitution, in a fingular
27 Charlotte NC 28201-1004	TOTAL DUE
CHRIS ROSA Aug 2	\$370.93
4439 NEPTUNE DR SE ST PETERSBURG FL 33705	PLEASE ENTER AMOUNT PAID
Man 24 to 15 ac 3/3	15 Mila. 11
11 my - 1 - 115 - 1+	MIN MITTE



Duke Energy Customer Service System Account Activity Statement

Date: 05/07/20

**** Account	**** Current Account Status ****				
Account Number:	Mail To:	Current	\$138.00	Excess Credit	\$0.00
81919-05805	CHRIS ROSA	Bill:	Φ136.00	Amount:	φυ.00

4439 NEPTUNE DR Billed \$216.23 Unbilled Balance: \$0.00

Requested By: ST PETERSBURG FL Balance 33705 Salarce Due: \$354.23

CHRIS ROSA (727) 667-

0536 Extension:

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT		BALANCE FORWARD	DAYS USED	<u>KWH</u>	<u>KW</u>
12/27/2019	Regular Bill			\$709.65	\$563.29	34	453	
12/27/2019	BUDGET BILLING	\$138.00						
12/19/2019	Late Payment Charge	\$8.36						
12/18/2019	Regular Bill			\$563.29	\$419.00	30		
11/25/2019	Regular Bill			\$557.00	\$419.00	30	563	
11/25/2019	Late Payment Charge	\$6.29						
11/25/2019	BUDGET BILLING	\$138.00						
10/30/2019	Regular Bill			\$419.00	\$276.00	28		
10/25/2019	Regular Bill			\$419.00	\$276.00	29	602	
10/25/2019	BUDGET BILLING	\$138.00						
10/22/2019	Miscellaneous		\$5.00					
10/22/2019	Late Payment Charge	\$5.00						
09/26/2019	Regular Bill			\$281.00	\$138.00	30	993	
09/26/2019	BUDGET BILLING	\$138.00						
09/20/2019	Regular Bill			\$138.00		60		
09/20/2019	Late Payment Charge	\$5.00						
08/27/2019	Regular Bill			\$138.00		31	1822	

08/27/2019 BUDGET BILLING						
08/07/2019 Payment		\$11.00				
07/29/2019 Regular B	Bill		\$11.00		29	933
07/29/2019 BUDGET BILLING	\$138.00					
07/11/2019 Regular B	Bill			(\$127.00)	24	
07/09/2019 Payment		\$127.00				
06/04/2019 Payment		\$127.00				
06/03/2019 Regular B	Bill		\$127.00		32	491
06/03/2019 BUDGET BILLING	N1//00					
05/07/2019 Payment		\$259.00				
05/02/2019 Regular B	Bill		\$259.00	\$127.00	30	605
05/02/2019 BUDGET BILLING						
04/26/2019 Late Payn Charge	s5.00					
04/02/2019 Regular B	sill		\$127.00		29	563
04/02/2019 BUDGET BILLING	\$17710					
03/12/2019 Payment		\$9.00				
03/04/2019 Payment		\$126.00				
03/04/2019 Regular B	ill		\$9.00		32	613
03/04/2019 BUDGET BILLING						
02/19/2019 Payment		\$144.00				
01/31/2019 Regular B	ill		\$144.00	\$9.00	31	881
01/31/2019 BUDGET BILLING	X147 DO					
01/22/2019 Payment		\$126.00				
12/31/2018 BUDGET BILLING						

The Excel version of this file can be opened from this link: $\underline{c:\CorpApps\CSS\dde\work\81919-05805.customer.csv}$



Duke Energy Customer Service System Account Activity Statement

Date: 05/07/20

**** Account	***** Current Account Status *****				
Account Number: 81919-05805	Mail To: CHRIS ROSA	Current Bill:	\$138.00	Excess Credit Amount:	\$0.00
	4439 NEPTUNE DR SE	Billed Prior:	\$216.23	Unbilled Balance:	\$0.00
Requested By:	ST PETERSBURG FL 33705	Balance Due:	\$354.23		
CHRIS ROSA					
(727) 667- 0536 Extension:					

	DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	<u>KWH</u>	<u>KW</u>
	12/27/2019	Regular Bill			\$709.65	\$563.29	34	453	
	12/27/2019	BUDGET BILLING	\$138.00						
	12/19/2019	Late Payment Charge	\$8.36						
	12/18/2019	Regular Bill			\$563.29	\$419.00	30		
	11/25/2019	Regular Bill			\$557.00	\$419.00	30	563	
	11/25/2019	Late Payment Charge	\$6.29						
	11/25/2019	BUDGET BILLING	\$138.00						
	10/30/2019	Regular Bill			\$419.00	\$276.00	28		
	10/25/2019	Regular Bill			\$419.00	\$276.00	29	602	
	10/25/2019	BUDGET BILLING	\$138.00						
	10/22/2019	Miscellaneous		\$5.00					
	10/22/2019	Late Payment Charge	\$5.00						
(09/26/2019	Regular Bill			\$281.00	\$138.00	30	993	
(09/26/2019	BUDGET BILLING	\$138.00						
(09/20/2019	Regular Bill			\$138.00		60		
(09/20/2019	Late Payment Charge	\$5.00						
(08/27/2019	Regular Bill			\$138.00		31	1822	

08/27/2019	BUDGET BILLING	\$138.00					
08/07/2019			\$11.00				
	Regular Bill		Ψ11.00	\$11.00		29	933
07/29/2019	BUDGET BILLING	\$138.00		·			
07/11/2019	Regular Bill				(\$127.00)	24	
07/09/2019	Payment		\$127.00				
06/04/2019	Payment		\$127.00				
06/03/2019	Regular Bill			\$127.00		32	491
06/03/2019	BUDGET BILLING	\$127.00					
05/07/2019	Payment		\$259.00				
05/02/2019	Regular Bill			\$259.00	\$127.00	30	605
05/02/2019	BUDGET BILLING	\$127.00					
	Late Payment Charge	\$5.00					
04/02/2019	Regular Bill			\$127.00		29	563
04/02/2019	BUDGET BILLING	\$127.00					
03/12/2019	Payment		\$9.00				
03/04/2019	Payment		\$126.00				
03/04/2019	Regular Bill			\$9.00		32	613
	BUDGET BILLING	\$135.00					
02/19/2019	Payment		\$144.00				
01/31/2019	Regular Bill			\$144.00	\$9.00	31	881
01/31/2019	BUDGET BILLING	\$135.00					
01/22/2019	Payment		\$126.00				
1 // 4 1 / /// 18	BUDGET BILLING	\$135.00					

Who Everen 5/W Antonio 245 acB 5/22 x 3 ish * 6/3/20 S/W Teri S/W Lama Jupervisus Will research
Will send Email
CRUSAPESO
Per budget billing 6/11/ S/W /H fred. 6/15/20 5/W Kathy 442230

Ask billing dept to correct the billing shoulding been taken off 6/17/20

Full of false charges wait for a new statement H2/20 Slw, Hector asked to send Kathy a mag. said 1864 for texes on 103,21 103.21 103.21 103.4 175.85 121.