

## INVESTOR INFORMATION

### Annual Meeting

The 2004 Annual Meeting of Duke Energy Shareholders will be:

Date: Thursday, May 13, 2004

Time: 10 a.m.

Place: O.J. Miller Auditorium, Energy Center  
526 South Church Street  
Charlotte, NC 28202

### Shareholder Services

Shareholders may call (800) 488-3853 or (704) 382-3853 with questions about their stock accounts, legal transfer requirements, address changes, replacement dividend checks, replacement of lost certificates or other services. Send e-mail requests to InvestDUK@duke-energy.com. Send written requests to:

Investor Relations  
Duke Energy  
P.O. Box 1005  
Charlotte, NC 28201-1005

### Stock Exchange Listing

Duke Energy's common stock and certain issues of first and refunding mortgage bonds, preferred securities and senior notes are listed on the New York Stock Exchange. The company's common stock trading symbol is DUK.

### Web Site Address

[www.duke-energy.com](http://www.duke-energy.com)

### InvestorDirect Choice Plan

The InvestorDirect Choice Plan provides a simple and convenient way to purchase common stock directly through the company, without incurring brokerage fees. Purchases may be made weekly. Bank drafts for monthly purchases, as well as a safekeeping option for depositing certificates into the plan, are available. The plan also provides for full reinvestment, direct deposit or cash payment of dividends.

Duke Energy is an equal opportunity employer. This report is published solely to inform shareholders and is not to be considered an offer, or the solicitation of an offer, to buy or sell securities.



This report was printed in the USA on recycled paper.

### Financial Publications

Duke Energy will furnish to any shareholder, without charge, printed copies of the 2003 Summary Annual Report and SEC Form 10-K. Those and other financial publications can also be found on our Web site.

### Electronic Delivery

With a shareholder's consent, we can stop mailing paper copies of financial information and proxy statements. You can go to [www.icsdelivery.com/duk](http://www.icsdelivery.com/duk) to enroll in electronic delivery. You will need to provide your Social Security number or Tax I.D. number, your e-mail address, and a PIN number of your choice for electronic voting.

### Duplicate Mailings

If your shares are registered in different accounts, you may receive duplicate mailings of annual reports, proxy statements and other shareholder information. Call Investor Relations for instructions on eliminating duplications or combining your accounts.

### Transfer Agent and Registrar

Duke Energy maintains shareholder records and acts as transfer agent and registrar for the company's common and preferred stock issues.

### Dividend Payment

Duke Energy has paid quarterly cash dividends on its common stock for 77 consecutive years. Dividends on common and preferred stock are expected to be paid, subject to declaration by the Board of Directors, on March 16, June 16, Sept. 16 and Dec. 16, 2004.

### Bond Trustee

If you have questions regarding your bond account, call (800) 275-2048, or write to:

JPMorgan Chase Bank  
Institutional Trust Services  
P.O. Box 2320  
Dallas, TX 75221-2320

We welcome your opinion on Duke Energy's 2003 Annual Report. Please visit the Investors section of [www.duke-energy.com](http://www.duke-energy.com), where you can view the online Annual Report and provide feedback on both the print and online versions. Or contact Investor Relations directly.