

Medical Certification for Residential Customers

Medical Certification allows a customer who falls behind on bill payments due to family health problems to temporarily avoid disconnection of the gas and/or electric service. This certification is designed for those times when disconnection of service would be especially dangerous to the health of a permanent household resident.

Certification will prevent disconnection of service for 30 days or restore services if the certificate is provided within twenty one days of the disconnection of service. Each household may be eligible for three medical certifications in a 12-month period. Customers who use the Medical Certification will be required to enter into an extended payment plan.

If you think you may qualify for Medical Certification, please call our Credit Department at 800-648-7777.

If qualified, you will be instructed to have your licensed medical practitioner call our Credit Department to request a medical extension. You may also request that the Medical Certification form be faxed to your licensed medical practitioner.

A Medical Certification form will be faxed to the medical practitioner. The form must be filled in completely and signed by the practitioner certifying that disconnection of gas and/or electric service would be dangerous to the health of a permanent household resident.

From the time of the request, the form must be returned within seven days. It should be faxed to our Credit Department at 513-419-1428.

Postponing disconnection does not relieve a customer of the obligation to pay the amounts due for gas and/or electric service.

Customer Rights & Responsibilities

As a valued customer of Duke Energy, you are entitled to receive a listing of your rights and responsibilities, including such items as contact information, obtaining or discounting service, billing options, payment information, and the opportunity to choose another supplier.

If you would like to receive this information, call 513-421-9500 / 1-800-544-6900, or write to: Duke Energy, PO Box 960, Mail Drop 309C, Cincinnati, OH 45201.

Regarding Your Bill

Under Ohio Law, the amount you are billed each month for gas and electric service includes assessments to assist in the support of the operations of the Public Utilities Commission of Ohio and the Ohio Consumers' Counsel, which have been in effect since 1912 and 1877, respectively.

Your bill for gas service also includes an approximately 4.75% gross receipt tax which has been in effect since 1982.

Late Payment Charges

A bill is due 21 days after mailing. If your payment is not received by the due date of the bill, a late payment charge of 1.5% of the total past due balance on the account will be added.

