



Customer Rights and Responsibilities

As a customer of Duke Energy Ohio, you should know what is expected of you, and what to expect of Duke Energy Ohio. This information outlines your basic rights and obligations, and directs you to sources of more information.

Applying for Service

New Duke Energy Ohio customers, as well as current and former customers, may [Start Service](#) via our Online Services. Customers may also apply for or transfer their electric service by calling Customer Service at 800-544-6900.

Service Installation

If you are building a new home, your builder, contractor or developer will establish service for you, by filling out an [online request](#) for service and equipment. You must call to transfer the service to your name after you take ownership of the home.

Service Deposits

A service deposit or other method of securing credit may be necessary to establish service. If you paid a service deposit, it will be credited to your account once:

- Service is discontinued or
- Your bill has been paid for 12 consecutive months with no more than two late payments and without the occurrence of a nonpayment service interruption.

Billing and Payment Options

Duke Energy Ohio offers a number of options to help you manage your energy bill payments.

Budget Billing

Depending on the season, your energy bill can vary widely from month to month. Budget Billing eliminates those fluctuations by averaging your annual energy usage and providing you with a fixed monthly payment amount. Two plans are available:

- Quarterly Plan – You are billed in equal amounts, but your usage is reviewed at the end of every third month. Variances are adjusted quarterly, thereby eliminating the need for a one year adjustment.
- Annual Plan – You are billed monthly in equal amounts. Your plan will be reviewed in months 6 and 12. If your variance is greater than 10 percent, a new amount will be recommended; however, the monthly amount will only be changed at your request. At the end of your budget billing year, if your actual usage was more than what was calculated as your annual average usage, you are billed for the overage. If your actual usage is less than what was calculated as your annual



average usage, your account is credited.

To enroll, log in to Online Services at www.duke-energy.com or contact us at 800-544-6900.

Paperless Billing

Paperless billing is a free and easy online billing program. An e-mail is issued monthly, informing you that your bill is available for online viewing. No more bills to file, no more checks to write, no more stamps to buy. You choose your payment preferences.

- Autopay – Payments are automatically deducted each month on the due date.
- Pay Online – Pay anytime during the month, prior to the due date, whenever it is convenient for you.

To enroll, visit our website at www.duke-energy.com/paperless.

Payment Advantage

This free service will automatically withdraw your payment from your bank account each month. Your payments will appear on your monthly bank statement. Sign up at www.duke-energy.com or call 800-544-6900.

One Time Payment

Pay whenever it is convenient for you with an electronic check, MasterCard or Visa using our 24-hour customer service number, 800-544-6900; or pay online at www.duke-energy.com. Before calling, have your Duke Energy account number available. All transactions are listed on your monthly bank or credit card statement along with a Processing Agent service charge.

Pay by Mail

Mail your payment using the return envelope included with your monthly bill or simply address your check or money order to:

Duke Energy
P.O. Box 1327
Charlotte, NC 28201

To avoid late fees, please allow adequate time for delivery. Do not mail cash.

Pay Agents

Pay Agents are local retailers authorized to accept cash, check, and money order payments for Duke Energy bills. If visiting a Pay Agent, please remember to bring your bill stub or account number. For a list of conveniently located Pay Agents in your area, visit www.duke-energy.com or call 800-544-6900.

While many area businesses may accept Duke Energy payments, we recommend using only those authorized payment location referenced in our list. Unauthorized agents normally charge a transaction fee and payments can take up to five days to post.



Meter Information

Meter Readings

Duke Energy Ohio is required to read your meter when you start or stop electric service if the meter reading has been estimated for fr 60 days or more. If the meter has been read within the 33 to 59 calendar days immediately preceding the initiation and/or termination of service, you may request an actual reading at no charge. If the meter has been read within the 32 calendar days immediately preceding the initiation and/or termination of service, the reading may be estimated.

You may also request two actual meter readings per year, at no charge, if your usage has been estimated for more than two consecutive billing cycles, or if you have reason to believe that your meter is malfunctioning.

Meter Testing

If you feel your meter is not registering usage properly, you may request a meter test, free of charge. You will be charged a fee for any subsequent meter tests within 36 months, unless the meter is found to be defective.

Meter Access

Duke Energy is required to read your meter on a monthly basis, and we have the right to access our meters and other equipment on your premises. If access is denied, we are authorized to disconnect service with prior notice. If your meter is located inside a dwelling or locked gate, options are available to ensure accurate billing, including reading your own meter.

To learn more, log in to [Online Services](#) on our Website and go to Service Requests.

Alternatively, call Customer Service at 800-544-6900, and ask about our EZRead program. If you do not feel confident reading your own meter and wish to arrange for another way for our meter readers to gain entry, contact Customer Service and ask about Permanent Meter Reading Arrangement options.

Rate Information

Duke Energy's rates and tariffs are available for review at: www.duke-energy.com or www.puco.ohio.gov. Upon request, Duke Energy will provide you with information about alternative rates.

Payment Assistance

Deferred Payment Plans

When financial emergencies arise, we will work with you to arrange a reasonable payment plan that meets both your needs and Duke Energy Ohio's. Based on Public Utilities Commission of Ohio (PUCO) regulations, we offer a one-third payment plan (during the winter season), a one-sixth payment plan, one ninth payment plan and the PIPP Plus payment plan.



Low-income Assistance

Bill payment assistance from federal, state and privately funded programs may be available to income-qualified customers. For information, contact the agencies listed below:

- State of Ohio Home Energy Assistance Program (HEAP), 800-282-0880
- United Way 211
- HeatShare, administered by The Salvation Army, 513-762-5636

Third-Party Notification

Some of our customers have difficulty making payments or arranging credit. To ensure that careful attention is given to elderly customers or those with special needs, we offer a notification program that will mail copies of monthly bills to a designated third party. Because our customers' account information is confidential, both parties must agree to enrollment. The third party is not responsible for the bill. To arrange, visit www.duke-energy.com or call 800-544-6900.

Note: Paperless Billing accounts are not eligible for third-party notification.

Disconnection for Nonpayment

If your service is disconnected due to nonpayment of a delinquent bill, a reconnection fee and full payment of the arrears may be required for restoration. In certain instances, a security deposit may also be necessary.

If service has been disconnected for **10 business days or less**: Upon payment or proof of payment of the delinquent amount as stated on the disconnection notice, or of an amount sufficient to cure the default on an extended payment plan or the percentage of income payment plan (PIPP Plus), applicable reconnection charge, the utility company shall reconnect service that has been disconnected for nonpayment.

- a) The company may assess a reconnection charge and shall reconnect service by the close of the following working day.
- b) If the customer wishes to guarantee reconnection of the service the same day payment is made, the customer must provide proof of payment to the utility no later than 12:30 p.m.
- c) If the customer requests reconnection after normal business hours and the service is provided by the utility company, the company may require the customer to pay or agree to pay the company's approved tariff charges for after-hours reconnection. The company may collect this fee prior to reconnection or with the customer's next monthly bill.

If service has been disconnected for **more than 10 business days** the company may treat the customer as a new customer (and reconnect service within 5 days for gas



and within 3 days for electric). The company can also require a reconnection fee.

From November 1 through April 15 the utility company must provide an additional 10 days notice prior to disconnection of service. Duke Energy will send the notice by regular U.S. mail.

Medical Certification

If a licensed medical practitioner certifies that an interruption of service would be dangerous to the health of a household member, you may be able to temporarily avoid disconnection. To request a medical certificate or more information, please contact 800-648-7777.

If the electric or gas service has been disconnected and a completed medical certification form is received or your physician calls before 3:30 p.m., service will be restored the same day, assuming we have access to the meter.

If the certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day.

If the certification is received after 3:30 p.m. on a day that precedes a non-business day, the utility company shall make an effort to restore service by the end of that day (may apply the day preceding a company holiday). * The medical certificate must be used within 21 days of disconnection of service.

Service Changes

Transferring Service

If you plan to move to another location within the Duke Energy service area, you may transfer your account to the new address.

- Log in to Online Services at www.duke-energy.com or call 800-544-6900.
- Have the dates of connection to your new address and disconnection to your old address ready.
- Schedule your move at least five business days in advance.

Disconnecting Service

To stop your services with Duke Energy:

- Call 800-544-6900 or log in to Online Services at www.duke-energy.com
- Schedule your request at least five business days in advance of the date you would like the service stopped.

Changes in Equipment or Usage

It is your responsibility to notify Duke Energy Ohio within a reasonable period of time of any changes in your equipment or energy usage that may place excess strain on the electric facilities serving your household. Examples include, but are not limited to,



a heated swimming pool, the addition of central air, a change in heating source from fossil fuel to electric, or the installation of a tankless hot water heater.

Ohio Customer Choice Programs

What is it?

The Electric Customer Choice and Gas Customer Choice programs provide Ohio customers of Duke Energy the opportunity to choose their supplier of electric generation and/or gas delivery.

Selecting a Supplier

Competitive providers, known as certified suppliers, are approved by the Public Utilities Commission of Ohio (PUCO). For a current list of certified suppliers, visit our Customer Choice page at www.duke-energy.com or call us at 800-544-6900.

Price to Compare for Electric Choice

When considering other suppliers of electric generation, the question to ask is, “Will I save money?” To determine this, you need to know the price that a supplier must better in order for you to realize savings. This is known as the “price to compare.”

The price to compare is the annual amount that you no longer pay to Duke Energy when you choose another generation provider divided by the kilowatt-hours you consume on a yearly basis.

Use our Price to Compare calculator at www.duke-energy.com and follow the instructions to calculate your potential savings.

Comparing Gas Suppliers

The Public Utility Commission of Ohio’s “Guide to Choosing a Supplier” is an excellent source to learn more about supplier evaluation. Visit the *Apples to Apples* comparison charts at www.puco.ohio.gov to learn more.

Opting On or Off Supplier Customer List

Duke Energy is required to provide certified suppliers with a list of customers eligible for solicitation. The list includes customer names, addresses and usage information. Your name will be included unless you request otherwise. If you would like to have your name excluded from this list, contact us by:

- Phone at 800-544-6900
- E-mail contactus@duke-energy.com
- Mail at P.O. Box 960, Mail Drop 309C, Cincinnati, OH 45201

Please include the name on your energy bill, your account number, the service address and a daytime phone number.

Selecting Another Supplier

If you select a new certified supplier, Duke Energy Ohio will send you a notice confirming



the change. You have the right to cancel any change within seven days from the date of the notice by calling us at 800-544-6900.

Switching Back to Duke Energy

You may reinstate Duke Energy as your supplier at anytime, for any reason, by contacting us at 800-544-6900. Before returning to Duke Energy, you should be aware of any payment penalties that may result from your contract with the current supplier.

Customers returning to Duke Energy due to default, abandonment, “slamming,” or rescission of a supplier’s certification will not be liable for costs associated with the switch.

Your Rights Under Ohio Customer Choice

If the notification or the name on your electric bill reflects a supplier you did not choose, you should contact the PUCO to initiate a slamming investigation. If the PUCO Staff determines that your service was changed without authorization, you will be switched back to Duke Energy Ohio or your previous supplier. Your account will be credited for any switching fees and credited or reimbursed for any changes in excess of what you would have paid absent that unauthorized change, excluding distribution fees.

Note: If you participate in a percentage-of-income payment plan or in a governmental aggregation, the supplier appearing on our bill may be a company other than Duke Energy Ohio. Ohio law allows communities, such as townships, cities and counties, to form aggregated buying groups on behalf of their citizens. The governmental aggregator chooses an outside supplier for all of the customer-members in its group. Aggregations can be formed to buy natural gas, electricity or both.

Call Before You Dig

If you are planning to dig, excavate, or clean a septic system or sewer lateral, it is your responsibility to inform Ohio Utilities Protection Service (OUPS) at 800-362-2764 or 811, at least two business days in advance. OUPS will notify a Line Locating Service to mark underground utility lines with color-coded paint.

During any excavation, hand digging is required within an area equal to the width of the marked utility, plus 18 inches on each side. Be alert to any unusual conditions, including bubbling water, blowing dirt or hissing sounds. If those conditions should occur, the customer should leave the area immediately and call Duke Energy from a safe location.

Privacy Rights

Personal information

Duke Energy Ohio is prohibited from disclosing your social security number or account number without your written consent, except for the following purposes:

- Our collections, credit reporting and credit evaluation
- Competitive providers’ collections and credit reporting



- Participation in the Home Energy Assistance Program, the Emergency Home Energy Assistance Program and other programs, such as the Percentage-of-Income Payment Plan
- Governmental aggregation
- Court orders

PUCO Staff is not prohibited from accessing records or business activities that would allow it to effectively monitor customer service calls to Duke Energy Ohio's call center.

Usage and Payment History

You have the right to request that Duke Energy Ohio provide, at no charge, up to 24 months of usage history, payment history and detailed consumption data, if available, as well as time- differentiated price data, if applicable.

Employee Identification

All Duke Energy Ohio employees and agents are required to carry a company-issued photo ID. If an individual claiming to be a Duke Energy Ohio employee or agent requests access to your home or property, do not allow them to enter unless they produce proper identification and state the reason for their visit.

Customer Complaints

If you have had an unsatisfactory experience with Duke Energy Ohio, please let us know by:

- Calling Customer Service at 800-544-6900
- [E-mailing customerservice@duke-energy.com](mailto:E-mailing_customerservice@duke-energy.com), or
- Writing to:
Duke Energy Ohio
P.O. Box 960
Mail Drop 309C
Cincinnati, OH 45201

If your complaint is not resolved after you have called Duke Energy, or for general utility information, residential and business customers may contact the PUCO for assistance at 1-800- 686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.



Electric Service and Safety Standards

Customers may view a copy of the Electric Service and Safety Standards on the PUCO Web site, www.puco.ohio.gov, or obtain a copy from the PUCO upon request.

None of this information may be interpreted or applied in any manner inconsistent with the Electric Service and Safety Standards or Duke Energy Ohio's authorized tariffs, rules or regulations.