



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 513-421-9500 or 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 on [online request](#) for service and equipment. You must call to transfer the service to your name after you take ownership of the home.

Security Deposits and Guarantors

Duke Energy Ohio may require a deposit or guarantee of payment by a creditworthy guarantor:

- To establish service for a new customer who fails to establish creditworthiness, or
- If the customer has not made full payment or payment arrangements by the due date for two consecutive bills during the preceding 12 months, or
- If the customer has been issued a disconnection notice for nonpayment on two or more occasions during the preceding 12 months.

Your deposit will be credited to your account once service is discontinued, or when your bill has been paid for 12 consecutive months with no more than two late payments and without any service interruption due to nonpayment.

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 year-end “settle-up.”
- Annual Plan – You are billed in equal amounts for 11 months. In month 12, Duke Energy Ohio compares your actual consumption with the amount estimated. If you used more electricity than was estimated, you are billed for the overage. If you used less than was estimated, your account is credited.

Paperless Billing

When you use Paperless Billing, a monthly e-mail informs you that your bill is available for online viewing – no more bills to file, no more checks to write, no more stamps to buy. And you choose your payment method.

- 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.

BillPayer 2000®

Automatically deduct monthly payments from your checking account on your bill’s due date with BillPayer 2000. Transactions are listed on your monthly bank statement, along with a 30-cent convenience fee.

Speedpay®

Pay whenever it is convenient for you with an electronic check, MasterCard or Visa using Speedpay’s 24-hour toll-free number, 877-596-5068, or Duke Energy’s [Online Services](#). All transactions are listed on your monthly bank or credit card statement, along with a \$3.50 service charge for Speedpay.

Pay by Mail

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

Duke Energy
P.O. Box 9001076
Louisville, KY 40290-1076

Pay Agents

Pay agents are local retailers authorized to accept cash, check and money order payments to Duke Energy. Remember to bring your bill stub or account number with you.

Find more information on Duke Energy Ohio’s payment options [here](#), or call Customer Service at 513-421-9500 or 800-544-6900.

Your Meter

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 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 Web site and go to the Service Requests link. Alternatively, call Customer Service at 513-421-9500 or 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.

Your Electric Rate

Duke Energy Ohio's rates and tariffs are available for review [here](#) on our Web site, at www.puco.ohio.gov, or at our Customer Service offices at 644 Linn St. in Cincinnati. Upon request, Duke Energy Ohio will provide you with information about alternative rates and our energy efficiency programs.

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 also offer a one-third payment plan (during the winter season), a one-sixth payment plan and a percentage-of-income 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 and Community Chest Information and Referral Service, 513-721-7900 or 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.

Visit the [Special Assistance](#) section of our Web site for more information, or call Customer Service at 513-421-9500 or 800-544-6900.

Disconnection and Reconnection

Disconnection for Nonpayment

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

Duke Energy is required by the PUCO to provide notice 14 days prior to disconnection and an additional notice 10 days prior to disconnection during the winter heating season.

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. For a Medical Certification application form, call 800-648-7777.

Service Changes

Transferring or Stopping Service

To stop service or transfer your account to another location within the Duke Energy Ohio service area, use our [Online Services](#) or call Customer Service at 513-421-9500 or 800-544-6900. Schedule your request at least five business days in advance.

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.

Selecting Your Electricity Supplier

Duke Energy Ohio's customers have the opportunity to choose their supplier of electric generation and/or gas delivery.

We make available a [list of certified competitive suppliers](#) approved by the PUCO, along with other information on [customer choice](#). You may also call Customer Service at 513-421-9500 or 800-544-6900 for additional information.



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 513-421-9500 or 800-544-6900.

Switching Back to Duke Energy

You may reinstate Duke Energy Ohio as your supplier at any time, for any reason, by contacting us at the numbers above. Before returning to Duke Energy Ohio, you should be aware of any payment penalties that may result from your contract with the current supplier.

Customers returning to Duke Energy Ohio due to default, abandonment, “slamming” (switching without your consent) 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 charges in excess of what you would have paid absent the 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 your 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 arrange for 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 evaluations
- 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.

Suppliers' Customer Lists

Duke Energy Ohio is required to provide certified suppliers with a list of customers eligible for solicitation, including customer names, addresses and usage information. Your name will be included on this list unless you request that it be excluded, by:

- Calling us at 513-421-9500 or 800-544-6900
- E-mailing customerservice@duke-energy.com
- Writing to:
Duke Energy
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.

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 513-421-9500 or 800-544-6900
- E-mailing customerservice@duke-energy.com, or
- Writing to:
Duke Energy



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.