



Bill Payment Options

Convenient payment options designed to suit your lifestyle.

We know life can be hectic. That is why Duke Energy offers a variety of bill payment options which provide increased convenience and flexibility.

Online Payment - View and pay your energy bill online each month with **e-bill**.

- Pay online anytime each month prior to the due date.
- Reduce paper usage by eliminating bills and envelopes.
- Access billing history and payment activity online.
- Enroll at www.duke-energy.com/paymybill.

Automatic Monthly Payment - Arrange for payments to be automatically deducted from your checking account each month on the due date with the **Automatic Payment Plan**.

- Have the flexibility to stop a bill payment, change the bill payment amount or change the payment date.
- There are no checks to write, no envelopes to address, no stamps to purchase, and no due dates to remember.
- Enroll at www.duke-energy.com/paymybill.

One Time Payment - Make payment by electronic check, credit or debit card over the phone or via the Internet with **Speedpay**[®].

- Eliminate the worry of mail delays.
- Have your Duke Energy account number ready and call 1.800-777-9898 or pay online at www.duke-energy.com/paymybill.

Speedpay charges a small convenience fee for each transaction.

Mail Payments - Pay your monthly energy bill in the return envelope provided or mail your payment to:

Duke Energy
P.O. Box 70516
Charlotte, NC 28272-0516

Pay Agent - Pay your bill at one of our authorized retailers. This free service allows you to pay by cash, check or money order. Bring your account number or bill stub to any Pay Agent. While other area businesses may accept Duke Energy payments, we recommend using only those authorized Pay Agents noted on our list. "Unauthorized agents" normally charge a transaction fee and payments can take up to five days to post. Locate an authorized Pay Agent near you at www.duke-energy.com/paymybill.

