

FIRM TRANSPORTATION GAS SUPPLIER PRESENTATIONS



CUSTOMER INFORMATION LIST

GAS CUSTOMER INFORMATION LISTS

- Standard Customer Information List for Suppliers
- Governmental Aggregator Eligible Customer List

STANDARD CUSTOMER INFORMATION LIST

- This list is updated quarterly by Duke Energy Ohio, Inc.
 - Updated lists are produced in March, June, September and December
- Customers may opt-off the standard customer information list
 - Opt-off bill insert notices are sent to all Duke Energy Ohio, Inc. gas customers quarterly
 - The opt-out insert is included with customer bills issued in January, April, July, and October of each year

GAS CUSTOMER BILL INSERT

- Explore your natural gas supply options as another way to take greater control of your energy costs.
- Under Duke Energy's Gas Customer Choice Program, customers can choose to buy their natural gas from suppliers participating in the program. Our program and its participating suppliers have been approved by the Public Utilities Commission of Ohio (PUCO). Learn more by visiting www.duke-energy.com/customerchoice.
- Whether you buy your gas from Duke Energy or another natural gas supplier, Duke Energy will continue delivering all the gas you need and providing around-the-clock response to your service concerns or emergencies. There is no risk of not receiving natural gas if you participate in this program.

GAS CUSTOMER BILL INSERT (cont.)

- You may find prices and offers from participating gas suppliers that are not available through Duke Energy. We offer a monthly variable price, while suppliers may offer both fixed and variable prices.
- The PUCO prepares an "apples to apples" chart to assist you in participating in our program. To get a free copy of the chart, call the PUCO at 1.800.299.7271 or visit its Web site at www.PUCO.ohio.gov. For more information on comparing prices from natural gas suppliers, you may contact the Office of the Ohio Consumers' Counsel at 1.877.742.5622 or visit www.pickocc.org.

GAS CUSTOMER BILL INSERT (cont.)

- No action is required on your part to be designated as a customer eligible to participate in Duke Energy's Gas Customer Choice Program. We will include your name, address, and usage information on a list of eligible customers that is made available to the natural gas suppliers participating in Duke Energy's Gas Customer Choice Program. Being part of this list ensures that you will receive up-to-date information and timely offers from suppliers.
- If you do not wish to be included on this list, please call 513.421.9500 or 1.800.544.6900, You may also write to Duke Energy, P.O. Box 960, Mail Drop 309C, Cincinnati, OH 45201, or complete the appropriate form at www.duke-energy.com/customerchoice by DATE.
- If you have requested to be excluded in the past, it is not necessary to contact us again. To be reinstated as an eligible customer, please contact us using one of the options above.

STANDARD CUSTOMER INFORMATION LIST

Standard Customer Information List does not include customers who:

- Are already served by a competitive gas supplier
- Are mercantile customers
- Are on rate IT
- Have 30-day arrears of \$50.00 or more
- Have opted-off the standard customer information list

Note: PIPP customers are identified as such on the list.

STANDARD CUSTOMER INFORMATION LIST (cont.)

Standard Customer Information List contains the following information:

- Customer Name
- Service and Mailing Addresses
- Meter Reading Cycle
- Historical Consumption (past 12 months)
- Rate Code
- Meter Type
- Meter Number
- Budget Billing Indicator
- Revenue Class

STANDARD CUSTOMER INFORMATION LIST (cont.)

- The list is provided to suppliers on a CD upon request
- Duke Energy Ohio, Inc. charges the supplier a fee of \$150.00 for each quarterly CD requested

GOVERNMENTAL AGGREGATOR ELIGIBLE CUSTOMER – TWO OPTIONS

- Duke Energy Ohio, Inc. will provide, upon request, on a best efforts basis, an electronic list of customers within the boundaries of the governmental aggregation to a Governmental Aggregator certified by the PUCO
 - Duke Energy Ohio, Inc. charges the Governmental Aggregator a fee of \$1,200 for each boundary-verified CD requested
- The Governmental Aggregator may request a list for specific zip codes
 - Duke Energy Ohio, Inc. charges the Governmental Aggregator a fee of \$400 for each zip code specific CD requested

GOVERNMENTAL AGGREGATOR ELIGIBLE CUSTOMER LIST

The Governmental Aggregator Eligible Customer List contains the following information:

- All Standard Customer Information List data
- The account number for each account on the list

GOVERNMENTAL AGGREGATOR ELIGIBLE CUSTOMER LIST (cont.)

The Governmental Aggregator Eligible Customer List does not include customers who:

- Are mercantile customers
- Are already served by a competitive gas supplier
- Are on rate IT
- Have 30-day arrears of \$50.00 or more

Notes:

- Customers who have opted-off the standard list will appear on the governmental aggregator list, provided they do not meet any of the four criteria above.
- PIPP customers are identified as such on the list.

CUSTOMER LIST RULES FOR GOVERNMENTAL AGGREGATORS

- In order to enroll a customer's account into a governmental aggregation, the Governmental Aggregator must provide the customer a written notice of their automatic inclusion in the governmental aggregation
- Customers have a three-week time period to contact the supplier to opt out of the program
- The Governmental Aggregator shall not use or disclose a customer's account number or account information for purposes other than the formation of its governmental aggregation