

# FIRM TRANSPORTATION GAS SUPPLIER PRESENTATIONS



## GAS SUPPLIER SWITCHING PROCESSES

## ENROLLMENTS

- Enrollments received by Duke Energy Ohio 12 or more calendar days prior to the next regularly scheduled meter reading date will be effective on the next regularly scheduled meter reading date
- Enrollments received by Duke Energy Ohio less than 12 calendar days prior to the next regularly scheduled meter reading date will be effective on the second regularly scheduled meter reading date from the date of receipt
- The customer receives a confirmation letter indicating:
  - Supplier name
  - Enrollment effective date
  - Last day to rescind the enrollment (7 business days from the postmark of the letter)

## SWITCHING FEES

- A \$4.00 processing fee is billed to the customer when:
  - Switching from one supplier to another, except when switching to or switching from a governmental aggregation
  - Returning to Duke Energy Ohio's Sales Service from a supplier, except if returning as a result of supplier default, slamming, supplier abandonment, or returning from a governmental aggregation
- No switching fee is charged when a customer switches from Duke Energy Ohio to a supplier

## CUSTOMER-REQUESTED DROP

- Gas Firm customers can return to Duke Energy Ohio by contacting Duke Energy Ohio's Call Center rather than contacting their supplier
- The customer will be returned to Duke Energy Ohio on the next scheduled meter reading date that is at least 12 calendar days from the customer's request date
- Gas supplier is notified of the drop via e-mail
- The customer receives a confirmation letter indicating:
  - Date the customer returns to Duke Energy Ohio, and
  - Last day to rescind the drop (7 business days from the post mark of the letter)
- The customer is charged \$4.00 processing fee, except when returning from a governmental aggregation

## SWITCHING FROM SUPPLIER A TO SUPPLIER B

- Supplier B submits an enrollment request to Duke Energy
- Supplier A will receive a drop transaction with the drop effective date via their daily file
- Supplier B will receive an enrollment transaction with the enrollment effective date via their daily file
- The customer receives a confirmation letter indicating:
  - Date the account becomes effective with Supplier B, and
  - Last day to rescind the enrollment (7 business days from the postmark of the letter)
- Customer is charged \$4.00 processing fee, except when supplier B is serving a governmental aggregation

## SUPPLIER RESCISSION PROCESS

- Supplier A may rescind the enrollment of Supplier B on the customer's behalf by contacting Duke Energy via email or fax to the Certified Supplier Business Center.
- Supplier A must contact Duke Energy within 7 business days of the transaction and provide the customer account number along with the rescission request
- Supplier B receives a rescission in the daily setup file.
- The customer receives a letter confirming the rescission of the enrollment

## CUSTOMER RESCISSION PROCESS

- Customers may rescind enrollments and customer-requested drop transactions by contacting Duke Energy's Call Center
- Rescission period is seven business days from the postmark date of Duke Energy Ohio's confirmation letter
- Following the customer's rescission request, Duke Energy will:
  - Send a letter to the customer notifying them that their transaction has been rescinded
  - Send an e-mail indicating the customer has rescinded the transaction

## RETURN TO DUKE ENERGY OHIO

- Gas firm non-residential customers who do not choose another supplier within 2 billing cycles of returning to Duke Energy Ohio will remain with Duke Energy Ohio a total of 12 billing cycles before being eligible to select another supplier
- In order to avoid this 12-month obligation, the customer must have an enrollment that is effective with a subsequent supplier within 2 billing cycles of their return to Duke Energy Ohio