



**Welcome To The Neighborhood.**

**A Handbook for Residential  
Customers in Kentucky**



## Duke Energy welcomes you to our service area.



Welcome to the Duke Energy service area. This booklet was designed with our customers in mind. It contains useful information that will help you become familiar with the many programs and services we offer.

Our number one goal is to deliver safe and reliable energy at the lowest possible cost. As an energy provider for more than 100 years, we are committed to finding better ways to serve our customers.

Together with you, we strive to make our communities great places to work and live.

To learn more about Duke Energy or any of the subjects covered in this booklet, visit our Web site at:  
[www.duke-energy.com](http://www.duke-energy.com).

WELCOME

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## Gas & Electric Essentials



### Contact Us

Our friendly and knowledgeable customer service representatives are available to assist Monday through Friday, 7 a.m. to 7 p.m. and Saturday 8 a.m. to 1 p.m. at 513.421.9500.

**In a gas emergency, call us 24 hours a day at 513.651.4466 or 800.634.4300.**

**To report electric trouble, call us 24 hours a day at 513.651.4182 or 800.543.5599.**

You also have access to Duke Energy's automated phone service 24 hours a day, seven days a week at 800.544.6900.

### Reporting a Gas Leak

If you smell natural gas or suspect a leak, immediately take the following actions:

- Eliminate all potential sources of ignition (i.e., vehicle, open flame or phone) and avoid operating anything electrical.
- Leave the area by foot and call Duke Energy at 800.634.4300 from a nearby, safe location. Stay there

until a Duke Energy representative determines it is safe to return.

For your safety, Duke Energy adds a distinctive odor to its natural gas. To help you better identify the smell of a gas leak, we offer natural gas “scratch and sniff” cards. To obtain one of these cards, please contact us at 513.421.9500 or 800.544.6900.

## Reporting a Power Outage

When outages occur, we will make every effort to restore power as quickly and safely as possible. If you experience a loss of power not caused by a blown fuse or tripped circuit breaker, please report the outage by calling 800.543.5599. Be prepared to enter the phone or account number of the service location.

The number above allows you to report an outage, receive information on known outages, hear estimated times of restoration (when available), and request a callback to verify that your service has been restored.

## Safety

### Employee Identification

All Duke Energy employees are required to carry a company-issued photo ID. If an individual claiming to be a Duke Energy employee requests access to your home or property, do not allow entry if they cannot produce proper identification.

### Gas and Electric Safety Basics

- Never attempt to install or repair gas appliances yourself – call an expert.
- Keep all combustible materials away from gas appliances and equipment.
- Make certain gas appliances have a source of fresh air to avoid incomplete combustion.
- Install carbon monoxide detectors in your home.

- Make certain ladders and/or antennas are at least 10 feet or twice their length from power lines, whichever is greater.
- Do not attempt to remove objects hanging from or limbs leaning against an overhead line.
- Always avoid fallen power lines. Report any downed line immediately by calling 800.543.5599.

### 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 Kentucky 811 at 800.752.6007 or 811 at least two business days in advance. Kentucky 811 will notify a Line Locating Service to mark underground utility lines with color-coded paint.

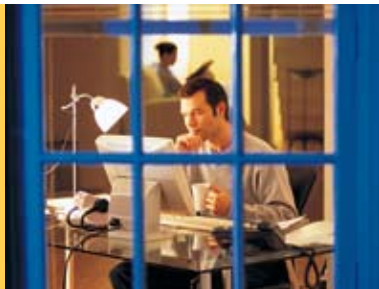
During any excavation, hand digging is required within an area equal to the width of the marked utility, plus 18 inches on each side. Be alert to any unusual conditions, including bubbling water, blowing dirt or hissing sounds.

### Sewer System

If your sewer backs up, please contact Duke Energy at 800.634.4300 and Kentucky 811 at 800.752.6007 or 811 **before** any mechanical rooting equipment (i.e., auger) is used on your sewer. To avoid a potentially dangerous situation, it is important that underground utilities, including your natural gas lines, are properly located before any work begins on your sewer system.

If work was recently performed on your natural gas lines or the natural gas mains in your area, you may have received a Sewer Lateral Tag from Duke Energy. Check under your kitchen sink or near the main clean-out of your sewer system for a Sewer Lateral Tag. Please follow the instructions on that tag. If you do not have a tag, or do not know whether work was done on your natural gas lines or the gas mains in your area, please contact Duke Energy at 513.651.4466.

# Your Duke Energy Account



## Billing & Payment Options

### Budget Billing

Depending on the season, your energy bill can vary widely from month to month. Budget Billing eliminates those fluctuations by averaging annual energy usage and providing you with a fixed monthly 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. Your plan will be reviewed in months six 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 the year, if you used more than was estimated, you are billed for the overage. If you used less than was estimated, your account is credited.

To enroll, log in to Online Services at [www.duke-energy.com](http://www.duke-energy.com) or contact us at 513.421.9500 / 800.544.6900.

## **Online Payment with e-Bill**

e-Bill 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 preference.

- **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 Web site at [www.duke-energy.com/paymybill](http://www.duke-energy.com/paymybill).

## **Automatic Monthly Payment with BillPayer 2000®**

Automatically deduct monthly payments from your checking account on the bill's due date with BillPayer 2000. Transactions are listed on your monthly bank statement along with a small convenience fee. For more information or to enroll, visit [www.duke-energy.com](http://www.duke-energy.com), contact 513.421.9500 or call BillPayer 2000 directly at 800.991.7771.

## **One Time Payment with 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 pay online at [www.duke-energy.com](http://www.duke-energy.com). Before calling, have your Duke Energy account number available. All Speedpay transactions are listed on your monthly bank or credit card statement along with Speedpay's service charge.

## **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**

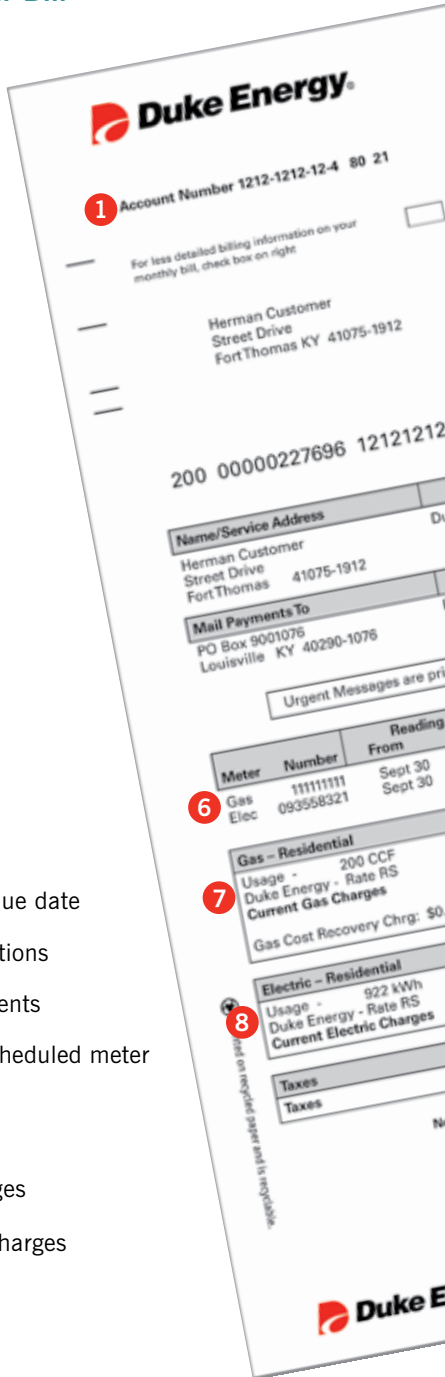
**Louisville, KY 40290-1076**

To avoid late fees, please allow adequate time for delivery. We recommend that you 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](http://www.duke-energy.com) or call 513.421.9500 / 800.544.6900.

# Understanding Your Bill



1. account number
2. amount of bill and due date
3. WinterCare contributions
4. where to mail payments
5. bill date and next scheduled meter reading date
6. meter readings
7. gas usage and charges
8. electric usage and charges

<b>Due Date</b>	<b>Amount Due</b>
Nov 23, 2007	\$ 227.69

2

3 \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 WinterCare Contribution (for Customer Assistance) Amount Enclosed

4 PO Box 9001076  
 Louisville KY 40290-1076

124 032320066 00000238713

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For Inquiries Call 513-421-9500 Account Number 1212-1212-12-4

Account Information  
 Bill Prepared on Nov 01, 2007  
 Next meter reading Dec 01, 2007  
 Payments after Nov 01 not included  
 Last payment received Oct 10

5

Indicated in this section of the bill with a box around the message text.

Date	To	Days	Meter Reading		Usage
			Previous	Present	
Oct 28	Oct 28	29	8865	9065	200
		29	67348	68270	922

<b>Current Billing</b>		
Balance - Previous Bill		\$ 295.09
Payment(s) Received		295.09 cr
<b>Balance Forward</b>		<b>0.00</b>
Current Gas Charges		\$ 158.74
Current Electric Charges		61.69
Taxes		7.26
<b>Current Amount Due</b>		<b>\$ 227.69</b>

\$ 158.74
\$ 158.74
94870000/CCF
\$ 61.69
\$ 61.69
\$ 7.26

Urgent Bill Messages appear in this section of the bill

<b>Due Date</b>	<b>Amount Due</b>	After Nov 23, 2007 pay
Nov 23, 2007	\$ 227.69	\$ 238.71

visit us at [www.duke-energy.com](http://www.duke-energy.com)

energy

## Meter Information

### Meter Access

Duke Energy has the right to access our meters and other equipment on your premises. If access is denied, we are authorized to disconnect service. 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 about providing Duke Energy with your monthly consumption, log in to Online Services at [www.duke-energy.com](http://www.duke-energy.com) or contact our customer service department at 513.421.9500 / 800.544.6900 and ask about our EZRead program.

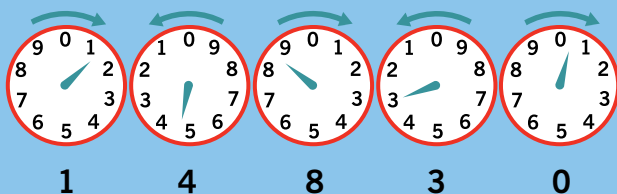
If meter access is a problem and you do not feel confident reading your own meter, you will need to arrange an alternative method for our meter readers to gain entry. Contact our customer service department at 513.421.9500 / 800.544.6900 and ask about Permanent Meter Reading Arrangement options.

### Reading the Electric Meter

The dials on your electric meter resemble small clocks. Each dial contains numbers that range from zero to nine. A hand points to a number within each dial (see example on next page). When reading your meter it is important to note that some dials run clockwise and others run counterclockwise. The hand follows the numbers and only advances when electricity is being used. To read your meter:

- Record the number from each dial starting from the right and moving left.
- When the hand is between two numbers or has just passed a number, record the smaller number.
- When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero, record the smaller number instead.

## example



### Meter Testing

If you feel your meter is not registering usage properly, you may request a single meter test, free of charge. Any subsequent meter test(s) within 36 months will incur a fee, unless the meter is found defective.

### Actual Meter Readings

You have the right to request an actual meter reading when you initiate or terminate service. Duke Energy is required to read meters on a monthly basis and must obtain an actual meter reading at least once in a twelve month period.

## Past-Due Bills

### Late Payment Charge

If your payment is not received by the bill's due date, a late payment fee of 5 percent of the total past due balance is assessed.

### Deferred Payment Plans

Duke Energy realizes financial emergencies occur. When those situations arise, we will work with you to arrange a reasonable payment plan that meets the needs of both you and Duke Energy.

### Postponing Disconnection

#### Separation of Service

If your household uses gas and electricity and both services are in jeopardy of disconnection for nonpayment, you may pay charges related to one or the other to maintain that particular service.

#### Medical Certification

If a licensed medical practitioner certifies that an interruption of service would be dangerous to the health of a household member, disconnection may be temporarily avoided. For information on the Medical Certification application form, call 800.648.7777.

### Disconnection for Nonpayment

If your service is disconnected due to nonpayment of a delinquent bill, a reconnection fee and full payment of the arrears is required for restoration. In certain instances, a security deposit may also be necessary. If unable to pay the amount quoted, satisfactory credit arrangements must be agreed upon before reconnection occurs.

Duke Energy is required by the Kentucky Public Service Commission to provide notice 10 days prior to disconnection.

## Customer Rights

### Privacy

Duke Energy is prohibited from disclosing your social security number or account number without your written consent. Exceptions include:

- commercial collection and credit reporting or evaluation
- court order.

### Rate Information

Duke Energy's rates and tariffs are available for review at: [www.duke-energy.com](http://www.duke-energy.com), [www.psc.ky.gov](http://www.psc.ky.gov), or 1697 Monmouth St, Newport, KY. Upon request, Duke Energy will provide you with information about alternative rates.

### Complaints

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

- calling 513.421.9500 or 800.544.6900
- e-mailing [customerservice@duke-energy.com](mailto:customerservice@duke-energy.com)
- or writing to

**Duke Energy**  
**P.O. Box 960**  
**Mail Drop 309C**  
**Cincinnati, OH 45201**

You also have the right to contact the Kentucky Public Service Commission (KPSC) if your complaint is unresolved or for general utility information. KPSC can be reached by:

- calling 800.772.4636 from 8:30 a.m. to 5:30 p.m., Monday through Friday
- visiting [www.psc.ky.gov](http://www.psc.ky.gov)
- or writing to

**Kentucky Public Service Commission**  
**221 Sower Blvd.**  
**Frankfort, KY 40602**

## **Usage and Payment History**

All customers have the right to request up to 12 months of usage information and 24 months of payment history without charge.

## **Service Deposits**

If you have paid a service deposit, it will be credited to your account once:

- service is discontinued or
- 12 months have elapsed since payment of the deposit with fewer than two late payments and without the occurrence of a nonpayment service interruption.

## **Changes in Equipment or Usage**

Please be aware it is your responsibility to notify Duke Energy within a reasonable period of time of any equipment changes 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.

## Customer Services



### Online Services

Duke Energy offers an assortment of Online Services that give you the freedom to monitor and control your energy account(s) via the Internet. To register, have your account number and meter number ready; both can be found on your bill. Next, access [www.duke-energy.com](http://www.duke-energy.com), select “Register” in the Sign In box and follow the prompts.

### Transferring / Disconnecting Service

#### 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.

- Call 513.421.9500 / 800.544.6900 or log in to Online Services at [www.duke-energy.com](http://www.duke-energy.com).
- 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 513.421.9500 / 800.544.6900 or log in to Online Services at [www.duke-energy.com](http://www.duke-energy.com)
- Schedule your request at least five business days in advance of the date you would like the service stopped.

## **Special Assistance Services**

### **Visually Impaired**

#### **Bills in Braille**

We are happy to provide Bills in Braille for the visually impaired. Customers may sign up by visiting [www.duke-energy.com](http://www.duke-energy.com) or by calling 513.421.9500 / 800.544.6900.

As a part of our Sight Impaired Program, Duke Energy will also install indicating screws on dials of gas and electric appliances and thermostats. Call 513.421.9500 or 800.544.6900 to set up an appointment.

#### **Large Print Bill**

Our Large Print Bill is designed to make reading your monthly Duke Energy invoice a bit easier. To request bills printed on larger paper with a large font, call 513.421.9500 / 800.544.6900 or visit [www.duke-energy.com](http://www.duke-energy.com).

### **Hearing and Speech Impaired**

#### **Telecommunications Device for the Deaf**

Duke Energy offers a toll-free TDD/TTY number to handle communications with our hearing and speech impaired customers. Call 800.752.3254 or, if you do not have a TDD device, use your local telephone company's free relay service – 800.750.0750.

## **Sign Language Assistance**

We also have employees trained to provide Sign Language Assistance for your billing service needs. To request an appointment, call 800.752.3254 (TDD), use your local telephone company's free relay service or use the standard customer service lines 513.421.9500 / 800.544.6900.

## **Assistance for Non-English Speaking Customers**

Duke Energy partners with an outside vendor to offer interpreting services for non-English speaking customers. Customers wishing to communicate in a language other than English may call 513.421.9500 / 800.544.6900 and inform the customer service representative of their preferred language.

## **Third Party Notification**

Duke Energy realizes some of our customers may have difficulty making payments or arranging credit. To ensure 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 customer account information is confidential, both parties must agree to enrollment. The third party is not responsible for the bill. To sign up, visit [www.duke-energy.com](http://www.duke-energy.com) or call 513.421.9500 / 800.544.6900.

## **Home Weatherization Program**

Duke Energy has teamed with People Working Cooperatively to provide eligible, low-income customers with free home weatherization improvements. To apply, please call People Working Cooperatively at 513.351.7921.

## **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:

- Low Income Home Energy Assistance Program (LIHEAP) 800.456.3452
- United Way & Community Chest Information and Referral Service 513.721.7900.
- WinterCare (administered by the Northern Kentucky Community Action Committee) Consult your local phone directory for the NKCAC number in your area.

## **Life Support Program**

If you, or a member of your household, require electrically powered life support equipment, please visit [www.duke-energy.com](http://www.duke-energy.com) and select the Special Assistance section under Customer Care. Or, you may call 513.421.9500 / 800.544.6900. Enrollment requires the completion of a standardized form that our customer service group will mail to you.

While participation in the Life Support Program cannot guarantee uninterrupted power, it does enable us to provide advance notice for any scheduled outages.

Enrolled customers are still encouraged to maintain a back-up power source for outages resulting from acts of nature.

## Customer Services Quick Reference

Electric Power Outage

**800.543.5599**

Gas Trouble

**800.634.4300**

Duke Energy Web Site

**[www.duke-energy.com](http://www.duke-energy.com)**

E-mail

**[customerservice@duke-energy.com](mailto:customerservice@duke-energy.com)**

Toll-free Customer Service

**800.544.6900**

Local Customer Service

**513.421.9500**

Local Fax

**513.287.2376**

TDD/TTY

**800.752.3254**

Local Relay Service

**800.750.0750**

Kentucky 811 (Call Before You Dig)

**800.752.6007** or **811**






## Welcome Home.

Thank You for being a  
Duke Energy customer.  
We look forward to  
serving you.





[www.duke-energy.com](http://www.duke-energy.com)

 Printed on recycled paper.