

EXTENDED PAYMENT PLANS

Duke Energy offers extended payment plans for customers experiencing difficulty paying their winter heating bills.

One-Third Payment Plan

The One-Third Payment allows you to pay 1/3 of your arrears balance now and make an agreement to pay the remaining balance in two equal monthly installments, along with future bills as they become due.

Three Month Combination Plan

Under the Three Month Combination arrangement, you pay 1/3 of the past due amount now and make an agreement to pay the remaining balance in two equal monthly installments along with your Budget Billing* amounts as they become due.

**Budget Billing is a program that enables you to pay a consistent amount each month based on an average of your historical consumption.*

Separation of Service

If you use gas and electricity and both services are in jeopardy of disconnection for nonpayment, you may pay (or arrange to pay) charges attributable to the service you wish to maintain.

Third Party Notification

Duke Energy's Third Party Notification allows a relative, friend or caretaker to receive monthly copies of another customer's bill. While this notification can be utilized for any reason, it may be most beneficial when someone you care about needs a reminder to pay their bill or requires financial assistance. Though the designated third-party is not responsible for the bill payment, they can monitor the account to assure that services are not interrupted due to nonpayment.

Additional Assistance

Duke Energy has partnered with Consumer Credit Counseling Services (CCCS) to offer budget counseling to qualified customers having difficulty paying their Duke Energy bill. Customers referred to CCCS will receive personalized budget assessments to help them better manage their monthly bills.

For more information, or to sign up for any of these programs, call 513-651-5100 or 800-648-7777 (7:00 a.m. – 7:00 p.m. Mon. - Fri.; 8:00 a.m. – 1:00 p.m. Sat.) or visit www.duke-energy.com.



www.duke-energy.com

800-648-7777

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