

Helping Hand



Every winter, many elderly and disabled customers are faced with the difficult choice of either paying their energy bills or going without basic necessities such as food and medicine. The soaring cost of fuel coupled with uncertain economic conditions could place many in greater need of assistance than ever before. By partnering with our customers, employees and shareholders, Duke Energy's Helping Hand and Customer Care Programs help those less fortunate stay warm during the cold winter months.

Duke Energy Indiana shareholders contributed \$500,000 towards the Helping Hand Program this year. These funds, in conjunction with contributions from generous people like you, will provide eligible customers with a one-time credit on their Duke Energy bill during the winter heating season.



You Can Make a Difference

You can help by adding a tax-deductible Helping Hand contribution to your monthly Duke Energy bill payment.

Account Number 1212-12-11	Due Date	Amount Due
	Dec 2008	\$50.00

\$ _____ \$ _____

Helping Hand Contribution (for Customer Assistance) Amount Enclosed

Look for the Helping Hand contribution line in the upper-right corner of your monthly bill, just under the bill's due date. Write the dollar amount of your contribution and add that figure to your bill payment. You may give as often as you like throughout the year. Your entire donation will be used to provide assistance to eligible customers through our Helping Hand and Special Assistance Programs.

Donations can also be made at any time by mailing a check or money order, payable to "Helping Hand" at:

Helping Hand
C/O Duke Energy
1000 E. Main Street
Plainfield, Indiana 46168

All contributions are tax-deductible and will be used solely to provide assistance for customers in need. Eligible customers will be given a \$100 credit through the Indiana Community Action Agencies when the Energy Assistance Program (EAP) dollars are distributed. If a customer applies for EAP funds, eligibility for the Helping Hand credit is automatically reviewed; there is no longer a separate application process. Additional Special Assistance dollars will be distributed to customers who have met with an emergency.