

# Bill Payment Made Easy

**Paperless Billing** - View and pay your bill for free by registering at [www.duke-energy.com](http://www.duke-energy.com)

**Payment Advantage** - Free Service, payment automatically drafts from your bank account. Enroll at [www.duke-energy.com/paymybill](http://www.duke-energy.com/paymybill) or call 1-800-544-6900.

**Speedpay®** - Pay by phone 1-800-544-6900 with credit card or check a convenience fee will be charged.

## PAYMENT OF BILLS

In order to avoid paying a late charge, please mail your payment to Duke Energy several days before the due date. Or, if you prefer, you may pay by phone through Speedpay, pay online with Paperless-Billing, or pay automatically through Payment Advantage. Payments can also be made at a Pay Agent location. For more information about our bill payment options, please visit us at [www.duke-energy.com](http://www.duke-energy.com) or call 1-800-544-6900.

Disconnection of your utility service(s) will not result from failure to pay any non-tariffed or non-regulated products or services.

Under state law, the amount you are being billed for gas includes: (1) 4.89% State Excise Tax, (2) natural gas distribution taxes that have been in effect since 2001 and are currently at \$.01593 for the first 1,000 CCF, \$.00877 for the next 19,000 CCF and \$.00411 for all additional CCF and, (3) Assessments to assist in the support of the operations of the PUCO and the Office of the Consumers Counsel that have been in effect since 1912 and 1977 respectively.

Under state law, the amount you are being billed for electric includes: (1) kilowatt-hour taxes that have been in effect since 2001 and are currently at \$.00465 for the first 2,000 kWh, \$.00419 for the next 13,000 kWh and \$.00363 for all additional kWh and, (2) Assessments to assist in the support of the PUCO and the Office of the Consumers Counsel that have been in effect since 1912 and 1977 respectively.

## EXPLANATION OF BILL LANGUAGE

(The following terms will not appear on every bill)

CCF	Gas usage, measured in hundreds of cubic feet.
CR	Credited amount.
Current Charges (Gas and Electric)	Total of all charges based on usage during the current billing period for gas and electric services.
Customer Charge	The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance, and equipment.
Delivery Charges (Electric)	Charges for the operating expenses of delivering energy.
Delivery Riders (Electric)	Charges to recover various costs associated with Duke Energy's electric operations and to fund Ohio energy-related programs.
Distribution - Energy Charge	Charge for the use of local wires, transformers, substations, and other equipment used to deliver electricity to your home/business.
Early Return Premium	A premium paid for early return to the standard service offer.
Estimated (E) and Actual Readings	An actual reading is a reading we take from your meter. On the months we are unable to read your meter, we calculate your bill based on your past usage. Adjustments may be needed later, when we take an actual meter reading. If you would like to read your own meter to avoid estimated bills, please call us.
Fixed Delivery Service Charge	The fixed costs for delivering gas, which do not change with usage.

Gas Cost Recovery	The GAS COST RECOVERY (GCR) rate is the cost (per 100 cubic feet) of gas we purchase from our suppliers. This rate varies periodically as gas prices to us increase or decrease. Duke Energy makes no profit on this charge since it is based on the actual costs we pay our suppliers for the gas we purchase and resell. The GCR rate is approved by the Public Utilities Commission of Ohio.
Generation Charges	Charges associated with the production of electricity.
Kilowatt-hour (kWh)	The unit of measure for the electricity you use. For example, you use one kWh of electricity to light a 100 watt light bulb for 10 hours.
Late Payment Charge	A 1.5% late charge is added to the overdue amount of the regulated portion of your bill if you do not pay by the bill due date.
Meter Multiplier	A factor that the meter reading usage is multiplied by in order to obtain the correct energy usage.
Rate	Code that identifies the gas delivery or electric distribution billing tariff used to calculate the bill.
Rider AAC	Charges to recover changes in environmental compliance, homeland security and tax costs.
Rider FPP	Charges to recover the cost of fuel and purchase power.
Rider TCR	Charges to recover transmission costs assessed by the regional transmission organization.
Supplier Charges	Charges from a Gas and / or Electric Supplier other than Duke Energy.
Usage	Amount of energy used during the billing period.
Usage-Based Charge	Charges to recover various costs associated with Duke Energy's gas operations and to fund Ohio energy-related programs.

## BILLING OR SERVICE INQUIRES OR COMPLAINTS

If you have a question or complaint about your bill or service, call us at (513) 421-9500, or from a toll area call 1-800-544-6900. Persons who have a hearing impairment may call our TDD/TTY toll free number, 1-800-752-3254. You may also write to our Customer Services Department at P.O. Box 960, Mail Drop 309C, Cincinnati, 45201. In addition, you may contact us by fax at (513) 287-2376, or by e-mail at [www.duke-energy.com](http://www.duke-energy.com).

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio ConsumersCounsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

To obtain information about competitive gas offers, visit [www.puco.ohio.gov](http://www.puco.ohio.gov) or call 1-800-299-7271.

### BUSINESS HOURS

#### **OFFICE HOURS:**

Cincinnati - 8:00 a.m. - 5:00 p.m. Monday - Friday

For Correspondence: P.O. Box 1326 Charlotte, NC 28201

### SERVICE EMERGENCY NUMBERS

Gas Trouble - (513) 651-4466 or 1-800-634-4300

Electric Trouble - (513) 651-4182 or 1-800-543-5599