



Duke Energy
DT02-V
9700 David Taylor Drive
Charlotte, NC 28262

Subject: Revert to Owner (RTO) Service Program Application

Thank you for your interest in our Revert to Owner Service Program. This convenient program directs Duke Energy to switch the electric service account(s) automatically for your rental property(s) into your company's name when residents move out.

If you would like to participate, please review the enclosed program provision, complete the authorization form and return it via mail or fax as noted. We will process your request within seven working days after receiving the form.

More Convenience for Revert To Owner Participants

Whether you own or manage one rental property or hundreds, our free *Online Property Manager Service* can help save you time. It is designed just for property managers and enables you to:

- Confirm whether a tenant has applied to have electric service put into his/her name
- Confirm if the tenant has met all requirements and the request for service has been scheduled
- Confirm if a tenant has requested a disconnection of electric service
- Request disconnection of the electric service if the account is in the RTO account name
- Place an order to connect electric service in the property manager's name if power is off
- Receive an email notification when a tenant requests a disconnection or a connection for electric service

To learn more about this service visit our website at www.duke-energy.com/property-managers.

To add this free online service, just check the box on your Revert to Owner Authorization Form and provide your email address before you return it. If you have additional questions about the Revert to Owner Service Program, please call us at 1-800-777-9898. We are available to assist you 24 hours every day.

At Duke Energy, we appreciate your business and the opportunity to serve you.

Sincerely,

Duke Energy Customer Service



Revert to Owner Service Program Authorization Form

I request to participate in the Duke Energy Revert to Owner (RTO) Service Program that is available to owners or property managers who wish to maintain electric service at their properties between residents without having the service disconnected. The following information should be used to establish accounts between residents:

Legal Name of Owner/Property Manager: _____

Complex Name(s): _____

Mailing Address _____

Federal Tax ID _____ or Social Security # _____

Contact Name _____ Contact Phone _____

Please contact me to add the free *Online Property Manager Service*

Email Address: _____

I acknowledge that I have read and understand the provisions of the program as outlined below.

Authorized Scanned Signature _____ Title _____ Date _____

*The Legal Name of the Company is the RTO account name.

Please return this form and your property address listing complete with complex name(s) and individual street addresses by fax or mail as follows:

By Fax:

1-800-640-5991

ATTN: Revert to Owner Service Program

By Mail:

Duke Energy

ATTN: Revert to Owner Service Program DT02V

9700 David Taylor Drive

Charlotte, N.C. 28262-2363



Revert to Owner Service Program Provisions

1. When a resident requests disconnection of a rental property, service will not be disconnected. Instead, Duke Energy will read the meter and automatically set up the account in the name shown on the RTO Application with the following exceptions:
 - The service will not be automatically transferred into the RTO account name if service to a resident has been disconnected for nonpayment of bill or violation of Duke Energy Carolinas' Service Regulations.
 - If an inspection is required by local government if changes are made to the electrical wiring in the facility or tampering with Duke Energy Carolinas' equipment.
2. In order to participate in the Revert to Owner Service Program, the owner or property manager will identify the service address as shown on Duke Energy Carolinas' records. Thereafter, the owner or property manager must notify Duke Energy of accounts to be added or deleted from the Revert to Owner Service by submitting a list of revisions, additions or deletions to the list due to sale of the property or any other reason. The RTO participant is responsible for all usage incurred at any location in the RTO account name until the Company receives notice to remove the account from the RTO Program and disconnects the service to the location.
3. Residential accounts established in the owner's or property manager's name will be set up on the same residential service rate schedule as the previous resident.
4. Non-residential accounts established in the owner's or property manager's name will be set up on the applicable general service rate schedule.
5. Revert to Owner Service will apply to all electric service agreements on the designated account, (e.g., multiple meters, outdoor lighting, etc.)
6. Accounts used solely for services such as outdoor lighting and common facilities that are not leased to tenants are not eligible for the RTO Program and should not be included on the list of participating accounts.
7. Failure to pay any bills while service is in the name of the property owner or manager may result in transfer of the outstanding balance to another account, disconnection of service and/or removal from this Program.
8. If satisfactory payment history is not maintained, accounts will be removed from RTO. It takes a minimum of one year to establish a satisfactory payment record. Once satisfactory payment history is established, you may reapply for the program.
9. When an account is removed from RTO, it is no longer accessible on the Property Manager Portal.

