Welcome to the neighborhood.
A handbook for residential customers in Ohio
Welcome to the Duke Energy service area.

To help you settle in, here’s some useful information about your electric service and the many programs and services we offer in Ohio.

Our 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 continually finding better ways to serve our customers.

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

To learn more about Duke Energy or any of the subjects covered in this booklet, visit duke-energy.com.
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Contact us

Our friendly and knowledgeable customer service representatives are available to assist from 7 a.m. to 7 p.m. Monday through Friday at 800.544.6900.

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 (e.g., vehicle, open flame or phone) and avoid operating anything electrical.
• Leave the area 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 call us at 800.544.6900.

Reporting a power outage

When outages occur, we 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 notify us by phone or online. Be prepared to provide the phone number, account number and Social Security number for your account.

• **Call 800.543.5599**
  Call to report your outage, report a downed power line, receive information on known outages, hear estimated times of restoration and request a callback to verify service is restored.

• **duke-energy.com**
  Visit our website to report your outage, check the status of your outage and track outages in your area.

• **Text OUT to 57801**
  Report your outage via SMS text. Message and data rates may apply.
Power outage notifications*
Stay in the know about power outages in your neighborhood with outage alerts sent to your mobile or landline phone. Sign up now at duke-energy.com/EnergyAlerts or text REG to 57801 to receive:

- Outage alerts by text or voice message
- Estimated restoration times and status updates
- Outage causes
- Notification when power is restored

*For residential and small business customers

Safety

Employee identification
All Duke Energy employees and agents are required to carry a company-issued photo ID. If an individual claiming to be a Duke Energy employee or agent requests access to your home or property, do not let him/her in if he/she cannot produce proper identification and state the reason for the visit.

Natural gas safety
- Have all natural gas appliances inspected annually by a qualified technician, such as a professional plumber, a heating, ventilation, air conditioning (HVAC) professional or an appliance repair contractor.
- The flame on natural gas appliances should always burn blue, not orange or yellow (with the exception of gas fireplace logs). If the flame is not blue, it may be a sign that the appliance needs adjusting or cleaning.
- Never use natural gas ranges or stoves for heating. Using them as a heating source can cause dangerous levels of carbon monoxide to build up in your home or building.

Important Notice: Any outage caused by issues with an underground power line is the homeowner’s responsibility to repair, per the Public Utilities Commission of Ohio (PUCO). Check your homeowners insurance policy to see if you have coverage for underground power line repairs.
• Set your natural gas water heating temperature to 120 F (low or warm) to help prevent accidental burns.

• Keep the lint trap on your gas dryer clean and clear. Check your clothes dryer’s exhaust duct, vent and hood cover (outside the house) periodically, removing any lint or obstruction.

• Never use or store flammable products such as gasoline, solvents or adhesives near a water heater.

• Flexible natural gas connectors are corrugated metal tubes used to attach gas appliances to a home’s or building’s natural gas supply pipes. Some older, uncoated-brass flexible gas connectors still in use can corrode or break and cause a serious gas leak, fire or explosion. If you have a natural gas appliance that is more than 25 years old, it is a good idea to have the gas connectors replaced. DO NOT attempt to check the connectors yourself. Instead, have a qualified technician inspect your appliances and, if necessary, replace the connectors for you.

• Install carbon monoxide detectors on every level in your home and know the signs and flu-like symptoms of carbon monoxide poisoning: nausea, dizziness, drowsiness, vomiting, confusion and fatigue.

• If you suspect carbon monoxide poisoning, get fresh air and call 911.

Electric safety
The safety of our customers is a top priority for Duke Energy, and we encourage you to take the necessary precautions when working near overhead power lines or poles.

• 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.

In a natural gas emergency, call us 24 hours a day at 800.634.4300.

To report electric trouble, call us 24 hours a day at 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 the Ohio Utilities Protection Service (OUPS) at 800.362.2764 or 811 at least two business days in advance. The OUPS 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. If those conditions should occur, the customer should leave the area immediately and call Duke Energy from a safe location.

Sewer system
If your sewer backs up, please contact Duke Energy at 800.634.4300 and the OUPS at 800.362.2764 before any mechanical rooting equipment (i.e., auger) is used in 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 call Duke Energy at 800.634.4300.

Customers may view a copy of the Electric Service and Minimum Gas Safety Standards on the PUCO website, puco.ohio.gov/puco, or obtain a copy from the PUCO upon request.

None of this information may be interpreted or applied in any manner inconsistent with the Electric Service and Minimum Gas Safety Standards or Duke Energy’s authorized tariffs, rules and regulations.
Understanding your bill

Duke Energy will read your electric and/or gas meter once a month to determine the amount of electricity and/or gas used during the billing period. This reading allows us to calculate your monthly bill. When you receive your bill, it is important to review the “Amount Due” and “Current Charges Past Due After” sections of the bill. Please see the sample bill on page 10.

If for some reason you do not receive a bill, please contact us immediately. You are still responsible for payment for the electricity used in the prior month.

Visit duke-energy.com to learn how to read your meter or to view your bill information online.

Billing and 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 adjustment.

- **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 be changed only in month six at your request. At the end of your Budget Billing year, if your actual usage was more than what was calculated as your annual average usage, you are billed for the overage. If your actual usage is less than what was calculated as your annual average usage, your account is credited.

To enroll, log in to Online Services at duke-energy.com or contact us at 800.544.6900.
Paperless Billing

Paperless Billing is a free and easy online billing program. Once you sign up for Paperless Billing, we’ll send you an email each month to let you know your bill is available for online viewing. No more bills to file, no more checks to write, no more stamps to buy.

Enroll at duke-energy.com/paperless. 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 past-due date, whenever it is convenient for you.
- Pay by check — You can mail a check or visit a payment location, but your payment will post faster if you pay online.

Payment Advantage

This free service will automatically withdraw your payment from your bank account each month. Your payments will appear on your monthly bank statement. Sign up at duke-energy.com or call 800.544.6900.

One-time payments

Pay with an electronic check, debit card or credit card anytime at duke-energy.com or by phone at 800.544.6900. Be sure to have your Duke Energy account number available. A small convenience fee is required for each transaction.

Pay by mail

If you’re paying by mail, enclose the bill stub along with your payment to ensure that the account is credited properly. Always mail a check or money order. Please do not send cash. To avoid late fees, allow adequate time for delivery.

Mailing address for all bill payments, with or without a bill stub:

Duke Energy
PO. Box 1327
Charlotte, NC 28201-1327
Due Date
Dec 26, 2014
Amount Due
$ 998.26
After Dec 26, 2014
$ 1,013.23

JOHN DOE
0000 STREET
CITY ST 00000-0000

Duke Energy
Integrys Energy Services
Duke Energy Retail
1-800-544-6900
1-888-367-4493
1-877-331-3045

PO BOX 1326
CHARLOTTE NC 28201-1326

Gas Notice: We are now able to send free text messages if your account is past due and subject to disconnect. Plus, coming soon: Outage alerts by text.
Fall Freebie: Get $30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/October or by calling 855.398.6200.

<table>
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<tr>
<th>Meter Number</th>
<th>Reading Date From</th>
<th>Reading Date To</th>
<th>Days</th>
</tr>
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<td>Oct 29</td>
<td>Dec 01</td>
<td></td>
</tr>
<tr>
<td>Elec</td>
<td>Oct 29</td>
<td>Dec 01</td>
<td></td>
</tr>
</tbody>
</table>

Gas - Residential
Usage -  80 CCT
Duke Energy - Rate FTRS $ 44.55
Integrys Energ - Rate FS25 41.89
Current Gas Charges $ 86.44

Electric - Residential
Usage -  2,322 kWh
Duke Energy - Rate RS $ 111.35
Duke - Rate DK56 135.37
Energy Retail
Current Electric Charges $ 246.72

Notice: We are now able to send free text messages if your account is past due and subject to disconnect. Plus, coming soon: Outage alerts by text.
Fall Freebie: Get $30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/October or by calling 855.398.6200.
Due Date
Dec 26, 2014

Amount Due
$ 998.26

Amount due

HeatShare Contribution (for Customer Assistance)

PO BOX 1326
CHARLOTTE NC 28201-1326

Account Information

For Inquiries Call

Account Number

Dec 02 not included
received Nov 13

Bill prepared on Dec 02 2014
Next meter reading Jan 02 2015

Payment(s) Received

Balance Forward

Current Gas Charges

Current Electric Charges

Transfer From 29100024-30

Taxes

Current Amount Due

$ 998.26

$ 199.26

662.27

2.83

$ 998.26

Usage

80

2,322

Duke Energy - Rate RS

$ 111.35

Duke - Rate DK56

$ 135.37

Integrys Energ - Rate FS25

$ 41.89

Duke Energy Retail

$ 44.55

Usage - 80 CCT

Usage - 2,322 kWh

Past due after date

Visit us at www.duke-energy.com
Pay agents
Pay agents are local retailers authorized to accept cash, check and money order payments for Duke Energy bills. To locate the Duke Energy Preferred Pay Agent nearest you, visit duke-energy.com, call Duke Energy Customer Service at 800.544.6900, or use the simple tool on our mobile website at m.duke-energy.com. Some Preferred Pay Agents charge a convenience fee; others do not. No part of the fee is payable to Duke Energy. Payments made through Preferred Pay Agents will post to your account immediately.

Other area businesses may accept Duke Energy payments, but we recommend using only the authorized payment locations listed on our website. “Unauthorized agents” normally charge a transaction fee, and payments can take up to five days to post.

Security deposits
We may collect a security deposit from customers who haven’t established a satisfactory credit history. The deposit will be refunded once you’ve established a satisfactory payment history. Interest is paid on the deposits beginning 180 days after receipt. Deposits can be paid by cash, check, money order or credit card.
You can establish a satisfactory credit history by:

- **Making payments on time**
  Your payment history is considered “satisfactory” once you’ve been a Duke Energy residential customer for 12 months and haven’t had more than two late payments — or your power disconnected due to nonpayment — in the past 12 months. If you’ve been a Duke Energy customer in the past two years, we’ll use the most recent 12-month service period to determine your payment history.

- **Maintaining a satisfactory credit rating**
  With the proper identification, we will check your credit rating with your permission through a national credit bureau when you’re establishing a new account, or if you’re a previous customer who has not had active service within the last 24 months. If the rating is satisfactory, your credit is established.

You can also use a guarantor to avoid paying a security deposit. Another Duke Energy customer with established good credit can guarantee the amount of your deposit. You can request a guarantor form by calling 800.544.6900, or print the form at duke-energy.com.

Duke Energy may request a deposit or other guarantee of payment, or increase a deposit amount if the basis under which credit was first established changes in the future. In addition to obtaining customer information directly from our customers, Duke Energy may receive and verify information from a consumer credit reporting agency.

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**Important Security Deposit Information:**

Security is sometimes required to have utility service(s) connected. If a satisfactory credit history with Duke Energy has not been established within the past two years, a credit check is performed by Equifax, an external credit reporting agency. The need for security is determined by information or lack of information available for the credit check. Equifax does not make this decision and cannot provide a specific reason why security is required. If an external credit check was performed and you were charged a security deposit, you may contact Equifax directly to exercise your right to obtain a free copy of your credit report and to dispute the accuracy or completeness of the report. Your request must be made within 60 days from the date the credit check was performed.

**Phone:** 800.685.1111 or **Mail:** P.O. Box 740241, Atlanta, GA 30374-0241. [www.equifax.com/creditreportassistance](http://www.equifax.com/creditreportassistance)
Past-due bills and payment assistance

Late-payment charge
If your payment is not received by the bill’s due date, a late-payment fee of 1.5 percent of the total past-due balance is assessed.

Deferred payment plans
When financial emergencies arise, we will work with you to arrange a reasonable payment plan that meets both your needs and Duke Energy’s. Based on PUCO regulations, we offer a one-third payment plan (during the winter season), a one-sixth payment plan, a one-ninth payment plan and the percentage-of-income payment plan (PIPP Plus).

Postponing disconnection
Separation of service
If your household uses natural 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, you may be able to temporarily avoid disconnection. To request a medical certificate or more information, please call 800.544.6900.

If the electric or natural gas service has been disconnected and a completed medical certification form is received or your physician calls before 3:30 p.m., service will be restored the same day, assuming we have access to the meter.

If the certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day.

If the certification is received after 3:30 p.m. on a day that precedes a nonbusiness day, the utility company shall make an effort to restore service by the end of that day (may apply the day preceding a company holiday). The medical certificate must be used within 21 days of disconnection of service.

Disconnection for nonpayment
If your service is disconnected due to nonpayment of a delinquent bill, a reconnection fee and full payment of the arrears may be required for restoration. In certain instances, a security deposit may also be necessary.
If service has been disconnected for 10 business days or less:

Upon payment or proof of payment of the delinquent amount as stated on the disconnection notice, or of an amount sufficient to cure the default on an extended payment plan or PIPP Plus, including applicable reconnection charge, the utility company shall reconnect service that has been disconnected for nonpayment.

- The company may assess a reconnection charge and shall reconnect service by the close of the following working day.
- If the customer wishes to guarantee reconnection of service the same day payment is made, the customer must provide proof of payment to the utility no later than 12:30 p.m.
- If the customer requests reconnection after normal business hours and the service is provided by the utility company, the company may require the customer to pay or agree to pay the company’s approved tariff charges for after-hours reconnection. The company may collect this fee prior to reconnection or with the customer’s next monthly bill.

If service has been disconnected for more than 10 business days, the company may treat the customer as a new customer (and reconnect gas and/or electric service within three days). The company can also require a reconnection fee.

From Nov. 1 through April 15, the utility company must provide an additional 10 days’ notice prior to disconnection of service. Duke Energy will send the notice by first-class mail.

Customer rights

Privacy

Duke Energy is prohibited from disclosing your Social Security number or account number without your written consent, except for the following purposes:

- Our collections, credit reporting and credit evaluations
- Competitive providers’ collections and credit reporting
- Participation in the Home Energy Assistance Program, the Emergency Home Energy Assistance Program and other programs, such as PIPP Plus
- Governmental aggregation
- Court orders
PUCO staff is not prohibited from accessing records or business activities that would allow it to effectively monitor customer service calls to Duke Energy’s call center.

**Rate information**

Duke Energy’s rates and tariffs are available for review at duke-energy.com or puco.ohio.gov/puco. Upon request, Duke Energy will provide you with information about alternative rates.

One copy of this brochure will be kept at the principal business address of Duke Energy Ohio Inc. (139 E. Fourth St., Cincinnati, OH) for public inspection during office hours. A copy of the brochure will be provided to any person upon request.

**Complaints**

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

- Calling Customer Service at 800.544.6900
- Emailing contactus@duke-energy.com, or
- Writing to:

  **Duke Energy**  
  **PO. Box 960, Mail Drop EX300**  
  **Cincinnati, OH 45201**

For complaints unresolved after calling Duke Energy, or for general utility information, residential and business customers may contact the PUCO for assistance. Call 800.686.7826 from 8 a.m. to 5 p.m. weekdays. Hearing or speech impaired customers may contact the PUCO via 711 (Ohio relay service). Or go to puco.ohio.gov/puco.

The Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 877.742.5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at pickocc.org.

**Usage and payment history**

You have the right to request that Duke Energy provide, at no charge, up to 24 months of usage history, payment history and detailed consumption data, if available, as well as time differentiated price data, if applicable. To request this information, call 800.544.6900.

**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 water heater.

There may be charges for customer-requested modifications, installations, relocations and upgrades. Any billable charges will be discussed during the planning state with the customer.

**Meter testing**

If you feel your meter is not registering usage properly, you may request a meter test, free of charge. You will be charged a fee for subsequent meter tests within 36 months, unless the meter is found to be defective.

**Meter access**

Duke Energy is required to read your meter on a monthly basis, and we have the right to access our meters and other equipment on your premises. If access is denied, we are authorized to disconnect service with prior notice. 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, log in to Online Services on our website and go to Service Requests. Alternatively, you may call us at 800.544.6900 and ask about our EZRead program. If you do not feel confident reading your own meter and wish to arrange another way for our meter readers to gain access, contact us and ask our customer care specialists about permanent meter reading arrangement options.

**Ohio Customer Choice programs**

**What is it?**

The Electric Customer Choice and Gas Customer Choice programs provide Ohio customers the opportunity to choose their supplier of electric generation and/or natural gas delivery.

**Selecting a supplier**

Competitive providers, known as certified suppliers, are approved by the PUCO. For a current list of certified suppliers, visit our Customer Choice page at duke-energy.com or call us at 800.544.6900.
Price to compare for electric choice
When considering other suppliers of electric generation, the question to ask is, “Will I save money?” To determine this, you need to know the price that a supplier must offer in order for you to realize savings. This is known as the “price to compare.”

The price to compare is the annual amount that you no longer pay to Duke Energy when you choose another generation provider divided by the kilowatt-hours you consume on a yearly basis.

Use our Price to Compare Calculator at duke-energy.com and follow the instructions to calculate your potential savings.

Comparing gas suppliers
The PUCO’s “Guide to Choosing a Supplier” is an excellent source to learn more about supplier evaluation. Visit the apples-to-apples comparison charts at puco.ohio.gov/puco to learn more.

Opting on or off supplier customer list
Duke Energy is required to provide certified suppliers with a list of customers eligible for solicitation. The list includes customer names, addresses and usage information. Your name will be included unless you request otherwise. If you would like to have your name excluded from this list, contact us by:

- Phone at 800.544.6900
- Email at contactus@duke-energy.com
- Mail at:
  
  PO. Box 960, Mail Drop EX300
  Cincinnati, OH 45201

Please include the name on your energy bill, your account number, the service address and a daytime phone number.

Selecting another supplier
If you select a new certified supplier, Duke Energy will send you a notice confirming the change. You have the right to cancel any change within seven days from the date of the notice by calling us at 800.544.6900.

Switching back to Duke Energy
You may reinstate Duke Energy as your supplier at any time, for any reason, by contacting us at 800.544.6900. Before returning to Duke Energy, you should be aware of any payment penalties that may result from your contract with the current supplier. Customers returning to Duke Energy due to default, abandonment, “slamming” or rescission of a supplier’s certification will not
be liable for costs associated with the switch. “Slamming” is considered the act of enrolling a customer with a supplier without appropriate authorization to do so.

Your rights under Ohio Customer Choice
If the notification or the name on your electric and/or gas bill reflects a supplier you did not choose, you should contact the PUCO to initiate a slamming investigation. If the PUCO staff determines that your service was changed without authorization, you will be switched back to Duke Energy or your previous supplier. Your account will be credited for any switching fees and credited or reimbursed for any charges in excess of what you would have paid absent the unauthorized change, excluding distribution fees.

Duke Energy will not share customer energy usage data that is more granular than the monthly historic consumption data, provided on the customer pre-enrollment list, in accordance with Ohio Administrative Code 4901:1-10-29(E), without the customer’s written consent or without a court or commission order.

Note: If you participate in a PIPP Plus or in a governmental aggregation, the supplier appearing on your bill may be a company other than Duke Energy. Ohio law allows communities, such as townships, cities and counties, to form aggregated buying groups on behalf of their citizens. The governmental aggregator chooses an outside supplier for all of the customer-members in its group. Aggregations can be formed to buy natural gas, electricity or both.

Generation resource mix and environmental characteristics
Customers may receive a statement explaining the details about generation resource mix and environmental characteristics of generation supply, in accordance with Rule 4901:1-10-31 of the Ohio Administrative Code, by visiting Duke Energy’s website at duke-energy.com, or go to the Public Utilities Commission of Ohio’s website, which provides environmental disclosure information for consumers. Customers may also request a hard copy of the data, at no cost, by calling 800.544.6900.
Online Services

With Duke Energy’s Online Services, you can:

- Easily view and pay your bills online.
- Compare bills from month to month or year to year.
- Find out how much you spend on cooling, heating, lighting and other ways your home uses energy.
- Compare your energy use to similar homes in your area.
- Complete a brief energy survey and get customized recommendations to help you save energy and money.

To learn more, visit the Ohio residential customers page at duke-energy.com.

You can also access account information and pay your bill on our mobile website. Simply visit m.duke-energy.com on your smartphone.

Service installation

If you are building a new home, your building, contractor or developer will establish service for you by filling out an online request for service and equipment. You must call to transfer the service to your name after you take ownership of the home.

Transferring/disconnecting service

Transferring service

If you plan to move to another location within the Duke Energy service area, you can transfer your service to the new address.

- Log in to Online Services at duke-energy.com or call 800.544.6900.
- Have the dates of connection to your new address and disconnection from your old address ready.
- Schedule your transfer of service at least five business days in advance of your move.

Please note that Duke Energy’s Automatic Payment Plan, Equal Payment Plan or Home Repair Plans do not transfer to your new residence. If you would like to enroll or re-enroll in any of these plans, please visit duke-energy.com or call 800.544.6900.
Disconnecting service
To stop your services with Duke Energy:

- Log in to Online Services at duke-energy.com or call 800.544.6900.
- Schedule your request at least five business days in advance of the date you would like the service stopped.
- We’ll need to know the date you’d like the power disconnected and a forwarding mailing address for the final bill.

Meter information

Meter readings
Duke Energy is required to read your meter when you start or stop electric service if the meter reading has been estimated for 60 days or more. If the meter has been read within the 33-59 calendar days immediately preceding the initiation and/or termination of service, you may request an actual reading at no charge. If the meter has been read within the 32 calendar days immediately preceding the initiation and/or termination, the reading may be estimated.

You may also request two actual meter readings per year, at no charge, if your usage has been estimated for more than two consecutive billing cycles, or if you have reason to believe that your meter is malfunctioning.

Special assistance services

Visually impaired
Bills in Braille
We are happy to provide bills in Braille for the visually impaired. Customers can sign up on duke-energy.com or call 800.544.6900.

Large-print bills
Our large-print bill is designed to make reading your monthly Duke Energy bill a bit easier. To request bills printed on larger paper with larger print, visit duke-energy.com or call 800.544.6900.

Hearing- and speech-impaired
Telecommunications device for the deaf
Duke Energy offers a toll-free relay service number to handle communications with our hearing- and speech-impaired customers. Call 800.750.0750 or 711 for assistance.
Assistance for non-English-speaking customers
If you prefer to communicate in a language other than English, call 800.544.6900 and inform the customer service representative of your preferred language.

Assistance for military personnel
The Patriot Plan is a program that helps military reservists and National Guard members and their families maintain utility service while the service member is on active duty. By providing proof of deployment, extended payment options are available equaling the length of deployment. For more information, please contact Duke Energy.

Third-Party Notification
Third-Party Notification is a free service designed to act as a safety net for customers who are elderly, are frequently out of town or have other special needs. The program provides a secondary notification when electric service is subject to disconnection for nonpayment. The third party can give the customer a friendly reminder or act on the customer’s behalf. The third party is not responsible for payment of the bill.

For more information, visit duke-energy.com or call 800.544.6900.

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:

- State of Ohio Home Energy Assistance Program (HEAP): 800.282.0880
- United Way and Community Chest Information and Referral Service: 513.721.7900 or dial 211
- HeatShare, administered by The Salvation Army: 513.762.5636

Life Support Program
If you or a member of your household requires electrically powered life support equipment, please visit duke-energy.com or contact us at 800.544.6900. Enrollment requires the completion of a standardized form that our Customer Service department will mail to you.

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

Enrolled customers are still encouraged to maintain a backup power source for outages resulting from acts of nature.
Welcome home.

Thank you for being a Duke Energy customer.
We look forward to serving you.
Quick reference guide

Customer service
800.544.6900

Electric power outage
800.543.5599

Natural gas outage
800.634.4300

Duke Energy website
www.duke-energy.com

Duke Energy mobile website
m.duke-energy.com

Email
contactus@duke-energy.com

Relay service
800.750.0750 or 711

Ohio Utilities Protection Service (Call Before You Dig)
800.362.2764 or 811