Welcome to the neighborhood.
A handbook for residential customers in South Carolina
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 South Carolina.

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.
Contents

Electric essentials
Contact us .......................................................... 4
Reporting a power outage .................................. 4
Safety ............................................................... 5

Know your account
Understanding your bill ....................................... 6
Billing and payment options .............................. 6
Security deposits ............................................... 10
Past-due bills and payment assistance ............... 13

Customer services
Online Services ................................................ 14
By phone .......................................................... 14
Transferring/disconnecting service ................. 15
Special assistance services .............................. 16
Quick reference guide ................................. back cover
Contact us

Our friendly and knowledgeable customer care specialists are available to assist from 7 a.m. to 7 p.m. Monday through Friday at 800.777.9898.

You also have access to Duke Energy’s automated phone service 24 hours a day, seven days a week at 800.777.9898.

And sign up for Online Services at duke-energy.com to access your account and payment details anytime.

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 in your home, please report the outage by calling 800.POWERON (800.769.3766) -- or report the outage online at duke-energy.com from your computer or mobile device. Be prepared to enter the phone number, account number and Social Security number associated with your account.

- **Call 800.POWERON** (800.769.3766)
  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 that your service has been restored.

- **Visit 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**
  Send us a text message from your mobile device to report your outage. 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 them in if they cannot produce proper identification and state the reason for the visit.

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.POWERON (800.769.3766).

Call before you dig

If you are planning to dig or excavate on your property, it is your responsibility to inform Palmetto Utility Protection Service (PUPS) at 888.721.7877 or 811 at least three business days in advance. PUPS will notify a line-locating service to mark underground utility lines with color-coded paint. It’s free — and it could save your life.

Contact PUPS at 811.
Understanding your bill

Duke Energy will read your electric meter once a month to determine the amount of electricity 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 8.

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

Equal Payment Plan

Once you’ve established a satisfactory payment history, you’ll be eligible for our Equal Payment Plan. This billing option allows you to pay the same amount each month. Your monthly payment is an average on the amount of electricity used during a 12-month period. The average estimated usage is billed in equal payments over the first 11 months. In the 12th month, we compare the actual usage with the amount estimated. If you paid for more electricity than you used over the first 11 months, we’ll credit your account the difference. If you used more electricity than you paid for, you’re billed for that amount. To sign up for the Equal Payment Plan, visit duke-energy.com/equal-payment-plan or call us at 800.777.9898.
Paperless Billing
Paperless Billing is a free service that provides you the convenience of receiving, viewing and paying your bill online. Once you sign up for Paperless Billing, you’ll have the option to set up automatic monthly payments or make an immediate payment. Enroll at duke-energy.com/paperless.

Automatic Payment Plan
This free service will automatically withdraw your payment from your bank account each month. Once you enroll in the Automatic Payment Plan, you have the option to select a payment date that is 10 to 24 days after your bill date to have funds withdrawn. Your payments will appear on your monthly bank statement. Sign up at duke-energy.com or call 800.777.9898.

One-time payments
Pay with an electronic check, debit or credit card anytime at duke-energy.com or by phone at 800.777.9898. Be sure to have your Duke Energy account number available. A small convenience fee is required for each transaction.

You can also make free one-time payments directly from your checking or savings account by logging in to your Online Services account at duke-energy.com.

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
P.O. Box 70516
Charlotte, NC 28272-0516
Take control of your energy use with Home Energy House Call
A $180 value, for FREE. Eligible homeowners can get a free in-home energy assessment, free CFLs, a free showerhead, and more. Sign up at duke-energy.com/housecall or 844.346.4366

Save time, save money. Get FREE CFL bulbs ...or deeply discounted CFLs and LEDs. Visit us online at duke-energy.com/SaveOnBulbs or check your free CFL eligibility by calling 800.943.7585 and choosing option 4. Either way, we’ll deliver bulbs right to your door.
Take control of your energy use with Home Energy House Call

A $180 value, for FREE. Eligible homeowners can get a free in-home energy assessment, free CFLs, a free showerhead, and more. Sign up at duke-energy.com/housecall or 844.346.4366

Save time, save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Visit us online at duke-energy.com/SaveOnBulbs or check your free CFL eligibility by calling 800.943.7585 and choosing option 4. Either way, we’ll deliver bulbs right to your door.

Visit us at www.duke-energy.com

Our records indicate your telephone number is 000-000-0000. If this is incorrect, please follow the instructions on the back of the bill. A late payment charge of 1.5% will be added to any past due utility balance not paid within 24 days of the bill date.

Account Number 0000000000
Verification Code 0
Amount Due $119.80
Current Charges Past Due After 10/27/2014

Total Amount Enclosed $119.80

Visit us at www.duke-energy.com
Pay agents

Pay agents are local businesses 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 800.777.9898, 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 they will not post immediately to your account. We recommend using only the preferred pay agents 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 deposits held more than six months. 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 were 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.

- **Guarantee of payment**
  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 800.777.9898, or print the form at duke-energy.com.
If you are unable to satisfactorily establish credit in one of the ways above, Duke Energy may request a cash deposit if there have been two consecutive or more than two consecutive 30-day arrears within the last 24 months. The amount of the deposit may also be adjusted based on the customer’s actual usage history. The deposit will be refunded once you’ve established a satisfactory payment history. Interest is paid on deposits held more than six months. Deposits can be paid by cash, check, money order or credit card.
Past-due bills and payment assistance

Late-payment charge

Bills for residential service are due upon receipt and become past due on the 25th day after the date of the bill. Disconnection proceedings may be initiated at that time. The date shown on your bill as the “past due after” date is the last day you can pay before the bill becomes past due. Any amount not paid 25 days after the bill date is subject to a 1.5% late-payment charge.

Payment arrangements

Customers who do not pay their electric bill are subject to having their service disconnected. However, we realize that financial emergencies occur. If you receive a disconnection notice and cannot pay by the disconnection date, please call Duke Energy at 800.777.9898 to discuss possible payment arrangements.

Disconnection for nonpayment

If electric service is disconnected, a reconnection fee will be charged. In addition, the total past-due amount and a deposit may be required before the service is restored. It is your responsibility to make these arrangements to have the power reconnected. The reconnection fee is $15.

Other reasons for disconnection

Duke Energy may find it necessary to disconnect electric service for other reasons. These include:

- Misrepresenting your identity as a customer
- Violating any terms and conditions of your agreement with Duke Energy, or violating any of Duke Energy’s service regulations that are part of the agreement
- Using electric service in a way that is harmful or unsafe
- Using electric service in a way that conflicts with or violates orders, ordinances or laws of the state or any of its subdivisions, or of a regulatory commission
- Using wiring, equipment, appliances or devices that bypass Duke Energy’s meter or that prevent or interfere with the meter’s ability to measure electric usage
- Failing to comply with the terms and conditions of a deferred payment agreement
- Failing or refusing to make, restore or increase a deposit when required
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 South Carolina Residential 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.

By phone

Call 800.777.9898. You can speak with a customer care specialist or use our automated phone system to:

- Hear detailed information on your account and recent payments
- Pay your bill
- Hear information on outages, emergencies or outdoor lighting repairs
- Stop or transfer service
- Learn about energy-saving programs
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 800.777.9898.
- 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, for some products and services, you may need to re-enroll for your new address. For more information, please visit duke-energy.com or call 800.777.9898.

Disconnecting service
To stop your services with Duke Energy:

- Log in to Online Services at duke-energy.com or call 800.777.9898.
- 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.
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 800.777.9898.

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 800.777.9898.

Hearing-speech impaired
Duke Energy offers a toll-free relay service number to handle communications with our hearing- and speech-impaired customers. Call 800.735.8583 or 711 for assistance.

Assistance for non-English-speaking customers
If you prefer to communicate in a language other than English, call 800.777.9898 and inform the customer care specialist of your preferred language.

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 who 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 800.777.9898.
Medical Alert

This service recognizes our customers with special medical needs. It is designed to help ensure careful handling of accounts where the disconnection of electric service for a past-due bill could adversely affect the well-being of an occupant. And while Duke Energy cannot guarantee uninterrupted electric service, we do place special indicators on Medical Alert customers’ records and equipment to ensure sensitive handling if the account is subject to disconnection for nonpayment.

Medical Alert status does not mean that your power will not be disconnected for nonpayment or interrupted due to an outage. Also, when there is a major outage, participation does not mean that you will be the first to have power restored. Customers with medical needs should make preparations in advance for extended outages due to storms or other causes. A Medical Alert form is needed to qualify for this service. For more information, please call us at 800.943.6914.
Welcome home.

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

Report power outages
800.POWERON (800.769.3766)

Duke Energy website
www.duke-energy.com

Duke Energy mobile website
m.duke-energy.com

Email
contactus@duke-energy.com

Customer service
800.777.9898

Overhead power line safety
800.777.9898

Relay service (TTY)
800.735.2962 or 711

Palmetto Utility Protection Service (Call Before You Dig)
888.721.7877 or 811