



139 E. Fourth Street
Cincinnati, OH 45202-0960



*"An Outstanding
Customer Service
Experience"*

For J.D. Power and Associates Certified
Call Center ProgramSM information,
visit www.jdpower.com
or call 1-866-842-7548

Getting Connected



A quick and easy guide to Duke Energy's services, programs and energy-related information to help turn your household into a home



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Recognizing Signs and Symptoms of Carbon Monoxide Trouble

- Signs—yellow or fluttering flame, soot buildup on or around a gas appliance, and/or a smell when an appliance is operating.
- Symptoms—headache, nausea, excessive yawning, ringing in the ears, seeing spots, fluttering or throbbing of the heart, and/or a burning sensation in the eyes, nose and throat.

Preventing CO Buildup

- Install CO detectors in your home.
- Schedule periodic inspections of fuel-burning equipment.
- Be certain all vents and chimneys in your home are clear of debris.
- Do not use ovens to heat rooms and never use portable gas grills in enclosed areas.
- Make sure there is adequate ventilation for gas-burning equipment.

For Your Safety—Always Call Before You Dig

As a property owner, it is your responsibility to notify the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764 at least two business days in advance of when you're planning to dig or excavate.

In addition to water, sewer, natural gas and phone/cable lines, more and more power lines are being installed underground, normally on property lines or in public right-of-ways. Although contact with any underground facility can create a potentially dangerous situation, contact with underground electric lines can be as hazardous as contact with overhead lines.

At least two business days before you dig or excavate, contact OUPS with the following information:

- Your name

- Address where the excavation will be performed
- Telephone number(s) to reach you
- Lot number (if new subdivision or development)
- Directions to the property

What Not To Do When Flooding Occurs

Flooding in homes and buildings can create potentially dangerous situations. Be aware of the following to protect your safety:

- *Do not* enter a flooded building where electric outlets and gas lines are located until Duke Energy disconnects the electric and shuts off the natural gas lines.
- *Do not* handle any connected electrical cords or appliances until the power source has been disconnected.
- *Do not* attempt to disconnect cords or open the fuse box in a flooded home/building.
- *Do not* light a match, lighter, or use an open flame in an enclosed area where natural gas could be present.
- *Do not* attempt to start an appliance that was submerged in water until the appliance service company or dealer has been consulted.
- *Do not* use gasoline-powered pumps or generators indoors or in a confined space, as these can emit dangerous carbon monoxide exhaust fumes.
- *Do not* run extension cords through water:

Employee Identification

Always ask for identification from any Duke Energy employee who comes to your door. All our employees carry a photo ID and will be happy to show it. Do not admit anyone into your home who cannot produce this identification.

Being Energy Safe

- Fly kites in an open area away from power lines and busy streets.
- Before installing a pool, call Duke Energy to determine the safest location.
- When cleaning up after a storm, be careful of power lines that may be in downed trees or branches.
- When installing or removing any type of antenna, always know where the power lines are located and be sure to keep the antenna at least twice its length or 10 feet away from power lines, whichever is greater.
- Do not trim trees that are contacting power lines. Call Duke Energy at 513-421-9500 or 1-800-544-6900 to have them trimmed.

What To Do If You Smell Natural Gas

Used properly, natural gas is a safe, reliable, efficient fuel. But escaping natural gas can signal potential danger. If you smell natural gas, immediately take the following actions:

In A Home Or Building

1. Avoid creating a spark. Do not use a lighter or matches, do not start your car in an attached garage, and do not operate anything electrical like a telephone, light switch, or garage door opener.
2. For your safety, we recommend that everyone leave the home or building by foot. Call Duke Energy from another nearby location, such as a business or neighbor's house, and stay there until we arrive.

Outdoors In An Open Area

1. Eliminate potential sources of ignition. Sparks from motor vehicles, phones, electric tools, lighted cigarettes or matches can be dangerous.

2. Leave the area of the gas leak and instruct others to stay away from the area. Call Duke Energy from a nearby location and stay there until we arrive.

In a gas emergency, call us 24 hours a day, 7 days a week at 513-651-4466 or 1-800-634-4300.

Knowing the Basics of Gas Safety

- For your safety, Duke Energy adds a distinctive odor to natural gas so you can detect even small amounts of gas escaping. If you are unsure of the odor of natural gas, please contact us for a Natural Gas Scratch and Sniff card.
- We recommend that customers have their gas appliances inspected according to manufacturer specifications. The inspection should be conducted by a certified technician. Remember, the cost of an inspection is an investment in your family's safety.
- Never attempt to install or repair gas appliances or equipment yourself—call an expert.
- Teach children that they must not play with, turn on, or light gas appliances.
- Keep all combustible materials away from gas appliances and equipment.
- Keep gas burners free of dirt, dust, and lint.
- Use gas equipment only for its intended use (e.g., do not use an oven to heat a room).
- Make sure gas appliances have a plentiful source of fresh air so there is no danger of incomplete combustion, which can produce carbon monoxide.

Carbon Monoxide Safety

Carbon monoxide (CO) can form when there is incomplete combustion of any common fuel including natural gas, wood, oil, gasoline, or coal.

A Warm Welcome

Dear Customer:

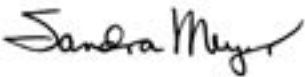
Welcome to our neighborhood. I want to extend a warm welcome to you as a new customer and share a bit of valuable information to help you quickly connect to Duke Energy—your gas and electric company. I encourage you to take a few minutes to review this booklet, where you'll find information on how to contact us, service options that fit your time schedule, multiple payment and billing options, and services for customers needing special assistance. In addition, this booklet provides information to help you read your meter and utility bill. It also includes important information regarding steps you should take if you have a gas leak or your lights go out.

We're committed to providing safe and reliable energy at the lowest possible cost while giving you the opportunity to manage your energy service in a manner that fits your lifestyle. For a second straight year, our focus on customer service has earned our call centers the distinction of being certified by J.D. Power and Associates for providing "An Outstanding Customer Service Experience."

We're proud of this recognition because it demonstrates our commitment to our customers and communities. Our community support is enhanced by our foundation's contributions to non-profit groups—from regional organizations such as the Children's Museum in Cincinnati to numerous community projects.

We continually look for new ways to provide service in a manner that helps keep energy rates as low as possible, while providing you with personal service. Together with you, we're working to make our communities a great place to live and work. For more information about Duke Energy, please visit www.duke-energy.com.

Regards,



*Sandra Meyer
President
Duke Energy Ohio*

To Contact Us

Customer and shareholder satisfaction is the focus of everything we do at Duke Energy. If you have a question or need assistance, please contact us:

- **Local**
513-421-9500
- **Toll Free**
1-800-544-6900
- **TDD/TTY**
1-800-752-3254
- **Fax**
513-287-2376
- **Internet**
www.duke-energy.com
- **e-mail**
customerservice@duke-energy.com

Establishing Service

Service Installation

In most instances, there's no charge for your initial residential hookup at an existing home. However, there may be an installation charge with a new home, depending on the location and whether there is already service in the area.

Service Deposits

Under certain circumstances, you may be required to pay a service deposit or provide another guarantee of credit. After a deposit is paid, it will be credited to your account with interest after your bill has been paid for 12 consecutive months without having the service disconnected for nonpayment or without having paid past the due date more than twice.



Being Energy Safe

Although “stay away from power lines” and “leave the area immediately if you smell natural gas” may sound basic, being aware of these instructions is vital to protecting you and your family.

What To Do When The Power Goes Out

Power outages are sometimes unavoidable. When they happen, our concern is for your safety and the rapid restoration of electric service. It is very important that you report power outages. Once you have determined the problem is not confined to your home (e.g., checking your fuse box or circuit breakers), you should call us at 513-651-4182 or 1-800-543-5599 and be prepared to enter the phone number or account number of the service location.

Our automated phone system provides you the opportunity to report an outage, receive information about known outages, hear estimated restoration times (when available), and indicate if you would like to be called back to verify that your service is restored.

As an alternative, you can submit a power outage online. Go to www.duke-energy.com select your customer category and then choose your state from the drop down menu. Next, follow the prompts to register with **Online Services**. Once you've registered, click on **Report Electric Trouble** within the **Outage Reporting/Info** section.

Remember, if you see fallen electrical wires, assume they are *dangerous* and stay away!

An Outage Checklist

Taking these few precautions can prevent damage and minimize inconvenience if your power goes out:

- Keep supplies handy including a flashlight, battery-operated radio, canned foods/can opener, matches, candles, and extra fuses and batteries.
- Keep your refrigerator and freezer closed—most frozen foods will stay frozen for at least 1 day and refrigerated foods will last 4-6 hours without power.
- If you have an electric heat pump and your electricity is off for more than three hours during the winter, turn your thermostat to “emergency heat.” Wait three more hours after the power is back on before starting your heat pump. Starting your heat pump immediately after an extended outage could damage the unit.
- Turn off any major appliances you are using, such as an electric stove, so you won't forget they are on when the power is restored.
- Turn off or unplug sensitive electronic equipment to prevent power surges when service is restored.

Being Well Grounded in Electric Safety

- Know where power lines are located and stay away—power lines carry thousands of volts of electricity that can injure or kill on contact.
- Teach children to never climb trees near power lines.
- Never touch power lines or try to remove objects from power lines.
- Be sure to locate power lines and maintain a safe distance from them when working on your home or property.
- Make certain that a ladder is at least twice its length or 10 feet away from power lines, whichever is greater.

Electric Customer Choice Program

Certified Supplier List

Competitive providers of generation, known as certified suppliers, must be certified by the Public Utilities Commission of Ohio (PUCO) and approved by Duke Energy. You have the right to obtain from us a list of certified suppliers, their phone numbers, and which customer classes (e.g., residential and/or commercial) they serve. To verify the most current list of certified suppliers, you may visit our Customer Choice home page at www.duke-energy.com/customerchoice, or contact Duke Energy's Customer Service at 513-421-9500 or 1-800-544-6900.

Switching Back to Duke Energy

You may switch back to Duke Energy at any time and for any reason. To return to Duke Energy, contact your supplier or Duke Energy Customer Service at 513-421-9500 or 1-800-544-6900.

Customer List - Opting On or Off Customer Lists Provided to Suppliers

The Public Utilities Commission of Ohio requires the local utility to provide certified suppliers with a current list of its customers. The lists will include name, address, and usage data. Suppliers can then use this information to market their services to current utility customers.

Opting On or Off the List

If you would like to have your name excluded from or added to this list, contact Duke Energy's Customer Service at 513-421-9500 or 1-800-544-6900, or visit www.duke-energy.com, Contact Us and E-Mail Customer Service. In the question section, please provide the following information:

- "opting off customer list" or "added to customer list"
- Name on Duke Energy bill
- Account number
- Service address
- Daytime phone number

If you wish, you may also write Duke Energy at the following address to be excluded from or added to the customer list:

Duke Energy
P.O. Box 960
Mail Drop 309C
Cincinnati, Ohio 45201

If you have selected to be excluded from the customer list, you do not need to contact us again unless you decide to be placed back on the list.

Self Services

Online Services

Duke Energy offers a variety of Online Services that give you the freedom to manage your energy account(s) via the Internet. By registering with Online Services you can:

- View and pay your bill online with e-Bill
- Check the amount and due date of your current bill
- Access usage, billing and payment history
- Enroll in Budget Billing
- Turn service on or off
- Submit meter reads and view meter reading schedules
- Make address changes and update other account information

Register today! Log on to www.duke-energy.com, select your customer category and then choose your state from the drop down menu. Next, follow the prompts to register for **Online Services**.

Automated Phone Service

Have a routine billing inquiry or an outage to report? No need to talk with a Customer Service Representative. You now have faster access to information through Duke Energy's Automated Phone Service. By calling 513-421-9500, or 1-800-544-6900, you can:

- Check amount and due date of your current bill
- Verify amount and date of your last payment
- Pay by phone through Speedpay®
- Enroll in Budget Billing and/or BillPayer 2000®
- Submit meter reads
- Report an outage
- Learn about payment options

The service works by matching your phone number, or the account number that you enter, with your Duke Energy account.



Bill Payment Options

To review more detailed information about all of our bill payment options, visit www.duke-energy.com/PayMyBill.

Budget Billing

Your energy bill can vary widely each month because of weather, holidays, house-guests, and vacation. Budget Billing can take the surprises out of your monthly bill all year long.

We offer two budget plans – in both cases we'll average the energy usage to come up with a monthly billing amount.

Annual Budget Billing Plan

If you select the Annual Plan, you will have a “settle-up” balance in the twelfth month you are on the plan, which will be billed (or credited) to your account.

Quarterly Budget Billing Plan

If you select the Quarterly Plan, your usage will be reviewed each quarter and, if there is a variance, your Budget Billing amount will be adjusted accordingly, thereby eliminating a “settle-up” month.

Enrolling is easy

You can enroll one of two ways:

1. Visit www.duke-energy.com, select your customer category and then choose your state from the drop down menu. Next follow the prompts to register with **Online Services**. Once you've established an online account, you'll be able to enroll in Budget Billing and more.
2. Contact our 24-hour Automated Phone Service at 513-421-9500 or 1-800-544-6900.

e-Bill

Interested in paying your energy bill online? With our **free** e-Bill program, there are no more paper bills to file, checks to write, envelopes to seal, or stamps to buy. You have the power to view and pay your bill online.

Check out the list of standard features:

- View and pay your bill

- Receive a monthly e-mail notice that your online bill is available
- Check the current billing amounts, due date, and details of your last payment
- Choose how to pay your energy bill – directly from your personal checking and/or money market account that offers check writing privileges
- Choose the payment option best suited for you
 - **AutoPay** – payments are automatically deducted each month on the due date
 - **Pay Online** – you authorize your payments each month online
- Access six months of billing history and payment activity online
- Best of all – e-Bill is free, flexible, convenient, and no more paper bills

Enrolling is easy. Visit www.duke-energy.com, select your customer category and then choose your state from the drop down menu. Next follow the prompts to register with **Online Services**. Lastly, click on **Pay my bill with e-Bill** to enroll.

BillPayer 2000®

You never have to worry about paying your bill on time with this easy, convenient service. Whether you do your banking at a bank or a credit union, with BillPayer 2000 money is automatically deducted from your checking account for a minimal fee on the day your bill is due.

All BillPayer 2000 transactions are listed on your checking account statement and you can easily change or cancel a payment. Here are some other advantages:

- No checks to write
- It's safe; there's no chance that your checks will get lost in the mail
- You save on the cost of stamps
- No hassle of mailing payments

Electric Customer Choice Program

- Sending us a letter at the following address:
Duke Energy
P.O. Box 960
Mail Drop 309C
Cincinnati, Ohio 45201

You also have the right to contact the Public Utilities Commission of Ohio (PUCO) if you are dissatisfied with our position or response. The PUCO's Public Interest Center has staff available to provide assistance with complaints. The PUCO can be reached by calling 1-800-686-7826, (TDD/TTY) 1-800-686-1570, visiting www.puco.ohio.gov, or by writing to:

PUCO
180 East Broad Street
Columbus, Ohio 43215-3793

You may also contact the Ohio Consumers' Counsel at www.pickocc.org, or by writing to:

Ohio Consumers' Counsel
10 West Broad Street, Suite 1800
Columbus, Ohio 43215-3485

Privacy

We are prohibited from disclosing your account number without your consent, except for commercial collection and credit reporting; for participants in programs funded by the Universal Service Fund, such as the Percentage of Income Payment Plan (PIPP); for governmental aggregation, or pursuant to court order.

We are prohibited from disclosing your social security number without your written consent, except for purposes of commercial collection and credit reporting, PIPP aggregation, or by court order.

What is Electric Customer Choice

Electric Customer Choice provides most Ohio customers the opportunity to choose another electric supplier of electric generation. Duke Energy will continue to deliver electricity to your home and will also maintain the same poles and wires. If you select another generation supplier, this will in no way jeopardize the reliability of Duke Energy's electric service.

How to Shop for a New Supplier

When shopping for another generation supplier, you need to know the price a supplier must beat for you to save. This is known as the price to compare. Residential customers can determine this amount to compare offers from certified suppliers by visiting www.duke-energy.com/customerchoice or by calling Duke Energy Customer Service at 513-421-9500 or 1-800-544-6900 for this information.

Individualized Price To Compare

You can calculate your specific price to compare with our Price To Compare Calculator. Visit www.duke-energy.com/customerchoice, select Residential and Price To Compare Calculator. Enter your most recent 12 months of electric usage data that appears at the bottom of your Duke Energy bill and then select 'Calculate.' The calculation result is the price that a supplier must beat (in cents per kWh) for you to realize savings.

Figuring Out Savings

To estimate potential monthly savings:

- Subtract the supplier's price per kilowatt hour from Duke Energy's price to compare.
- Multiply the difference by the annual kilowatt hours you use. The result is your annual savings.

Service Disconnection

Moving

To disconnect service, please call us at 513-421-9500 or 1-800-544-6900. You can also visit us online at www.duke-energy.com. Select your customer category and then choose your state from the drop down menu. Next follow the prompts to register with **Online Services** to submit your request. Please schedule your request at least five business days in advance of the date you want your service disconnected.

Landlord/Tenant Notices

We are required to give tenants 10 days advance notice in the event the landlord/owner orders service disconnected. We are also required, when requested by a landlord/owner, to give the landlord/owner three days advance notice when a tenant's service is scheduled to be disconnected.

Disconnection for Nonpayment

The Public Utilities Commission of Ohio (PUCO) regulations state that an account will be considered delinquent and subject to disconnection procedures if a bill containing a previous balance becomes past due. We are required to provide a 14-day notice before disconnecting service for nonpayment.

If service is disconnected, full payment of the disconnection amount or payment and arrangements to our satisfaction, plus a reconnection charge and a service deposit (if a deposit has not already been paid), must be paid to obtain reconnection of service.

Avoiding/Postponing Disconnection

Separation of Service

If you use both gas and electric services and these services are in jeopardy of disconnection, or have been disconnected, you can select one service to be retained or reconnected by paying just the charges related to that service.

Medical Certification

You may temporarily avoid disconnection for nonpayment by having a licensed medical practitioner certify that disconnection would be especially dangerous to the health of a member of your household. For more information, or to request a medical certification application form, please call us at 513-651-5100 or 1-800-648-7777. You can also visit our customer service office located at 644 Linn Street, Cincinnati, Ohio.

Deferred Payment Plans

Various flexible deferred payment plans are available. We will work with you in arranging a reasonable payment plan that meets both your and Duke Energy needs. Based on the Public Utilities Commission of Ohio (PUCO) regulations, we also offer the one-sixth payment plan which spreads the past due balance over six months, and the Percentage of Income Payment Plan (PIPP) which is available to eligible customers at or below 150% of the federal poverty level.

Miscellaneous Information

Changes in Equipment or Usage

Please be aware it is your responsibility to notify us of material changes in your equipment or usage within a reasonable time. We can then provide necessary facilities and acquire additional power supply, if needed. Examples of such changes may include changing the heating source from gas or oil to electric heat, or installing central air conditioning or a heated swimming pool.

Complaints

If your contact with our Customer Service Representative is not satisfactory, you can have the matter reviewed by:

- Sending us an e-mail at customerservice@duke-energy.com
- Calling us at 513-421-9500 or 1-800-544-6900

To receive more information or to enroll:

- Log on to www.duke-energy.com/PayMyBill (a BillPayer 2000 enrollment form is available for print out), or
- Contact our 24-hour Automated Phone Service at 513-421-9500 or 1-800-544-6900, or
- Call BillPayer 2000 at 1-800-991-7771.

Credit Card/Electronic Check – Speedpay®

Speedpay® is Easy

To make a Speedpay® payment, simply log on to our website at www.duke-energy.com/PayMyBill or call Speedpay's toll-free telephone number at 1-877-596-5068. This service is available 24 hours a day. You may pay by check or with a MasterCard or Visa debit/credit card. To pay by check, you will need your Duke Energy 11 digit account number along with your checking account and bank's routing number. To pay by credit/debit card, you will need your Duke Energy 11 digit account number along with your debit/credit account number.

Speedpay, the company that provides this service, charges a service fee per credit card and electronic check transaction. This service fee will be charged to your credit card or deducted from your checking account along with your payment, depending on which payment option you choose. This fee will be displayed as a separate line item on your credit card or checking account statement.

Speedpay® is Safe

You give out no more information than you do every time you use a regular paper check or order something with a credit or debit card.

Speedpay® is Immediate

With Speedpay® you can time your payments without having to worry about your payment being delayed in the mail.

Please note: Any payments made through Speedpay® will be applied to your Duke Energy account within 24 hours.

Speedpay® is Now

Visit our website at www.duke-energy.com/PayMyBill or call 1-877-596-5068 today and pay your Duke Energy bill your way.

Pay Stations

Duke Energy now offers a new way to pay your energy bill at more convenient locations and at no additional charge. Pay Stations are authorized retailers who accept bill payments and they're in your area to provide you greater ease in paying your energy bill.

There are three easy steps to using a Pay Station:

1. Choose a convenient Pay Station location
2. Bring your bill stub or account number along with your payment (cash, check, or money order)
3. Save your receipt for proof of payment

For a list of Pay Stations, visit www.duke-energy.com/PayMyBill.

Pay By Mail

You can pay your Duke Energy bill by mail using the return envelope included with your monthly bill. If you have misplaced your return envelope or bill stub, simply mail your bill payment to the following address:

Duke Energy
P.O. Box 9001076
Louisville, KY 40290-1076

When paying by mail, we recommend that you pay by check or money order. For your security, please avoid sending cash through the mail.



Billing Information

Late Payment Charge

If your payment is not received by the due date of the bill, a late payment charge of 1.5% of the total past due balance on the account will be added to the bill.

In some cases the late charge is calculated differently:

- Accounts enrolled in Budget Billing or a deferred payment plan are only assessed a late charge based on the Budget Billing or deferred payment plan amount not paid by the due date

There are some instances where a late charge is not added:

- Accounts actively enrolled in the Percentage of Income Payment Plan (PIPP)
- Amounts that have been back billed in accordance with Ohio law (e.g., where a meter has stopped registering through no fault of the customer)
- Upon request, a late payment charge can be waived or cancelled in instances where there has been only one late payment within a 12-month period

Customer Usage and Payment Information

You have the right to request up to 12 months of usage information and 24 months of payment history from us without charge.

Rate Information

Duke Energy rates and tariffs are available for review on the Public Utilities Commission of Ohio (PUCO) website at www.puco.ohio.gov, or Duke Energy's website at www.duke-energy.com. Our rates and tariffs are also available for review at our customer service office located at 644 Linn Street, Cincinnati, Ohio 45203.

We will inform you about the availability of alternative rates if you request this information.

Understanding Your Bill

- 1 Your account number
- 2 Your amount due and the due date
- 3 Space to enter your HeatShare contribution to assist others who need help paying their heating bills
- 4 Space to enter the amount of your payment
- 5 Customer name and mailing address
- 6 Remit address for your payment
- 7 Customer name and service address
- 8 Contact information for any questions you may have
- 9 Your Duke Energy and supplier account numbers
- 10 Where to mail your payments
- 11 Account information, including your next meter reading date
- 12 Your meter number and read dates
- 13 Your meter usage information
- 14 Your current month gas usage and charges
- 15 Your current billing information, including previous bill amounts, payments and current charges
- 16 Your current month electric usage and charges
- 17 Bill messages
- 18 Your amount due, the due date, and the amount to pay after the due date
- 19 Option to select condensed bill



Since our customers' records are confidential, both the customer and the party to be notified must agree to the notification.

Third Party Notification does not hold you responsible for the bill. It just forwards a copy of the bill to you so you can help prevent an interruption in energy service for your friend or relative.

To arrange for Third Party Notification, call us at 513-421-9500 or 1-800-544-6900.

Home Weatherization Program

We've teamed up with People Working Cooperatively to provide eligible low-income customers with free home weatherization improvements designed to help:

- Lower utility bills
- Decrease energy usage
- Improve the durability of your home

To apply for the Home Weatherization Program, please call People Working Cooperatively at 513-351-7921.

Low-Income Assistance

Bill payment assistance from federal, state and privately-funded programs may be available. For information, contact the agencies listed below:

State of Ohio Energy Assistance Program (EAP)

- Call 1-800-282-0880

- Local Community Action Agency – Consult your telephone directory

Emergency Home Energy Assistance Program (EHEAP)

- Local Community Action Agency – Consult your telephone directory

United Way & Community Chest Information and Referral Service

- Call “211” or 513-721-7900

HeatShare – Administered by The Salvation Army

- Consult your telephone directory

Life Support Program

Do you or a member of your household require electrically powered life support equipment? If so, our Life Support Program for residential customers may be of assistance. This program provides valuable information in helping us locate our customers with special electrical needs.

To request detailed Life Support Program information, including how to apply, visit us online at www.duke-energy.com, select your customer category and then choose your state from the drop down menu then follow the prompts for Special Assistance.

Once you are enrolled in our Life Support Program, we will attempt to provide you with advance notice when we have a scheduled power outage. Although we cannot guarantee uninterrupted power due to storms or other incidents beyond our control, we will restore service as soon as possible.

Customers enrolled in our Life Support Program will still want to have a back-up power source or alternative plan in the event of a power outage.

Participation in our Life Support Program does not prevent disconnection of electrical service for non-payment of monthly billings.

Special Customer Services

Bills in Braille

For our customers with visual impairments, we are happy to provide Bills in Braille at no cost for an added degree of ease and independence.

To sign up to receive a Braille Bill each month in addition to your regular monthly bill, contact us at 513-421-9500 or 1-800-544-6900. You can also sign up by visiting us online at www.duke-energy.com.

Large Print Bills

The Large Print Bill is designed to make reading monthly Duke Energy bills a bit easier. Upon request, and at no cost, your monthly bill will be printed with the same information as a regular bill, but on slightly larger paper and with larger print.

To sign up to receive a Large Print Bill, call us at 513-421-9500 or 1-800-544-6900. You can also sign up by visiting us on the web at www.duke-energy.com.

Bill Forwarding

For frequent travelers, or customers who are away from home seasonally, we offer Bill Forwarding. Your Duke Energy bill will be forwarded to the address you provide. No need to worry about missed payments. You'll be able to pay your bill from any location you provide to us.

Sight Impaired Program

For our sight impaired customers, we will install indicating screws on oven dials of gas and electric appliances and thermostats. Call us at 513-421-9500 or 1-800-544-6900 to set up an appointment.

Sign Language Assistance for Customers with Speech and Hearing Impairments

We are committed to serving the deaf community by having a group of enthusiastic employees who can assist in sign language communication for the following areas:

- Bill payment plans
- Service applications
- Assistance programs
- Explanation of bills
- Other utility needs

To request an appointment, call one of the following numbers:

TDD: 513-287-2400 or 1-800-752-3254

Voice: 513-421-9500 or 1-800-544-6900

You can also schedule an appointment by filling out a form online. Visit www.duke-energy.com, select your customer category and then choose your state from the drop down menu and then follow the prompts for Special Assistance.

Foreign Language Assistance

To assist in communicating with all our customers, we offer interpreting services. This service allows our non-English speaking customers to communicate with us. This service is available by calling our Customer Service Department at 513-421-9500 or 1-800-544-6900.

Third Party Notification

Perhaps someone you care about needs a reminder to pay an overdue bill, requires financial assistance, or is going to be away from home for an extended period. Whatever the reason, Third Party Notification is designed to allow you to receive copies of another customer's Duke Energy bills.





1 Account Number 1212-1212-12-4 10 21

Due Date	Amount Due
Sep 06, 2006	\$ 175.14

19 For less detailed billing information on your monthly bill, check box on right

3 \$ _____ \$ _____ 4
HeatShare Contribution Amount Enclosed
(for Customer Assistance)

5 Herman Customer
12345 Your Street
Cincinnati OH 45237-2633

6 PO Box 9001076
Louisville KY 40290-1076

400 00000175142 12121212124 090620066 00000177774

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7 Herman Customer 12345 Your Street Cincinnati OH 45237-2633	Duke Energy Supplier Name	8 513-421-9500	1212-1212-12-4 Q-158942	9
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Mail Payments To	Account Information	
10 PO Box 9001076 Louisville KY 40290-1086	Payments after Aug 10 not included Last payment received Jul 24	Bill Prepared on Aug 10, 2006 Next meter reading Sept 09, 2006

Urgent Messages are printed in this section of the bill, with a box around the message text.

Meter	Number	Reading Date		Days	Meter Reading		
		From	To		Previous		
Gas	111111111	12 Jul 10	Aug 08	29	6266	6397	131
Elec	093558321	Jul 10	Aug 08	29	60377	61451	1,074

14

Gas - Residential	
Usage -	131 CCF
Duke Energy - Rate RS	\$ 92.83
Current Gas Charges	\$ 92.83
Gas Cost Recovery Chrg: = \$0.98630000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 140.00
Payment(s) Received	140.00
Balance Forward	0.00
Current Gas Charges	\$ 92.83
Current Electric Charges	82.31
Current Amount Due	\$ 175.14

16

Electric - Residential	
Usage -	1,074 kWh
Duke Energy - Rate RS	\$ 82.31
Current Electric Charges	\$ 82.31

17 **PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.43 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Printed on recycled paper and is recyclable.

Due Date	Amount Due	After Sep 06, 2006 pay
Sep 06, 2006	\$175.14	\$177.77

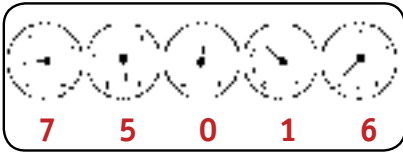


visit us at www.duke-energy.com

Meter Information

Reading Your Meter

The dials on your meter resemble clocks. Within each dial, the numbers range from zero to nine and a hand points to a number. When reading each dial, it is important to note that some dials run clockwise and others run counterclockwise. The hand follows the numbers and only advances when electricity or gas is being used.



Steps:

- Stand directly in front of the meter (this will give you the best view of where the hand is pointing).
- Read and record the number from each dial starting from the left and moving right.
- When the hand is between two numbers or has just passed a number, record the smaller number (e.g., if the hand is between the 5 and 6, or has just passed the 5, record the number 5).
- When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero, record the smaller number instead.

Submitting Meter Reads Online

For your convenience, you can submit your meter read(s) online within three business days of your scheduled meter reading date.

Visit www.duke-energy.com, select your customer category and then choose your state from the drop down menu. Next follow the prompts to register with **Online Services**. Once you have established an online account, click on **Meter Reading** to submit your read.

Submitting Meter Reads Using Our Automated Phone Service

Call our Automated Phone Service at 513-421-9500 or 1-800-544-6900 within three business days of your scheduled meter reading date to submit your meter read(s).

EZRead Program

You can avoid estimated energy bills and the hassles with Duke Energy's EZRead program. By signing up for this program, you have more control over your billing information and will appreciate the convenience of reading your own meter(s) during your scheduled meter reading period. With this program, our meter readers will only come to your home once a year. We will contact you by letter to arrange our once-a-year reading. No more meter read cards left on your door. No more hassles trying to set up monthly access to your meter(s).

The program is great for customers who...

- Want added convenience of submitting meter read(s)
- Have a meter located inside the home
- Have a meter located inside a locked gate or fence
- Have a pet on the premises that prohibits access to the meter

It's fast. It's convenient. And it's easy.

There are two easy ways for you to submit your monthly meter read(s):

- Telephone – Call our Automated Phone Service at 513-421-9500 or 1-800-544-6900. Select **Other** from the phone menu and follow the prompts for meter reading.
- Internet – Visit us online at www.duke-energy.com, select your customer category and choose your state from the drop down menu. Next follow the prompts to register with **Online Services**. Under **Service Requests** click on **Meter Reading** for step-by-step instructions. As part of the Internet program, enrollees will receive a monthly e-mail reminder.



Meter read(s) can be submitted within three business days of your scheduled read date. Your meter reading date is noted in the **Account Information** section of your monthly bill.

Permanent Meter Reading Arrangements

Regular meter reads are important to ensure accurate billing. When a meter is located inside your home, and it is not convenient for you to read the meter, it is important to provide us with permanent meter reading arrangements so that we have access to our meters on a regular basis.

You can help ensure accurate billing by providing us with permanent meter reading arrangements. Below are some of the most common options customers use:

- Provide Duke Energy with a key to the meter location
- Unlock the door or gate to the meter location on your monthly scheduled meter reading date
- Leave a key next door at a neighbor's home
- Leave a key somewhere at your home (e.g., under the doormat)

For your convenience, your next scheduled meter reading date is printed on your monthly bill under **Account Information**.

You can also access this information by visiting www.duke-energy.com. Select your customer category and then choose your state from the drop down menu. Next follow the prompts to register with **Online Services**. Once you've established an online account, click on **Meter Reading** to review your schedule.

If your meter is inside, please contact our Customer Service Department at 513-421-9500 or 1-800-544-6900 to make permanent meter reading arrangements today.

Access to Meters and Equipment

We have a right to access our meters and other equipment on your premises, and we are authorized to disconnect service if access is denied.

Meter Testing

We will not charge for the first customer-requested meter test, or anytime that your meter is defective. An additional meter test requested after 36 months of the first customer-requested meter test will also be free.

Charges for the Cost of Modifying Service, Meter Installations or Facilities

If you need to have major modifications to your service, such as moving meters outside or relocating service lines, you will be charged for such services.

Actual Meter Readings

You have the right to request an actual meter reading when you initiate or terminate service.

You may also request two actual meter reads per calendar year, at no charge, if your usage has been estimated for more than two of the consecutively preceding billing cycles, or if you have reasonable grounds to believe that the meter is malfunctioning.