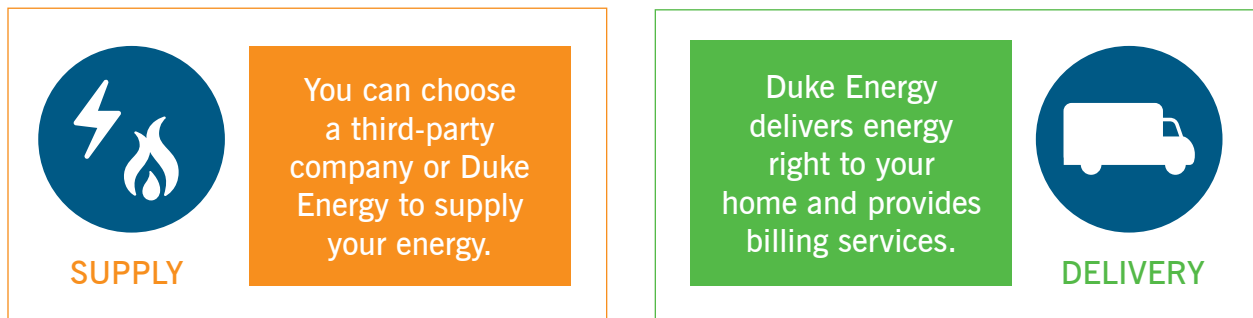


Energy Choice Ohio

Making sense of your options

It's your choice

Energy Choice Ohio is a statewide program that allows many customers to shop for the energy they use at home or work. Before learning the ins and outs of the program, you should understand the difference between energy supply and energy delivery. These are broken out on your Duke Energy bill and are the two biggest contributors to your monthly energy charges.



ENERGY SUPPLY

Energy supply is simply the amount of energy you use at your home or business. For example, supply represents the kilowatt-hours (kWh) of electricity it takes to keep your lights on or the centum cubic feet (Ccf) of natural gas needed to heat your water. For a typical residential electric customer, energy supply accounts for roughly half of your monthly power bill.

With Energy Choice Ohio, you're able to choose from a variety of companies, including Duke Energy, to provide your energy supply. If you choose Duke Energy for your supplier, we'll acquire energy on your behalf at competitive prices and pass along the charges, dollar for dollar, to you via your monthly bill.

Duke Energy does not make or lose money on the energy supply portion of customers' bills, and we will continue to provide safe and reliable service regardless of which company you choose for your energy supply.

ENERGY DELIVERY

The other component of your monthly energy bill is energy delivery. This includes the fixed and usage-based fees that Duke Energy charges for delivering energy to your home or business: maintaining poles, wires and pipes; handling billing and payment; responding to outages and emergencies; and more.

Choosing an energy supplier

If you're like most Duke Energy customers, you have more than one option when it comes to choosing your electric and/or natural gas supplier.



1. SHOP FOR OFFERS

The state's official Energy Choice Ohio website, energychoice.ohio.gov, lets you compare energy supply offers from various third-party energy companies. You can view details of each company's offers and sign up by calling the energy company or visiting its website.

Even if you're not actively shopping for energy supply, some third-party energy companies may contact you directly to inform you about their offers. This may be done via phone, mail or email, though some may come to your home or business, or even approach you at local stores and events.

Energy supply offers from third-party companies can vary greatly, so it's important to pay close attention to the details. Specific items to focus on include the amount they charge per kWh or Ccf, whether the rate is fixed or variable, the length of the contract, early termination fees, monthly fees and temporary promotional offers.



2. GOVERNMENT AGGREGATION

Depending on where you live or where your business is located, your city or township may participate in something called aggregation. This means your municipality negotiated a contract with a third-party energy company to supply all local homes and some businesses with electricity or natural gas.

If and when this happens, customers not currently signed up with a third-party energy supplier should receive a notice in the mail from their municipality or the third-party energy company that explains the program, prices, terms and deadline for opting out, if you so choose.



3. STAY WITH DUKE ENERGY

You also have the option of choosing Duke Energy for your energy supplier. When this happens, we'll acquire energy on your behalf and pass along the charges to you at the actual cost on your monthly energy bill.

Duke Energy supports your right to choose an energy supplier. We do not endorse or partner with any third-party suppliers. No matter which company supplies your energy, Duke Energy will continue to deliver it. And in most cases, you'll still receive just one monthly bill – from Duke Energy.

Things to know before switching

Switching energy suppliers is easy, but choosing the right one for your situation can take some time and research. Consider these tips before making the switch.

NO GUARANTEED SAVINGS

Signing up with a third-party energy company does not guarantee you'll save money compared to the rates Duke Energy charges for electric and/or natural gas supply. In fact, some suppliers' charges are significantly higher than other offers.

FIXED VS. VARIABLE RATES

Fixed-rate contracts charge you the same amount for each kWh or Ccf you use throughout the term of your agreement. Under variable-rate contracts, the amount you pay per kWh or Ccf could change each month, often without notice.

MONTHLY FEES

You may find a third-party energy company offer with very low rates per kWh or Ccf, and then come to learn that the company also charges a monthly fee for the plan. Use the historic energy usage data listed on your monthly bill to calculate whether the offer makes financial sense.

CANCELLATION FEES

Some third-party energy companies will charge you a fee if you cancel your agreement or switch to another supplier before the end of your contract. Be sure to understand the written terms of your current and prospective agreements before signing up.

PROMOTIONAL OFFERS

Third-party energy companies often offer various promotions to entice new customers to sign up. For example, a customer may be able to qualify for gift cards, rewards programs, discounts, sweepstakes or low “teaser” rates when signing up. While these offers may be appealing, always pay attention to the rate being offered, whether it’s a fixed or variable rate, the contract length, and any monthly or cancellation fees that may apply.

CONTRACT LENGTH & RENEWAL

Energy supply contracts can span anywhere from one month to three years. Before committing to a contract, understand the length of the agreement and what happens when it ends. Many contracts will automatically renew under different terms and prices, so be sure to know the renewal terms as well as when and how you can cancel without having to pay a fee.

Additional information

Energy Choice Ohio

Official website: energychoice.ohio.gov



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.



One centum cubic foot (Ccf) is the amount of natural gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 Ccf of natural gas.



PROTECT YOURSELF

Never share your Duke Energy bill or account number with anyone you don’t know or trust.