



Duke Energy Corporation
P.O. Box 840
Cincinnati, OH 45201-0840

Date

Customer Name

Subject: Enrollment with a New Supplier in Duke Energy's Electric Customer Choice Program for Account Number XXXXXX

Dear Customer,

Duke Energy processed your application for electric service under Duke Energy's Electric Customer Choice Program. <<supplier company name>> will become your electric supplier, effective with your next meter reading date of XXXXX. Approximately 30 days after this meter reading date, you will receive your first bill reflecting this change in your electric supplier. If you wish to cancel this enrollment with <<supplier company name>>, please contact our Customer Service department toll free at (800) 544-6900 by XXXX.

You will continue to receive one bill from Duke Energy each month with separate line charges from Duke Energy and <<supplier company name>>. Your bill will include:

1. Electric distribution regulated charges for Duke Energy
2. Generation commodity charges from <<supplier company name>> along with the contracted price or rate in addition to <<supplier company name>>'s phone number.

Under certain circumstances where Duke Energy retains the billing and collection responsibility for supplier charges, we also are responsible for administering disconnection. If Duke Energy is responsible for billing and collection, payments must be adequate to cover the entire past due amount appearing on a bill. Please note, however, that you may continue to be served by <<supplier company name>> if your account is in arrears.

If you have questions related to <<supplier company name>>'s rate or contracted price, please contact them at <<phone number>>. For questions regarding Duke Energy's billing service or our Electric Customer Choice Program, please contact our Customer Service department at (800) 544-6900, or visit our web site at www.duke-energy.com.

Duke Energy is committed to continuing to find better ways to serve our customers. We appreciate your business and the opportunity to serve you.

Sincerely,

Duke Energy Customer Service