

We're here to help. Contact us.

Visit duke-energy.com for self-service options, including address and phone number changes, reporting a power or streetlight outage, duplicate bills, account balance and history, e-bill, start, stop or move electric service requests and more.

Our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Twitter updates. To enjoy the ease and convenience of our mobile site, visit duke-energy.com.

Reporting outages: call **800.228.8485** or via the Web at duke-energy.com/outage

For Customer Service: call **800.700.8744**. Business hours are 7 a.m. - 9 p.m. Monday through Friday.

For Business customers: call **877.372.8477** from 7 a.m. - 6 p.m. Monday through Friday. Our automated voice response system can address most of your service needs 24 hours a day. Please have your account number available.

Para nuestros clientes que hablan Español: Representantes bilingües están disponibles para asistirle de Lunes a Viernes de 7 a.m. - 9 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al **800.700.8744**.

Digging in your yard? Whether you are planning to do it yourself or hire a professional call Florida's toll-free underground utility locating service before you dig at **811** or **800.432.4770**.

Written inquiries and correspondence (no bill payments please) :
Duke Energy, P.O. Box 14042, St. Petersburg, FL 33733

Payment information

The delinquent date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection.

Payment locations

Duke Energy recommends customers use either direct payment options or company-authorized payment locations. To find a paystation near you, visit us at duke-energy.com or call **888.893.9392**. Payment locations that are not part of the authorized Duke Energy network cannot guarantee timely transfer of payment to Duke Energy, which can result in accounting delays and in some instances disconnections for nonpayment.

Make bill paying easier

- **e-bill:** View and pay your electric bill online – it's free, fast and secure.

- **Budget Bill:** Take the peaks and valleys out of your residential electric bill.

- **Automatic Draft:** Save time and postage by having your payments automatically drafted from your bank account each month.

- **Speedpay** allows customers to make payment (via credit card, debit card or electronic check) at duke-energy.com or by calling **800.700.8744**. This service is available 24/7 and includes a convenience charge by a third-party provider.

- **Electronic Check:** When you mail us a check as payment, you authorize us to convert your check into an electronic check payment or to process the payment as a check image.

Mail your payments to: Duke Energy P.O. Box 1004 Charlotte, NC 28201
For Online Bank Bill Pay Select: Duke Energy Florida P.O. Box 1004 Charlotte, NC 28201

Save energy and money

Duke Energy offers energy-efficiency programs to help you save money and energy, including a free Home Energy Check available online, via phone or mail, or in your home.

An optional home energy rating inspection including payback estimates can be conducted by a state certified rater for a fee, if desired. For more information, visit duke-energy.com/save or call **888.302.8348**.

Special needs customers

Florida Statutes establish a registration program available through county and municipal emergency management agencies for customers who may need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

Medically Essential Program

Duke Energy's Medically Essential Program identifies residential customers who are dependent on continuously electric-powered medical equipment. Participation in the program does not guarantee uninterrupted electric service. The program does not automatically extend electric bill due dates, nor does it provide priority restoration.

The benefits/guidelines of the Medically Essential Program include:

- Advanced notification of interruption of service due to nonpayment of electric bill and preplanned outages
- Advanced warning of hurricanes/major storms with emphasis on making proper arrangements
- Customers are required to pay their bills on time or will be subject to disconnection

To qualify, in accordance with Florida Statute Title XXVII Chapter 366.15:

- The patient must reside at the customer of record address
- Annually submit forms completed by Florida licensed physician. Required forms may be obtained from Duke Energy.
- Be dependent on continuously electric-powered medical equipment to avoid the loss of life or immediate hospitalization

In the event of loss of power, it is the customer's responsibility to have a power backup system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

To apply for participation in the Medically Essential Program, please call **800.700.8744**.

Important safety reminders

- Stay away from power lines. Keep ladders and other objects at least 10 feet away from all overhead power lines, including service lines into your home.
- Always assume that a power line lying on the ground, on your car after an accident or hanging close to the ground is energized and dangerous and stay away. To report dangerous lines, call **800.228.8485**.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity when in contact with a power line.

Asset Securitization Charge

A charge to recover the costs associated with nuclear asset-recovery bonds. As approved by the Florida Public Service Commission in a financing order, all rights to the Asset Securitization Charge are owned by a Special Purpose Entity (SPE), and Duke Energy Florida is acting as the collection agent or servicer for the SPE until the bonds have been paid in full or legally discharged. This special low-cost financing reduces the total cost to customers.