



SMART METERS IN KENTUCKY

Duke Energy is building a smarter energy future with better reliability for you. And investing in smart meters is one way we're working to meet your changing needs and expectations.

CUSTOMER BENEFITS AVAILABLE NOW

Faster Service

Are you moving? With smart meters, you may no longer have to wait for a Duke Energy representative to come to your premises to connect or disconnect your energy service because requests can be performed remotely.

Greater Control of How You Use Energy

The smart meter is capable of capturing daily energy usage data and making it available online the next day. Having this information available on a daily basis can help you make wiser energy decisions and avoid billing surprises at the end of the month.

Usage Alerts

If you have an email address on file, you can get enhanced usage alerts based on your daily usage and have customization options including budget alerts and text messages.

Quicker Response to Power Outages

Since smart meters are capable of two-way communication, we will know more about an outage when you notify us, which could help speed up restoration.

Fewer Estimated Customer Bills

Smart meters are read automatically – not manually – so there's no need to estimate bills when meters can't be easily accessed, such as during severe weather. Duke Energy will no longer have to access a homeowner's property for monthly, walk-by meter reads.

Looking Ahead

Smart meters provide access to new services that help make managing energy usage and billing more convenient.

Rate and Billing Options

- Have the flexibility with Pick Your Due Date to choose the day of the month your bill is due.
- Future Time-of-use rates allow you to shift your energy usage, using more energy when costs are lower and saving energy when costs are higher, reducing your overall energy bill.



SMART METER FACTS

You maintain complete control of your energy usage and data.

The smart meter provides more information so that you can make informed decisions about your energy use. We don't remotely control any of your appliances. The smart meter simply sends us energy usage data to help us bill you accurately and keep your power reliable.

Your information is safe and protected.

Your energy usage information is strictly confidential. Duke Energy does not share this data with anyone without your authorization. The information coming from our smart meters is encrypted and protected from the moment it is collected until the moment it is purged.

Digital smart meter technology uses radio frequency bands that have been used for many years in devices such as baby monitors, remote-controlled toys and medical monitors. The radio signals are far below the levels emitted by common household appliances and electronics, including cellphones and microwave ovens. According to the World Health Organization, FCC, U.S. Food and Drug Administration and Electric Power Research Institute, no adverse short- or long-term health effects have been shown to occur from the radio frequency signals produced by smart meters or other such wireless networks.

Smart Meter Opt Out.

If you choose to opt out of having a smart meter installed at your residence, please contact Duke Energy toll free at 877.675.1656 or 513.419.1777. Please note that a \$25 monthly fee will be charged to your energy bill to cover the costs of manually reading your meter each month.

If you opt out after the smart meter is installed, a one-time fee of \$100 will be charged to your energy bill for removal of the smart meter, in addition to the \$25 monthly fee.