



## Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

# CONSUMERS' FACT SHEET

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# Duke Energy Ohio COMPARING YOUR NATURAL GAS CHOICES

Mailings, door-to-door solicitors, phone calls and ads—energy marketers are out in force, looking to sign-up new customers for their services. Before signing a contract with an energy marketer, make sure you compare your choices.

The Office of the Ohio Consumers' Counsel (OCC) has developed this fact sheet to provide up-to-date information about your choices as a Duke Energy Ohio (Duke) customer. Duke owns the natural gas pipes and meters that serve your home, and you will continue to pay Duke for those services. But you do have choices regarding which company will supply your natural gas (that is delivered through Duke's pipes). You can purchase your natural gas through Duke, through a contract with an energy marketer, or through a government aggregation program.

### Duke's Gas Cost Recovery Price

Duke is the only major natural gas utility in Ohio still using the Gas Cost Recovery (GCR) method to price the natural gas it supplies to you. Duke calculates this rate on a monthly basis based upon its expected cost to purchase and transport natural gas to its customers and adjusts it based on the amount you actually use.

The Gas Cost Recovery price changes each month. Because it can take between 30 and 45 days to switch from Duke to a different natural gas marketer, it may be difficult to calculate potential savings.

The chart on the next page lists Duke's current Gas Cost Recovery price and all the offers submitted to OCC by natural gas marketers. It includes the type and

### Questions to Ask Before Signing a Contract

- ▶ Are savings guaranteed or could you lose money compared to Duke's Gas Cost Recovery price?
- ▶ Is it a price that remains the same for the contract term (fixed rate) or can the rate change over time (variable rate)?
- ▶ Is there a fee to terminate the contract early?
- ▶ Will the contract automatically renew at the end of its term if you don't cancel it?
- ▶ If the contract will automatically renew, at what price will it renew?

length of contract for each offer as well as contact information.

### 3 Steps to Making a Smart Energy Choice:

1. **Determine your current natural gas rate:** If you are purchasing your natural gas through Duke, the Gas Cost Recovery price is listed in the chart on the next page.
2. **Compare your choices:** Compare your price to the other offers listed on the next page or to any others you may have received. And make sure you understand the contract by asking the "Questions to Ask" included in this fact sheet.
3. **Make a decision:** Is Duke's price the best deal? Or is there a better offer available? If you want to stay

on Duke's rate, you do not need to do anything. If there is a better price available, contact that energy

marketer to learn more about the contract terms and conditions, and how to sign-up.

Supplier:	Offer (per Ccf)	Contract Term	Offer Details
<b>Duke Energy Ohio</b> 1-800-544-6900 (toll free) <a href="http://www.duke-energy.com/ohio">www.duke-energy.com/ohio</a>	<b>\$0.6147</b>	<b>None</b>	<b>Gas Cost Recovery (GCR) rate</b>
<b>Cincinnati Bell Energy</b> 1-866-852-6849 (toll free) <a href="http://www.cincinnatienergy.com">www.cincinnatienergy.com</a>	\$0.6249 - Variable rate	Month to month	Discount <b>for first month only</b> No early cancellation fee
<b>Constellation Energy</b> 1-800-785-4373 (toll free) <a href="http://www.constellation.com">www.constellation.com</a>	\$0.659 - Fixed rate \$0.620 - Fixed rate	12 months 36 months	\$150 early cancellation fee \$150 early cancellation fee
<b>Direct Energy</b> 1-888-566-9988 (toll free) <a href="http://www.directenergy.com">www.directenergy.com</a>	\$0.636 - Fixed rate	18 months	No early cancellation fee
<b>Energy Plus Natural Gas LLC</b> 1-855-405-3098 (toll free) <a href="http://www.energypluscompany.com">www.energypluscompany.com</a>	\$0.595 - Variable rate	Month to month	Discount <b>for first month only</b> No early cancellation fee
<b>FTR Energy</b> 1-877-811-7023 (toll free) <a href="http://www.ftrenergyservices.com">www.ftrenergyservices.com</a>	\$0.699 - Variable rate	Month to month	Discount <b>for first month only</b> No early cancellation fee
<b>IGS Energy</b> 1-877-444-7427 (toll free) <a href="http://www.igsenergy.com">www.igsenergy.com</a>	\$0.599 - Fixed rate \$0.599 - Fixed rate	Through March 2015 Through March 2017	No early cancellation fee No early cancellation fee
<b>Integrus Energy Services</b> 1-888-367-4493 (toll free) <a href="http://www.integrusenergy.com">www.integrusenergy.com</a>	\$0.625 - Fixed rate \$0.599 - Fixed rate \$0.599 - Fixed rate \$0.625 - Variable rate \$0.589 - Variable rate	Through June 2015 Through June 2016 Through June 2017 Quarterly Month to month	\$25 early cancellation fee \$25 early cancellation fee \$25 early cancellation fee \$25 early cancellation fee No early cancellation fee
<b>JustEnergy</b> 1-866-587-8674 (toll free) <a href="http://www.justenergy.com">www.justenergy.com</a>	\$0.759 - Fixed rate \$0.5840 - Variable rate	12 months Month to month	\$50 early cancellation fee No early cancellation fee
<b>Ohio Natural Gas</b> 1-888-466-4427 (toll free) <a href="http://www.onlyong.com">www.onlyong.com</a>	\$0.699 - Variable rate \$0.499 - Variable rate  \$0.619 - Fixed rate \$0.539 - Fixed rate	Month to month Month to month  12 months 6 Months	No early cancellation fee Discount <b>for first 2 months only</b> No early cancellation fee \$150 early cancellation fee \$75 early cancellation fee
<b>Palmco Energy</b> 1-877-726-5862 (toll free) <a href="http://www.palmcoenergy.com">www.palmcoenergy.com</a>	\$0.5589 - Variable rate	Month to month	Discount <b>for first 2 months only</b> No early cancellation fee
<b>Volunteer Energy Services</b> 1-800-977-8374 (toll free) <a href="http://www.volunteerenergy.com">www.volunteerenergy.com</a>	\$0.5894 - Variable rate	Month to month	No early cancellation fee

## More information

For more information on reading your natural gas meter, understanding the charges on your bill, or viewing Duke's historical rates, visit [www.occ.ohio.gov/gas/choice.shtml](http://www.occ.ohio.gov/gas/choice.shtml).

## What do these offers mean?

**Fixed Rate:** This is a fixed price per unit of natural gas that will not change for the length of your contract.

**Variable Rate:** This type of contract offers a price per unit of natural gas that can change over a period of time, based on various conditions. Consumers considering a variable rate agreement should ask the marketer how often the rate is subject to change and what factors will cause the rate to change.

## Percentage off the Gas Cost Recovery

**Price:** This contract guarantees a percentage off of Duke's Gas Cost Recovery price. This is the only type of contract that will guarantee savings.

**Hybrid Rate:** These offers often have different rates associated with seasonal changes. Most offers charge one rate for the winter months (November – April) and another rate during the summer months (May – October). Other hybrid offers may include a variable rate for a period of time and a fixed rate for the remainder of the contract period.

**Incentive Offers:** Some energy marketers may include incentives to encourage you to sign a contract with them. Incentives for signing-up range from a cheaper rate for the first few months to gift certificates for a store of your choice. The added incentives should be accounted for when you are trying to estimate how much money, if any, you would save by choosing an energy marketer. Be careful not to confuse a temporary incentive rate with the rate you will be charged when the incentive rate ends.

**Note:** Not all participating suppliers on this comparison fact sheet serve all areas of Duke Energy Ohio service territory. Residents should verify the service area of the supplier prior to enrolling.

*Disclaimer: This information has been obtained by the Office of the Ohio Consumers' Counsel and should be used only as a guide. The OCC is not responsible for selections you make based on the information contained herein. Contact the supplier before enrolling to verify its rate, contract terms and availability in your county. For more information about the energy choice programs and participating suppliers visit [www.occ.ohio.gov](http://www.occ.ohio.gov) or contact the OCC toll free at 1-877-742-5622.*