

Thank you for contacting Duke Energy. It is our pleasure to assist you.

Though the word REQUESTED may be off putting, which I do understand, that is a formatted email that we have and it is generated either when the change is requested or when the contractual agreement between customer and choice provider is up or when a town changes its aggregation back to Duke Energy. Not sure what happened for the change to be made but that is a factual email from Duke Energy. I can not provide you anything to place on your towns website, as it has customers information on it.

Please reply to this e-mail or contact the Business Services Center at 800.774.1202 for further assistance. Representatives are available Monday - Friday 7 a.m. to 6 p.m.

Best regards,

*Alexis*

Business Services Specialist

