

## **Billing & Payment Options**

---

### **Introduction**

This lesson covers the different Billing and Payment options that are provided to Duke Energy Customers.

---

### **Objectives**

At the end of this lesson, specialists will have an overview of:

- Bill Delivery Methods
- Speedpay
- AutoPay
- Prepaid Advantage
- Payment Confirmations
- Duke-Energy.com (the Universal Digital Profile)

## Speedpay

**Speedpay** is a company that partners with Duke Energy to process payments over the phone and online. Customers may pay deposits, monthly bills, charge offs, reconnect fees, etc. using Speedpay.

- Specialists can take payments from customers over the phone using Speedpay. Customers can make billing and security deposit payments over the phone using Duke's IVR. Customers can also make billing, security deposit, Prepaid payments through Duke's website and our Mobile Phone App.
- Customer can pay by credit card or check.

|                         | Residential   | Commercial  |
|-------------------------|---|---|
| Fees                    | <ul style="list-style-type: none"> <li>• <b>NC No Charge</b></li> <li>• <b>SC No Charge</b></li> <li>• <b>FL No Charge</b></li> <li>• <b>MW \$1.50</b></li> </ul> | <ul style="list-style-type: none"> <li>• \$8.50 per transaction</li> </ul>  |
| Maximum Transaction Cap | <ul style="list-style-type: none"> <li>• \$1,000 per transaction</li> <li>• Only 5 payments can be made per Duke Energy account per month</li> </ul>              | <ul style="list-style-type: none"> <li>• \$10,000 per transaction</li> <li>• Only 5 payments can be made per Duke Energy account per month</li> </ul> |

**Note:** When a payment is entered for greater than \$500, a pop-up window appears asking if the transaction should be continued.

**Note:** Credit card companies (Visa, Discover, MasterCard) often issue blank paper checks or counter checks for their customers' use. The information (account number and routing number) on these checks **CANNOT** be used to process electronic payments. Speedpay will accept the payment and the item will be returned by the Credit Card company with a reason code "Non-transaction account WAS CREATED."

### Speedpay should be offered when:

- Obligations for Begin/Transfer Service if deposit only
- Customer calls in to make a payment
- Customer is scheduled for disconnection
- Customer is disconnected for non-pay
- Charged off accounts
- Final Bill

## Logging In

Speedpay Desktop Tool can be accessed from the Call Center Web Applications page and the billing system.

After launching the Speedpay Desktop Tool:

- Enter your LAN ID in the User Name field
- Enter your password in the Password field
- Click Log In

\*Note - You can set up security questions that will allow you to reset your own password by answering the questions. Click the Update Security Questions button on the message you see when you log in.

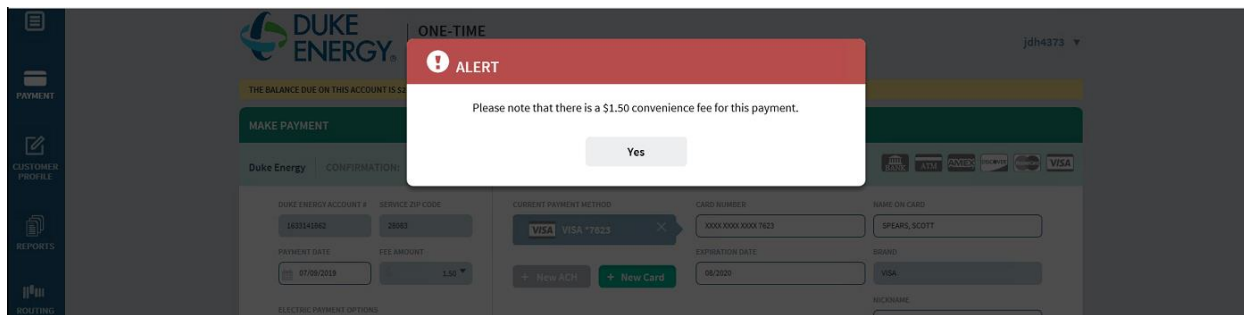
After signing in, specialist will see the “Make Payment” page with a left navigation with various options depending on the level of permission for each specialist.

## Taking a Speedpay Payment

On the Make Payment screen, enter the Duke Energy account number and zip in the applicable fields and press tab on your keyboard or “click in the white area of the screen” to retrieve **Customer Information** from the corresponding customer system.

You will receive a pop-up box reminding you of the Speedpay fee

- Confirm the fee with the customer
- Click the **Yes** button



**Customer's Duke Energy Account #**

**Payment option**

**Payment amount**

**Submit Payment**

**Customer's name, address, and zip code as it appears on the bill**

**MAKE PAYMENT** + NEW PAYMENT

**Duke Energy CONFIRMATION:**

DUKE ENERGY ACCOUNT # 1633141862 SERVICE ZIP CODE 28063

PAYMENT DATE 07/09/2019 FEE AMOUNT \$ 1.50

ELECTRIC PAYMENT OPTIONS

☐ To pay the total balance of \$217.43

☒ To pay a different amount.

DIFFERENT AMOUNT \$ 20.00

PAYMENT AMOUNT \$ 20.00

SUBMIT PAYMENT \$21.50

**Payment Method (Bank Act, Credit Card, and name on card)**

CURRENT PAYMENT METHOD

VISA VISA \*7623

+ New ACH + New Card

CARD NUMBER XXXX.XXXX.XXXX.7623

EXPIRATION DATE 08/2020

Select the credit card or bank account number within current payment method.

Use New ACH or New Card to add a new payment method

NAME ON CARD SPEARS, SCOTT

BRAND VISA

NICKNAME VISA \*7623

☐ Save payment method

**ADDITIONAL FIELDS**

CUSTOMER SERVICE NUMBER 1-800-777-9898

**CUSTOMER INFO**

SERVICE ADDRESS

MILLIE MI GRIFFIN

1783 GEORGIA RD

ADDRESS LINE 2

28734 FRANKLIN NC

MAILING ADDRESS

FIRST NAME MI LAST NAME

ADDRESS LINE 1

ADDRESS LINE 2

ZIP CITY STATE

**EMAIL**

ENTER PRIMARY EMAIL

ENTER SECONDARY EMAIL

PHONE TYPE

ENTER PRIMARY PHONE

ENTER SECONDARY PHONE

CUSTOMER LANGUAGE ENGLISH SPANISH

## Payments with a New Credit or Debit Card not already saved in the Speedpay wallet *(effective June 20, 2022)*

When a customer wants to pay through Speedpay with a new credit or debit card, the specialist will use the Agent Card Assist process. Agent Card Assist is a separate IVR system that you conference with the customer that allows the specialist to enter the customer's account number and then the customer can enter their own card information. It reduces risk in call centers, and the potential for Customer Care Specialists gaining access to customer payment data when processing a phone transaction using a new credit or debit card.

The detailed process for Agent Card Assist is presented in the [CO Speedpay Agent Card Assist \(DE-147650\)](#) eLearning found in MyLearning.

The process steps from the eLearning are outlined here on pages 5 – 15.

## Agent Card Assist – Detailed Payment Processing Steps

The following section provides a detailed step-by-step description of the Agent Card Assist payment process.

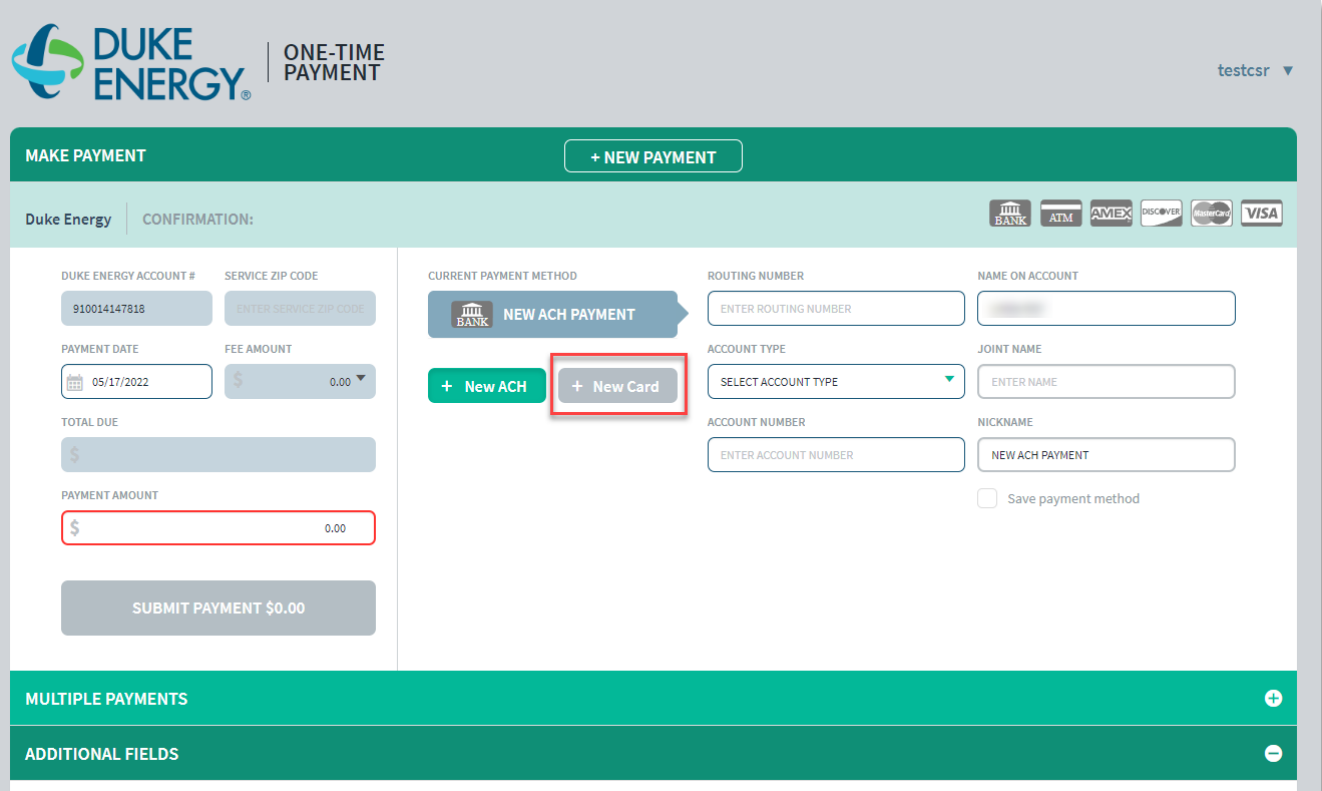
**Step 1.** The customer calls the Customer Contact Center to make a payment

**Step 2.** Specialist confirms how the customer would like to make their payment.

**Best Practice:** *At this step, confirm if the card is in caller's name*







If the card is not in the caller's name specialist must receive permission from the authorized card holder to proceed forward with processing a payment using their card. If the card holder is not available to authorize the payment, advise the customer to call back when the card holder is available to authorize the payment. OR offer to make the payment for the customer using another payment method such as a bank account or a card that is in their name.


When the Customer wants to pay with a NEW CARD that is not saved in their wallet, the specialist initiates the card collection process by locating or verifying the account information in Speedpay, and then clicking **New Card** from the One-Time Payment page.



**DUKE ENERGY** | ONE-TIME PAYMENT testcsr ▼

**MAKE PAYMENT** + NEW PAYMENT

Duke Energy | CONFIRMATION: 








|  |   |   |
|--|---|---|
| <b>DUKE ENERGY ACCOUNT #</b><br>910014147818<br><b>SERVICE ZIP CODE</b><br>ENTER SERVICE ZIP CODE<br><b>PAYMENT DATE</b><br>05/17/2022<br><b>FEE AMOUNT</b><br>\$ 0.00<br><b>TOTAL DUE</b><br>\$<br><b>PAYMENT AMOUNT</b><br>\$ 0.00<br><b>SUBMIT PAYMENT \$0.00</b> | <b>CURRENT PAYMENT METHOD</b><br><div>  <b>NEW ACH PAYMENT</b> </div> <div> <span>+ New ACH</span> <span style="border: 2px solid red; padding: 2px;">+ New Card</span> </div> | <b>ROUTING NUMBER</b><br>ENTER ROUTING NUMBER<br><b>ACCOUNT TYPE</b><br>SELECT ACCOUNT TYPE<br><b>ACCOUNT NUMBER</b><br>ENTER ACCOUNT NUMBER<br><b>NAME ON ACCOUNT</b><br>[Redacted]<br><b>JOINT NAME</b><br>ENTER NAME<br><b>NICKNAME</b><br>NEW ACH PAYMENT<br><input type="checkbox"/> Save payment method |
|--|---|---|

**MULTIPLE PAYMENTS** +

**ADDITIONAL FIELDS** -

**Step 3.** The **Customer Pre-Confirmation** pop-up window displays containing verbiage for Specialist to review with the customer.

The pop-up window will also display the following customer details retrieved from the Speedpay Portal: Customer Account Number, Language, Payment Type, Phone 1 and 2, and Caller ID.



**Step 4.** Specialist reviews the **Customer Pre-Confirmation** pop up window to ensure that a phone number populated in either the Phone 1 or Phone 2 fields of the **Customer Pre-Confirmation** pop-up window.

- If a phone number populates in either the phone 1 or phone 2 field Specialists should continue to [the next step](#).
- If the phone 1 **and** phone 2 fields are blank, Specialists should enter the phone number the customer is calling from in the **Caller ID** field.

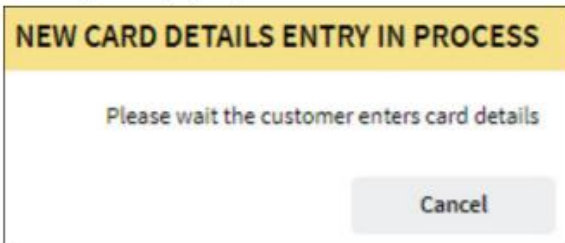
*Note: If the customer is calling from an unknown number, the Specialists should ask the customer for a contact phone number.*

*If the customer is calling from a blocked/unknown number and **does not wish** to provide us with the phone number they are calling from, please enter the Customer Service telephone number for the jurisdiction the customer is calling from.*

**Step 5.** Click **START** on the pop-up window.



**Step 6.** The **New Card Details Entry** pop-up window displays indicating that the Agent-IVR session has started.



**Best Practice:** Specialists should check to ensure they see this pop up before proceeding to the next step.

**Step 7.** Using Avaya Interaction Center, the specialist conferences Agent Card Assist, initiating a three-way call between the Specialist, the Speedpay Agent Card Assist IVR, and the customer.

*Note: Use your soft skills to set the appropriate expectations by advising your customer that they may hear the dial tones as we enter their account number via the Automated System.*

Universal Directory Listings:

- CE Agent Card Assist
- CW Agent Card Assist
- FL Agent Card Assist
- MW IN Agent Card Assist
- MW OH/KY Agent Card Assist

Specialists must stay on the line and enter the customer's Duke Energy account number.

*Note: Each time the Agent Card Assist IVR asks for information, the system allows 14 seconds to BEGIN entering information. After 14 seconds, the IVR will offer another chance to enter the requested information. After three tries, the IVR will disconnect leaving the specialist and customer on the line and you can try again.*

Once the customer's account number is provided during the 3-way call, the IVR will check to see if there is an existing Agent-IVR session for the customer.

- If specialist hears **"The account number you entered is not valid"** from the IVR, it can mean any of the following:
  - The specialist provided the right customer account number but did not click START in **step 5** to create the session.  
*To resolve, click on START (reference step 5) before re-entering the customer's account number.*
  - The specialist clicked on START but provided the wrong customer account number  
*To resolve, double check the account number and re-enter.*

**Step 8.** The customer enters their card information at the IVR prompt

*Note: Specialists may hear the DTMF tones as the Customer enters their card information via the IVR. Specialists will not hear the actual card information.*

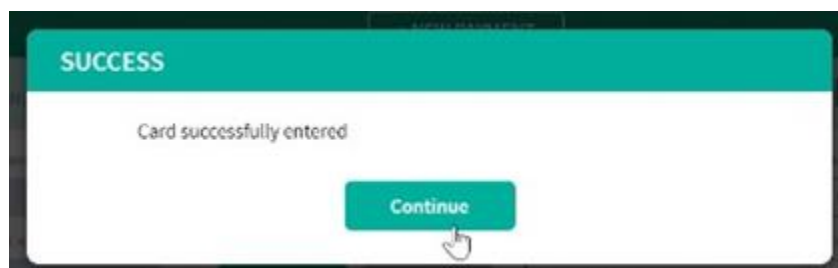
**Step 9.** The IVR performs all card validations. If the validation is passed, the IVR automatically saves the payment information in the wallet and says, **"Your payment information has been collected. Please stay on the line to complete this payment."**

**Step 10.** The IVR call ends automatically leaving the specialist and customer still on the call.



**Step 11.** After the wallet information is saved, Speedpay displays a **Success** pop-up message about the successful collection of the payment method.

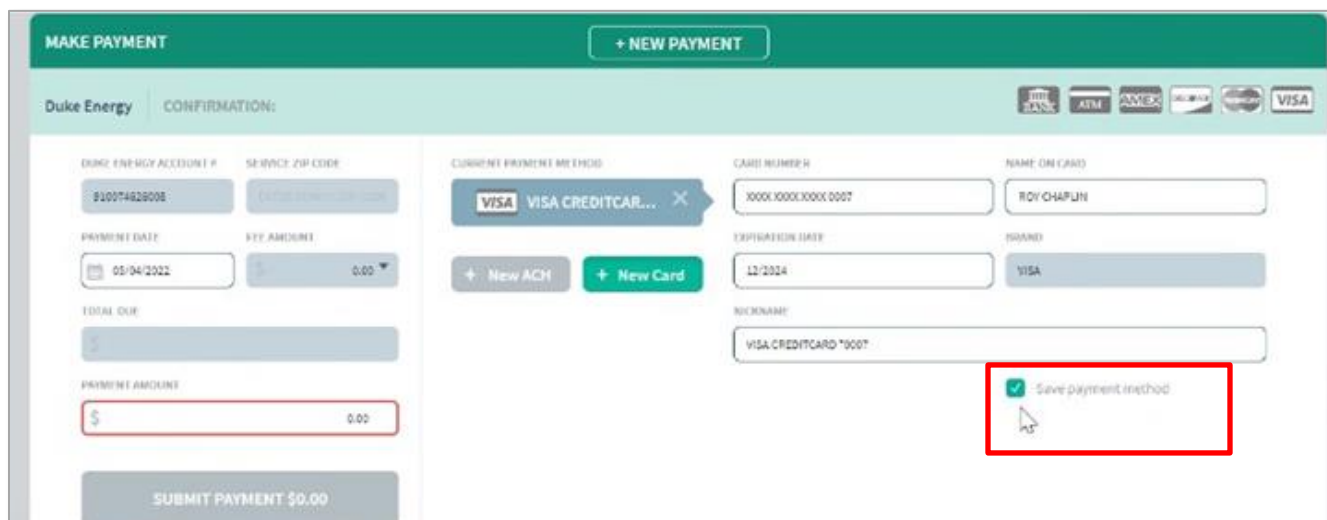
The Specialist clicks **Continue** on the pop-up window.



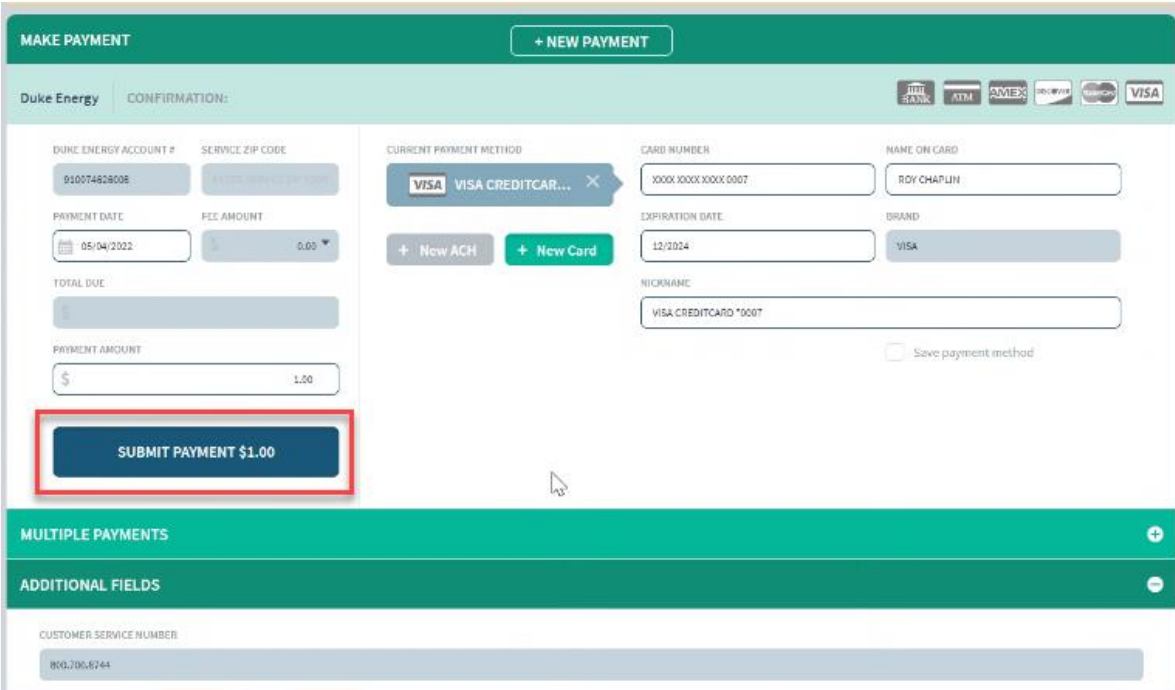
**Step 12.** The masked card details are automatically populated on the **One-Time Payment** page.

At this time, Specialists should:

- **Review** the One-Time Payment details screen:
  - **Enter** the Payment Amount
  - **Confirm** the Customer's service and mailing addresses
- **Enter** the customer's name as it appears on their card
- **Ask** for an email address to send payment confirmation.
- **Ask** the customer if they would like to save this payment method for future payments. If yes, click on the **Save payment method** box just below the Name field.



### Step 13. Click **SUBMIT PAYMENT**



**MAKE PAYMENT** + NEW PAYMENT

Duke Energy CONFIRMATION:

DUKE ENERGY ACCOUNT # 010074828008 SERVICE ZIP CODE 1100000000000000

PAYMENT DATE 05/04/2022 FEE AMOUNT \$ 0.03

TOTAL DUE \$

PAYMENT AMOUNT \$ 1.00

CURRENT PAYMENT METHOD VISA VISA CREDITCAR... X

+ New ACH + New Card

CARD NUMBER XXXX XXXX XXXX 0007 NAME ON CARD ROY CHAPLIN

EXPIRATION DATE 12/2024 BRAND VISA

NICKNAME VISA CREDITCARD \*0007

☐ Save payment method

**SUBMIT PAYMENT \$1.00**

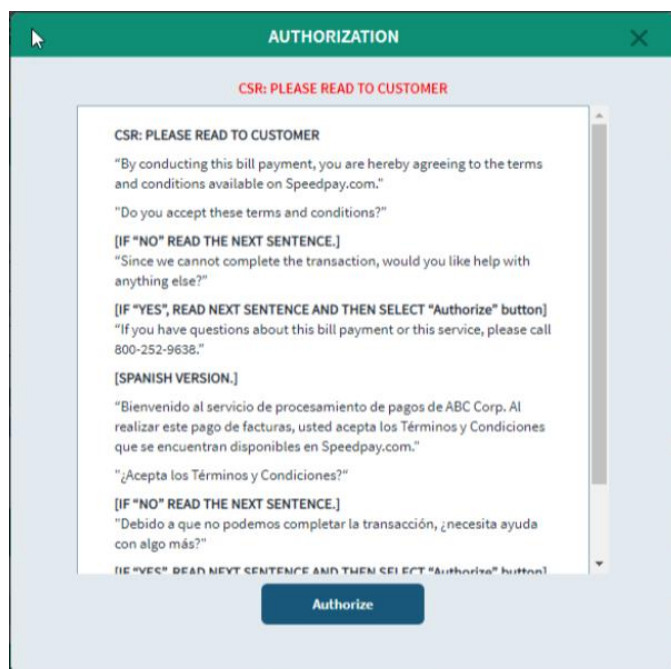
**MULTIPLE PAYMENTS** +

**ADDITIONAL FIELDS** -

CUSTOMER SERVICE NUMBER 800.706.6744

### Step 14. The Authorization window opens.

Duke Energy specialists do not read this script to customers. Click **Authorize** to move to the next step.



**AUTHORIZATION** X

CSR: PLEASE READ TO CUSTOMER

CSR: PLEASE READ TO CUSTOMER

"By conducting this bill payment, you are hereby agreeing to the terms and conditions available on Speedpay.com."

"Do you accept these terms and conditions?"

[IF "NO" READ THE NEXT SENTENCE.]

"Since we cannot complete the transaction, would you like help with anything else?"

[IF "YES", READ NEXT SENTENCE AND THEN SELECT "Authorize" button]

"If you have questions about this bill payment or this service, please call 800-252-9638."

[SPANISH VERSION.]

"Bienvenido al servicio de procesamiento de pagos de ABC Corp. Al realizar este pago de facturas, usted acepta los Términos y Condiciones que se encuentran disponibles en Speedpay.com."

"¿Acepta los Términos y Condiciones?"

[IF "NO" READ THE NEXT SENTENCE.]

"Debido a que no podemos completar la transacción, ¿necesita ayuda con algo más?"

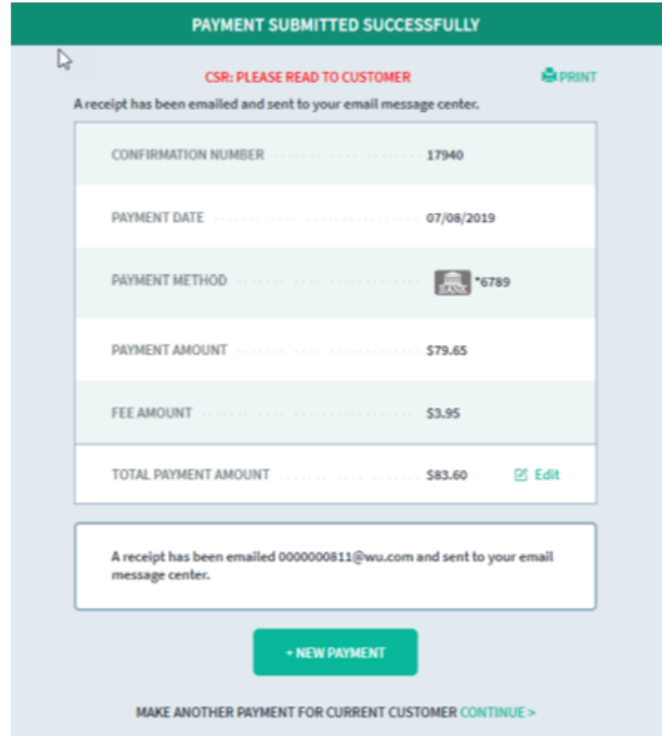
[IF "YES" READ NEXT SENTENCE AND THEN SELECT "Authorize" button]


**Authorize**

**Step 15.** The Payment Submitted Successfully window opens.

**Specialists must:**

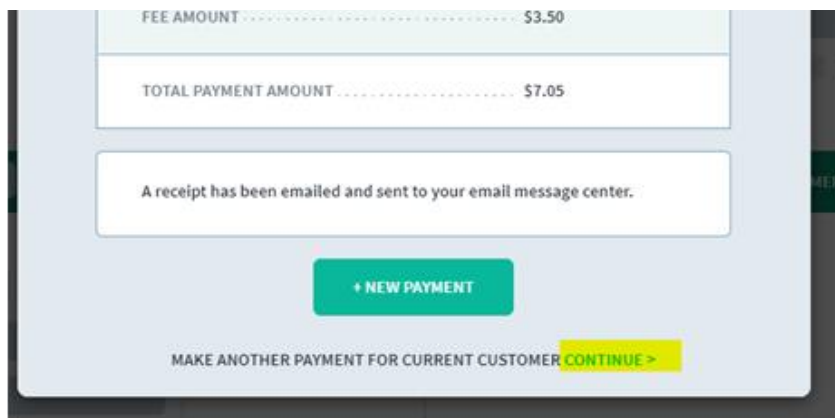
- Read the information to the customer
- Advise the receipt has been emailed, if applicable.



| PAYMENT SUBMITTED SUCCESSFULLY   |   |
|--|---|
| CSR: PLEASE READ TO CUSTOMER <span>PRINT</span>  |   |
| A receipt has been emailed and sent to your email message center.                                  |   |
| CONFIRMATION NUMBER  | 17940   |
| PAYMENT DATE   | 07/08/2019  |
| PAYMENT METHOD   |  *6789 |
| PAYMENT AMOUNT   | \$79.65   |
| FEE AMOUNT   | \$3.95  |
| TOTAL PAYMENT AMOUNT   | \$83.60 <span>Edit</span>   |
| A receipt has been emailed 0000000811@wu.com and sent to your email message center.                |   |
| <span>+ NEW PAYMENT</span><br>MAKE ANOTHER PAYMENT FOR CURRENT CUSTOMER <span>CONTINUE &gt;</span> |   |

**Step 16.** From here there are two options:

- Click on **+NEW PAYMENT** to return to the Speedpay One-time Payment screen – all this customer's information will be removed, and you will have a reset screen
- Click on **CONTINUE>** to make another payment for this same customer - this will return you to the Speedpay One-time Payment screen
  - the customer's account information will still be loaded
  - the payment information will be deleted unless you checked the Save Payment Method box



| PAYMENT SUBMITTED SUCCESSFULLY   |        |
|--|--------|
| CSR: PLEASE READ TO CUSTOMER <span>PRINT</span>  |        |
| A receipt has been emailed and sent to your email message center.                                  |        |
| FEE AMOUNT   | \$3.50 |
| TOTAL PAYMENT AMOUNT   | \$7.05 |
| A receipt has been emailed and sent to your email message center.                                  |        |
| <span>+ NEW PAYMENT</span><br>MAKE ANOTHER PAYMENT FOR CURRENT CUSTOMER <span>CONTINUE &gt;</span> |        |

## **Agent Card Assist - Resources/Assistance**

### **Speedpay Contact Center**

There may be times when the customer is unable to enter their own card information (i.e., no touchtone phone, hearing or visually impaired, etc.) or is having difficulty entering their own card information (i.e., continues to transpose numbers, is elderly, is becoming frustrated/agitated, etc.).

Specialists will not be able to ask the customer for the card number and enter it for them. The customer's card information must be kept private from the Duke Energy specialist.

If this happens, the specialist will be able to utilize the Speedpay Contact Center for assistance. A Speedpay contact center agent will be able to take the customer's card information and enter it into Speedpay.

If the specialist has tried all avenues to help short of taking the card number, WARM transfer the customer to the Speedpay Contact Center using Avaya Interaction Center and the Universal Directory.

Select the Universal Directory listing for your jurisdiction:

- CE Agent Card Assist (Speedpay Agent) CONSULT
- CW Agent Card Assist (Speedpay Agent) CONSULT
- FL Agent Card Assist (Speedpay Agent) CONSULT
- MW IN Agent Card Assist (Speedpay Agent) CONSULT
- MW OH/KY Agent Card Assist (Speedpay Agent) CONSULT
- CE Spanish Agent Card Assist (Speedpay Agent) CONSULT
- CW Spanish Agent Card Assist (Speedpay Agent) CONSULT
- FL Spanish Agent Card Assist (Speedpay Agent) CONSULT

Ensure the Speedpay agent has all the pertinent information before completing the transfer.

### **The Source**

Specialists can find additional information in The Source by searching **Agent Card Assist**.

## **Agent Card Assist - Scenarios**

**Scenario 1:** The account number or card number is entered incorrectly. The Agent Card Assist IVR will give you three tries before hanging up.

- "The account number you entered is not valid, please try again. Please enter the account number followed by the pound sign."
- "This card type is not accepted, please try again. Please enter the card number followed by the pound sign."
- "The expiration date is not valid, please try again. Please enter the expiration date in the form of a two-digit month and a two-digit year followed by the pound sign."

### What to do:

- Check that you are entering the account number correctly
- Have the customer check that they are entering the card number and expiration date correctly (but do not have them tell you the number)
- If they continue to have issues, ask if they would like to use another payment method -- OR --
- WARM transfer them to the Speedpay Contact Center for assistance

**Scenario 2:** After the third unsuccessful attempt at entering the card number or expiration date, the Agent Card Assist IVR will hang up leaving the customer on the phone with the specialist to continue the call.

- “I’m sorry, I am unable to complete your request. Please say on the line.”

### What to do:

- Ask the customer if they would like to use another payment method
  - Try a different card
  - Use a bank account – it is still ok for specialists to enter bank account information
- If the customer insists on using the same card, WARM transfer the customer to the Speedpay Contact Center for assistance with card entry using the Universal Directory listing for your jurisdiction.

**Scenario 3:** If the customer gets through the process of entering the card information but then decides not to make the payment before the specialist has clicked the Submit Payment button, the system will retain the card information.

The card information will only go away after the Submit Payment button has been clicked (and if the customer did not want to save the number for future use after the submit payment button has been clicked).

If the customer calls back later to make the payment, the payment information will still be in Speedpay. This might be confusing to the customer since they did not ask you to save their information in this situation.

### What to do:

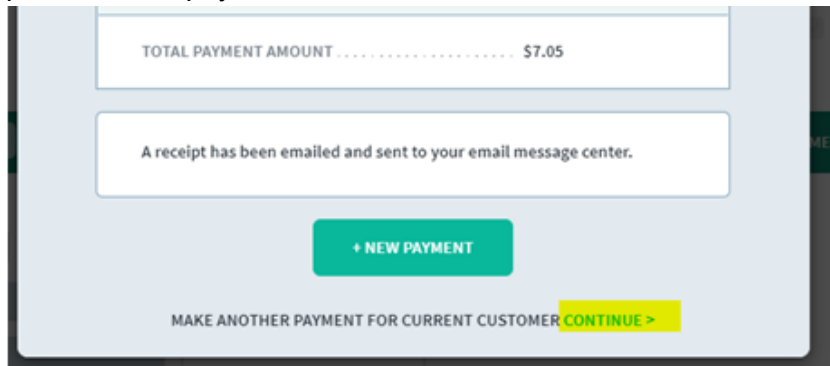
- You can ask the customer if they would like to leave the payment information in Speedpay in case they call back to pay later. If they say yes, you don’t need to do anything additional.
- If they say no, delete the card information from the wallet by clicking the X beside the card number.



**Scenario 4:** Customer would like to make a payment using multiple NEW CARDS.

**What to do:**

- Click on **+New Card**, call the Agent Card Assist IVR and complete the portion of the payment requested with the first card.
- On the **Payment Submitted Successfully** pop-up window, confirm the information for that portion of the payment and click on **CONTINUE>>**.



- This will return you to the one-time payment screen with this customer's information still loaded so you do not have to find the account again. But the first payment method will be removed unless the customer asked you to save it for future use.
- Click on **+New Card** again, call the Agent Card Assist IVR and complete the second portion of the payment requested with the second card.
- **Payment Submitted Successfully** will pop-up again with information for the payment on the second card. Confirm the information with the customer.
- Then, if they are done making payments, click on **+NEW PAYMENT** to return you to the one-time payment screen with all the information removed.

**Scenario 5:** You are already using the Interpreter Service to assist the customer and you need to use the Agent Card Assist IVR or engage the Speedpay Contact Center.

**What to do:**

- For the Agent Card Assist IVR, just use Conference and add the IVR to the call. The interpreter can remain on the line to assist the customer. The Agent Card Assist IVR has a Spanish language option. When the IVR hangs up, the specialist will still be on the line with the customer and the interpreter.
- For the Speedpay Contact Center, WARM transfer the call using Universal Directory listing for your jurisdiction. This will transfer the customer and the interpreter to the contact center.

**Scenario 6:** The customer is using a card already in their wallet but needs to update the expiration date.

**What to do:**

- The specialist can just click on the card in the Speedpay wallet and update the expiration date. The Agent Card Assist process does not apply in this scenario because the card is already saved in the wallet. Specialists do not have to click on +New Card in this scenario.

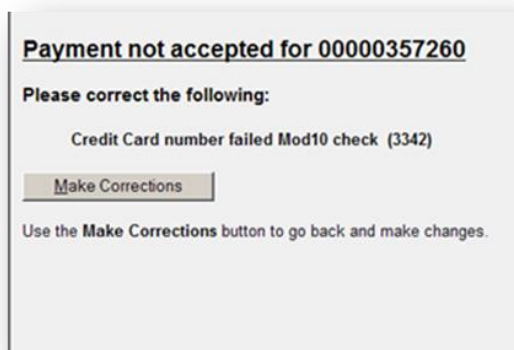
**Scenario 7:** Customer is setting up an Installment Plan or Deferred Payment Plan that requires them to make a partial payment, and they want to make that partial payment with a NEW CARD through Speedpay.

**What to do:**

- Click on +New Card in Speedpay and dial the Agent Card Assist IVR.
- When the card number is successfully entered, the Agent Card Assist IVR will hang up leaving the specialist and customer on the line.
- At this point, you can complete the setup of the Installment Plan or Deferred Payment Plan.
- If the customer has difficulty entering the card information and you have to transfer them to the Speedpay Contact Center for assistance, they will have to call back and start the process over with the next specialist who receives the call.
- In this scenario, it is important for you to enter detailed notes in Interaction Center, so the next specialist understands what has taken place.

### If Speedpay Payment is Declined:

- If the payment has been declined, you will receive a separate pop-up box
  - Credit card might not have sufficient funds
  - Checking account might not have sufficient funds
  - Numbers could have been entered incorrectly for the checking account or debit/credit cards



- Inform customer that the payment has not been accepted
  - Verify that the information was entered correctly
  - Click **Make Corrections** to go back to the payment processing screen to re-enter the information
- If all information was entered correctly, and the payment is still not accepted
  - Advise customer they can go to a Pay Location to make a payment with cash if necessary
  - Provide customer with Pay Locations in their area

### Cancel a Speedpay Payment

If a mistake was made while processing a payment or the customer changes their mind rather quickly, we have a small window of time where the payment can be deleted or voided.

- **Check Payments**
  - Check payments may be deleted if the payment has not been processed by Speedpay by selecting the **Delete** button.
  - If the payment was processed by Speedpay, the **Delete** button will not appear and the payment cannot be deleted. Explain to the customer the payment was processed and you are unable to delete it.



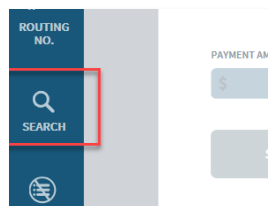
- **Credit Card Payments**

- Credit card payments may be voided if the payment has not been processed by Speedpay by selecting the Void button
- If the credit card payment was processed by Speedpay, the Void button will not appear, and the payment cannot be voided. Explain to the customer the payment was processed and you are unable to void it. Customer will need to contact their credit card company to dispute the transaction.

- **Debit Card Payments**

- When customers pay by ATM/Debit cards, these payments **are not** reversible.
- Customers that request payments to be reversed will need to contact their financial institution to dispute the transaction. This is the fastest way for customers to get their money back.

1. Click Search from the Processing screen
2. Type in the search criteria in the field you are searching by
3. If the Exact Match box is checked, the system will search the information exactly as you have entered it. (i.e. If you search by account # and do not enter the leading zeros, the system will not locate the account.)
4. Click Search



### ADVANCED SEARCH

Enter information to filter your search.

SELECT SEARCH CATEGORY

Payments

CUST ACCOUNT

\*EXACT MATCH REQUIRED

CARD/BANK ACCT

\*EXACT MATCH REQUIRED

AMOUNT

\$

to

\$

To search for an exact payment amount, enter an amount in the first field. To search a payment range, use both fields.

CONFIRMATION

\*EXACT MATCH REQUIRED

EMAIL

\*EXACT MATCH REQUIRED

DATE

Scheduled Date

To search for an exact date, select a date in Start field. To search a date range, select a date in both Start and End fields.

LAST NAME

PHONE

FIRST NAME

☐ Exclude deleted ACH, CHECK payments and failed card authorizations

CLEAR ALL FILTERS

Submit Search

- A list of payments that have been made through Speedpay will be presented including payments made through the IVR, Desktop, and Web
- The **Results** screen displays the date the payment was made, method of payment, and the status of the payment

5. Locate the payment you want to cancel from the list
  - Payments are listed from top to bottom (most recent payments listed at the top)
6. Click on the **Line Number** for the payment you wish to view

| CLEAR ALL FILTERS <span>Submit Search</span> |                |              |           |            |         |        |           |                |         |  |
|--|----------------|--------------|-----------|------------|---------|--------|-----------|----------------|---------|--|
| LINE   | SCHEDULED DATE | CUST ACCOUNT | LAST NAME | FIRST NAME | AMOUNT  | FEE    | CONFIRM   | CARD/BANK ACCT | STATUS  |  |
| 1  | 07/15/2019     | 1182660785   |           |            | \$10.00 | \$8.50 | 115519952 | VISA *4448     | Pending |  |

7. A pop up will appear asking if you are sure you want to view payment details, click **Yes**.

**VIEW PAYMENT DETAILS?**

Are you sure you want to view payment details?

No Yes

- If the payment has been processed, you will not have the option to cancel the payment
8. If the payment has not been processed, you can cancel it by clicking the **Delete** or **Void** button.
    - **Delete** will appear when cancelling a payment made by check
    - **Void** will appear when cancelling a payment made by credit/debit card

THE BALANCE DUE ON THIS ACCOUNT IS \$153.44 AND WAS DUE 03/11/2019. THIS INCLUDES A PAST DUE BALANCE OF \$153.44.

PENDING PAYMENT(S) EXIST

PAYMENT STATUS: **PENDING** 07/15/2019 @ 10:11 AM

**VIEW PAYMENT** + NEW PAYMENT **VOID**

Duke Energy CONFIRMATION: 115519952

DUKE ENERGY ACCOUNT # 1182660785 SERVICE ZIP CODE 28734

PAYMENT DATE 07/15/2019 FEE AMOUNT \$ 8.50

ELECTRIC PAYMENT OPTIONS

☐ To pay the total balance of \$153.44

☒ To pay a different amount.

DIFFERENT AMOUNT \$ 10.00

PAYMENT AMOUNT \$ 10.00

CURRENT PAYMENT METHOD **VISA**

CARD NUMBER XXXX XXXX XXXX 4448

EXPIRATION DATE 12/2021

NAME ON CARD MILLIE GRIFFIN

BRAND VISA

NICKNAME ENTER PAYMENT NICKNAME

☐ Save payment method and create profile

- Once the button is selected, you will receive a pop-up box confirming your action. This action cannot be reversed.

**CONFIRMATION**
✕

Are you sure you want to void this payment?

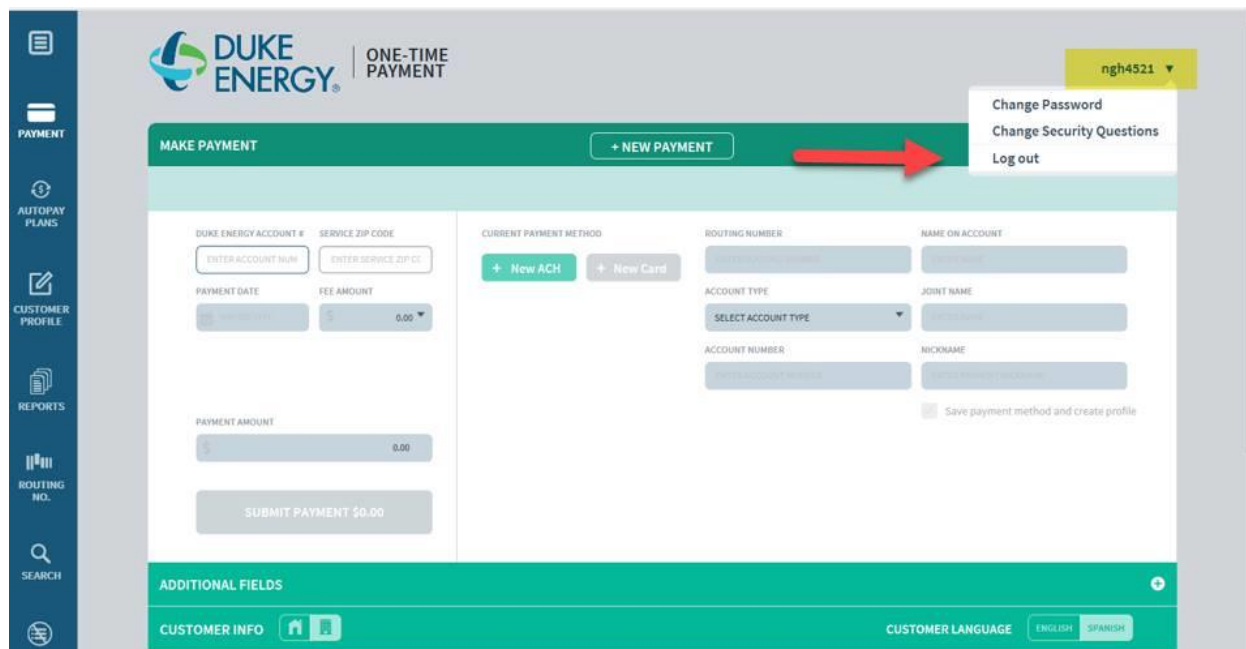
No
Yes

- Click **Yes**
  - Payment is canceled
- Document your actions with a note on the account

**Note:** It could take three to five business days before the voided funds are returned to the customer's checking account or credit/debit card.

## Logging Out

To log out of Speedpay, click on the drop-down arrow next to your network id and select “**Log out**” from the drop-down list.



The screenshot shows the 'MAKE PAYMENT' page of the Duke Energy Speedpay portal. On the left is a sidebar with navigation icons for Payment, Autopay Plans, Customer Profile, Reports, and Routing No. The main content area includes fields for account information, payment date, amount, and routing number. A red arrow points to the user's network ID 'ngh4521' in the top right, which has a dropdown menu open showing options: 'Change Password', 'Change Security Questions', and 'Log out'.

From this menu you can also change your password or security questions to reset your password.

## **Transferring a Customer to Speedpay**

Customers who transfer out of the IVR and need to make a payment cannot be transferred back into the Speedpay IVR. This helps us reduce transfers for our customers and increase customer satisfaction.

If you receive a customer that was unable to process their payment via Speedpay, assist the customer by processing their payment. Customers using a new credit or debit card can be transferred to the Speedpay Contact Center for assistance as stated in the Agent Card Assist process above.

If the customer does not want to speak with someone to make a payment, transfer the customer back into the Customer Service IVR where they can go through the options and enter the payment information themselves.

## **Keeping Customer Information Safe-PCI Compliance**

Credit card fraud is on the increase and hackers are virtually impossible to catch. Prevention has become priority, with serious fines for not complying.

### **How can you help?**

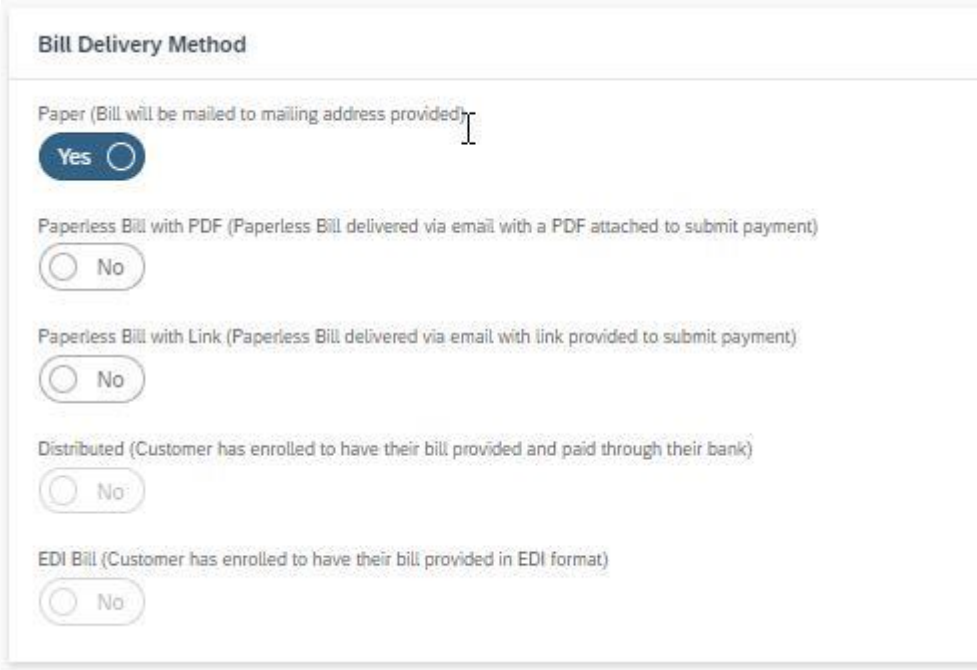
Our system prevents the visual and audio recording of credit card and check payments (PCI Compliance). This may be inconvenient for some customers but let them know it is for their protection.

- Agent Card Assist is used when processing a NEW credit or debit card in Speedpay to allow the customer to enter their own card number – specialists will not take a customers card number
- Ask the customer to provide their checking account number only when you are ready to type the number in the Speedpay application.
- Checking account numbers should not be typed on Word Pad, Note Pad, or any other application on your desktop.
- If Speedpay is down, provide the customer with the Speedpay number to call at a later time.
- There is no contingency process for Speedpay.
- Let the customer know to help protect their information we will ask them to repeat their payment information if they are paying on multiple accounts (except new credit or debit card numbers which will be entered by the customer via Agent Card Assist).

While the company has firewalls in place to discourage hackers and thieves, the best way you can help is to not expose the customers' personal information.

## Options for Bill Delivery

There are several ways in which our customers can receive their bills from us. These multiple options allow for maximum flexibility. These options can be viewed/updated via the Bill Delivery Method facet.



The screenshot shows a web form titled "Bill Delivery Method". It contains five radio button options for selecting a bill delivery method. The first option, "Paper (Bill will be mailed to mailing address provided)", is selected with a blue "Yes" button. The other four options—"Paperless Bill with PDF", "Paperless Bill with Link", "Distributed", and "EDI Bill"—are all unselected and marked with "No".

| Bill Delivery Method   | Selection |
|--|-----------|
| Paper (Bill will be mailed to mailing address provided)  | Yes       |
| Paperless Bill with PDF (Paperless Bill delivered via email with a PDF attached to submit payment) | No        |
| Paperless Bill with Link (Paperless Bill delivered via email with link provided to submit payment) | No        |
| Distributed (Customer has enrolled to have their bill provided and paid through their bank)        | No        |
| EDI Bill (Customer has enrolled to have their bill provided in EDI format)                         | No        |

## AutoPay (Bank Draft)

**AutoPay** allows monthly payments to be automatically drafted from a customer's checking or savings account on their due date.

- Customers can enroll in the AutoPay with a specialist over the phone or through the web at duke-energy.com.

AutoPay should be offered to any residential or non-residential customer with:

- An active checking account
- No history of returned checks
- No prior balance on their account.

Please review the following On-Demand Learning demonstrations as needed.

- [Set-up AutoPay](#)
- [Change or Remove a Customer from AutoPay](#)

## **Duke Energy Prepaid Advantage**

**Prepaid Advantage** or Pre-pay provides customers the ability to Pre-pay for their electric consumption. Pre-pay is currently available to customers **in North Carolina, South Carolina, (DEC Only) and Indiana**. The IVR and the billing system will identify if the customer is Pre-pay eligible.

### **Benefits to Prepaid Advantage:**

- Customers have an option manage and budget their energy usage;
- Realize greater payment flexibility;
- Avoid security deposits and reconnect fees and,
- Experience a greater sense of control in their billing and payment options.

### **Prepaid Advantage & IVR**

The Duke Energy Prepaid Advantage number *1800.777.9898* for North & South Carolina and *1800.521.2232* for Indiana.

Once the customer is in the automated system, the IVR will recognize that he is a Prepaid Advantage customer and transfer the call to the Prepaid IVR.

Specialists can view a customer's Prepaid information by navigating to the Prepaid Factsheet facet. View the On-Demand Learning demo for more information.

- [Access the Prepaid Factsheet](#)

## **Pick Your Due Date**

Residential and non-residential customers with **AMI (MDM Managed)** meters are eligible for the *Pick Your Due Date* program. AMI meters no longer align to a meter reading schedule, so the customer's billing cycle can be changed to fall in line with the due date.

After enrollment, the customer must wait twelve (12) months before changing his due date again.

Pick Your Due Date was designed to offer our customers flexibility to meet their needs over the course of a year and beyond. It is NOT designed to be a credit tool, or for a one-time payment or as a substituted for our Budget Billing.

Specialist can check eligibility & enroll a customer in PYDD via the Pick Your Due Date facet on the Contract Account tab. Access The Source or LXP for more on PYDD.

## **Payment Confirmation**

The Payment Confirmation Program provides customers with electronic confirmations (via email or text message) when a payment is successfully posted to the customer's account. Customers will receive a confirmation message regardless of the payment channel (i.e. check, cash, money-order, IVR, Speedpay, Authorized Pay Agents/kiosks, debit and/or credit card, etc.).

Payment confirmation alerts is a free service offered to customers. When a payment successfully posts to the customer's account, the customer receives a confirmation message that will include:

- Payment Amount
- Date Payment Posted
- The first eight (8) characters of the accounts service address

Customers will receive the first confirmation message when the next payment is successfully posted to their account. The time of the first and future confirmation messages will vary depending on the payment method (e.g. mailed payments versus online payments). Customers should include their bill stub with mailed check payments to help ensure timely processing. Customers can enroll with multiple accounts tied to a single email address or mobile phone number.

Customers can arrange to receive email or text messages:

**Email Messages:** Customers enters the email account they wish to receive payment confirmation alerts.

**Text Messages:** Customers enters the phone number of their choice.

The customer will receive an email confirmation from Dukes sender email address of [DukeEnergyPayConfirmation@duke-energyalert.com](mailto:DukeEnergyPayConfirmation@duke-energyalert.com) and the message will state "Thank you for your Duke Energy Payment."

### ***How does the customer enroll in this program?***

The program is available to residential and small/medium business customers, with the exception of customers currently enrolled in Prepaid Advantage. Customers with email address on their account are automatically enrolled and if they do not have an email address on the account, they can:

**Residential** customers can enroll: [Duke-Energy.com/paymentconfirm](http://Duke-Energy.com/paymentconfirm)

**Commercial** customers can enroll: [Duke-Energy.com/payconfirm](http://Duke-Energy.com/payconfirm)



## **Duke-Energy.com (the Universal Digital Profile/Paperless Billing)**

In addition to viewing and paying bills online, customers access our Website, [www.duke-energy.com](http://www.duke-energy.com), to obtain a variety of information. Duke Energy continues to look for ways to improve the online experience of our customers.

Customers can:

- View bill highlights about why their bill has changed.
- Perform a bill analysis for a comparison of bills.
- View their account billing and payment history for up to 24 months.
- Complete an energy survey and receive a Personalized Energy Report.
- Receive detailed information on how they can improve the energy efficiency of their homes by using energy efficient lighting products, cooling systems and appliances.
- Analyze their home energy usage online.
- Compare their home energy usage with other similar accounts in their area.
- Have access to my Mobile Phone.

### **Paperless Billing Highlights**

- Enrollment will be immediate, no waiting period.
- Online payments can be submitted immediately after successful enrollment.
- Payments submitted through the direct site prior to 7 p.m. will show as pending the same day and credit to the Duke Energy account the next business day.
- Payments submitted through the direct site will automatically issue a pending payment, which will stop any adverse credit action.
- Improved Automatic Monthly Payment (AutoPay) option for customers enrolled directly through [www.duke-energy.com](http://www.duke-energy.com).
- The Common Payment Interface (CPI) will deliver messages to customers electronically providing them reassurance that their payment was received, and appropriate credit actions were processed.