

MLSULLIVAN™

21 W. Colony Rd. Suite 110

Durham NC 27705

www.MLSullivan.com

919-493-7633

Dear Owners,

To minimize stress in between tenants, we are sending you information about the Revert to Owner (RTO) Service Programs offered by Duke Energy and Dominion Gas. We feel that these worthwhile programs and should be arranged so there will be no lapse of service when a tenant moves out and in preparation for an incoming tenant.

Thank you,



Michael L. Sullivan, REALTOR/Broker

919-493-7633 office/text

919-869-1503 fax

www.MLSULLIVAN.com



Duke Energy
9700 David Taylor Dr.
Charlotte, NC 28262
www.duke-energy.com

Subject: Revert to Owner (RTO) Service Program Application

Dear Sir or Madam:

Thank you for your interest in our Revert to Owner Service Program. This convenient program directs Duke Energy to switch the electric service account(s) automatically for your rental property(s) into your company's name when residents move out.

If you would like to participate, please review the enclosed program provision, complete the authorization form and return it via email, fax or mail as noted. We will process your request within seven working days after receiving the form.

More Convenience for Revert To Owner Participants

Whether you own or manage one rental property or hundreds, our free *Online Property Manager Service* can help save you time. It is designed just for property managers and enables you to:

- Confirm whether a tenant has applied to have electric service put into his/her name
- Confirm if the tenant has met all requirements and the request for service has been scheduled
- Confirm if a tenant has requested a disconnection of electric service
- Request disconnection of the electric service if the account is in the RTO account name
- Place an order to connect electric service in the property manager's name if power is off
- Receive an email notification when a tenant requests a disconnection or a connection for electric service

To learn more about this service visit our website at www.duke-energy.com/property-managers

If you have additional questions about the Revert to Owner Service Program, please call us at 1-800-777-9898. We are available to assist you 24 hours every day.

At Duke Energy, we appreciate your business and the opportunity to serve you

Sincerely,
Duke Energy Customer Service
DECS:jmy

Enclosure



Duke Energy
9700 David Taylor Dr.
Charlotte, NC 28262
www.duke-energy.com

Revert to Owner Service Program Provisions

1. When a resident requests disconnection of a rental property, service will not be disconnected. Instead, Duke Energy will read the meter and automatically set up the account in the name shown on the RTO Application with the following exceptions:
 - The service will not be automatically transferred into the RTO account name if service to a resident has been disconnected for nonpayment of bill or violation of Duke Energy Carolina's Service Regulations.
 - If an inspection is required by local government if changes are made to the electrical wiring in the facility or tampering with Duke Energy Carolinas' equipment.
2. In order to participate in the Revert to Owner Service Program, the owner or property manager will identify the service address as shown on Duke Energy Carolinas' records. Thereafter, the owner or property manager must notify Duke Energy of accounts to be added or deleted from the Revert to Owner Service by submitting a list of revisions, additions or deletions to the list due to sale of the property or any other reason. The RTO participant is responsible for all usage incurred at any location in the RTO account name until the Company receives notice to remove the account from the RTO Program and disconnects the service to the location
3. Residential accounts established in the owner's or property manager's name will be set up on the same residential service rate schedule as the previous resident.
4. Non-residential accounts established in the owner's or property manager's name will be set up on the applicable general service rate schedule.
5. Revert to Owner Service will apply to all electric service agreements on the designated account, (e.g., multiple meters, outdoor lighting, etc.)
6. Accounts used solely for services such as outdoor lighting and common facilities that are not leased to tenants are not eligible for the RTO Program and should not be included on the list of participating accounts.
7. Failure to pay any bills while service is in the name of the property owner or manager may result in transfer of the outstanding balance to another account, disconnection of service and / or removal from this Program.
8. If satisfactory payment history is not maintained, accounts will be removed from RTO. It takes a minimum of one year to establish a satisfactory payment record. Once satisfactory payment history is established, you may reapply for the program.
9. When an account is removed from RTO, it is no longer accessible on the Property Manager Portal.



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Revert to Owner Service Program Authorization Form

I request to participate in the Duke Energy Revert to Owner (RTO) Service Program that is available to owners or property managers who wish to maintain electric service at their properties between residents without having the service disconnected. The following information should be used to establish accounts between residents:

Legal Name of Owner/Property Manager : _____

Complex Name(s) _____

Mailing Address _____

Federal Tax ID _____ or Social Security # _____

Contact Name _____ Contact Phone _____

Please contact me to add the free *Online Property Manager Service*

Email Address: _____

I acknowledge that I have read and understand the provisions of the program as outlined below

Authorized Scanned Signature _____ Title _____ Date _____

The Legal Name of the Company is the RTO account name.

Please return this form and your property address listing complete with complex name(s) and individual street addresses by email, fax or mail as follows:

By Email:

rto/pmp@duke-energy.com

Subject : Revert to Owner Service Program

By Fax:

1-800-640-5991

ATTN: Revert to Owner Service Program

By Mail:

Duke Energy

ATTN: Revert to Owner Service Program DT02V

9700 David Taylor Drive

Charlotte, N.C. 28262-2363



Revert-to-Landlord Agreement

1. Landlord concedes that he/she/it owns or manages the Property described on Exhibit A and leases it to a tenant who utilizes Dominion Energy North Carolina's natural gas utility service.
2. Landlord does not want the Property to be left without gas utility services after the tenant leaves. Therefore, in the event that the tenant requests to have Dominion Energy North Carolina disconnect his/her gas service to the Property, the natural gas services will be transferred to an account automatically created in Landlord's name (the "Reversion Account") without interruption. The transfer of services will become effective on the date that tenant's disconnect request is scheduled to become effective (the "Reversion Date").

Exceptions:

- a. The service will not be automatically transferred into your name if service to a resident has been disconnected for nonpayment of bill or violation of Dominion Energy North Carolina's service regulations.
 - b. An inspection may be required by local government if changes are made to the gas piping at the facility.
3. Landlord shall be responsible for payment for all natural gas services provided to the Property after the Reversion Date until Dominion Energy North Carolina receives notice to transfer or disconnect services.
 4. Failure to pay bills in a timely manner for service provided to an account in the landlord's name may result in disconnection of service and/or termination of this Agreement.
 5. Any bills that remain unpaid after 25 days from Dominion Energy North Carolina's final bill will be transferred to the Landlord's permanent account, if one exists. Reversion Account bills will be sent to Landlord at the address on record with Dominion Energy North Carolina.
 6. This Agreement shall remain in effect until the earlier of: (a) **Dominion Energy North Carolina's receipt of notice that the property has been sold or is no longer being managed by Landlord**, (b) **notification of termination is received**; and (c) **failure to maintain an adequate payment record as described above**. Voluntary termination of this Agreement by Landlord/Property Manager shall be made by submitting a request in writing to Dominion Energy North Carolina by fax (843-746-0442), or mailing a request to: PO Box 1398, Gastonia, NC 28053. Dominion Energy North Carolina will process cancelation within twenty days of receipt of request and confirm cancelation to Landlord. Failure to process within twenty days will not be deemed a breach of this Agreement.
 7. This Agreement shall be effective on _____.

Landlord: Provide full legal name of Company or Individual Name (if Individual Property Owner):

Landlord Billing Address: _____

Landlord Federal Tax Id (if business): _____

Name(s) of Authorized Contacts and Phone Numbers: _____

Email Address: _____

I acknowledge that I have read and understand the provisions of the program as outlined above and agree to the terms stated therein and am authorized to execute this Agreement on behalf of the Landlord.

Signature, Name, and Title of Authorized Representative: _____

