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ENERGY-EFFICIENCY PROGRAMS

Online Account Access

Energy analysis graphs allow customers to compare their electric usage in the current and previous year to the average temperature by month; compare past 12 months' electric usage to the high, low and average temperature for the same period; and compare average monthly temperatures for the past 24 months. The energy analysis details allow customers to view their past 24 months of electric usage including date the bill was mailed, number of days in billing cycle, kWh (kilowatt hour) usage per month, daily kWh usage and average, low and high temperature for the month. Click on a month and get daily temperature information for the month. These tools assist customers with understanding their energy usage patterns and identifying opportunities to reduce energy consumption.

"Lower My Bill" Toolkit

This tool provides online tips and specific steps to help customers determine actions to reduce energy consumption and lower utility bills. The suggestions range from relatively simple, no-cost steps to more extensive actions involving insulation and heating and cooling equipment, as well as payment options.

Energy-Saving Tips

Online tips on how to reduce home energy costs. Includes information on the biggest typical household energy wasters and how a few simple actions can increase efficiency. Topics include: energy-efficient heat pumps, insulation R-Values, air conditioning, appliances and pools, attics and roofing, building/additions, ceiling fans, ducts, fireplaces, heating, hot water, humidistats, landscaping, seasonal tips, solar film, and thermostats.

Online Home Energy Check

This Web-based energy check enables customers to quickly answer common questions regarding energy usage and provides a full range of personalized recommendations for managing home energy costs. Customers receive specific recommendations for their households with detailed approaches for better managing energy use and saving money. The analysis also includes an automatic download of the customer's actual electric bill history.

Energy-Efficient Home Program

Energy-Efficient Homes are certified to meet the standards of the U.S. Environmental Protection Agency's Energy Star® program. Annual energy costs may be reduced up to 30 percent due to high-efficiency heating and cooling equipment and high-quality materials and construction. Energy-Efficient Homes qualify for Progress Energy's 5 percent energy conservation discount on monthly electric bills. Other benefits include improved air quality, the potential for higher resale value and significant savings on financing costs. In order to qualify, a home must meet the EPA Energy Star criteria and receive an Energy Star Certificate.

Energy-Efficiency Financing

This program connects customers with screened contractors who provide complete installation and financing on a range of energy-saving home improvements. The financing may be used to make improvements which enable the home to meet the Energy Star criteria and qualify for Progress Energy's 5 percent energy conservation discount on monthly electric bills.

5 Percent Energy Conservation Discount

Customers whose homes meet the Energy Star criteria qualify for a 5 percent discount on their monthly electric bills. Progress Energy offers related programs to encourage and assist customers in meeting the Energy Star energy-efficiency requirements.

Time-of-Use Rates

Progress Energy Carolinas offers Time-of-Use (TOU) rates to all customers. These rates provide incentives to customers to shift consumption of electricity to lower-cost off-peak periods and lower their electric bill.



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CUSTOMER ASSISTANCE PROGRAMS

Disconnect Moratorium (North Carolina)

Progress Energy residential customers can become exempt from having their electric service disconnected between November 1 and March 31 each year if they meet the following criteria:

- A member of the customer's household is either elderly (65 years of age or older), handicapped or both. Note: The handicapped member of household must be certified by a governmental agency to qualify for the program as disabled.
- The customer is not able to pay the balance of service either in full nor under a six-month installment payment plan.
- The customer's household is certified by the local social service office which administers the Energy Crisis Assistance Program or other similar programs as eligible to receive assistance even if funds are not available.

Note: Progress Energy can terminate a North Carolina customer's service on Disconnect Moratorium between November 1 and March 31 if the North Carolina Utilities Commission approves the termination.

Disconnect Moratorium (South Carolina)

Progress Energy residential customers can become exempt from having their electric service disconnected (for a 30-day period – with the option of extending the service every 30 days) – between December 1 and March 31 each year if they meet the following criteria:

- A member of the household's health will be put in danger due to termination of their electric service. This must be certified by a physician.
- The customer is unable to pay the balance of their service account in full or under an installment agreement.

Equal Payment Plan

Progress Energy offers its customers an Equal Payment Plan to ease the impact of higher seasonal electric bills. Under the plan, the customer's annual cost for electricity is spread into 12 equal monthly payments.

Energy Neighbor Fund

Progress Energy's Energy Neighbor Fund is an energy assistance program that helps individuals and families in our communities who can't afford to pay their home energy bills, whether the homes are all-electric or use gas, coal, oil, wood or kerosene.

One hundred percent of the funds collected from employees, customers and the community go to helping those in need. These funds, along with an annual grant of \$1 million from the Progress Energy Foundation, are distributed locally through social service agencies to our neighbors experiencing hardship. These customers live at or below 150 percent of the poverty level and are facing a crises such as sudden illness or unexpected unemployment.

In the Carolinas, funds are sent on a monthly basis to the North Carolina Division of Social Services the South Carolina Division of Economic Opportunity. Both agencies use disbursement information provided by Progress Energy showing the counties to which the funds should be allocated. County social services agencies use the same criteria for determining client eligibility used for state and federal assistance programs (CIP and LIHEAP). These agencies guarantee and make the payments directly to the utility or fuel distributor on behalf of the customer. The customers never receive cash.

Preference Pay

Progress Energy customers aged 55 years or older and on a fixed income such as social security, retirement or disability (and whose bill is in good standing) have the option to delay their following month's electric bill by seven calendar days. This gives customers the flexibility to wait for a monthly check before paying their Progress Energy Bill – without the penalty of a late charge or credit downgrade.

Progress Energy Web site

Additional information and assistance is available to Progress Energy's customers through the company's Web site at progress-energy.com.

Third-Party Notification

Progress Energy customers have the option to have copies of Progress Energy disconnect notices sent by mail to a third party.