

## Free Rate Review Terms and Conditions

The Free Rate Review program ("FRR" or "Program") offers Duke Energy Florida's ("DEF") non-residential customers ("NRC") the opportunity to enroll in a free periodic and comprehensive review of their current rate schedule and usage history to determine if they are on the most beneficial rate schedule. Participation in the Program is voluntary. Enrollment occurs at the request of the account holder or any authorized user listed on an account. To participate in the Program, a NRC must have at least twelve months of usage history on a single rate schedule.

Once enrolled in the Program, the NRC will receive a proactive rate review once in each twelve-month period following the date on which the customer enrolls in the Program. If such proactive rate review shows a potential savings threshold of greater than or equal to eight percent (8%), DEF will automatically switch the NRC to the more beneficial rate and will notify the NRC via letter to the address on file that their rate has been changed. The NRC will be given thirty (30) calendar days from the date of the aforementioned letter to contact DEF and request that the proactive rate change not be made. If no such request is made, the NRC will remain on the new rate schedule until the next proactive review takes place unless the NRC independently contacts DEF and requests a rate change.

If the proactive rate review shows that the NRC would not likely benefit from a different rate (no savings or savings less than 8%), DEF will notify the NRC via letter that their usage has been reviewed as part of the Program and they are on the best rate for their current usage pattern. The NRC will be given thirty (30) calendar days from the date of the aforementioned letter to contact DEF and request that a change to a different rate be made. If no such request is made, the NRC will remain on its current rate schedule until the next proactive review takes place unless the NRC independently contacts DEF and requests a rate change.

Participation in the Program will continue unless the NRC requests, in writing, to be removed from the Program or until termination of the Program. DEF reserves the right to cancel the Program, at its sole discretion, at any time with or without notice.

The FRR is a free and voluntary service offered by DEF for the convenience and benefit of its NRCs. The FRR is not a tariff-based service, nor mandated by the Florida Public Service Commission. The participants expressly acknowledge and agree that DEF makes no guarantee or assurance that participants in the Program will save money as a product of the periodic rate reviews. Several factors beyond DEF's control such as weather, customer-owned equipment, and changed usage patterns all impact a NRC's savings or increase a NRC's costs under a particular rate schedule. By participating in the Program, the NRC expressly agrees to hold DEF harmless from and against any and all liability related to participation in the Program including, but not limited to, claims that switching or not switching a participant to a different rate schedule caused the NRC's electric bill to increase.