



Dan River Response

Duke Energy's commitment to North Carolina is stronger than ever.

To Our Valued Customer,

We at Duke Energy care deeply about North Carolina and the health and safety of our communities. We not only work here; we live here – along with our families and loved ones. The way we see it, our future is closely linked to the future of our communities.

As you may know, earlier this year a pipe break led to the accidental release of coal ash into the Dan River. As soon as we became aware of this incident, we mobilized hundreds of our people and worked around the clock to permanently seal the pipe. That important mission is complete, but there is more work to be done.

We take responsibility for the incident at Dan River and are committed to learning from it. It is our promise to North Carolina to make this right.

We have proposed a comprehensive coal ash management plan with near- and long-term actions. Importantly, our plan is designed with balance in mind – to protect the environment and provide safe, reliable and cost-effective electricity to our customers.

Please remember this about the Dan River incident:

- Customers will not pay the cleanup costs from this incident. We are responsible for that.
- Drinking water has remained safe and water quality in the river has returned to pre-event levels.
- We've re-examined the management of our ash basins and have developed a comprehensive ash basin plan with near- and long-term actions.
- It will take time to sort this out. But, when we're done, every ash basin in North Carolina will be addressed.

North Carolina has a great history of strong energy policy. We are building on that legacy and working with state and federal regulators to develop and implement an industry-leading standard for the management of ash basins.

We're committed to this for the sake of our customers, communities and the future we share.

Your team at Duke Energy.



Duke Energy: The Power Behind Your Community