

5. *You have the right* to be given written notice at least 10 days before your electric service can be cut off for your failure to pay your electric bills. This notice must explain the reason why the electric company plans to cut off the service, state the date on which the company proposes to cut off service, and explain what you can do to keep the service from being cut off.

6. *You have the right* to name someone else to receive a copy of any cut-off notice sent to you. This other person may be able to help you avoid having your electric service cut off, but he is not obligated to pay your bills for you.

7. *You have the right* to notify the electric company if there is someone in your household who is chronically or seriously ill, handicapped or on a life support system and, in that case, *you have the right* to careful handling of your account should service become subject to being cut off for your failure to pay your electric bills.

8. If the electric company plans to cut off your electric service because you have not paid your electric bills and if you can show that you are unable to pay your account in full at once, *you have the right* to make installment payments designed to pay your account in full within six months. If you cannot pay your account by installments, the company cannot cut off your service during the winter (between November 1 and March 31) without approval from the Utilities Commission if there is someone elderly (65 years of age or older) or handicapped in your household and you are eligible to receive energy assistance from the local social services department.

9. As a general rule, the company cannot cut off your electric service on Fridays, on weekends, on state or federal holidays, or on days before state or federal holidays. Whenever the electric company plans to cut off your service, *you have the right* to seek help from the Consumer Services Division of the Public Staff and, if they cannot help you, the right to file a complaint with the Utilities Commission.

10. If you suspect a malfunction, *you have the right* to have the electric company test your electric meter for accuracy once during a six-month period, without charge, and to have a report of the test results given to you.

11. *You have the right* to have the electric company help you in understanding its rate schedules, inform you as to how your electric meter is read, and furnish additional reasonable information. *You have the right* to have the electric company send you a copy of your billing information for the past 12 months. The company will provide your past billing information once a year without charge.

12. *You have the right* to have any questions or complaints considered by your electric company. The company may not agree with you, but *you have the right* to prompt and courteous treatment by the company.

13. If you need help with a complaint against your electric company that you cannot resolve by dealing with the company on your own, *you have the right* to call on the Consumer Services Division of the Public Staff. The Public Staff is a state agency created to investigate complaints affecting the using and consuming public and to represent the public in proceedings before the Utilities Commission. The Consumer Services Division of the Public Staff will work with you and the company in an effort to resolve your complaint informally. The Consumer Services Division office is in Raleigh, and its telephone number is **1.919.733.9277**.

14. If you cannot resolve your complaint by working with the electric company or with the Consumer Services Division of the Public Staff, *you have the right* to file a formal complaint against the company with the Utilities Commission. You do not need a lawyer to do this. To file a formal complaint, you should set out in writing your name and address, the name of your electric company, a clear and concise statement of your complaint and what you want the Utilities Commission to do about your complaint. The complaint should be mailed to the North Carolina Utilities Commission, 4326 Mail Service Center, Raleigh, North Carolina 27699-4326. The Commission will send a copy of your complaint to the electric company. The company will either satisfy your complaint or file an answer with the Utilities Commission. If the company does not satisfy your complaint and if you want a hearing, the Commission will schedule a public hearing, unless it determines that no reasonable grounds exist for a hearing. At the hearing, both you and the company can present testimony. The Public Staff may provide a lawyer to help you present your testimony. After hearing the testimony, the Commission will make a decision and enter an order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of an electric company regulated by the Utilities Commission. More detailed provisions are set out in the law, Commission rules and the tariffs of the electric companies. The Utilities Commission wants to inform you of your rights as a consumer and wants you to understand the responsibilities of the electric companies and to call upon the Public Staff or the Utilities Commission for help.

duke-energy.com/progress



Welcome to Duke Energy Progress.

You can feel *at home* with us.

We've been here for more than a century and are committed to continue serving this area's energy needs with clean, reliable, affordable power.

Our balanced solution strategy combines energy efficiency, alternative energy and state-of-the-art power systems to ensure a secure energy future that meets our customers' changing energy needs. This innovative, environmentally responsible approach means you can continue to rely on us as an energy and community partner for many years to come.

In this brochure, you will find information about **North Carolina residential electricity rates**. In addition, you can visit our website or call the numbers below to learn more about the energy help we provide, including programs that can save you energy and money. Please contact us if we can provide any additional information or assistance. And welcome to the neighborhood!

Important Information

- Power outages: **1.800.419.6356**
- Applications for service/billing questions: **1.800.452.2777** or **919.508.5400** in Raleigh
- Information on Duke Energy Progress programs such as Surge Protection Service and HomeWIRE® Service: **1.888.999.8856**
- Energy-saving tips: duke-energy.com/save
- Information on e-bill: duke-energy.com/ebill
- More information: duke-energy.com/progress

Esta información se encuentra disponible en español. Para recibir la versión en español, por favor llámenos al 1.800.452.2777.

A Description of North Carolina Residential Electric Rates

Duke Energy Progress offers a variety of rate options for North Carolina residential customers. All residential rates apply to electricity used for domestic purposes in and around a residential dwelling unit. It is your responsibility to choose and qualify for the rate that best suits your needs. Duke Energy Progress will, however, be glad to provide you with information to help you make an informed decision.

If you have any questions about these rates, please call Duke Energy Progress at **1.800.452.2777** or **919.508.5400** in Raleigh. Complete rate schedules are available on our website at **duke-energy.com/progress** or upon request.

Residential Service Rate

Monthly bills under this rate are based on a customer charge and the amount of electricity used, measured in kilowatt-hours (kWh).

Time-of-Use (TOU) Rates

Duke Energy Progress' optional TOU rates may benefit customers who can use a significant portion of their electrical usage during off-peak hours, when kilowatt (kW) demand and kWh charges are lower. Daily on-peak and off-peak hours differ from summer to nonsummer periods. All weekends and eight holidays each year are designated as off-peak periods.

- The Residential Service Time-of-Use (R-TOUD) Rate is based on a basic customer charge, a kW demand charge representing the highest demand established during on-peak hours each month and charges for on-peak and off-peak kWh.
- The Residential Service All-Energy Time-of-Use (R-TOUE) Rate is similar to the R-TOUD rate described above, but includes no kW demand charge. Instead, the charge for on-peak kWh is higher than the comparable charge under the R-TOUD rate.

Area Lighting Service

Duke Energy Progress offers lighting for outdoor areas, private streets and private driveways using sodium vapor, metal halide or light-emitting diode (LED) units installed on Duke Energy Progress poles. Each type of fixture carries a different monthly charge. To receive area lighting service, customers must contract for a number of years, depending upon the type of installation.

Residential Subdivision Street Lighting Service

Under this rate, residents in subdivisions consisting of single-family or duplex dwelling units with a subdivision street lighting system are subject to monthly charges on their electric bills for street lighting.

Residential Service Energy Conservation Discount Rider

If your home is certified as meeting the Department of Energy/Environmental Protection Agency's ENERGY STAR® Labeled Home Certification, you may qualify for a discount on your kWh and kW charges.

Net Metering Rider

Customers who install generation equipment may use this rider to credit any excess generation against usage at a different time. This option is available to renewable generating systems.

Carbon Offset and GreenPower/Renewable Energy Riders

Duke Energy Progress offers voluntary riders in conjunction with the statewide NC GreenPower program to any customer who desires to pay a premium above their current month's bill for either blocks of electricity generated from green power or renewable energy or blocks of carbon offset intended to reduce a participant's carbon footprint.

- Rider GP provides for purchases of electricity from a mix of select new renewable resources including solar, wind, methane from biomass, and certain small hydro. Minimum purchase is one 100-kWh block each month.
- Rider REN provides for purchases of electricity from a wider array of types of renewable generators, including both new and existing resources. Minimum purchase is 100 100-kWh blocks each month.
- Rider COP provides for purchases of carbon offsets from sources in the Carolinas and Virginia such as reforestation and methane collection and destruction. Minimum purchase is one 1,000-pound block of carbon offset each month.

Cogeneration and Small Power Producer Rate

Customers who install generation equipment and produce power for sale to Duke Energy Progress may apply for this rate if they meet the requirements of the Federal Energy Regulatory Commission's Order No. 70 under Docket No. RM79-54. This rate provides for a monthly seller charge based on generation capacity, and energy and capacity credits based upon the time of generation.

Residential Service Load Control Riders - EnergyWise® Home

EnergyWise Home is a residential load-control program that enables Duke Energy Progress to remotely adjust the air-conditioning units of voluntary customer participants during periods of peak electricity demand, in exchange for an annual bill credit. Customers in the Asheville area may also enroll heat pumps with emergency heat strip and electric water heaters. Service may be interrupted to the appliance during periods of high customer demand. Interruption cycles will typically occur at 10- to 15-minute intervals for up to four hours, usually between 1 and 7 p.m., but no longer than 60 hours each season.

SunSense® Solar Rebate Program

Customers installing rooftop-mounted solar photovoltaic generation of 10 kW or less and receiving service under Schedule R-TOUD and Rider NM are eligible for a one-time participation credit and ongoing monthly bill credits based upon the generation capacity.

Residential DSM/EE Programs

The Neighborhood Energy Saver, Home Energy Improvement, Appliance Recycling, Residential Lighting and Solar Water Heating Pilot programs offer rebates and other incentives to residential customers to encourage the efficient use of electricity. The Energy Efficient Benchmarking Program assists customers in understanding their usage by providing periodic reports comparing usage for their residence to similar residential dwellings. For details regarding any of these programs, please visit **duke-energy.com/progress** or contact Duke Energy Progress at **800.452.2777** or **919.508.5400** in Raleigh.

Bill of Rights

for Residential Customers of Electrical Companies

The North Carolina Utilities Commission has prepared this statement and is making it available to you. The Commission wants customers of electric companies to know their rights and whom to contact for help when they have questions or problems. This statement is prepared for residential customers of electric companies regulated by the North Carolina Utilities Commission.

BE AN INFORMED CUSTOMER. KNOW YOUR RIGHTS.

1. As a general rule, *you have the right* to establish electric service if you satisfactorily establish your credit and you provide the electric company with necessary and reasonable access to your property.

2. *You have the right* to establish your credit in any one of five ways: (1) you may show that you own land within the county (however, if you are an unsatisfactory credit risk, you cannot establish your credit in this way and you must establish your credit in one of the other four ways); (2) you may provide acceptable credit references; (3) you may show that you have been a residential customer of the same electric company within the last 24 months and established a good payment record over the last 12 months that service was provided; (4) you may provide a satisfactory person to guarantee payment of your bills up to a certain amount if you do not pay them; or (5) you may make a cash deposit with the company. *You have the right* to have all means of establishing credit explained to you by the electric company's personnel. If you have a problem establishing credit with the company, *you have the right* to help from the Consumer Services Division of the Public Staff and the right to review by the Commission, as explained in paragraphs 13 and 14.

3. If you make a cash deposit with the electric company in order to establish your credit, *you have the right* to have the deposit returned to you (plus interest at 8 percent if the deposit is held more than 90 days) if you later establish your credit by other means, if you pay your bills promptly for a year, or if you discontinue service with the electric company.

4. After the billing date shown on your electric bill, *you have the right* to 25 days to pay the bill before it will be considered past due.