

from the date of the execution by the physician and *you have the right* to renew the certification three times for an additional 30-day period each. These certificates are applicable for service only for the months of December through March.

**7.** Prior to termination of service *you have the right* to an arrangement for a Deferred Payment Plan (DPP) to make payment by installments where you are unable to pay the amount due unless you are currently under a DPP and have failed to conform to the terms and conditions.

**8.** If the company has overcharged you as a result of a misapplied schedule, an error in reading the meter, a bill based on estimated usage, or any other human or machine error, *you have the right* to a credit or refund of the excess amount paid not to exceed the applicable Statute of Limitations.

**9.** If the company has undercharged you as a result of a misapplied schedule, an error in reading the meter, a bill based on estimated usage, or any other human or machine error, *you have the right* to pay the deficient amount in equal installments added to your regular monthly bills over the same number of billing periods during which you were undercharged.

**10.** If you suspect a malfunction in your meter, *you have the right* to have the company test your meter for accuracy without charge after 12 months from the date of the meter installation or from the last date the meter was tested for accuracy. *You have the right* to be present or appoint a representative to be present when the company conducts the test of the meter and *you have the right* to be furnished with the results of the test done on the meter. If an overcharge or undercharge is the result of a fast or slow meter with an error in registration of more than 2 percent, the bills will be increased or decreased accordingly for no more than 60 days.

**11.** *You have the right* to assistance from the company in selecting the most economical rate schedule applicable, information about the method of reading meters and billing procedures. *You have the right* to a statement of your consumption for the past 12 months provided by the company upon request.

**12.** If you need assistance with a complaint concerning your electric service that you cannot resolve by dealing with the company on your own, *you have the right* to call on the Consumer Services Department of the South Carolina Office of Regulatory Staff. The Consumer Services Department will work with you and the company in an effort to resolve your complaint informally. The Consumer

Services Department of the South Carolina Office of Regulatory Staff is located in Columbia and can be reached by calling its toll-free telephone number, **1.800.922.1531**, or in the Columbia area by calling **1.803.737.5230**.

**13.** If you are unable to resolve your complaint by working with the electric company or with the Office of Regulatory Staff's Consumer Services Department, *you have the right* to file a formal complaint against the electric utility and request a hearing before the Public Service Commission. To file a formal complaint you should set out in writing your name and address, the name of your electric utility, a clear and concise statement of the factual situation surrounding the complaint and the nature of the relief sought from the Public Service Commission. The complaint should be mailed to the Public Service Commission's Executive Director, Post Office Drawer 11649, Columbia, South Carolina 29211. The Public Service 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 before the Public Service Commission. After hearing the testimony, the Public Service Commission will make a decision and issue an order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of an investor-owned electric utility. More detailed provisions are set out in law, Public Service Commission regulations and the tariffs of the electric companies. The South Carolina Office of Regulatory Staff wants to inform you of your rights and responsibilities as a consumer and wants you to understand the responsibilities of the electric companies and to know that you can call upon its Consumer Services Department for assistance.

[duke-energy.com/progress](http://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 **South 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**
- 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](http://duke-energy.com/save)
- Information on e-bill: [duke-energy.com/ebill](http://duke-energy.com/ebill)
- More information: [duke-energy.com/progress](http://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 South Carolina Residential Electric Rates**

Duke Energy Progress offers a variety of rate options for South 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 the most informed decision possible. If you have any questions about these rates, please contact Duke Energy Progress at **1.800.452.2777**. Complete rate schedules are available on our website at [duke-energy.com/progress](http://duke-energy.com/progress) or upon request.

### **Residential Service Rate**

Monthly bills under this rate are based on a basic facilities 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 week-ends 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 facilities 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.

### **Palmetto Clean Energy Program (PaCE) Rider**

Duke Energy Progress offers a voluntary green or renewable energy rider in conjunction with the statewide PaCE program to any customer who desires to pay a premium above their current month's bill for one or more blocks of electricity generated from renewable energy resources. Rider PaCE provides for purchases of electricity from a mix of renewable resources such as solar, wind and methane from biomass. Minimum purchase is one 100-kWh block each month.

### **Net Metering Rider**

Customers who install generation equipment of 20 kW or less may select service under Net Metering for Renewable Energy Facilities Rider NM and receive credit for any excess generation. This is available to solar photovoltaic, wind-powered, biomass-fueled and micro-hydro generating systems.

### **Cogeneration and Small Power Producer Rate**

Customers who install generation equipment and produce power for sale of 5,000 kW or less 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. 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.

### **Electric Vehicle Charging Station**

In this limited pilot, an incentive is offered to subsidize the installation of electric vehicle charging station equipment for customers with a plug-in electric vehicle.

### **Residential DSM/EE Programs**

The Neighborhood Energy Saver, Home Energy Improvement, Appliance Recycling, Residential Lighting, New Construction and Energy Efficient Benchmarking programs offer rebates and other incentives to residential customers to encourage the efficient use of electricity. For details regarding each program, visit [duke-energy.com/progress](http://duke-energy.com/progress).

## **Bill of Rights**

### **for Residential Customers of Electrical Companies**

The South Carolina Office of Regulatory Staff wants electric utility customers to know their rights and responsibilities and whom to contact for assistance when they have questions or problems. Therefore, the Office of Regulatory Staff is making this statement available to residential customers of South Carolina Electric & Gas, Duke Energy Progress and Lockhart Power Companies.

- 1.** As a general rule: *You have the right* to obtain electric service if you satisfactorily establish your credit and no member of your household is indebted to the company and you provide the electric company with the necessary and reasonable access to the premises to be served.
- 2.** *You have the right* to establish your credit in any one of the following ways: (a) you may provide a letter of good credit from a reliable source; (b) you may show that you have been a customer of the same electric company and have not had two consecutive 30-day arrears, or more than two nonconsecutive 30-day arrears in the past 24 months; (c) you may provide a cosigner, who is also a customer of the same electric company with good credit; or (d) you may make a cash deposit with the company.
- 3.** If you make a cash deposit, *you have the right* to have the deposit returned to you (plus interest if held longer than 6 months) if you discontinue service or after two years, unless you have had two consecutive 30-day arrears, or more than two nonconsecutive 30-day arrears in the prior 24 months, or if your service has been terminated for nonpayment or fraudulent use. A maximum deposit equal to an estimated, or actual, highest two consecutive months' bills may be required.
- 4.** Under normal conditions, *you have the right* to at least a 10-day written termination notice prior to termination of service for failure to make payment arrangements or for nonpayment of your bill; and not more than two business days prior to termination of service, the company is required to make a reasonable effort to contact you either by telephone or personally, or alternatively, not more than three business days prior to termination of service, the utility shall notify you by mail that your service is subject to termination.
- 5.** *You have the right* to name someone else to receive a copy of your termination notice. This person may be able to help you avoid having your service disconnected, but is not obligated to pay your bill.
- 6.** *You have the right* to avoid service termination during the months of December through March by furnishing the company at least 3 days before service termination or to the company's service terminating crew at the time of service termination, a certificate on a form provided by the company and signed by a licensed physician stating that termination of service would be especially dangerous to your health or that of a member of your household. The initial certification expires on the 31st day