#### We're here to help. Contact us.

Visit our website: duke-energy.com

- Report a power or streetlight outage
- View or update account information
- View or pay your bill
- · Request stop, start or move electric service
- · Get major storm updates and track outages using our interactive maps
- · Make address or phone number changes
- Follow us on Twitter, Facebook, Flickr and YouTube

Our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Twitter updates. To enjoy the ease and convenience of our mobile site, visit <u>duke-energy.com</u>.

Reporting power outages: call 800.419.6356 or via the Web at duke-energy.com/outage.

**For Customer Service:** call **800.452.2777** or **919.508.5400** in the Raleigh area. Business hours are 7 a.m. – 9 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day. Please have your account number available.

**Para nuestros clientes que hablan Español:** Representantes bilingües están disponibles para asistirle de Lunes a Viernes de 7 a.m. – 9 p.m. Para obtener información o reportar problemas con su servicio eléctrico, favor de llamar al número que se encuentra al comienzo de su cuenta.

Written inquiries and correspondence (no bill payments please): Duke Energy Progress, P.O. Box 1771, Raleigh, NC 27602

# Digging in your yard?

Whether you are planning to do it yourself or hire a professional, call your states' toll-free underground locating service before you dig:

NC-call 811 or 1-800-632-4949 SC-call 811 or 1-888-721-7877

### Explanation of bill items

**Kilowatt-hour (kWh)** – Equal to 1,000 watts of power used for one hour, or ten 100-watt light bulbs used for one hour.

**Kilowatt (kW)** – The maximum rate of energy consumption recorded during any 15-minute interval within the monthly billing period.

**Meter Constant** – Some customer meters require that the registration be multiplied by a factor to arrive at the actual usage. Only meter constants greater than one are displayed on the bill.

Mail your payments to: Duke Energy P.O. Box 1003 Charlotte, NC 28201 For Online Bank Bill Pay Select: Duke Energy Progress P.O. Box 1003 Charlotte, NC 28201

For more information on our many payment options, visit <u>duke-energy.com</u>.

- e-bill view and pay your electric bill online
- · Automatic Bank Draft save time and postage
- Equal Payment Plan simplify your household budgeting
- Paystations more than 230 convenient locations

**Speedpay** allows customers to make payment (via credit card, debit card or electronic check) at duke-energy.com or by calling **800.452.2777**. This service is available 24/7 and includes a convenience charge by a third-party provider.

**Electronic Check** – When you mail us a check as payment, you authorize us to convert your check into an electronic check payment or to process the payment as a check image.

Since we bill for utility service after the service is provided, payment is due when you receive your bill. Should the charges become past due, we may begin disconnection procedures. The "past due date" applies to current charges only.

We charge \$5.00 (in NC) and \$15 (in SC) for checks and drafts returned for insufficient funds.

#### How to read your electric meter

Meters are read left to right and will alternate between flashing zeros and displaying the actual reading. This is the normal function of your digital electric meter. This illustration reflects **40632**. Please ensure safe access is available to your meter to avoid estimated bills.



## Important safety reminders

- Stay away from power lines. Keep ladders and other objects at least 10 feet away from all overhead power lines, including service lines into your home.
- Always assume that a power line lying on the ground, on your car after an accident or hanging close to the ground is energized and dangerous and stay away. To report dangerous lines, call 800.419.6356.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity when in contact with a power line.

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