

# Energy help for our customers

Duke Energy Progress has filed a request to increase retail rates charged to customers. The increase is needed mostly to pay for significant investments made to retire older, less-efficient coal plants and replace them with cleaner, natural gas-fueled plants. We have also made investments to modernize and maintain the electric grid that serves our customers.

We know there is never a good time to increase rates, and we are committed to minimizing the impact of increased costs on our customers through energy-efficiency programs and assistance for low-income customers.

We offer a variety of programs to help customers take control of their energy use. For example, our Equal Payment Program is designed to help customers avoid high seasonal bills by spreading annual energy costs over 12 equal monthly payments.

We have also developed more than a dozen new energy-efficiency programs over the last three years to help customers better understand how they use energy and give them tools to save energy and money.

These programs have helped our customers save more than 357 million kilowatt-hours (kWh) of electricity since 2009. That is the equivalent of removing an entire town from the electric grid.

Learn more about how you use energy and discover ways to save at [duke-energy.com/save](http://duke-energy.com/save). You'll find no-cost and low-cost ways to save, as well as links to programs and incentives to help you take control of your energy use.

## Helping customers take control of their energy use

### Customized Home Energy Report

This online energy audit uses your unique energy usage profile to generate a personalized plan to help you save energy.

### Home Energy Improvement Program

Offset the cost of making energy-efficiency upgrades to your home, with incentives for a variety of energy-saving projects. We have helped customers save on more than 66,000 energy-efficiency upgrades since 2009.

### Residential Lighting Program

Save energy and money with energy-efficient compact fluorescent lighting (CFL). With an average discount of \$1.50 per bulb at local retailers, we've helped customers buy more than 7.6 million CFL bulbs over the last three years.

### Appliance Recycling Program

Removing that second refrigerator or freezer could save you up to \$100 a year in energy costs. And with free pickup and a \$50 rebate for each unit, we've helped customers recycle more than 20,000 appliances.



## Energy help for our customers | 2

## Helping our customers in need

Electricity is a significant monthly expense for many customers. We are committed to helping customers who struggle to pay for basic needs with programs and tools to reduce their energy costs and keep their power on.

We are working to educate low-income customers on ways to save energy through our Neighborhood Energy Saver Program. The program provides energy assessments and installations of energy-saving measures at no cost to the customer. We've helped more than 12,000 customers save nearly 12 million kWh each year. This means the average household may save up to \$95 per year on electricity.

Our customer service center is committed to working with customers during times of financial hardship. We offer payment plans and other options to help customers get back on track with their bill. More than 85 percent of customers on these plans have been able to avoid disconnection.

Our Energy Neighbor Fund has provided more than \$21 million in assistance since 1982 to help low-income families across the Carolinas cover home energy bills, regardless of heating source. For more information on the Energy Neighbor Fund, visit [duke-energy.com/ENF](http://duke-energy.com/ENF) or call 1.800.662.7030.

If you need energy help, contact our customer service center at 1.800.452.2777.

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Learn more about energy-saving programs for homes and businesses at [duke-energy.com/save](http://duke-energy.com/save).

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## Community outreach

### Neighborhood Energy Saver

Provides energy education and conservation measures at no cost to the customer. With an average projected savings of up to \$95 per year on their bill, we've helped more than 12,000 low-income customers achieve nearly 12 million kWh in total savings each year.

## Economic assistance programs

### Energy Neighbor Fund

Helps customers in need pay home energy bills, whether their homes are all-electric or use gas, coal, oil, wood or kerosene. Funds are distributed through local social service agencies.

### Operation Fan Relief

Provides funds to the N.C. Division on Aging for the purchase of fans for the elderly and for individuals with special needs.

## Billing tools

### Equal Payment Plan

Helps customers avoid high seasonal bills by spreading annual energy costs over 12 equal monthly payments.

### Preference Pay

Delays electric bill due dates up to seven days for customers aged 55 or older and on a fixed income, providing flexibility to pay their bill without the penalty of a late charge or credit downgrade.