



Welcome to Home Wiring Repair Essential.

No-cost, no hassle
home wiring repairs.

Important program
terms and conditions
are inside. Please file
for future reference.



Thank you for choosing the
peace of mind of Home
Wiring Repair Essential for
no-cost home wiring repairs.

If you need repairs or have any questions
about your coverage, call our 24/7 hotline:

888.999.8856



What's covered

Home Wiring Repair Essential covers the cost of repairing home electrical wiring and components, including:

- Wall, floor, ceiling and countertop-mounted receptacles (“Electrical Outlets”)
- GFCI receptacles/breakers (“Ground Fault Circuit Interrupters”)
- AFCI receptacles/breakers (“Arc Fault Circuit Interrupters”)
- Wall-mounted switches
- Wall-mounted dimmer switches
- Building-mounted circuits, feeders, fuses or breakers up to 400 amps
- Electric service panels or subpanels up to 400 amps
- Building-mounted main service disconnect
- Building-mounted meter-base housing
- 120- to 240-volt home electrical circuits/wiring (copper or aluminum)
- Electric vehicle supply equipment (“EVSE”) circuit and wiring repair



What's not covered

Items that are not covered under your Home Wiring Repair Essential agreement include doorbells, intercoms, lighting, low-voltage wiring, appliances, motors and garage door openers. New wiring installations, code violations or pre-existing conditions are also not covered.

As a Home Wiring Repair Essential customer, you are eligible for a 15 percent discount from our contractors on any noncovered repairs.

For a complete list of covered and noncovered items, please refer to the Terms and Conditions section in this brochure.

About our contractors

To join the Home Wiring Repair Essential team, our licensed, qualified electricians must pass a thorough and rigorous screening process, which includes:

- A drug screening
- A criminal background review
- A check of licenses and bonding



More home protection plans

There's never a good time for something to break at home. Whether it's as simple as a blown circuit or as serious as a leaking water heater, we can help.

As a Duke Energy customer, you're eligible to take advantage of additional home protection plans that shield you against the unexpected expense and hassle of home repairs.

- Protection you can trust
- Pre-qualified contractors
- Experts right to your door

For more information, call 888.999.8856 or visit duke-energy.com

Home Wiring Repair Essential Terms and Conditions

Home Wiring Repair Essential Service is offered by Duke Energy (DE) to qualified residential customers. As used in this Home Wiring Repair Essential Service agreement ("Agreement"), the terms "we," "us" and "our" mean Duke Energy. "You" and "your" mean the customer. "Service" means the Home Wiring Repair Essential Service program. "Covered Services" means all the items, specified herein, that are eligible for repair or replacement under the terms of the Home Wiring Repair Essential Service.

Coverage

Home Wiring Repair Essential Service is an electrical service plan that provides access to our approved network of independent electrical contractors for installation, repair or, at our option, replacement of certain home electrical components and circuits that wear out or become damaged as a result of normal use. All Service is provided by our network of authorized independent electrical contractors. The Service is only available for single-family residential homes, attached garages that share a common meter with the single-family residential homes, condominiums and manufactured housing with individual electric metering, including renters of these dwellings.

Covered Services

The following shall constitute the only electrical components ("Components") covered by this Service with explicit limitations as set forth in this Agreement:

- Wall, floor, ceiling and countertop-mounted receptacles ("Electrical Outlets")
- GFCI receptacles/breakers ("Ground Fault Circuit Interrupters")
- AFCI receptacles/breakers ("Arc Fault Circuit Interrupters")
- Wall-mounted switches
- Wall-mounted dimmer switches
- Building-mounted circuits, feeders, fuses or breakers up to 400 amps
- Electric service panels or subpanels up to 400 amps
- Building-mounted main service disconnect
- Building-mounted meter-base housing
- 120- to 240-volt home electrical circuits/wiring (copper or aluminum)
- Electric vehicle supply equipment ("EVSE") circuit and wiring repair

Repair or replacement of Covered Services

In our sole discretion, we have the option to repair or replace any Components. Replacement of Components will be with similar devices. If a Covered Service Component is no longer available or is a special order item, we will provide a reasonable substitute of standard commercial availability and color.

Limits of Covered Services

\$1,000 annual limit

Home Wiring Repair Essential coverage is limited to \$1,000 annually. We will pay for Covered Services up to \$1,000, materials and labor inclusive, during each calendar year following the first day of Service initiation, provided that the request is made during the term of this Agreement and you have paid for the Service in accordance with this Agreement.

Covered Services limits

Covered Services are limited to your single-phase or three-phase wiring circuits and related electrical components required to deliver electricity throughout your home or attached garage. Condominium common areas are not covered. The Service does not cover repairs or replacements required as a result of misuse, abuse, tampering, theft, vandalism; improper installation by someone other than us; applicable electrical, housing or safety code violations; corrosion, damage from wind, rain, flood, water, ice or any acts of God. The decision that a repair or replacement is not covered for any of these reasons rests solely with us.

Noncovered items

Noncovered items include, but are not limited to: any pre-existing conditions, circuits not complying with the current National Electric Code, components outside the home or attached garage, home networking, voice, data and video cabling, control systems or components, buried wires, overhead lines and low-voltage wiring and equipment. In addition, noncovered items shall also specifically include (and therefore are NOT covered by the Service) any power-generating or power-consuming devices or equipment, including but not limited to the following: appliances of any kind, lighting, generators or power storage systems and photovoltaic equipment.

15 percent discount

Noncovered items, including installation, are eligible for a 15 percent discount as specified in the "Service Requests" section of this Agreement.

Term

Unless otherwise stated herein, the Service is offered for an initial term of one month beginning 30 days after receipt of your Service enrollment request. The Service shall be automatically renewed on a month-to-month basis until you notify us that you elect to discontinue the Service or until we elect to discontinue the Service. EVSE installation is offered for an initial term of one month beginning on the day of receipt of your Service enrollment request.

Termination and/or Transfer of Service

Termination by you

You may cancel this Service by contacting us within 20 days of your original Service order and receive a full refund or credit to your account for fees paid. After the initial one-month term, you may cancel at any time by contacting us. Cancellation of Home Wiring Repair Essential Service will be effective the date we receive your notification. Upon termination, you will be entitled to a refund of any unearned payments made to us; however, we will not prorate refunds for partial months.

\$150 reinstatement fee

If you discontinue your Home Wiring Repair Essential Service and wish to re-initiate the Service at the same address at a later date, there will be a \$150 reinstatement fee payable at the time of Service re-initiation.

Termination by us

We reserve the right to discontinue the Service or modify the terms and conditions for the Service at any time for any reason upon written notice to you. Nonpayment by you for the Service will result in immediate termination of the Service by us. Should we elect to discontinue the Service, you will be entitled to a refund of certain unearned payments made to us; however, we will not prorate refunds for partial months.

Automatic enrollment

If you set up electric service at a new residence within our service territory, in most cases the Service is automatically set up on your new property for you. If you do not wish to have the Service at your new property, you may cancel at any time by writing or calling us. If you move, this program does not automatically transfer to the new owners of your residence.

Service Requests

You must contact us directly for all Covered Service requests. When you request Service under this Agreement, one of our authorized independent electrical contractors will contact you within two business days (unless you specify otherwise) to arrange Service. The two-business-day response time cannot be guaranteed during or after extreme weather, earthquake, fire, floods or other acts of God. We will NOT pay for any work performed by electrical contractors who are not dispatched by us.

For any Covered Services up to the \$700 annual limit, there will be no additional charge to you. We will pay the authorized independent electrical contractor for the Covered Services up to the limit specified under the "Limits of Covered Services" section. If your electrical problem is not covered by the Service, one of our authorized independent electrical contractors can provide you with an estimate of the installation, repair or replacement costs, together with a 15 percent discount from the contractor's then applicable labor rates for the work. If you choose to hire the authorized independent electrical contractor to perform the noncovered item repair, you are solely and completely responsible to pay the authorized independent electrical contractor directly for all noncovered items rendered. These noncovered services are not warranted and are not our responsibility.

Billing, Payment and Late Fees

Billing

For Duke Energy electric service customers, all charges for the Service will be included on your monthly electric bill. If you are not our electric service customer, all charges for the Service will be made available to you under separate billing arrangements. No Service will be provided unless your Home Wiring Repair Essential account balance is current.

Payment

Payment is due by the bill due date. Your first payment for the Service will be confirmation of and constitutes your acceptance of these terms and conditions, including your consent (per the Privacy Law provision as stated in this Agreement) to release your name, address, phone number, account number and any amounts you pay or owe for the Service to our approved independent electrical contractors, in order to provide Service to you. Your failure to make payment by the due date may result in termination of the Service and may require you to pay the fees and amounts described under "Termination and/or Transfer of Service" above.

Late payment

Past-due balances shall be assessed a 1 percent late payment charge.

How we apply your payment

For electric service customers, our regulated payment application process applies past-due payments first to past-due regulated charges (including electric service and lighting), then to past-due nonregulated charges (including Home Wiring Repair Essential Service). Once those are paid in full, the remaining payment is applied to your current regulated charges and finally to your current Nonregulated charges. Therefore, to ensure continuous service and protection, you must pay in full and on time. Please note your electric services may not be terminated for failure to pay non-regulated charges.

Duke Energy offers optional, market-based products and services that are separate from the regulated services provided by Duke Energy. These services are not regulated by the Florida Public Service Commission. These products and services may be available from other competitive sources.

The Customer authorizes Duke Energy to use any data associated with the Customer Accounts residing in any Duke Energy files, systems or databases for the purpose of offering and providing energy related products or services to the Customer. Duke Energy will provide this data on a nondiscriminatory basis to any other person or entity upon the Customer's authorization.

Indemnification, Warranty and Limits of Liability

Indemnification

You understand that we are providing you with this Service for which you expressly agree to indemnify and hold us, our parent corporation, together with all of our and our parent corporation's officers, directors, agents and authorized independent electrical contractors harmless from and against any and all liability for claims, loss, damage to any personal or real property or injury (including emotional) or death to any persons, unless such loss, damage, injury or death is the direct result of our gross negligence.

Warranty for repair or installation services

We warrant that installation and repairs performed by our authorized independent electrical contractor for Covered Services will be free from defects in installation materials and workmanship for 12 months from the date the installation or repair work is completed. In the event

that any installation or repair work performed relating to a Covered Service is found to be defective in either installation materials or workmanship within the 12 months from the date of installation or repair, we may, in our sole discretion, repair or replace such defective items. The repair or replacement of such defective items is your sole and exclusive remedy under this warranty, and we expressly disclaim any and all other warranties including any warranties of merchantability or fitness for a particular purpose, whether express or implied.

Warranty for equipment

For all equipment or parts provided by you, you assume sole responsibility for any warranty action, and we make no warranties whatsoever, but hereby assign to you all applicable manufacturers' warranties, which may vary by manufacturer and are strictly limited per the express terms and conditions as outlined by that manufacturer. Neither we nor any authorized independent electrical contractor will engage in any discussions or exercise any discretion whatsoever in selecting the appropriate equipment for you. All equipment selection is your sole responsibility and choice. All manufacturer instructions and installation guidelines shall be communicated to us, in writing, prior to our commencement of any Covered Service. We expressly disclaim any and all other warranties including any warranties of merchantability or fitness for a particular purpose, whether express or implied.

Limits of liability

Under no circumstances or legal theory, whether arising in contract, tort, strict liability, warranty, infringement or otherwise, shall we be liable to you or any other person or entity for any indirect, consequential, secondary, incidental, special, reliance, exemplary or punitive damages, which include but are not limited to: i) any property damage or personal injury arising under this Agreement; ii) any claims or causes of action that arise or are alleged to have arisen as a result of any required condition not made known to us in writing by you prior to any Covered Service installation, repair or replacement, including EVSE; iii) an electrical malfunction or the repair or replacement of such malfunctioning items covered by this Agreement; or iv) any environmental claims, damage or causes of action. This Agreement covers only Covered Services and excludes all others from Home Wiring Repair Essential coverage. We do not warrant and will not pay for services that are not covered even if the services are provided by an authorized independent electrical contractor.

Under no circumstances will we or any authorized independent electrical contractor be held liable to you

or any other person or entity for matters involving the purchase, lease, use, non-use or devaluation of any electric vehicle, plug-in hybrid vehicle or any vehicle of any nature, any charging station or associated infrastructure when applicable codes or standards prohibit the installation or use of such vehicle or equipment. We will not pay for any costs incurred or damages sustained by you for purchasing any vehicle or equipment or otherwise in reliance upon our being able to provide this Service to you. Our obligations under this Agreement are backed by our full faith and credit. Notwithstanding anything set forth in this Agreement to the contrary, under no circumstances shall our total liability under this Agreement exceed the sum of all payments made by you to us under this Agreement during the 12 months preceding any claim(s). This section shall survive the termination of this Agreement.

Nonwaiver and Governing Law

Our i) failure to insist on performance of any of the terms and conditions herein; ii) failure to exercise any right or privilege; or iii) waiver of any breach of this Agreement shall not thereafter waive any of our rights or privileges under this Agreement or at law. Any waiver of any specific breach shall be effective only if given expressly by us to you in writing. This Agreement shall be governed by and construed in accordance with the laws of the state of North Carolina, as if performed wholly within the state and without giving effect to the principles of conflict of laws.

Privacy Law

Your enrollment in Home Wiring Repair Essential Service means that you are knowingly consenting to and authorizing Duke Energy to release and share your name, address, phone number, account number and amounts you pay or owe for the Service with our approved independent electrical contractors, in order to provide Service to you.

For more information about all the powerful ways Duke Energy can help you, please visit duke-energy.com or call 888.999.8856.

Non-regulated products and services offered by Duke Energy are not regulated or sanctioned by the Florida Public Service Commission. Customers who purchase or subscribe to receive information about Duke Energy non-regulated products will not receive preferential or special treatment from their utility company and customers are not required to purchase or subscribe in order to receive safe, reliable electric service. THIS MESSAGE IS NOT PAID FOR BY THE CUSTOMERS OF DUKE ENERGY. FL Lic # QB25213