



Energy help for our customers

We offer a variety of energy- and money-saving programs for our customers. Duke Energy Progress has developed tools and incentives to help customers better understand how they use energy and to find ways to become more energy efficient.

These programs have helped our customers in recent years save more than 3,300 gigawatt-hours (GWh) of electricity. That's equivalent to powering more than 275,000 homes for an entire year.

Take control of your energy use.

Home Energy House Call

This free in-home energy assessment, valued at \$180, is designed to help you learn how your home uses energy and how you can save on your monthly bills. Our expert will check your home for air leaks, examine your insulation levels, check your appliances and more. Plus you'll get a free energy efficiency starter kit to help you start saving right away.

My Home Energy Report

Our free My Home Energy Report provides you with a clear view of your home energy usage. It's an easy way to see how your home energy use compares to similar homes in your area.

Lower My Bill Toolkit

The Lower My Bill Toolkit offers tips and steps to help you find ways to lower your bill by making a few small changes in your household routine.

Smart Saver®

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 300,000 energy efficiency upgrades since 2009.

Smart Meters

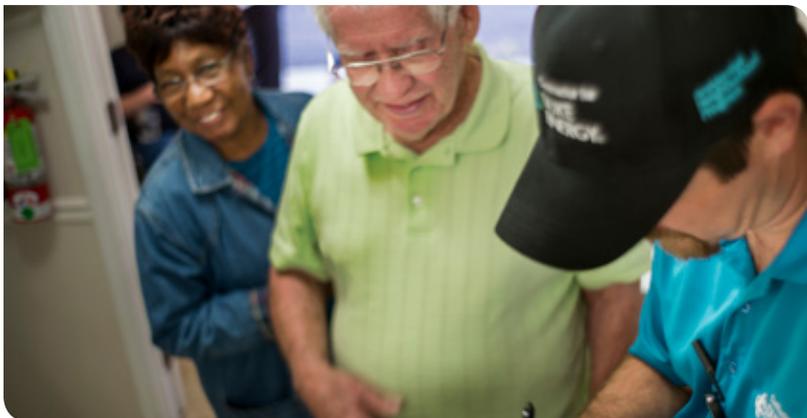
Duke Energy Progress has deployed nearly 1 million smart meters. Smart meter technology enables customers to see how much power they use and when they use it, so they have more information to determine ways to lessen their energy costs before receiving their monthly bills.

High Bill Alerts

We're now sending alerts when hotter or colder weather may be causing your bill to trend higher than last month. We send these alerts before you receive your bill, so you can take steps to lower your usage before your bill comes.

Learn more about our energy-saving programs at duke-energy.com/SaveEnergy.

Helping 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. In the Carolinas, we've helped more than 36,000 Duke Energy Progress customers save nearly 30 million kilowatt-hours (kWh) each year. This means the average household could save more than \$45 per year on energy costs.

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.

Our Energy Neighbor Fund has provided more than \$32 million in assistance over the life of the program to help low-income families in North Carolina cover home energy bills, regardless of heating source.

If you need energy help, contact our customer service center at **800.452.2777**.



Community Outreach

Neighborhood Energy Saver

Provides energy education and conservation measures at no cost to the customer. With an average projected savings of more than \$45 per year on energy costs, we've helped more than 36,000 low-income customers achieve nearly 30 million kWh in total savings each year.



Economic Assistance

Energy Neighbor Fund

Helps customers in need pay home energy bills, whether their homes are all-electric or use gas, coal, oil or wood. Funds are distributed through social service agencies. These agencies guarantee and make the payments on behalf of the customer.



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.

Learn more about our energy assistance programs at [duke-energy.com/Community](https://www.duke-energy.com/Community).