



PROGRAM DETAILS

What is the Clean Energy Connection program?

Duke Energy's Clean Energy Connection is a program that lets residential and business customers in Florida support renewable energy, subscribe to solar power and earn credits toward their electricity bills – all without equipment installation or maintenance. The program operates according to a “shared solar” model, which means that solar power generating sites are supported by multiple community subscribers who earn bill credits based on the renewable energy their subscription share produces. Your subscription helps support solar plants here in Florida and add more clean renewable energy to the grid.

If I subscribe to the Clean Energy Connection program, will Duke Energy install solar panels on my roof?

No, solar panels will not be installed on your roof or on your property. Instead, you – along with other subscribers – will be helping to support solar power generating sites in Florida. Your subscription charges and credits represent your portion of the energy generated by these solar power sites.

If I subscribe, will the solar energy produced through the program be delivered directly to my residence or business?

No, the power generated by the solar sites will be delivered to Duke Energy's grid, where it is combined with power generated from all other energy sources. But even though the solar power is not coming directly to your home, you are helping to increase the amount of clean, renewable energy available on the grid.

What does the monthly subscription credit represent?

This credit represents your share of the solar energy produced by the solar sites in a given month, multiplied by the subscription credit rate. The subscription credit rate will be fixed for the first 36 months of enrollment. Starting with the 37th month of continuous enrollment, the rate will increase 1.5% annually. The longer you remain in the program, the more you are projected to save on your bill.

Why is my subscription credit lower than in previous months?

Your subscription credit is based on the actual monthly energy generation from the solar power plants dedicated to this program. This actual generation can vary month to month based on inconsistencies with the weather that affect the amount of sunlight the solar panels are exposed to, both in the number of hours of sunlight and the intensity of the sun.

Why is Duke Energy doing this?

Many customers have told us that they would like to use more renewable energy but don't have the space and/or the funds to add solar panels to their home or business. This program allows customers to achieve their sustainability goals even if they can't or don't want to put solar facilities on their property.

Do I have to stay in the program all 30 years?

No. This is a monthly commitment for as long as you want to subscribe, and there are no cancellation fees.

Is this just a renewable energy certificate (REC) program?

No. This program adds solar energy to Duke Energy's overall Florida grid. Your subscription funds are used to build and maintain the program's solar plants.



ENROLLMENT DETAILS

What is the enrollment process?

Enrollment is on a first-come, first-served basis. Customers submit an enrollment with their intent to subscribe. If there is capacity, they will be automatically subscribed and notified in their next billing cycle.

If there is not capacity, customers will be placed on the waitlist, based on the order of their intent to subscribe. Customers can ask to be removed from the waitlist at any time without any penalties. As additional solar plants come online through 2024 and subscriptions become available, customers will be automatically subscribed and notified.

If you are applying for the income-qualified rate and your waitlist time exceeds 12 months, we will need to secure updated documentation to confirm your eligibility.

What type of documentation is needed for the income-qualified program?

Participation in certain government programs may be used to verify eligibility in our income-qualified program. These include Supplemental Security Income (SSI); Medicaid; Temporary Assistance for Needy Families (TANF); SNAP-EBT; and Low Income Home Energy Assistance Program (LIHEAP). We will also evaluate other program participation on a case-by-case basis during the registration and enrollment of the income-qualified program.

How will I be notified if I am enrolled in the program?

You will be notified to the email address provided as part of your Duke Energy My Account profile once your account has been enrolled in the program.

SOLAR PLANT LOCATIONS

Have the solar plant locations already been chosen?

The first six sites for the program have been selected. These sites are approximately 400-500 acres in size and are located in the following counties: Alachua, Bay, Citrus, Hardee, Levy and Suwannee. The first two plants will be in Citrus and Hardee counties and will begin operation in 2022, with the others following in 2023. We also plan to add four more sites by 2024.

How can this program help me contribute to carbon reduction if a solar plant is not located in my community?

This program will bring new solar generation to the larger grid, which lowers the emissions profile of Duke Energy's electric service in your community. By subscribing to the Clean Energy Connection program, you are part of a community that is helping drive Florida to a cleaner energy future.

Your subscription in this program increases – in a measurable way – the amount of solar energy attributed to serving your electricity needs. The renewable energy certificates (RECs) generated by your subscription are retired on your behalf, ensuring you are able to claim the “renewable attribute” of the electricity provided by your subscription. Without the RECs retired by the program on your behalf, you will be unable to claim renewable attributes from Clean Energy Connection's generation.

If there is a solar plant located near me, can I subscribe just to that one to impact my local community?

No, subscriptions are associated with all solar plants in the program. This program supports Duke Energy's goal to be net-zero by 2050, which impacts society at large. Your subscription allows you to contribute while saving money with clean energy.