



## Energy help for our customers

We offer a variety of energy- and money-saving programs for our customers. Duke Energy Kentucky 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 help customers collectively save more than 43 million kilowatt-hours (kWh) of electricity annually. That's equivalent to powering more than 3,200 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.

#### Residential Smart \$aver<sup>®</sup>

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 projects like new HVAC systems, Heat Pump water heater install, insulate and seal of attic area through our rebate program.

#### 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/kyrates](https://duke-energy.com/kyrates).

## 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

**We've helped more than 612 Duke Energy Kentucky customers save nearly 550,000 kilowatt-hours (kWh) each year.**

assessments and installations of energy-saving measures at no cost to the customer. In Kentucky, we've helped more than 612 Duke Energy Kentucky customers save nearly 550,000 kilowatt-hours (kWh) each year. This means the average household could save more than \$39 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 WinterCare Program has provided more than \$1.8 million dollars in assistance over the life of the program to help low-income families in Kentucky cover home energy bills, regardless of heating source.

If you need energy help, contact our customer service center at **800.544.6900**.



## 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 \$39 per year on energy costs, we've helped more than 19,000 low-income customers achieve nearly 7 million kWh in total savings each year.

### Weatherization Program

Helps families save energy and reduce expenses through the installation of free energy conservation measures. Funding of the weatherization program is provided directly to the state weatherization agencies to provide these services. Typical services include sealing air leaks, installing insulation, replacing lighting with energy-efficient bulbs and HVAC tune-ups and repairs.



## Economic Assistance

### WinterCare Program

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

### Low Income Home Energy Assistance Program

This program, known as LIHEAP, provides funds when available, to help households who cannot afford to heat their homes through subsidies. Managed by the NKCAC, this program also dispenses assistance for summer cooling costs if funds are available. Crisis Assistance funding is also offered January until mid-March or until funds are depleted.



## Billing Tools

### Equal Payment Plan

Helps customers avoid high seasonal bills by spreading annual energy costs over 12 equal monthly payments. You may choose the Annual Plan which provides a settle-up on the 12th month, or a Quarterly Plan, which provides a settle-up during quarterly reviews.

Learn more about our energy assistance programs at [duke-energy.com/home/billing/special-assistance](https://duke-energy.com/home/billing/special-assistance).