



## Energy help for our customers

We offer a variety of energy- and money-saving programs for our customers. Duke Energy Carolinas 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 4.3 billion kilowatt-hours (kWh) of electricity annually. That's equivalent to powering more than 350,000 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.

#### 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.

#### 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](https://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

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assessments and installations of energy-saving measures at no cost to the customer. In South Carolina, we've helped more than 10,700 Duke Energy Carolinas customers save more than 1.3 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 Share the Warmth Fund has provided more than \$8.6 million in assistance over the life of the program to help low-income families in South Carolina cover home energy bills, regardless of heating source.

If you need energy help, contact our customer service center at **800.777.9898**.



## 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 10,700 low-income customers achieve more than 1.3 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.



## Economic Assistance

### Share the Warmth Fund

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.



## 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://duke-energy.com/Community).