



For those reading this document online, please note that program headings that are underscored have more program details on our website, if you want to read more. Just click on any underscored heading to access those Web pages.

ENERGY-EFFICIENCY PROGRAMS

Online Account Access

Energy analysis graphs allow customers to compare their electric usage in the current and previous year to the average temperature by month; compare past 12 months' electric usage to the high, low and average temperature for the same period; and compare average monthly temperatures for the past 24 months. The energy analysis details allow customers to view their past 24 months of electric usage including date the bill was mailed, number of days in billing cycle, kWh (kilowatt-hour) usage per month, daily kWh usage and average, low and high temperature for the month. Click on a month and get daily temperature information for the month. These tools assist customers with understanding their energy usage patterns and identifying opportunities to reduce energy consumption.

"Lower My Bill" Toolkit

This tool provides online tips and specific steps to help customers determine actions to reduce energy consumption and lower utility bills. The suggestions range from relatively simple, no-cost steps to more extensive actions involving insulation and heating and cooling equipment, as well as payment options.

Energy-Saving Tips

Online tips on how to reduce home energy costs. Includes information on the biggest typical household energy wasters and how a few simple actions can increase efficiency. Topics include: energy-efficient heat pumps, insulation R-values, air conditioning, appliances and pools, attics and roofing, building/additions, ceiling fans, ducts, fireplaces, heating, hot water, humidistats, landscaping, seasonal tips, solar film, and thermostats.

Online Home Energy Check

This Web-based energy check enables customers to quickly answer common questions regarding energy usage and provides a full range of personalized recommendations for managing home energy costs. Customers receive specific recommendations for their households with detailed approaches for better managing energy use and saving money. The analysis also includes an automatic download of the customer's actual electric bill history.

Energy-Efficient Home Program

Energy-Efficient Homes are certified to meet the standards of the U.S. Environmental Protection Agency's ENERGY STAR® program. Annual energy costs may be reduced up to 30 percent due to high-efficiency heating and cooling equipment and high-quality materials and construction. Energy-Efficient Homes qualify for Duke Energy Progress' 5 percent energy conservation discount on monthly electric bills. Other benefits include improved air quality, the potential for higher resale value and significant savings on financing costs. In order to qualify, a home must meet the EPA ENERGY STAR criteria and receive an ENERGY STAR Certificate.

Energy-Efficiency Financing

This program connects customers with screened contractors who provide complete installation and financing on a range of energy-saving home improvements. The financing may be used to make improvements which enable the home to meet the ENERGY STAR criteria and qualify for Duke Energy Progress' 5 percent energy conservation discount on monthly electric bills.

5 Percent Energy Conservation Discount

Customers whose homes meet the ENERGY STAR criteria qualify for a 5 percent discount on their monthly electric bills. Duke Energy Progress offers related programs to encourage and assist customers in meeting the ENERGY STAR energy-efficiency requirements.

Time-of-Use Rates

Duke Energy Progress offers Time-of-Use (TOU) rates to all customers. These rates provide incentives to customers to shift consumption of electricity to lower-cost off-peak periods and lower their electric bill.



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CUSTOMER ASSISTANCE PROGRAMS

Disconnect Moratorium (North Carolina)

Duke Energy Progress residential customers can become exempt from having their electric service disconnected between November 1 and March 31 each year if they meet the following criteria:

- A member of the customer's household is either elderly (65 years of age or older), handicapped or both. Note: The handicapped member of household must be certified by a governmental agency to qualify for the program as disabled.
- The customer is not able to pay the balance of service either in full nor under a six-month installment payment plan.
- The customer's household is certified by the local social service office which administers the Energy Crisis Assistance Program or other similar programs as eligible to receive assistance even if funds are not available.

Note: Duke Energy Progress can terminate a N.C. customer's service on Disconnect Moratorium between November 1 and March 31 if the North Carolina Utilities Commission approves the termination.

Disconnect Moratorium (South Carolina)

Duke Energy Progress residential customers can become exempt from having their electric service disconnected (for a 30-day period – with the option of extending the service every 30 days) – between December 1 and March 31 each year if they meet the following criteria:

- A member of the household's health will be put in danger due to termination of their electric service. This must be certified by a physician.
- The customer is unable to pay the balance of their service account in full or under an installment agreement.

Equal Payment Plan

Duke Energy Progress offers its customers an Equal Payment Plan to ease the impact of higher seasonal electric bills. Under the plan, the customer's annual cost for electricity is spread into 12 equal monthly payments.

Energy Neighbor Fund

Duke Energy Progress' Energy Neighbor Fund, formerly called Project Share, is an energy-assistance program for our customers who live at or below 150 percent of the poverty level and are facing a crisis in their household. Contributions to the Energy Neighbor Fund come from Duke Energy Progress' employees, customers and the Duke Energy Progress Foundation. The funds are sent to the North Carolina Department of Health and Human Services Division of Social Services, which, using our disbursement information, allocates the funds to counties served by Duke Energy Progress. County social services agencies use the same criteria for determining client eligibility used for state and federal assistance programs (CIP and LIHEAP).

Funds can be used to purchase any kind of heating fuel or to pay an electric bill. Leftover funds in the summer months can be used for cooling sources like fans and electric bills.

Preference Pay

Duke Energy Progress customers aged 55 years or older and on a fixed income such as Social Security, retirement or disability (and whose bill is in good standing) have the option to delay their following month's electric bill by seven calendar days. This gives customers the flexibility to wait for a monthly check before paying their Duke Energy Progress bill – without the penalty of a late charge or credit downgrade.

Duke Energy Progress Website

Additional information and assistance is available to Duke Energy Progress customers through the company's Web site at duke-energy.com/progress

Third Party Notification

Duke Energy Progress customers have the option to have copies of Duke Energy Progress disconnect notices sent by mail to a third party.