



Customer Assistance During COVID-19

Our commitment through the changes ahead.

At the start of the pandemic, we stopped disconnecting electric service for nonpayment and waived all payment-related fees. As we return to normal billing and payment practices in October, we remain committed to helping our customers still experiencing financial challenges at this difficult time. Learn how to get help below.

EXTENDING PAYMENT PLANS AND WAIVING FEES

- We're providing longer, more flexible payment arrangement timelines up to 14 months, giving you the freedom to choose what payment timeline works best for you.
- Duke Energy will resume disconnections for nonpayment in October. Enrolling in an extended payment arrangement now is an important step you can take to avoid disconnection. Payment plans can be made easily online at duke-energy.com/ExtraTime.
- Walk-in payment fees will remain suspended until December, and we are continuing to waive credit and debit card payment fees.
- Customers with more complex needs can speak with a customer care representative Monday through Friday from 7 a.m. to 7 p.m.

ASSISTANCE AGENCIES

We are working closely with agencies in possession of CARES Act funds, LIHEAP dollars and other donation sources. Our goal is to help match qualifying customers with agencies that can help make payments on your behalf. If you can't afford your energy bill, agencies in your area can help.

If you aren't able to find an assistance agency serving your county, we suggest you call or visit 211.org. This free service helps connect customers to local community agencies supplying aid for a wide range of needs, including help with energy bills.

STAY VIGILANT: SCAMMERS USING NEW TACTICS

During the pandemic, we've seen scammers try to trick customers into providing personal or financial information. The latest scams promise "refund checks for overpayment" and ask for personal data, such as a birthdate, Social Security number or federal tax ID. Here are a few tips to protect yourself:

- Though Duke Energy will frequently contact our customers by phone, email and text, we will never ask for personal information over the phone or demand immediate payment using prepaid credit or debit cards.
- If you are not sure if a call or in-person visit is real, please call our customer care center at the number below.
- Duke Energy will never specify how customers should pay their bill and will always offer a variety of ways to pay, including accepting payments online, by phone, by mail or in person. **If the caller demands immediate payment by prepaid debit or credit card, do not submit payment.**

Duke Energy: **800.777.9898** | Duke Energy Progress: **800.452.2777**

Spanish version on back.

