

Gradual Return to Standard Billing – COVID-19

What you need to know

The COVID-19 pandemic has resulted in difficult economic hardships for individuals and businesses across North Carolina.

As the moratorium on utility disconnects comes to an end, Duke Energy is working to help our customers make payment arrangements and providing information on financial assistance that may be available to them. The company has also donated \$2.1 million to assist COVID-19 relief efforts in North Carolina, focusing on food, bill assistance and the education needs of its customers and communities.

- Service disconnections for nonpayment suspended until October 2020; customers urged to arrange payment plans by September to avoid disconnection
- Duke Energy will begin proactive customer outreach in September to offer customers in need the opportunity to establish payment plans of 12 months in length, unless a shorter one is requested by the customer; down payments will not be required
- Late fees will be waived until further notice
- Customer service specialists are available to assist with payment plans and financial assistance options; resources are also available online
 - Duke Energy Carolinas: 800.777.9898
 - Duke Energy Progress: 800.452.2777
 - Visit dukeenergyupdates.com for a list of resources

Additional assistance for customers

- Customers who need additional financial assistance are encouraged to visit 211.org to locate available resources. The free service can help customers find local community agencies that provide assistance to meet a wide range of needs, including:
 - Utility bills
 - Housing, food and other essentials
 - Child and elder care
 - Medical expenses and health counseling