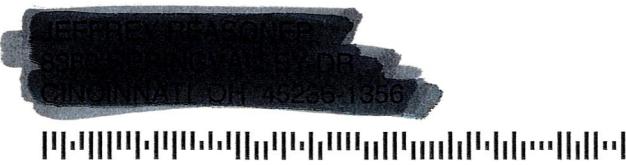




Action Required: Inside Gas Meter and Piping Inspection Request

May 16, 2024



Dear Customer:

In the near future, Duke Energy will be performing gas leak and corrosion inspections in your neighborhood. These inspections are required by the US Department of Transportation (DOT) and are necessary for safe natural gas pipeline operations. Duke Energy has arranged for this work to be performed by Southern Cross, Inc. The technicians working for Southern Cross, Inc. will be going door to door in your neighborhood to inspect our gas metering equipment and piping located at: [REDACTED]

Please call Southern Cross toll free at **(888) 694-7284** to schedule an appointment.

Information and appointment requests are available online at:

<https://www.duke-energy.com/home/natural-gas/inside-piping-inspection>

The inspection involves the gas piping from the building wall to the outlet of the gas meter located inside your home. On average, an inspection should take approximately 10 minutes to complete.

The Southern Cross technician will be readily identifiable by:

- Wearing a visible Southern Cross picture ID on the outside of the uniform,
- Wearing a visible Duke Energy picture ID on the outside of the uniform,
- Having a contact phone number for the customer to call for verification of the Duke Energy inspection, and
- Driving a Southern Cross, Inc. vehicle. You should not expect to see the technician in a Duke Energy vehicle.

Please call Southern Cross toll free at **(888) 694-7284** between the hours of 8 a.m. – 8 p.m. Monday through Friday or Saturday, 8:00 a.m. – 5:00 p.m., to schedule an appointment for your inspection.

We appreciate the opportunity to safely serve you and your community. Please contact us if you have any questions regarding your inspection.

Regards,

Amanda Rauch, Project Manager for IPI Inspections

Inspection Appointments: (888) 694-7284

Duke Energy Customer Service: (800) 544-6900