

Duke Energy remains committed to working with all customers who need assistance with their energy bills to avoid creating additional hardships. As you know, last week we announced that we will not disconnect any customer's service for non-payment. Earlier today, Duke Energy Carolinas and Duke Energy Progress filed a request with the North Carolina Utilities Commission for several additional areas of relief for our customers including:

- **Waiver of late fees** for both residential and non-residential customers
- **Waiver of returned check fees** for both residential and non-residential customers
- **Waiver of reconnect fees** for both residential and non-residential customers
- **Waiver of credit card/debit fees** for residential customers only
- Authorization to work with customers on deposit issues
- Formally notified the NCUC of our **suspension of non-pay disconnects effective March 13, 2020.**

The company also announced **\$1.3 million in donations** by The Duke Energy Foundation **to support hunger relief and help local health and human service nonprofits** across its service territories, including those providing meals to children and families impacted by school closures.