



# Customer Assistance During COVID-19

Helping customers. Providing additional support.

## Our customer commitment through the changes ahead.

At the start of the pandemic, we launched a sweeping series of steps to help, including suspending disconnections for nonpayment and waiving late payment fees as well as fees for credit and debit card payments. We also made changes within our field operations to help ensure the safety for both employees and the communities we serve.

Now, as we move to resume standard billing and payment practices, we remain committed to providing customer assistance to our business and residential customers still experiencing economic hardship due to COVID-19. As we have notified customers, we will continue to suspend disconnections for nonpayment until Sept. 1.

## WAYS WE'RE HELPING CUSTOMERS IN NEED

- Duke Energy donated more than \$6.3 million for COVID-19 relief efforts across all the states we serve.
- More flexible payment arrangements have been available since April, offering extended repayment timelines up to six months.
- For customers currently behind on their bills, Duke Energy is proactively offering extended payment plans via email and text/SMS.
- We have developed an online request form for customers to set up extended payment plans on their own. Customers who are delinquent on their bill now have the option to request an extended payment arrangement easily without the need to call the customer service center. They can simply visit one of the following webpages and enter their phone number or account number to get started:
  - [duke-energy.com/ExtraTime](https://duke-energy.com/ExtraTime) (residential)
  - [duke-energy.com/Extension](https://duke-energy.com/Extension) (business)
- Customers with more complex needs can speak with a customer care representative Monday through Friday from 7 a.m. to 7 p.m. 

Duke Energy in Florida  
Residential: 800.700.8744 | Business: 877.372.8477
- Professional guidance is being offered for small business customers to help analyze their energy usage, discuss energy rates and identify solutions to help lower their energy bills at [fl.bec@duke-energy.com](mailto:fl.bec@duke-energy.com).
- We are continuing to waive credit and debit card payment fees as well as walk-in payment fees for residential customers until November 2020.
- We're giving customers the freedom to choose a consistent monthly payment date that best fits their needs.
- Duke Energy is providing access to assistance agencies and third-party charities that can help with utility payments and other essential needs.

## 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 residential and business customers with agencies that can help with payment.

For counties where agency connections are a challenge, we are guiding customers to 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.

## BE AWARE OF SCAMMERS UTILIZING NEW TACTICS

During the pandemic, we've seen a surge in fraudulent actions that attempt to trick customers into providing personal or financial information. The latest scams promise refund checks for overpayment on customer accounts if customers confirm personal data, such as a birthdate, Social Security number or federal tax ID.

Scammers have many methods for reaching customers. They may show up at a customer's home or business, send email or call. Here are a few facts and tips to help protect our customers and communities:

- 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 a customer is unsure whether a call or in-person visit is valid, we highly encourage them to hang up or refuse service and contact our customer care center at 800.700.8744.
- Duke Energy will not specify how customers should make a bill payment 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 compensation by prepaid debit or credit card, do not submit payment.



*BUILDING A SMARTER ENERGY FUTURE*®