



A Message from Duke Energy on COVID-19

March 15, 2020

Delivering reliable power while helping to protect the health and safety of our employees and communities we operate in

Greetings,

To protect our employees and the communities we serve, we are asking our employees to take steps to prevent the spread of coronavirus.

Starting Monday, March 16, the company is encouraging teammates who can work remotely to do so through the end of March. We're also continuing to limit travel, practice social distancing and conducting meetings via video or teleconference as added precautions to help protect our employees, while also doing our part to limit the impact of COVID-19.

Reliability

As a provider of an essential service, we are determined to continue delivering the reliable power customers and communities need while helping to protect the health and safety of our employees, neighbors and everyone around us.

We are increasing awareness of preventive measures and taking action aligned with CDC guidance to keep teammates and customers safe, and help ensure we have adequate resources to maintain reliability.

Meetings and visitors

Employees are canceling, postponing or restructuring meetings to take advantage of video or teleconference rather than attend in-person.

We are conducting meetings via video or teleconference with outside visitors instead of meeting at Duke Energy facilities or offices. Beginning Monday, March 16, visitors are prohibited for non-critical business work unless approved by senior management and if they pass an evaluation through our pre-screening process.

If you have any questions or concerns, please do not hesitate to reach out.

COVID-19 Update: As a part of your community and a provider of essential services, we are here to support you during this uncertain time. Since many of our customers may be facing unusual financial hardship, we are suspending disconnection for nonpayment effective immediately. This applies to all home and business accounts in Florida, Indiana, Kentucky, North Carolina, Ohio, South Carolina and Tennessee. We will continue to look for ways to support customer needs during the pandemic. Thank you.

