

DUKE ENERGY'S ENERGY EDUCATION PROGRAM FREQUENTLY ASKED QUESTIONS

Q: What is Duke Energy's Energy Education program?

A: Duke Energy has partnered with The National Theatre for Children to present our new Energy Education in Schools program for the 2017-2018 school year. Duke Energy and The National Theatre for Children have developed a customized curriculum that teaches core educational concepts about energy, resources, and how and why students can use energy wisely. The centerpiece of the curriculum is a live in-school theatrical production delivered by professional actors.

The program for elementary schools, *Kilowatt Kitchen*, features a cast of fun characters including the restaurateur Lorraine Quiche, head chef Chuck Wagon who is "not the brightest bulb," sanitation engineer Horace Flyman who is averse to needless energy waste, best friend and zookeeper Adam Grizzly, and the infamous restaurant critic Eggs Benedict Arnold. The program for middle schools, *The E-Team*, features two professional actors who engage and entertain the students through interactive comedy sketches while teaching about energy and resources.

Q: In addition to the performance, are other materials available?

A: In addition to the performance, every student receives a digital activity book of project-based assignments that incorporate math and science concepts. Teacher guides are also provided for every teacher and include tips for in-class discussion and homework assignments that build on student knowledge. Teachers are also given access to digital games and activities for use in the classroom. All activity books, activities, assignments and digital activities align with state curriculum requirements.

Take-home materials are also provided for parents who are then encouraged to participate by requesting a free Energy Efficiency Kit of easily installed devices that will immediately begin saving energy. A kit is available at no cost to all students whether or not their homes are served by Duke Energy.

Q: Why should my family sign up for the free Energy Efficiency Kit?

A: The goal of the in-school programs *Kilowatt Kitchen* and *The E-Team* is to engage all students and staff at participating schools to practice energy-saving habits. By requesting an Energy Efficiency Kit, your family is doing your part to save energy and help make a difference for the world. Each completed, unique sign-up also helps your school and your family win cash rewards.

Q: Is the Energy Efficiency Kit really free?

A: Yes. The Energy Efficiency Kits are completely free, including free shipping.

Q: Why is Duke Energy giving away free Energy Efficiency Kits?

A: Duke Energy is providing free Energy Efficiency Kits to households in North Carolina, South Carolina, Ohio, Indiana and Kentucky to help reduce energy consumption. This effort will lower energy usage and costs in households plus conserve resources for their efforts.

Q: Why does Duke Energy want us to use less electricity?

A: Power plants can be costly investments, so helping customers use less energy creates energy savings, which then helps us continue to meet customers' energy needs while delaying construction of new power plants. The energy saved can also help reduce the need for Duke Energy to turn on more power plants during peak times, which is good for the environment.

Q: What's in the kit?

A: The Energy Efficiency Kits contain items designed to help you reduce energy usage as well as tips to help you further reduce energy consumption.

The kit for Duke Energy customers contains the following:

- Two 9-watt LED Bulbs with 25,000 Hour Lifespan (ENERGY STAR® Approved)
- LED Night Light
- Energy-Efficient Showerhead
- Kitchen Faucet Aerator
- Bathroom Faucet Aerator
- Water Flow Meter Bag
- Switch and Outlet Insulators
- Teflon Tape (used for installing the Showerhead and Faucet Aerators)
- Hot Water Gauge Card
- D.O.E. Energy Savers Booklet
- Two Glow Ring Toys
- Product Information/Instruction Sheet

The kit for non-Duke Energy customers contains the following:

- LED Night Light
- Hot Water Gauge Card
- Water Flow Meter Bag
- Switch and Outlet Insulators
- D.O.E. Energy Savers Booklet
- Product Information/Instruction Sheet
- Glow Ring Toy

ENERGY EFFICIENCY KIT REQUEST FORM

Q: How can I get an Energy Efficiency Kit?

A: Every family that would like a free kit has to request one individually for their home. There are three ways to sign up for a free kit:

1. Go online to **MyEnergyKit.org**
2. Call 1-855-386-9548
3. Fill out the postage-paid request form (copies provided to the school)

Q: Who can sign up for a free Energy Efficiency Kit?

A: Duke Energy customers (students, families, staff) associated with schools participating in the 2017-18 school programs, *Kilowatt Kitchen* and/or *The E-Team*, can receive a free kit (one per household). Non-Duke Energy customers associated with participating schools can sign up to receive a partial kit. Duke Energy provides one Energy Efficiency Kit per household every 36 months. If you received a kit before, but don't remember when, call the My Energy Kit Hotline at 1-855-386-9548 or email MyEnergyKit@nationaltheatre.com.

Q: Why do I need to provide my Duke Energy account number with my kit request?

A: Since Duke Energy customers receive larger kits, it is necessary to verify a Duke account with each sign-up. Providing an account number is the easiest way to verify an account and ensure that a Duke Energy customer receives the larger kit. If you don't have it available, please enter 000000 in the Duke Energy account number field and be sure to enter the residential home address tied to your Duke Energy account.

Q: Where can I find my Duke Energy Account Number?

A: Your Duke Energy Account Number is located on your Duke Energy bill.

Q: What if I can't find my Duke Energy bill?

A: If you can't find your Duke Energy bill with your account number, please locate it by logging into your online services account at www.duke-energy.com or contact the Duke Energy customer service line (available 24 hours a day) for help:

Duke Energy Customers:

Indiana residents, call 1-800-521-2232

Kentucky and Ohio residents, call 1-800-544-6900

North Carolina and South Carolina residents, call 1-800-777-9898

Duke Energy Progress Customers:

North Carolina and South Carolina residents, call 1-800-452-2777

Q: What if my account number isn't recognized when I type it into the MyEnergyKit.org website?

A: If your account number isn't recognized on the **MyEnergyKit.org** request form, contact Duke Energy's customer service line (available 24 hours a day) for help:

Duke Energy Customers:

Indiana residents, call 1-800-521-2232

Kentucky and Ohio residents, call 1-800-544-6900

North Carolina and South Carolina residents, call 1-800-777-9898

Duke Energy Progress Customers:

North Carolina and South Carolina residents, call 1-800-452-2777

All customers can email their concerns to: PowerinEnergy@duke-energy.com

Q: What if I don't have my Duke Energy Account Number on hand or what if I am not a Duke Energy customer? Can I sign up for a kit?

A: Yes. You can still sign up for a kit. Entering your account number will help ensure successful delivery of the Energy Efficiency Kit, but if you do not have it available, please enter 000000 in the Duke Energy Account Number field and be sure to enter the residential address tied to your Duke Energy account.

If you are not a Duke Energy customer, please check the box "No, I am not a Duke Energy customer" and enter 000000 in the Duke Energy Account Number field. Non-Duke customers at participating schools receive a partial kit.

Q: I live in an apartment building where my landlord pays the energy bill. Can I still get a kit?

A: Yes! To ensure the successful delivery of the Energy Efficiency Kit, please ask your landlord for your account number or be sure to include your apartment or unit number as a part of your address.

Q: Is there a Spanish version of the request form?

A: Yes. At **MyEnergyKit.org**, click "en español" for Spanish. There is also a downloadable form in Spanish on the website. For further assistance in Spanish, please call the My Energy Kit hotline: 1-855-386-9548.

Q: Will I be asked to buy anything if I sign up for an Energy Efficiency Kit?

A: No. You will not be asked to buy anything. The kits are completely free and your personal information is kept private.

Q: Will Duke Energy spam or telemarket to me after I give them my information to get an Energy Efficiency Kit?

A: No. Duke Energy does not share or sell personal information. Duke Energy will not share your information with outside groups and will only use it to deliver your free Energy Efficiency Kit to your home.

Q: I received an Energy Efficiency Kit last year. Can I get another this year?

A: Unfortunately, Duke Energy can only provide one Energy Efficiency Kit per household over a 36-month period, so if you received a kit last year you will not be able to receive one this year.

Q: If I got a kit before, what will happen with my sign-up?

A: If you sign up for a kit, but you received a kit within the last 36 months, you'll get a letter thanking you for your participation and stating when you will be eligible to receive another kit. Your sign-up for this year will still credit your school towards the My Energy Kit Challenge and school rewards. You may also receive other discount lighting promotions in the letter from Duke Energy as available.

MY ENERGY KIT REWARDS

Q: What are the My Energy Kit rewards?

A: My Energy Kit rewards are provided by The National Theatre for Children.

Family rewards: Two families will win \$1,000; winners will be drawn from all Energy Efficiency Kit requests submitted this school year. Households that request a kit and also return their completed Business Reply Card are entered into this \$1,000 drawing. One household winner will be drawn for the fall semester, another for the winter/spring semester.

School rewards: Schools automatically earn \$250 for every 100 unique kit requests credited to their name. The two schools that save the most energy by requesting the most free kits will each win \$2,500. One school will win for the fall semester, another for the winter/spring semester. A unique request is defined as one request per household submitted between July 1, 2017 and June 30, 2018. For more details on these rewards, go to the Rewards page on MyEnergyKit.org.

Q: How can I credit my school with my request for the free kit?

A: On **MyEnergyKit.org**, once you enter your home address, complete with your zip code, a drop down list of schools in your area will appear on the site. Schools are listed in alphabetical order by name. In the event that your school is not shown because you live in a non-matching zip code, scroll to the bottom of the list and select “I don’t see my school listed here.” Then, write in the name of your school in the field that appears.

The paper request form asks you to write in the name of your child’s school and the school’s city. Similarly, if you call the kit hotline (1-855-386-9548), the person who helps you will record your school’s name and make sure your school is credited.

Q: Can one person request enough Energy Efficiency Kits for everyone at the school and can our school distribute them to everyone?

A: No. Kits are delivered to residential addresses. To receive an Energy Efficiency Kit, each individual household must sign up independently. (Again, one per household.)

Q: *Kilowatt Kitchen* and/or *The E-Team* visited my child’s school months ago. Can I still sign up for a kit?

A: Yes. Families at participating schools can sign up for a kit at any point during the current program year at **MyEnergyKit.org** or by calling 1-855-386-9548. The deadline for sign-ups to be counted toward school rewards is May 31, 2018.

Q: How can I keep track of my school’s kit requests?

A: Throughout the school year, the My Energy Kit team at The National Theatre for Children will send a weekly email to our school contacts with an update on your school’s progress. Your school’s progress is also posted at **MyEnergyKit.org** under “Track My School.” Not only will you be able to see how many kit sign-ups are credited to your school, but you’ll also be able to see how that translates to real energy saved.

Q: What are the chances that my school will win a prize?

A: Every school that reaches 100 kit requests will automatically win \$250, and will be awarded an additional \$250 for each additional 100 requests. Two grand prizes of \$2,500 are awarded during the 2017-18 school year, one each semester to the top performing school that reaches the most kit requests each semester. About 1,300 schools participate in the program each school year.

Q: How will we find out about reward winners?

A: Winners will be contacted directly via the phone number or email address they provide. The My Energy Kit team will announce winners in the weekly email to our school contacts, post updates on the Rewards page on **MyEnergyKit.org** and post winners to the **My Energy Kit** facebook page.

EXPLANATION OF QUESTIONS ON THE ENERGY EFFICIENCY SURVEY

Q: What is the energy efficiency survey?

A: This short survey is part of the My Energy Kit request form and is provided by Duke Energy to show families how they can make their homes more energy efficient and save money on their energy bills. The survey features questions about energy use in your home. Families can complete the printed survey or take the survey online at **MyEnergyKit.org**. The six question survey must be completed in order for a kit to be shipped.

Question 1: How many energy-efficient bulbs (CFLs or LEDs) do you have installed in your home?

A: This question refers to the number of energy-efficient bulbs—Compact Florescent Light bulbs (CFLs) or Light Emitting Diodes (LEDs) installed in your home. You can find the answer by counting the total number of CFLs or LEDs that you are currently using to light your home. A CFL is an energy-saving light bulb that uses 75 percent less energy than an incandescent bulb. In appearance, a CFL has a spiral tube instead of a regular rounded incandescent bulb. An LED bulb is also an energy-saving light bulb that uses 85 percent less energy than an incandescent bulb. An LED bulb has a brighter, whiter light.

Question 2: What temperature is your thermostat most likely to be set at in the winter? In the summer?

A: This question asks you to estimate the typical temperature your thermostat is set at during the winter months and during the summer months. A "typical" day refers to all days except holidays with guests, days with extra door traffic or days that are extremely hot or cold that as a result influence your thermostat setting.

Question 3: Where are most of the heating and cooling vents located in your home?

A: The best way to determine where the heating and cooling vents are located in your home is to check your ceilings, walls and floors to see if you can locate them. Make sure to look under furniture and behind curtains when trying to locate vents. If you can't determine this after looking to see where they are located, the answer you should put on the survey is "Not Applicable."

Question 4: Do you notice uneven temperatures between the different rooms in your home?

A: This question refers to whether or not the temperature in your home varies from room to room. If you notice that one room feels colder or hotter than another, without making

adjustments to individual thermostats, this means that you have uneven room temperatures in your home.

Question 5: What type of fuel do you use to heat your home?

A: Most homeowners may know the answer to this because when their system is serviced, the technician will refer to the heating system based on the type of fuel it uses (electric, gas, propane, etc.). Customers who use propane will have a large gas tank in their yard that needs to be refilled a few times a year by the propane company. Customers with natural gas and oil heat will have a pilot light on their furnace and a flue where exhaust gases vent to the outside.

Question 6: In the winter, do you experience drafts of cold air in your home?

A: This question refers to cold air leaks or drafts that come into your home through windows, doors, outlets and other places. Cold air drafts can significantly impact the temperature of the room and cause it to feel colder.

Q: Who should we contact with additional questions about the program?

A: If you have any questions about Duke Energy's Energy Education program or the energy efficiency request form and survey, please call **1-855-386-9548** for assistance. You can also email your questions to MyEnergyKit@nationaltheatre.com.