

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 2018-2019 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, *Showdown at Resource Ranch*, features a cast of fun characters, including the plucky Sheriff Carrie Gooper and notorious bandit, Billy the Kit. The program for middle schools, *The Resource Force*, features two professional actors who engage and entertain the students through interactive comedy sketches while teaching about energy and resources. The program for high schools, *What's Your Goal?*, features improvisation and audience participation – teaching students vital information about the environment, carbon footprints, the effects of energy usage, and how to raise your voice to make a change.

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 Kit of easily installed devices that will immediately begin saving energy. Duke Energy provides one Energy Kit per household every 36 months for eligible Duke Energy account holders. If a parent is not a Duke Energy customer, they will not be eligible to receive a kit – however, their sign-up will still be credited to their school and count toward the school reward contest.

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

A: The goal of the in-school programs *Showdown at Resource Ranch*, *The Resource Force* and *What's Your Goal?* 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 for eligible Duke Energy account holders in North Carolina, South Carolina, Ohio and Indiana 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:

- 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

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 associated with schools participating in the 2018-19 school programs, *Showdown at Resource Ranch*, *The Resource Force* or *What's Your Goal?*, can receive a free kit (one per household). Duke Energy provides one Energy Kit per household every 36 months for eligible Duke Energy account holders. 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 kits are available for eligible Duke Energy account holders, it is necessary to verify a Duke Energy account with each sign-up. Providing an account number is the easiest way to verify an account and ensure that an eligible household will receive the kit. If you don't have your account number available, or are not a Duke Energy customer, please enter "000000" in the Duke Energy account number field. If you are a Duke Energy customer, be sure to also 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

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

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. If you are not a Duke Energy customer, you will not be eligible to receive a kit – however, your sign-up will still be credited to your school and count toward the school reward contest.

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 Kit per household every 36 months for eligible Duke Energy account holders, 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. For the elementary and middle school programs, the top three schools that save the most energy each semester by requesting the most free kits will each win \$1,000, \$1,500 and \$2,500, respectively. Three schools will win for the fall semester, another three for the winter/spring semester. For the high school program, one grand prize of \$2,500 will be awarded to the high school that has the most unique kit requests submitted between July 1, 2018 and December 31, 2018. A unique request is defined as one request per household. 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 must be delivered to individual Duke Energy account holders' residential addresses. To receive an Energy Kit, each individual household must sign up independently. (Again, one per household.)

Q: *Showdown at Resource Ranch, The Resource Force* or *What's Your Goal?* 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. In order for sign-ups to be counted toward school rewards, sign-ups must be submitted by the school's respective program deadline.

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. For the elementary and middle school programs, the top three performing schools that save the most energy each semester will each win \$1,000, \$1,500 and \$2,500, respectively. For the high school program, one grand prize of \$2,500 will be awarded to the top performing high school. About 1,300 schools participate in these programs 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.

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.