

Customer-Centered Innovation

Innovate and invest to better serve our customers and communities

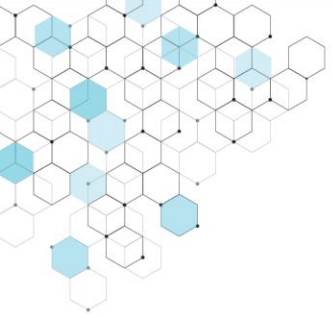
PUBLIC POWER'S
VISION

To be and be recognized as the leader in providing superior service and innovative energy solutions to communities and customers in our region.

PUBLIC POWER'S
PURPOSE

Deliver value to our communities and customers through collective strength, knowledge, and action while promoting a successful future.





PUBLIC POWER'S STRATEGIC PRIORITIES

FUTURE-FOCUSED

Develop a future-focused mindset



PROVIDE SUPERIOR POWER

Deliver reliable, affordable, and sustainable electric power



PEOPLE

Leverage our people as our greatest asset



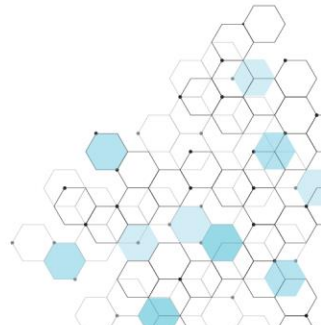
STRENGTHEN PUBLIC POWER

Build public and political support for public power



CUSTOMER-CENTERED INNOVATION

Innovate and invest to better serve our customers and communities



How do we succeed?



Integrate the demands of the customer, industry, and community to **execute** a plan that increases the value your utility delivers to stakeholders.

Strategic Priority Goals

- Invest to build customer value
- Innovate with urgency
- Engage key stakeholders to ensure buy-in
- Establish a plan to assess and adapt



Bridge the Gap: Utility & Customer




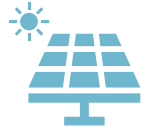



Utility

- Increasingly complex technologies & new competitors
- Environmental & regulatory impacts
- Staffing limitations
- Reliability & affordability are as important as ever

Customer

- *Personalized* choices and cleaner energy solutions
- Save energy & money but maintain comfort
- Smart devices make my life easier
- Clean energy is important

Emerging Technologies: Utility vs. Customer

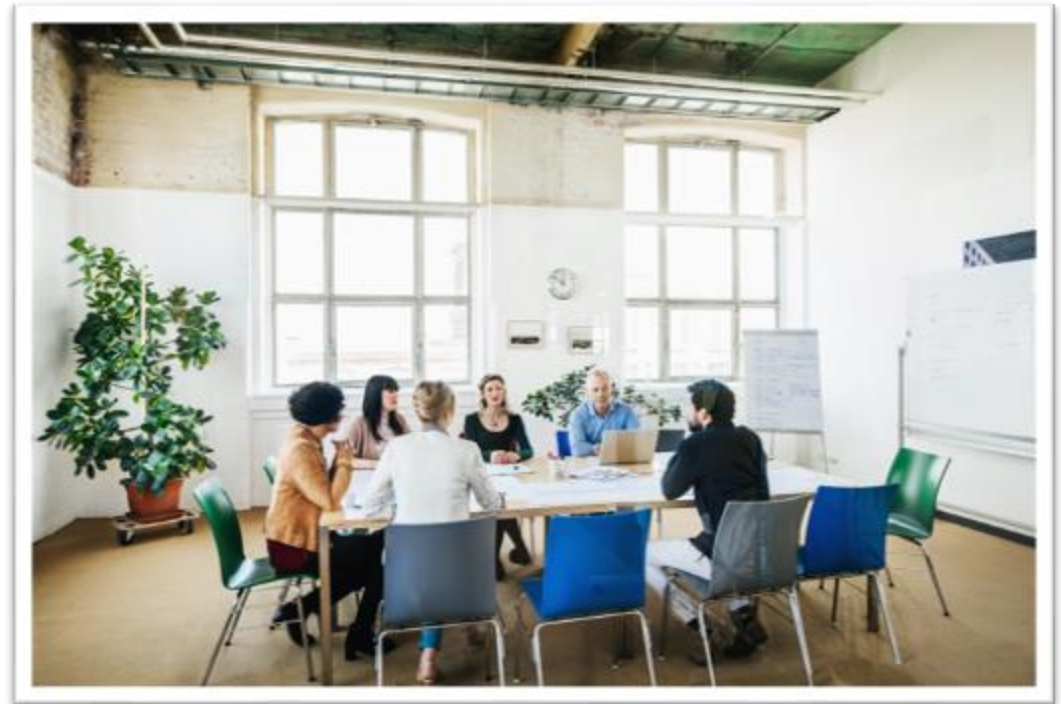
	Broadband Internet	Streaming movies, work-from-home opportunities
	Electric Vehicles	Where will I charge? Does this fit my lifestyle?
	Automated Meter Infrastructure (AMI)	No idea what this is.
	Solar Photovoltaic	Environmentally friendly. Expensive up front but will save me money.
	Smart Building / Smart Home	Is this Alexa? Or my Nest?
	Distributed Energy Resources	Is this solar?
	Battery Energy Storage Systems	I can't afford that... yet

Who is representing the customer?


Does the customer have a seat at the table when planning?

Do customers understand your policies and programs?

How does infrastructure tie to the customer?



Fayetteville PWC: Time of Use & Community Solar



HOME | REPORT EMERGENCY | STORM CENTRAL

CUSTOMER SERVICE (9

RESIDENTIAL ▾ BUSINESS ▾ ENVIRONMENTAL/CONSERVATION ▾ A

Time-of-Use Rates

Time It Right and Save

PWC has implemented Time-of-Use Rates for residential and small commercial electric customers. These rates are more in line with how we have to purchase power from Duke Energy - at higher rates during peak hours, when consumers typically use more power.

Use these helpful TOU tips, to take advantage of Time-of-Use Rates to lower your electric bills by conserving and shifting consumption from peak to off-peak hours. Rates for electricity used during off-peak hours are 35% lower than during peak times.

Summer Peak Hours

April - October from 3:00 PM - 7:00 PM (Mon. - Fri.)

Winter Peak Hours

Time-of-Use Rates Overview



Time-of-Use Rates (Peak Switch)

TIME OF USE RATES

- ON Peak Hours Are Only 4 Hrs of the Day
- OFF Peak Hours Are 20 Hrs of the Day (Plus Weekends & Holidays)

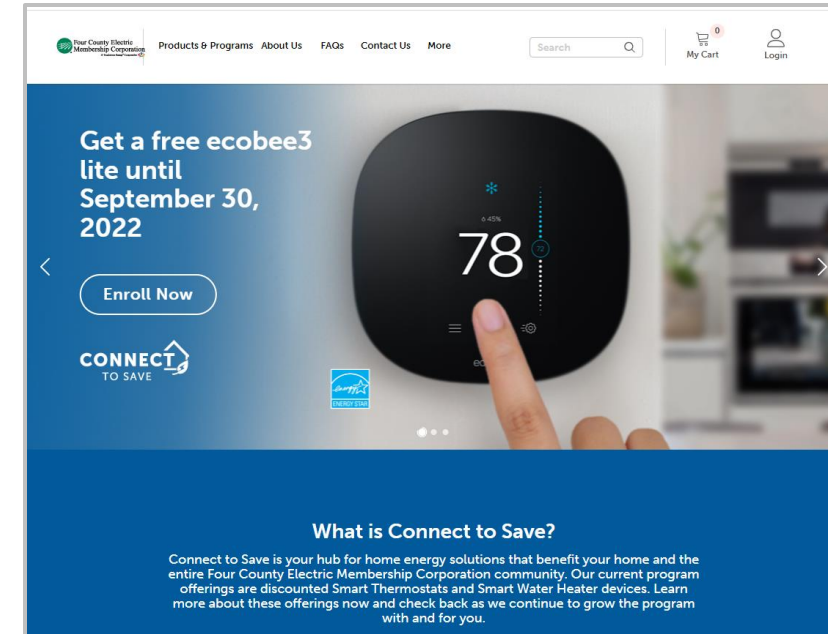
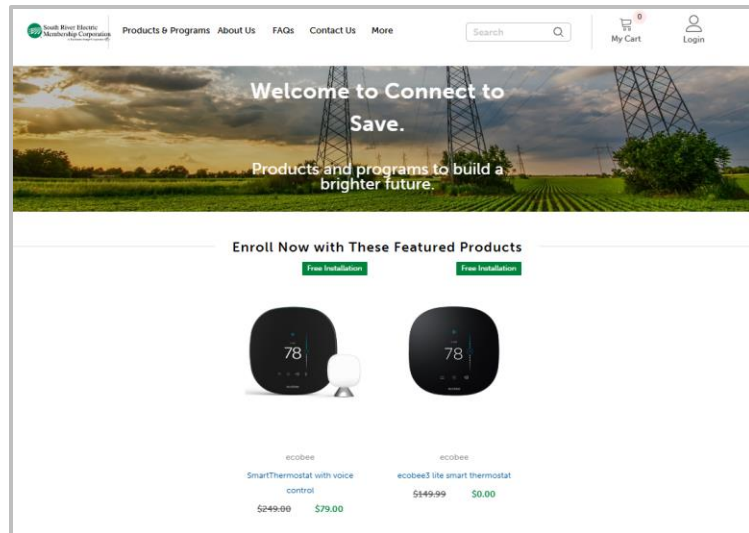




NCEMC's Connect to Save Program



“Connect to Save is your hub for home energy solutions that benefit your home and your entire community. Our current program offerings are discounted Smart Thermostats and Smart Water Heaters devices.”



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A New Way to Manage Load: NCEMC's Connect to Save Program



- ✓ Dispatchable load
- ✓ Two-way communication with enrolled devices
- ✓ Scalable marketplace for multiple products
- ✓ Collaboration across co-ops



- ✓ Customer-friendly language
- ✓ Deals on a variety of thermostats
- ✓ Easy-to-access information
- ✓ Easy to enroll
- ✓ Win-Win-Win



Duke Energy: Choose Your Service

EnergyWise Home

Get rewards.

Enrollment Options

There are several options for you to enroll and some are based on your location. Review each option below and choose what works best for you.



Smart Thermostat >



Switch >



Smart Bundle >

Online Savings Store

Get \$120 off a Google Nest Thermostat + FREE shipping!

[SHOP NOW](#)




Enroll your smart thermostat.
Get \$75!

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Duke Energy: Choose Your Service



Online Savings Store

Shopping in
North Carolina

Search

Cart 0

Featured ItemsShop Energy-Efficient ProductsExplore Ways to Save


Get a great deal at our Google Nest Thermostat Sale + FREE shipping.

SHOP BY AUG. 21

UP TO \$120 off!


Featured Products

Sale




Google Nest Learning Thermostat
\$249 full price
➔ **\$129**
Your price after [instant rebates](#)

Sale




Google Nest Thermostat
\$129.99 full price
➔ **\$49.99**
Your price after [instant rebates](#)



Simply Conserve 6 watt Globe LED
From \$12.54
➔ **\$4.54 - \$6.81**
Your price after [instant rebates](#)

Shop by Category



Enroll your smart thermostat. Get \$75!

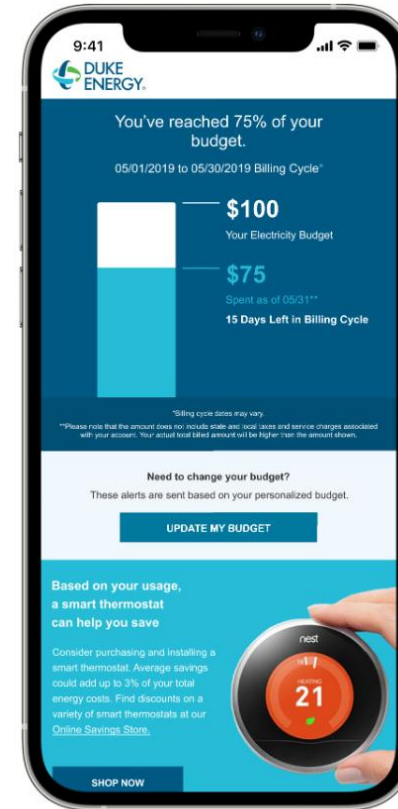
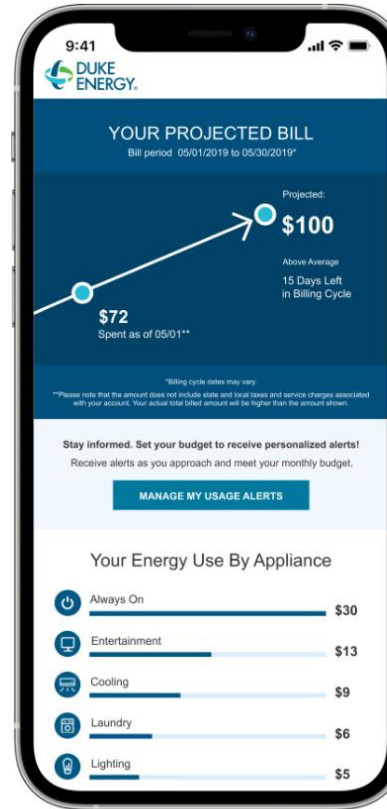
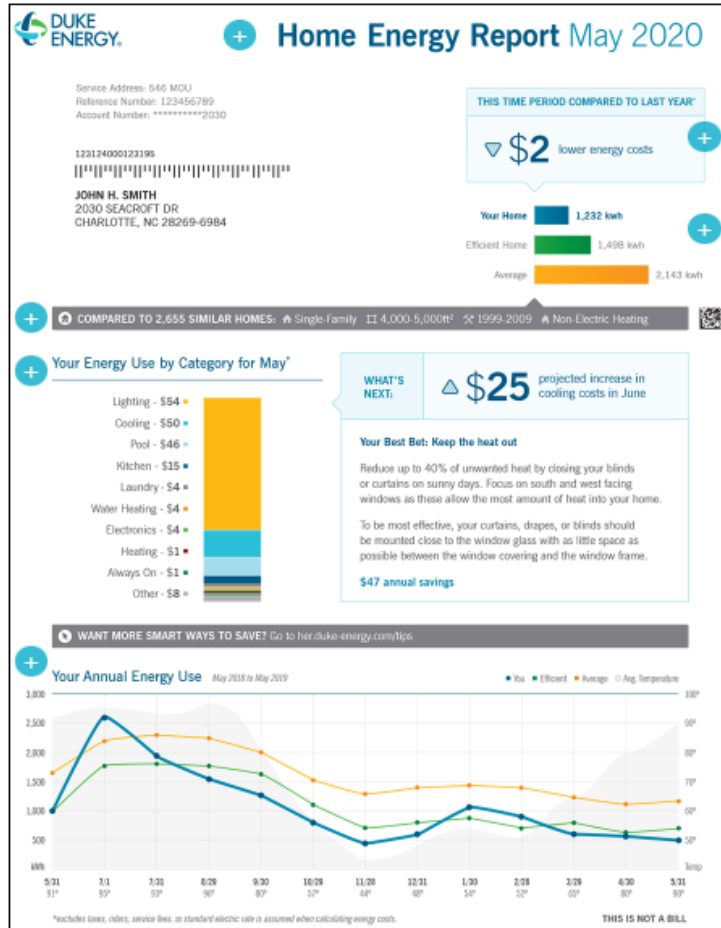
After you purchase and install your discounted smart thermostat, successfully enroll* in the EnergyWise® Home smart thermostat option to receive a \$75 e-gift card (limit 1 per household). Plus, you'll receive a \$25 e-gift card each year you are enrolled in the program.

*You must be a Duke Energy Progress residential customer with central electric heating and cooling, have the electric service in your name and have a qualifying internet-connected smart thermostat.

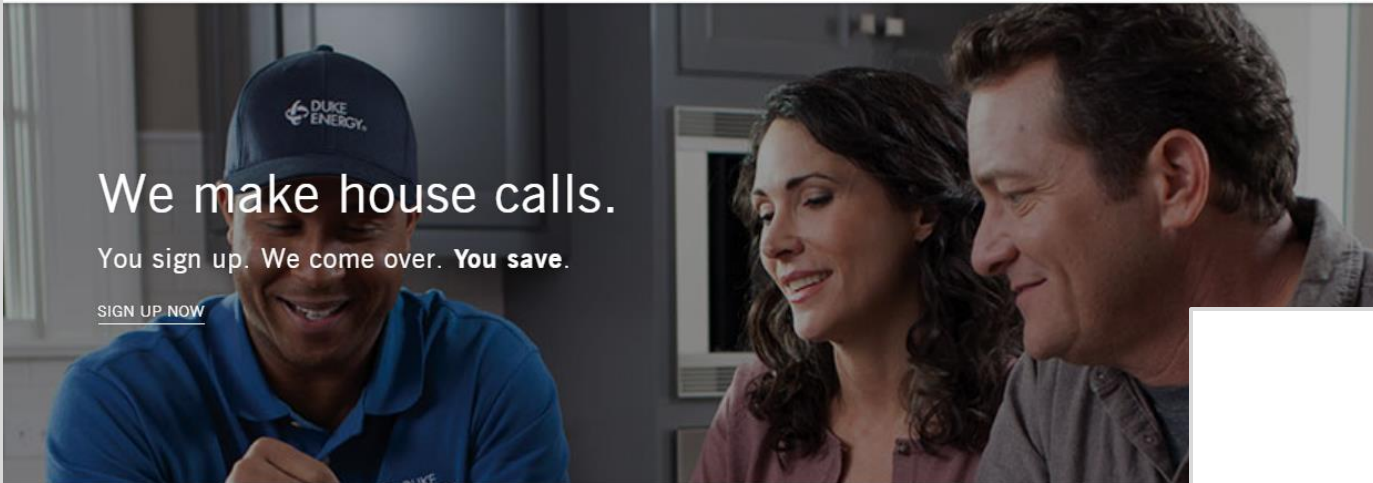
[ENROLL NOW](#)

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Duke Energy: Choose Your Service




Duke Energy: Choose Your Service



We make house calls.
You sign up. We come over. **You save.**

[SIGN UP NOW](#)



\$180 value – FREE!

Eligible homeowners can get a free in-home energy assessment, free LEDs, a free showerhead and more. Sign up online or call 844.DING.DONG ([844.346.4366](tel:844.346.4366)).

[SIGN UP NOW](#)

Plus, qualify for a Google Nest Thermostat with installation for **ONLY \$100.**

Home Energy House Call Request

1
QUALIFY

2
CUSTOMER
INFORMATION

3
ADDITIONAL
INFORMATION


4
SELECT
AVAILABILITY

5
APPOINTMENT
SUMMARY




[Schedule Your Duke Home Energy House Call](#)



Duke Energy: Choose Your Service




For Your Home


 Español  North Carolina  Search [Sign in / Register](#)

Select your rebate


Start improving your home's energy efficiency.




HVAC Install >
Get up to \$300




Heat Pump Water Heater Install >
Get \$350



Insulate & Seal - Attic >
Get \$250



Seal Ductwork >
Get \$100



Pool Pump >
Get \$300

How it works

Step One: Call one of our participating contractors

Once you pick your home improvement project, find the right person for the job. Our contractor finder tool easily connects you with our trusted network of participating contractors.

Step Two: Make improvements

You've invested in the comfort, value and energy efficiency of your home. You will enjoy the benefits of this choice for years to come.

Step Three: Choose your rebate method

Your contractor completes and submits the application on your behalf. You have the option of receiving a physical card in the mail or a digital Mastercard® that can be added to your virtual wallet.

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Duke Energy: Choose Your Service



Explore Your Renewable Energy Options

We're committed to supporting our customers' sustainability goals by providing a range of clean energy solutions.



Generate your own renewable energy >

Reduce your energy bill or sell energy to us using energy you generate from your home.



Find a solar installer >

Need a qualified solar installation company? Turn to Find it Duke and we'll find one for you.



Get rebates for your solar project >

Install solar panels at your home and our Solar Rebates program may defray some of the upfront costs.



Establish your environmental impact with Renewable Advantage >

Support renewable energy and help make an impact toward a cleaner energy future through your Duke Energy bill.

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Duke Energy: Suite of Services



- ✓ Positioned as an expert for consumers' energy needs
- ✓ Dispatchable load
- ✓ Solar & Energy Education
- ✓ Customer self-serve options



- ✓ Customer-friendly language
- ✓ Deals on a variety of solutions
- ✓ Easy-to-access information
- ✓ Easy to enroll
- ✓ Win-Win-Win



Roanoke Electric: EV Charging

Electric Vehicle Program

As your local energy partner, Roanoke Electric Co-op is proud to join electric cooperatives across the state in working towards net-zero carbon emissions by 2050 and a 50% reduction in emissions by 2030. Electric Vehicles (EVs) are becoming an important part of this mission.

If you own an EV or are considering the option, the co-op's pilot program offers member-owners a discounted rate for charging their electric vehicles. Member-owners can also choose their rate package and a new home charging station, valued at \$1,700, will be professionally installed at no upfront cost. Learn more by using the following links:



Savings



EV Subscription Rate



Service Agreement (PDF)

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Roanoke Electric: EV Charging



- ✓ Off-peak load gain
- ✓ Future load management opportunity
- ✓ Beneficial Electrification



- ✓ Customer-friendly language
- ✓ Deals on a variety of solutions
- ✓ Easy-to-access information
- ✓ Easy to enroll
- ✓ Win-Win-Win



Additional Programs & Services



Off-Peak EV Charging Rebate

Enjoy 1,300 miles* of free driving per year by earning a month

The Off-Peak EV Charging Rebate program encourages Glendale EV drivers to charge their vehicle between 9:00 p.m. and 12:00 p.m. the next day and any time on the weekend in exchange for a battery electric or plug-in hybrid vehicles are eligible to participate in this program, and customers can earn credits on their account.

Incentives are paid out yearly every January. You have the option to receive payments through

DIVE BRIEF

DOE to pilot community solar subscription platform to expand access for low-income households

Published July 28, 2022

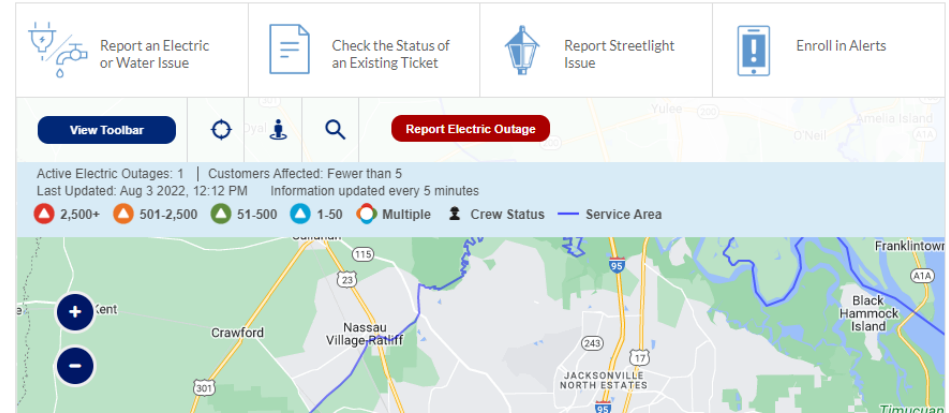


OUTAGE CENTER

[Outage FAQ](#)[Streetlight Reporting Map](#)[Water Notices](#)[Outage Map](#)[Environmental Incident Reporting](#)[My Account](#) [Business Resources](#) [Environment](#) [Engineering and Construction](#) [Procurement](#) [About](#)[Home](#) > [Outage Center](#) > [Electric Outage Map](#)

Electric Outage Map

By clicking a pin on the map, you can monitor the status of the outage. To report an electric outage use the red button on the map. **To report and monitor water issues, please login.**



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Additional Programs & Services

Electric cooperatives announce plans to add “Solar + Storage” sites across rural North Carolina

Published on June 03, 2022 by [Liz Carey](#)



North Carolina's Electric Cooperatives announces that they are bringing new energy innovation to 14 rural areas of the state by combining utility-scale solar with battery energy storage.

The new “solar + storage” facilities will be interconnected to electric cooperative grids and support the cooperatives' Brighter Future efforts to build a more resilient, efficient grid while maintaining affordability and long-term sustainability goals.

ENERGY EFFICIENCY

OPPD Uses DEED Funds To Expand Low-Income Energy Efficiency Program

July 27, 2022

Peter Maloney

ECAC
D30





**Roughly One-third
of Customers are
interested in:**

- Solar panels for their community
- Solar panels for their home
- Programmable smart thermostat
- Home energy audit
- Time-of-Use Rates
- Rebates



**Over One-fifth of
Customers are
interested in:**

- Purchasing an Electric Vehicle
- Prepaying their utility bill
- Energy usage seminar

Based on the 2017-2021 ElectriCities Retail Customer Survey



#1 Take-Away: Start Now

- Identify the champion
- Prioritize quick wins
- Execute your plan for the long-term wins



Strategic Priority Goals

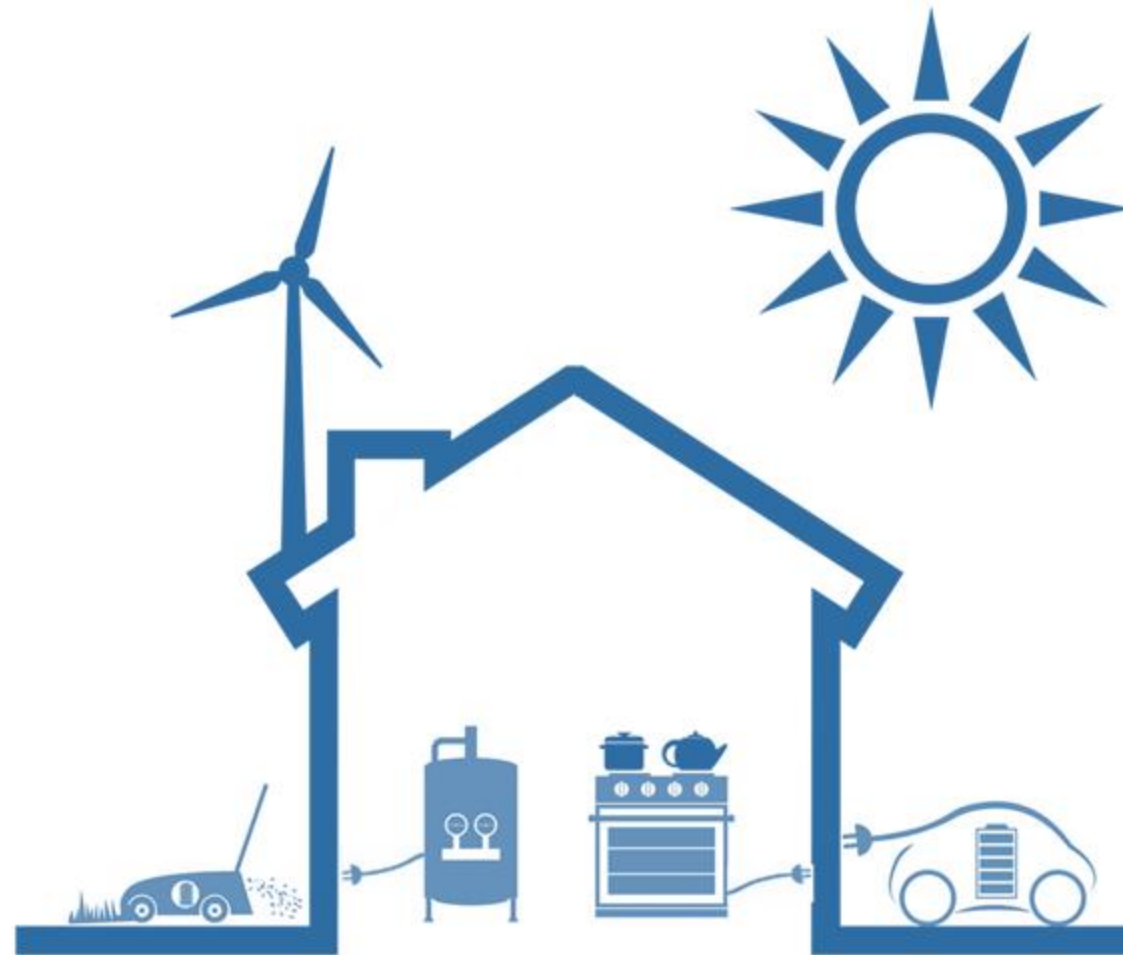
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In case you want to wait...

- We are seeing the average AMI implementation AFTER budget approval will take at least two years. Customer information system (billing) is at least one year.
- Gaps in service can increase risk of policy intervention.
- We have opportunities to refresh existing programs for quick wins.
- Your community is depending on it.

Questions?



Web References

NC Electric Cooperatives

- Connect to Save: <https://marketplace.connecttosavenc.com/>
- Roanoke EV Program: <https://www.roanokeelectric.com/electric-vehicle-program/>

Duke Energy

- Energy Saving Solutions: <https://www.duke-energy.com/home/products>
- Ways to Save: <https://www.duke-energy.com/home/savings>
- Smart Energy: <https://www.duke-energy.com/home/smart-energy>



Web References

Fayetteville PWC

- Customer Portal: <https://my.faypwc.com/eportal/#/>
- Time-of-use rate: <https://www.faypwc.com/time-of-use-rates/>
- Community Solar: <https://www.faypwc.com/community-solar/>

Glendale Water & Power

- Bring Your Own Charger (EV): https://www.bringyourowncharger.com/gwp-home?utm_source=GWP&utm_medium=social&utm_id=ChargingRebate
- Department of Energy Pilot: <https://bit.ly/3brjht3>