

A Message from Amy Spiller
Duke Energy Ohio-Kentucky President

Protecting customers, communities and employees in the wake of COVID-19

Duke Energy Ohio and Kentucky continue to focus on the safety of our customers, communities and employees during the ongoing COVID-19 pandemic. Although we've made necessary changes in our daily routine, we will continue to deliver safe and reliable natural gas and electric service to the 1.2 million homes and businesses in our region.

What's Different

We've undertaken temporary measures to assist our customers during these unprecedented times. These measures include:

- Suspending disconnections for non-payment
- Waiving late payment and returned check fees
- Waiving reconnection fees and security deposits for customers recently disconnected for non-payment
- Waiving credit and debit card fees for residential customers
- Offering flexible payment arrangements for small and medium businesses

We've also adopted measures to keep our employees and customers safe. Among other things, we've:

- Implemented a Remote Work Policy for employees able to work from home
- Closed all facilities to visitors
- Restricted all non-essential travel
- Suspended inside meter reading
- Suspended energy efficiency audits
- Suspended home weatherization repairs
- Provided customer-facing employees with personal protective equipment and access to personal health and safety items

What's Not Different

Through this crisis, we'll continue to provide the safe and reliable service our customers have come to expect, and we'll continue responding to emergencies and sending monthly bills. We encourage customers to pay what they can, when they can.

We're helping our neighbors. The Duke Energy Foundation recently awarded \$50,000 to local organizations that help children, the elderly and the homeless, enabling immediate assistance.

Scams are on the rise, and we'll continue to remind customers to remain vigilant. But we need your help in doing so. Duke Energy doesn't demand immediate payment over the phone; we don't demand payment by prepaid cards, money orders, or gift cards; and we don't demand that customers provide us with their detailed personal information.

Duke Energy and its legacy companies in Ohio and Kentucky have a long history of commitment to serving the needs of our customers and communities for the betterment of our region; that will not change. With our collective commitment to customers during these unprecedented times, we again will demonstrate the resiliency of our region. For more information on how Duke Energy is handling COVID-19, please visit www.duke-energy.com.