

Residential Energy Assessments



DUKE ENERGY
139 East Fourth Street
Charlotte, NC 28202

September 17, 2009

Delta Sonderman
4308 Emory Ln
Charlotte NC 28211



Dear Delta Sonderman:

Duke Energy understands your concern about your rising energy costs. That's why we're pleased to offer a free Personalized Energy Report (PER)SM. The report details how you use energy and how you can save energy. Plus, for a limited time you will also receive a free six pack of Compact Fluorescent Light Bulbs (CFLs). An ENERGY STARSM qualified CFL saves about \$30 in energy costs over its lifetime. Replace your home's six most frequently used bulbs with CFLs and watch your savings grow to \$150.

Your Personalized Energy Report will provide you with a better understanding of your energy usage and offer customized ideas to help you save money on your monthly bill. You simply answer a few questions about your home appliances and how you use energy, and the report is personalized for you.

With the Personalized Energy Report you can:

- Understand how your household uses energy
- View your home's month-to-month energy usage and bill amount trends
- Compare your home's energy usage to similar households in your area
- Receive energy savings tips for your home
- Learn about programs that may save you money

Get Your FREE Personalized Energy Report and Six Pack of CFLs Now

Just complete the Home Energy Survey. You can complete the survey in one of two ways:

- **Online.** Go to www.duke-energy.com. If you are a current Online Services user, sign in to manage your account. If you are a new online user, click Register to sign up. Once you sign in, take the brief Energy Survey, you will see your customized Personalized Energy Report online immediately.

Important: To receive your free six pack of CFLs, you must enter promotion code 1901 at the bottom of the Energy Survey Web page.

While you are at our Web site, check out all the other energy saving information, interactive tools and programs we offer to help you save energy and money.

- **Paper.** If you prefer, you can complete the enclosed questionnaire and mail it in the postage-paid envelope before September 30, 2009. Your Personalized Energy Report will be mailed to your home within three weeks from the date we receive the completed questionnaire.

You will receive your free six pack of CFLs soon after you receive your Personalized Energy Report. Thank you for your interest in saving energy. We look forward to helping you take control of your monthly energy costs.

D. Walkin
Personalized Energy Report Manager

www.duke-energy.com

Residential Energy Assessments

PERSONALIZED ENERGY REPORT (PER)[™]

November 24, 2009



Mark Clinton
6559 Dowdle Rd
Sharon, SC 29742



Dear Customer:

Thank you for joining thousands of households that have taken steps to save energy and money by requesting a **Personalized Energy Report (PER)[™]**. This report analyzes your past energy usage and evaluates your answers from the energy survey, to provide:

- A history and seasonal chart of your energy use
- A pie chart estimating how much energy is used
- A comparison of your energy use to similar homes
- Tips that help you save energy and money.

A copy of your report is also available online at www.duke-energy.com when you sign in to Online Services. When you sign in to manage your account, be sure to visit the Home Energy Center, where you will find a wide assortment of energy saving tips, tools and helpful charts.

Sincerely,

Dan Welkin
Personalized Energy Report (PER)[™] Manager

YOUR PERSONALIZED ENERGY REPORT (PER)[™]

| | |
|--------------------|-------------------|
| Prepared for | Mark Clinton |
| Account No. | 00004321437 |
| Date Prepared | November 24, 2009 |
| Type of Home | Single Family |
| Home Size | 1,750 |
| Year Home Built | 2001 - 2007 |
| Space Heating Fuel | Propane |
| Water Heating Fuel | Electricity |

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YOUR MONTHLY ELECTRIC USAGE WITH AN APPROXIMATE ELECTRIC CHARGE*

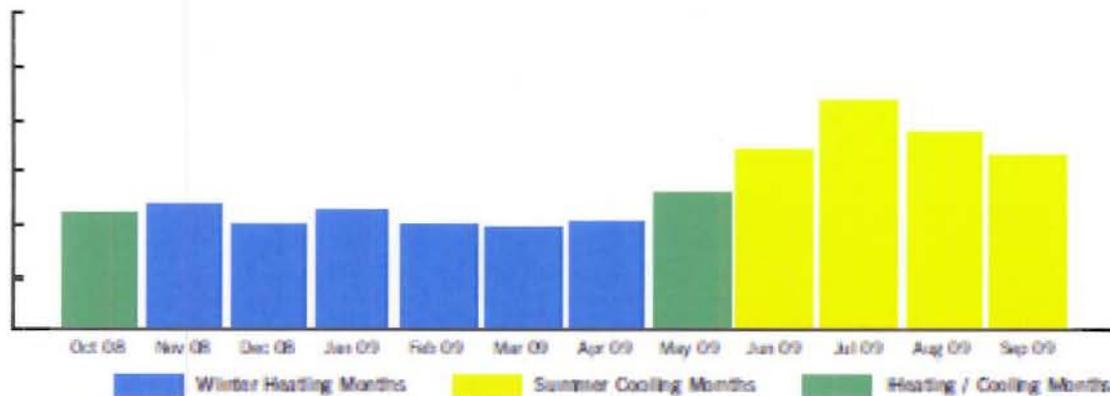


OCTOBER 2008 - SEPTEMBER 2009

| Bill Month | Electricity Usage (kWh) | Approximate Bill* |
|--------------|-------------------------|-------------------|
| Oct 08 | 915 | \$78 |
| Nov 08 | 982 | \$84 |
| Dec 08 | 827 | \$71 |
| Jan 09 | 944 | \$81 |
| Feb 09 | 820 | \$70 |
| Mar 09 | 787 | \$67 |
| Apr 09 | 848 | \$72 |
| May 09 | 1,056 | \$90 |
| Jun 09 | 1,397 | \$119 |
| Jul 09 | 1,777 | \$152 |
| Aug 09 | 1,532 | \$131 |
| Sep 09 | 1,352 | \$115 |
| Total | 13,237 | \$1,129 |

*Important: Average energy rates are used in this report. The bill amounts in this table and following charts will not match your actual energy costs. For detailed information on your actual bills, visit "Energy Usage and Cost Details" in your Online Services account at www.duke-energy.com.

A SAMPLE OF YOUR HOME'S MONTH-TO-MONTH ELECTRIC USE*



* Note that your energy use can be impacted by seasonal weather.

KNOW YOUR BILL AMOUNT IN ADVANCE

The Equal Payment Plan is a free service that makes managing your budget easier by providing a predictable monthly bill. Equal Payment Plan covers all basic services. Additional services, such as outdoor lighting, are not included in the plan.

Your monthly bill is based on your previous year's electricity usage and is divided into 11 equal payments. It makes planning and budgeting your energy costs more accurate and convenient. All you need is an account with a record of good payment for the past 12 months.

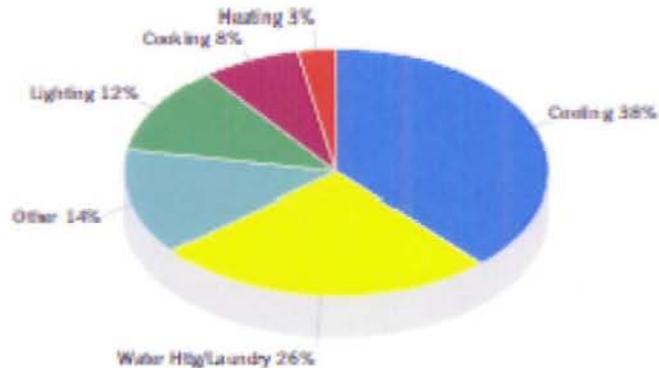


To sign up or learn more, visit www.duke-energy.com/south-carolina/billing/equal-payment.asp.

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HOW YOUR HOUSEHOLD USES ELECTRICITY

| 2008-2009 ANNUAL COST BREAKDOWN | |
|---------------------------------|----------------|
| Cooling | \$431 |
| Water Htg/Laundry | \$294 |
| Other | \$154 |
| Lighting | \$131 |
| Cooking | \$86 |
| Heating | \$33 |
| Total | \$1,129 |



The dollar amounts and percentages in this pie chart are estimates based on inputs you provided on your survey. They are not based on actual measured readings from your home.

YOUR HOME'S ANNUAL ELECTRIC USAGE COMPARISON TO SIMILAR HOMES

The scale to the right shows you how your household's annual electric usage compares with the range of usage by similar households serviced by Duke Energy in South Carolina.

This comparison considers your home's fuel blend, the number of people in your family, and other information you provided in your questionnaire.

Using electricity wisely is good for the environment, saves you money, and may reduce the need to build more power plants in South Carolina. And that's good for everybody.

ANNUAL COMPARISON OF YOUR ELECTRICAL USAGE



NO CHECKS, NO STAMPS, NO HASSLES

Automatic Monthly Payment is a free service that automatically pays your energy bill by withdrawing from your bank account on or after your payment date. There are no due dates to remember, checks to write or stamps to buy.

When you enroll, you select a payment date that is 10 to 14 days after your bill date. Enrolling is easy. All you need is a check or deposit slip from your bank and your Duke Energy account number.

To sign up or learn more, visit www.duke-energy.com/south-carolina/payment/automatic-monthly.asp.



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ENERGY SAVING TIPS FOR YOUR HOME

HEATING

In the winter, if you manually set your thermostat down to save money while you're gone, when you return, reset your thermostat to the normal temperature setting. Setting the thermostat really high won't help it heat up any faster.

When heating your home, try to minimize the number of times that doors to the outside are opened and closed; cold outside air enters your home each time you open the door.

The use of ceiling fans in the winter is most effective in rooms with very high ceilings, where warm air rises and collects above the living space. Normal rooms of 8 to 10 foot ceilings will see little benefit from fan usage.

If you've turned down your thermostat in the winter to save money, you may be uncomfortable in the evening hours when you are less active. For these short periods, consider using a portable heater to warm the room that you occupy instead of turning up the thermostat.

COOLING

In the summer, if you manually set your thermostat up to save money while you're gone, when you return, reset your thermostat to the normal temperature setting. Setting the thermostat really low won't help it cool down any faster.

In the summer, use the exhaust fans in your kitchen and baths to exhaust hot air and moisture. Both the heat and the humidity is an extra load on your air conditioner.

When air conditioning your home, try to minimize the number of times that doors to the outside are opened and closed; hot and humid outside air enters your home each time you open the door.

When air conditioning, avoid activities that add heat and humidity to your home during the hottest parts of the day. This includes cooking, bathing, clothes drying and dishwashing.

WATER HEATING & LAUNDRY

Don't overload the dryer. Overloading makes the dryer work harder and may cause excessive lint and wrinkling.

Dry loads consecutively to take advantage of heat build-up in your dryer.

Remove clothes as soon as they are dry. This not only saves energy but also helps to prevent wrinkling.

Your dishes should not need rinsing before putting them in the dishwasher, but if you do, use cold water instead of hot.

WEATHERIZATION

Heavy curtains or the use of window quilts will help reduce heat loss at night during the heating season. When the sun is shining, open the covering and allow the sun to help heat the room.

During the heating season, keep window shades open during the day to benefit from the heat of the sun. Close the window shades at night to keep the heat in.

LIGHTING

The money you spend on light bulbs is only 5-10 percent of your total lighting costs. The other 90-95 percent is the cost of electricity. Energy efficient compact fluorescent lights cost more to purchase, but only use about one fourth the energy to supply the same amount of light.

Take advantage of daylight whenever possible and turn off unneeded lighting. Fixtures with photocells and motion detectors are an excellent way to save on your lighting costs.

Use dimmers to control the amount of light you need. Dimming the lights to half the illumination cuts energy consumption roughly in half. (Note: For compact fluorescent lights, use only bulbs that are rated for use with dimmers.)

Look for the ENERGY STAR label on light bulbs and light fixtures. These models save energy, and money, and help the environment.

MISCELLANEOUS

If you are thinking about purchasing a new TV or VCR, look for ENERGY STAR models. These energy efficient models save money and help protect the environment by using less energy.

Computers and monitors qualify for an ENERGY STAR rating if they have a low energy "sleep" mode when not in use. If your computer has this feature make sure that it is enabled. Of course, you can save even more energy by turning these items off.

Screen savers, while effective in preserving the monitor, actually don't save energy. The best way to preserve the monitor and save energy is to turn it off.