Enclosed is your My Home Energy Report, showing your home's energy use compared to similar homes in your community. It also gives practical, personalized advice on ways to use less energy – based on your home's size, age, location and other factors.

My Home Energy Report includes:

- **Easy-To-Read Graphs**
  See your energy consumption on a month-to-month basis and how it compares with other similar homes.

- **Timely Tips**
  Relevant and seasonal tips are included to help you improve your home's energy efficiency.

- **Regular Updates**
  Updated reports will be sent periodically throughout the year, so you can see how your energy saving efforts have paid off over time.

Your voluntary participation in My Home Energy Report can be a practical first step in understanding your electricity usage and identifying steps to take more control.

To make sure we are comparing your home to appropriate homes, please take a moment to verify your home's age, square footage, and whether your home is heated with electricity or a non-electric fuel (such as natural gas). This information is located just to the right of the houses on the comparison chart. Please contact us with any changes you may have.

For more information about your report, we've provided “frequently-asked-questions" on the reverse side of this letter. If you have additional questions, please visit www.duke-energy.com/HomeReport, email HomeReport@duke-energy.com or call 888-873-3853. There is a short informative two-minute video about the My Home Energy Report at the website mentioned above.

My Home Energy Report is another way we're changing the face of energy information.

Sincerely,

K. Griffin
Program Manager
My Home Energy Report

How am I doing?

What is this report?
Duke Energy developed this report to help you understand your energy usage and find ways to help you save money and energy. The report compares your home energy efficiency with similar homes.

Why would Duke Energy try to help me save energy?
When customers reduce their energy needs, it reduces the costs to provide energy and the need to build more power plants, which lower bills for you, your community, and Duke Energy.

Nice work. This month, you spent only $26 more than your most efficient neighbors. Just a few small changes could help increase your savings.

Tips Based on Your Usage and Home Profile

What can I do to save money and energy?

That old beast is costing you big!

Replace your old refrigerator

Save up to $63 per year.

If you have a refrigerator that is more than 15 years old, it could be one of the biggest energy hogs in your house. Replacing that old refrigerator with an ENERGY STAR rated model will save you big money. Whether it's the refrigerator in your kitchen or that second unit you have in the garage, now is the time to upgrade and save! Duke Energy will pick up your old fridge for free and even pay you $30. To learn more about recycling options, visit www.duke-energy.com/recycle.

Turn down the heat when boiling water

Every little bit helps!

Have you ever been told you couldn’t even boil water? If so, here’s a hot tip just for you! Next time your water reaches boiling point, reduce the heat and cover your pot with a lid. This will help keep the water boiling while saving energy.
What is My Home Energy Report?
Duke Energy developed this report to help you understand and conserve your energy usage. The report compares your home’s energy efficiency over time, and to similar homes in your area.

Why is Duke Energy trying to help me save energy?
When customers reduce their energy needs, it reduces the cost to provide energy and the need to build more power plants in the future, which actually lowers bills for everyone. So saving energy makes business sense and common sense.

How often will I receive the report?
Your report will be delivered through the mail on a regular basis. Keep an eye out for your next My Home Energy Report so you can track your progress.

What is a kilowatt-hour?
Gasoline is sold in gallons. Electricity is sold in kilowatt-hours (kWh). One kWh will power a 100 watt light bulb for 10 hours (100 watts x 10 hours = 1,000 watt-hours = 1 kWh).

How do you choose the homes used in my comparison?
Duke Energy compiled energy usage information, customer-supplied data and public information (location, size, home age and heating source) on nearby, similar homes to develop the comparison. However, public information sometimes becomes outdated as homes are renovated or situations change. If the information on your report appears to be incorrect, please provide us the correct information by emailing HomeReport@duke-energy.com or calling 888-873-3853, so we can update it on future reports.

Is my home energy use being shared with other customers?
No. All of the comparison information is aggregated to create your report. Your specific information and home characteristics are not shared with others.

Whose home qualifies as the Efficient Home? Are these real people and homes?
Yes, these are real homes. For this report, we use a scale of 1 to 100 to rank all of the homes that are similar to yours. The Average Home represents the ones in the middle of the pack, performing at the 50-percent mark. The Energy Efficient Home represents homes that fall at the 25-percent mark, which means that 25 percent of the homes in your comparison consume this amount – or less – energy.

How do my most efficient neighbors manage to use so much less energy than me?
They are likely taking a variety of savings-actions, like: adjusting or programming their thermostats to manage heating and cooling costs; turning off lights and home electronics when not in use; running only full laundry and dishwasher loads; and installing more efficient heating/air-conditioning systems or water heater. You can find out more ways to save at www.duke-energy.com.

I have gas heating. Does this report compare energy usage for both electricity and gas?
No, the report only accounts for a home’s electricity use, so the costs for gas are not included. However, you are only being compared to homes that are like yours, so we do not compare an all-electric home to a gas-heated home.

What if I have more questions, want to correct my home data or want to stop receiving this report?
Please email questions, data corrections or requests to HomeReport@duke-energy.com or call 888-873-3853.
Your usage for this month has **increased** compared to a year ago. Over the past year, you've spent **$362 more** than the most efficient homes in your area. Try these tips to narrow the gap.

**Take action. Reduce your use.**

### Save smart with Smart$aver

Sealing air leaks around your home and adding insulation can help make your home more energy efficient and provide savings on your annual energy bills.

By installing weather stripping on doors and caulking around windows, you're able to maintain a warm and cozy home by keeping heat in and cool air out. Say 'good-bye' to those old drafts and 'hello' to smart energy savings.

For additional Smart$aver information, visit [www.duke-energy.com/smartsaver](http://www.duke-energy.com/smartsaver).

### Saving Energy - It'll All Come Out In The Wash

To reduce the amount of energy used for washing clothes, **you must use cooler and less water**. By switching the temperature setting on your washer from hot to warm, **you'll reduce the load's energy usage by 50%**.

The average life expectancy of a washing machine is 10 years. If you're in the market for a new one, look for an ENERGY STAR model. **They use 50% less water and 37% less energy than standard washers.**

Now is a perfect time to lighten your load and enjoy your energy savings.