

December 24, 2022

Talking points

Energy conservation appeal

Proactive messages:

- Extreme temperatures are driving unusually high demand across the Carolinas.
- To help lessen the energy demand on the power grid, Duke Energy is requesting customers to reduce their energy use for the next 24-hours.
- Some basic energy conservation steps customers can take:
 - Select the lowest comfortable thermostat setting and bump it down several degrees whenever possible.
 - Avoid using large appliances – this means appliances with a three-pronged plug, such as dishwashers, ovens and dryers – during high-demand periods like early winter mornings.
 - Shift non-essential activities, like laundry, to late evening hours, when power demand is lower.
 - Charge electric vehicles overnight.
 - If you have an electric water heater, limit the use of hot water as much as possible.
 - For more energy-saving, bill-lowering tips, check out our [Lower-My-Bill toolkit](#)

Reactive messages:

- The primary reason we're asking customers to conserve energy is because energy demand is significantly higher than anticipated.
 - The temperatures are a little colder than expected and holiday weekend usage is higher than projected.
- We have implemented our demand side management programs.
 - We have agreements with some large customers that allow us to request that they reduce their usage during periods of high demand.
 - During a holiday weekend, these programs provide less load relief.
- We currently have a few generating units that are unavailable. We are actively working to restore some of the generation.
- Because the extreme cold weather is impacting the eastern half of the United States, there is no additional supply to purchase on the market.
- This is why we are asking our customers to help protect the grid by conserving energy for the next 24 hours.
- As long as energy demand stays relatively flat, it is not likely that we will see rolling blackouts – but it is possible.

- We are doing everything possible to avoid that situation. However, if demand continues to increase and we need to take emergency steps to manage customer electric use by implementing temporary interruptions of service – we will let you know.
- In that scenario, outages would be temporary and rotated among customers until additional electricity is available and normal operation of the power grid resumes.