



Duke Energy Carolinas Collaborative Meeting

January 31, 2019



Community Outreach Programs

Overview – Program Participation

Program Participation	Customers <\$50,000							Customers <\$30,000							
	All Customers	LI Customers	% Low Income*	DEC Customers	DEC LI Customers	% Low Income		All Customers	LI Customers	% Low Income*	DEC Customers	DEC LI Customers	% Low Income		
Neighborhood Energy Saver	80,631	65,028	80.6%		25,934	20,465	78.9%		80,631	43,049	53.4%		25,934	13,996	54.0%
	Programs with Customer Investment							Programs with Customer Investment							
Smart Saver	147,239	31,767	21.6%		75,087	17,613	23.5%		147,239	11,213	7.6%		75,087	6,404	8.5%
Online Lighting Store	167,299	45,937	27.5%		102,356	29,682	29.0%		167,299	17,309	10.3%		102,356	11,515	11.2%
Home Energy Imp	135,133	40,063	29.6%						135,133	6,360	4.7%				
	449,671	117,767	26.2%		177,443	47,295	26.7%		449,671	34,882	7.8%		177,443	17,919	10.1%
	Rebates to Customer							Rebates to Customer							
Appliance Recycle	64,193	25,066	39.0%		20,614	8,508	41.3%		64,193	11,858	18.5%		20,614	3,968	19.2%
Power Manager	898,574	369,823	41.2%		215,547	82,105	38.1%		898,574	177,393	19.7%		215,547	37,129	17.2%
	962,767	394,889	41.0%		236,161	90,613	38.4%		962,767	189,251	19.7%		236,161	41,097	17.4%
	Free Programs to Customer							Free Programs to Customer							
Home Energy House Call	254,096	88,917	35.0%		54,079	18,101	33.5%		254,096	37,194	14.6%		54,079	7,696	14.2%
K-12 Education	201,857	83,995	41.6%		114,632	50,738	44.3%		201,857	40,014	19.8%		114,632	24,602	21.5%
MyHER	2,746,125	1,182,166	43.0%		1,330,875	604,097	45.4%		2,746,125	595,658	21.7%		1,330,875	310,200	23.3%
Residential Lighting	1,928,721	838,810	43.5%		1,216,878	567,107	46.6%		1,928,721	412,785	21.4%		1,216,878	290,793	23.9%
Multi-Family EE	78,209	48,236	61.7%		44,173	27,938	63.2%		78,209	32,688	41.8%		44,173	19,031	43.1%
	4,954,912	2,153,207	43.5%		1,261,051	595,045	47.2%		4,954,912	1,081,145	21.8%		1,261,051	309,824	24.6%

*From REZ tool, based in incomes <\$50K and <\$30K - 2017