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January 25, 2021

VIA ELECTRONIC FILING

Ms. Kimberley A. Campbell
Office of the Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4335

**Re: Notice of Billing Compliance Procedure and Supporting Affidavit and Exhibits of Jonathan Byrd
Docket Nos. E-7, Sub 1243 and E-2, Sub 1262**

Dear Ms. Campbell:

Duke Energy Progress, LLC (“DEP” or the “Company”) hereby notifies the North Carolina Utilities Commission (the “Commission”) of its planned compliance with N.C. Gen. Stat. § 62-172(d) through a temporary, alternative procedure to provide customers with the information needed to calculate the rate and total amount charged related to the issuance of storm recovery bonds approved by the Commission for DEP in this proceeding. In support of the planned procedure, the Company is enclosing the supporting affidavit and exhibits of Company witness Jonathan L. Byrd, Director of Southeast Pricing & Regulatory Solutions.

In this proceeding, DEP and Duke Energy Carolinas, LLC (“DEC”) (collectively, the “Companies”) have jointly proposed to finance their storm recovery costs through the issuance of storm recovery bonds and the imposition and collection of storm recovery charges. Provided the Commission grants the Companies’ petition for approval of proposed financing orders, the Companies have targeted June 1, 2021, as the expected issuance date for the bonds. The Companies have further proposed to implement the storm recovery charge related to their series of storm recovery bonds beginning with the first billing cycle for the month following the issuance of storm recovery bonds approved by the Commission. Assuming a June 1, 2021 issuance date, the storm recovery charge would be implemented on July 1, 2021.

N.C. Gen. Stat. § 62-172(d)(2) requires the Company to “[i]nclude the storm recovery charge on each customer’s bill as a separate line item and include both the rate and the amount of the charge on each bill.” However, DEP’s legacy billing system, Customer Information Management (“CIM”), is not currently technologically capable of

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Jan 25 2021

providing customers line item bill charges. Moreover, it is not cost-effective or guaranteed that CIM can be properly upgraded in the allotted timeframe to provide customers a line item storm recovery charge. As the Commission is aware, DEP is currently in the process of implementing a new customer billing system, Customer Connect. For DEP, Customer Connect is expected to be implemented in November 2021,¹ and, at that time, will allow DEP the complete ability to include the storm recovery charge as a separate line item on each customer bill, in accordance with N.C. Gen. Stat. § 62-172(d)(2). Therefore, and as detailed more fully in Mr. Byrd's attached affidavit, DEP proposes to implement a temporary and alternative billing procedure to comply with N.C. Gen. Stat. § 62-172(d)(2) to bridge the period between when the storm recovery charge is implemented and the Company's Customer Connect system is deployed.

As discussed in Mr. Byrd's affidavit, DEP's billing compliance solution is to provide customers with a bill insert for the interim period describing the storm recovery charge as a separate charge from the customer's overall, main bill, that will otherwise comply with, and include the requirements of N.C. Gen. Stat. § 62-172(d).² The bill insert, as well as the Company's website, will also include a message directing customers to an online calculator that allows customers to calculate their specific storm recovery charge, or contact DEP via telephone for assistance in determining such charge. DEP will further provide a general notice to all customers regarding the storm recovery charge on its Company website. In implementing these procedures, DEP will most efficiently and cost-effectively meet the intent of N.C. Gen. Stat. § 62-172(d)(2) by providing customers a separate calculation of their storm recovery charges through and until Customer Connect is implemented and line item billing feasible for DEP.

DEP has discussed its billing compliance procedure with the Public Staff and CIGFUR II, and has received authority from the Public Staff and CIGFUR II to represent that they do not oppose the Company's planned billing procedure. In support of this notification, DEP encloses the following items:

- The Affidavit of Jonathan Byrd
- Byrd Attachment 1: Proposed DEP Storm Recovery Charge Bill Insert
- Byrd Attachment 2: Mock-up of storm recovery charge calculator landing page (Illustrative Example Only)
- Byrd Attachment 3: A sample bill once Customer Connect is deployed

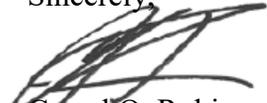
¹ For DEC, Customer Connect is expected to be deployed in April 2021. Accordingly, assuming a June 1 issuance date, DEC will have the technological capability to show the storm recovery charge as a separate line item once the storm recovery charge is imposed.

² N.C. Gen. Stat. § 62-172(d)(1) requires bills to “[e]xplicitly reflect that a portion of the charges on such bill represent[] storm recovery charges approved in a financing order issued to the public utility and, if the storm recovery property has been transferred to an assignee, must include a statement to the effect that the assignee is the owner of the rights to storm recovery charges and that the public utility or other entity, if applicable, is acting as a collection agent or servicer for the assignee....”

Ms. Kimberley A. Campbell
January 25, 2021
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Please feel free to contact me with any questions or concerns, and thank you for your assistance in this matter.

Sincerely,



Camal O. Robinson

Enclosures

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. E-2, SUB 1262
DOCKET NO. E-7, SUB 1243

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of
Joint Petition of Duke Energy)
Carolinas, LLC and Duke Energy)
Progress, LLC for Issuance of Storm) AFFIDAVIT OF JONATHAN BYRD
Recovery Financing Orders)
)
)

I, JONATHAN BYRD, first being duly sworn, do depose and state as follows:

1. I am the Director, Southeast Pricing & Regulatory Solutions for Duke Energy Carolinas, LLC (“DEC”), Duke Energy Progress, LLC (“DEP”, and together with DEC, the “Companies”), and Duke Energy Florida, LLC. My business address is 550 South Tryon Street, Charlotte, North Carolina. I previously filed direct testimony in this proceeding on October 26, 2020.

2. The purpose of this affidavit is to explain how DEP will comply with the statutory billing requirements provided in N.C. Gen. Stat. § 62-172(d) prior to the implementation of DEP’s new billing system, Customer Connect, planned for November 2021.

3. N.C. Gen. Stat. § 62-172(d) requires that a public utility that has obtained a financing order and caused storm recover bonds to be issued to:

(1) Explicitly reflect that a portion of the charges on such bill represents storm recovery charges approved in a financing order issued to the public utility and, if the storm recovery property has been transferred to an assignee, must include a statement to the effect that the assignee is the owner of the rights to storm recovery charges and that the public utility or other entity, if applicable, is acting as a collection agent or servicer for the assignee. The tariff applicable to customers must indicate the storm recovery charge and the ownership of the charge.

(2) Include the storm recovery charge on each customer's bill as a separate line item and include both the rate and the amount of the charge on each bill.

4. The Companies' Joint Petition proposes a bond issuance date of June 1, 2021¹, and explains how in order to synchronize the collection of storm recovery charges with the first payment on the storm recovery bonds, the tariffs for DEC and DEP that apply the storm recovery charges will become effective as of the date of issuance of the storm recovery bonds.²

5. Accordingly, under the current timeline, DEP will begin billing customers for the storm recovery charge beginning July 1, 2021, or approximately four months prior to implementation of DEP's new billing system Customer Connect planned for November 2021.

6. DEP's current billing system, Customer Information Management or "CIM", that DEP will utilize to bill customers for the storm recovery charge prior to implementation of Customer Connect is not specifically capable of displaying for each customer a detailed bill with individual line item charges based on kWh usage. For example, rider charges such as fuel, demand-side management and energy efficiency, etc. are included in a customer's overall kWh charge and are not broken out separately or shown as independent line items. DEP's new billing system, Customer Connect, which again is planned to be implemented in November 2021, will be, however, able to display the storm recovery charge as a separate line item.

7. To reprogram and manipulate CIM to allow for the display of the storm recovery charge on each DEP customer bill as an independent, line item charge for the months prior to implementation of Customer Connect is not feasible or cost-effective. Such an endeavor would be expensive, resource intensive and require design, development, implementation and testing of material CIM program changes, all within a less than six-month

¹ Direct Testimony of Shana W. Angers, at 6, Docket Nos. E-2, Sub 1243 and E-2, Sub 1262 (Oct. 26, 2020).

² Duke Energy Carolinas, LLC and Duke Energy Progress, LLC's Joint Petition for Financing Orders, at 24, Docket Nos. E-2, Sub 1243 and E-2, Sub 1262 (Oct. 26, 2020).

timeframe. Moreover, the speed and complexity of such changes would introduce risk of error and failure, as well as the possibility that such implementation would jeopardize other initiatives currently stressing the limits on the CIM legacy billing system, including COVID-19 related billing activities, as well as other rate and regulatory changes required by the North Carolina Utilities Commission.

8. Therefore, to comply with the statutory billing requirements of N.C. Gen. Stat. § 62-172(d) utilizing CIM from July to October, my team and I have created a temporary billing solution that is equivalent to the requirement of a separate line item charge and otherwise meets the billing requirements of the statute.

9. DEP will provide customers with a bill insert for the months of July, August, September, and October (based on the planned implementation of the Customer Connect billing system in November 2021) that describes the storm recovery charge as a separate charge from the customer's overall, main bill. The bill insert will also explain that the "storm recovery charges [were] approved in a financing order issued to [DEP]" and, if applicable, "a statement to the effect that the assignee is the owner of the rights to storm recovery charges and that the public utility or other entity, if applicable, is acting as a collection agent or servicer for the assignee."

10. In addition, the bill insert, as well as the Company's website, will include a bill message that directs customers to a simple website calculator that allows customers to calculate their storm recovery charges, or, alternatively, contact DEP via telephone for questions regarding storm recovery charges.

11. Last, DEP will provide general notice to customers regarding the storm recovery charge on the Company's website.

12. Based on my experience as Director, Southeast Pricing and Regulatory Solutions at Duke Energy Corporation, it is my opinion that this temporary and alternative billing procedure created by myself and my team will sufficiently address customer questions regarding storm securitization charges. Moreover, once Customer Connect is implemented, DEP customers will begin to receive a single, detailed bill with an individual line item storm recovery charge.

[FURTHER AFFIANT SAYETH NOT]

This the 25th of January, 2021.

BY: *Jon Byrd*
Jonathan Byrd

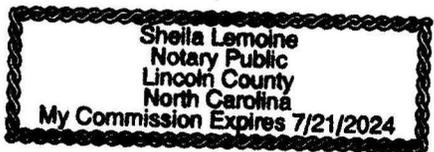
STATE OF NORTH CAROLINA

Lincoln COUNTY

I certify that Jonathan Byrd personally appeared before me this day, acknowledging to me that she signed the forgoing document.

Witness my hand and notarial seal on this the 25 day of January, 2021.

(Place Notary Stamp Here)



Sheila Lemoine
Print Name
Sheila Lemoine
Notary Public

My Commission Expires: July 21, 2024

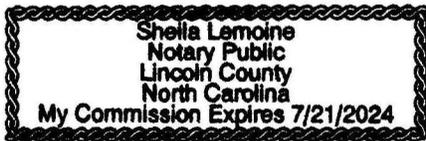
**G.S. § 10B-41 NOTARIAL CERTIFICATE FOR
ACKNOWLEDGMENT**

Lincoln County, North Carolina

I certify that the following person(s) personally appeared before me this day, each
acknowledging to me that he or she signed the foregoing document: Jonathan Byrd

Date: January 25, 2021

Sheila Lemoine
Official Signature of Notary



Sheila Lemoine, Notary Public

My commission expires: July 21, 2024

I signed this notarial certificate on January 25, 2021 according to the emergency video
notarization requirements contained in G.S. 10B-25.

Notary Public location during video notarization: Lincoln County

Stated physical location of principal during video notarization: Union County

This certificate is attached to an Affidavit signed by Jonathan Byrd on January 25, 2021 and
includes 6 pages inclusive of this certificate.

Byrd Attachment 1: Proposed DEP Storm Recovery Charge Bill Insert

Effective with rates implemented for service rendered on and after June 1, 2021, a Storm Recovery Charge (SRC) will be included in the per kwh billing amount for all customers. The charge is authorized by N.C. Gen. Stat. § 62-172 and is associated with the recovery of storm securitization costs following approval by the North Carolina Utilities Commission (Commission). This charge is for the purpose of recovering the costs of major storm repairs to DEP’s system, and will be adjusted at least semi-annually to ensure timely payment of principal, interest and financing costs of storm recovery bonds from the effective date of the SRC, until the storm recovery bonds have been paid in full or legally discharged and the financing costs have been fully recovered. As approved by the Commission, a Special Purpose Entity (SPE) has been created and is the owner of all rights to the Storm Recovery Charge.

MONTHLY RATE

Effective for service rendered on and after _____, the incremental rate for the appropriate class, including revenue-related taxes and regulatory fees, are as follows:

| Rate Class | Applicable Schedules | Billing Rate (¢/kWh) |
|------------------------|------------------------------------------------------|-------------------------|
| Residential | RES, R-TOUD & R-TOU | 0.281 |
| Small General Service | SGS, SGS-TOUE, SGS TOU-CLR, TSF & TSS | 0.302 |
| Medium General Service | MGS, SGS-TOU, SI, CH-TOUE, GS-TES, APH-TES, CSG, CSE | 0.047 |
| Large General Service | LGS, LGS-TOU, LGS-RTP | 0.016 |
| Lighting | ALS, SLS, SLR & SFLS | 0.042 |

For assistance in calculating your specific storm charges or for further information on the storm securitization costs and recovery charge, visit www.duke-energy.com/zzzzz or call (888)xxx-xxxx.



Billing & Payment

ILLUSTRATIVE EXAMPLE

Make a Payment

Choose from a variety of payment methods designed to make paying your bill simple, secure and convenient.

Need Help Paying Your Bill? >

If you need assistance, or know someone who does, Duke Energy has programs to help.

[VIEW ALL PROGRAMS](#)

Pay online >

Sign up for Paperless Billing to use your checking or savings account to make a one-time payment, or set up automatic monthly payments. [Learn More](#)

[PAY NOW](#)

Pay using a credit card, debit card or eCheck >

Make a one-time, same-day payment using Speedpay. This is a third-party vendor. [Learn More](#)

[PAY NOW](#)

Pay using our app >

View and pay your bill from anywhere, anytime. Also see your billing history and personalized offers.

[DOWNLOAD NOW](#)

Pay in person >

Make a payment in person at one of our preferred locations.

[FIND LOCATION](#)

Pay with automatic draft >

Make an automatic payment by drafting funds from your bank account.

[ENROLL NOW](#)

Pay by phone >

Make a one-time, same-day payment using Speedpay. [Learn More](#)
Call [800.777.9898](tel:800.777.9898)

Pay by mail

Mail a check or money order to:
Duke Energy
P.O. Box 70516
Charlotte, NC 28272-0516

[COMPARE PAYMENT METHODS](#)

Billing Options

You've got options. Choose from a variety of billing and payment choices designed to make paying your bill simple, secure and convenient.

Paperless Billing >

Use Duke Energy's free Paperless Billing & Online Payment service to receive, view and pay your bill online. You can make an immediate payment or sign up for Auto Pay to have your bill automatically paid each month.

Pick Your Due Date >

If you have a smart meter, you can choose the date your bill is due.

Equal Payment Plan >

Make managing your budget easier with predictable monthly payments.

Prepaid Advantage >

Prepay for your power in smaller amounts when and how you choose.

Billing Resources

It's important to us that your bill is clear and makes sense to you. Here are some resources to help you understand and manage your bill.

Sneak a Peek at the New Bill >

We've improved your energy bill to make it easier to understand with visual highlights and usage history data.

New Bill Coming in 2020 >

The simplified, easy-to-read sections of our new bill help you find – and understand – important account information quickly.

Payment Confirmations >

Get notifications by text or email when your payment has been applied to your account.

Reading Your Bill >

View an interactive sample bill to help you better understand your energy usage.

Bill Inserts >

We share important information with our customers through monthly bill inserts. View those inserts here whenever you wish.

Rates >

Many factors play a role in determining the price you pay for energy. Learn more about how your rate is calculated.

Lower My Bill >

Find out how you can save money by making small changes in your household routine.

High Bill & Usage Alerts >

Get notifications about your energy use to help stay on budget and in control.

Reading Your Meter >

Learn how to read your meter and monitor your usage.

Storm Cost Recovery >

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What to Do if Your Power Has Been Disconnected

Find out what steps to take to get your service restored.

[LEARN MORE](#)

BUILDING A SMARTER ENERGY FUTURE®

[f](#) [t](#) [in](#) [v](#) [r](#) [i](#) [@ Sign up for Email](#)

Download on the [App Store](#) GET IT ON [Google Play](#)

OUR COMPANY
About Us
Investors
Careers
News Center
Social Media
Environment
Sustainability
ESG

PARTNER WITH US
Trade Allies
Suppliers
Asset Recovery
Builders Developers and Contractors
Property Managers
Economic Development
Real Estate Properties

SAFETY AND PREPAREDNESS
Storm Safety
High Water and Dam Safety
Natural Gas Safety
Overhead Power Lines
Electric Safety
Nuclear Safety
Identifying Our Employees
Kids Safety
Workers and First Responders
Call Before You Dig
Report Environmental Concern

COMMUNITY
Duke Energy Foundation
Employee Engagement
Energy Assistance Programs
Lakes
Vegetation Management
Alumni Network
ENERGY EDUCATION

CUSTOMER SERVICE
HOME SERVICES
BUSINESS ENERGY SERVICES
DUKE ENERGY RENEWABLES



Storm Cost Recovery

Neque porro quisquam est, qui dolorem ipsumNeque porro.

What is it Headline

Language describing the charge and what is is, along with why it is happening. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi.



It saves Duke Energy customers millions of dollars.

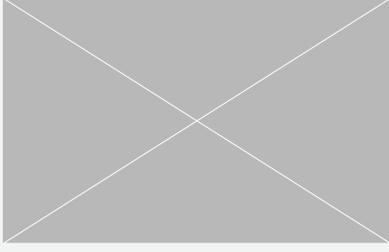


Spreading costs keeps the impact as low as possible.



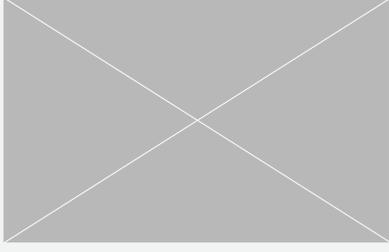
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How it affects your bill



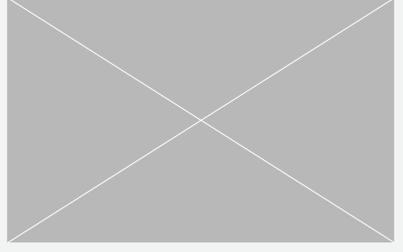
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Cost Impact Calculator

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\$0.00

Monthly Storm Charge

Residential Customer
Business Customer

Select a Rate ▼

kWh per month

Do you have lighting fixtures?

Yes ▲

| Light Type | # of lights | | |
|------------|-------------|--|--|
| | | | |

[+ Add light](#)

CALCULATE

More Details

Important info

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Another content section

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Frequently Asked Questions

This is a frequently asked question? +

This is a frequently asked question? -

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This is a frequently asked question? +

BUILDING A SMARTER ENERGY FUTURE®



Our Company

- About Us
- Investors
- Careers
- News Center
- Social Media
- Environment
- Sustainability

Home

- Billing & Payments
- Start or Stop Services
- Customer Support

Business

- Billing & Payments
- Start or Stop Service
- Customer Support

Partner With Us

- Trade Allies
- Suppliers
- Asset Recovery
- Builders, Developers & Contractors
- Property Managers
- Economic Development
- Real Estate Properties

Safety & Preparedness

- Electric Safety
- Natural Gas Safety
- Nuclear Safety
- Storm Safety

Community

- Duke Energy Foundation
- Lakes
- Trees and Rights of Way

Outages

- Home Service
- Business Energy Services
- Energy Education
- Duke Energy Renewables

We're here for you

Report an emergency

Electric Outage duke-energy.com/outages
800.769.3766

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/draft
Speedpay duke-energy.com/pay-now
800.777.9898
By mail payable to Duke Energy P.O. Box 70516
Charlotte, NC 28272
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.777.9898
For hearing impaired TDD/TTY 888.762.2724 or 711

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy (not for payments)

P.O. Box 70516
Charlotte, NC 28201

Important to know

Your next meter reading: Oct 14

Please be sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$29.03. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services you have (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late Payment Charges

A late payment charge of 1% will be added for any past due utility balance not paid by the due date.

Storm Recovery

This is a placeholder for the explanation for the back of the bill.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.777.9898.

Your usage snapshot - continued

Current electric usage for meter number 019980

| | |
|----------------------------|---------|
| Actual reading on Sep 15 | 89595 |
| Previous reading on Aug 14 | – 88846 |
| Energy used | 749 kWh |



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

SAMPLE

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing Notice of Billing Compliance Procedure as filed in Docket Nos. E-7, Sub 1243 and E-2, Sub 1262, were served via electronic delivery or mailed, first-class, postage prepaid, upon all parties of record.

This, the 25th day of January, 2021.

/s/Kristin M. Athens

Kristin M. Athens

McGuireWoods LLP

501 Fayetteville Street, Suite 500

PO Box 27507 (27611)

Raleigh, North Carolina 27601

Telephone: (919) 835-5909

kathens@mcguirewoods.com

*Attorney for Duke Energy Carolinas, LLC
and Duke Energy Progress, LLC*