



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

February 11, 2021

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Duke Energy Winter Disconnection Moratorium

Priority: Information Only

In response to financial hardships from the Covid-19 pandemic, Duke Energy plans to broaden the criteria for their winter moratorium to their more vulnerable clients. In partnership with North Carolina Department of Health and Human Services (NCDHHS), Duke Energy is expanding their moratorium eligibility to include all Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) recipients.

This new program, Duke Energy Carolinas Customer Connect, will target households that not only are experiencing financial hardships, but have a household member who is disabled or elderly. This will remove the threat of disconnection of service for non-payment, and will grant Duke Energy Carolinas, Duke Energy Progress, and Piedmont Natural Gas customers a twelve (12) month payment arrangement on an opt-out basis for their outstanding balances prior to their April 2021 bill. This will allow additional time for customers to access financial assistance and allow for customers to setup manageable payments for remaining balances at the end of the winter heating season. This program will be deployed in April 2021. Duke Energy customers who are (1) enrolled in the winter moratorium program, (2) already on a payment arrangement, (3) remain current on the payment arrangement and (4) have no new arrearages accumulated during the moratorium period will not be automatically placed on a new 12-month payment arrangement. These customers will be informed that they can request a new 12 month payment arrangement if they prefer that to their current payment arrangement. The new 12 month payment arrangement will take affect prior to their May 2021 bill. Customers already enrolled in an active payment arrangement, that do not request a new 12 month arrangement, will keep the same installment amount as established prior to the conversion.

NCDHHS will set up a data base to help share information with Duke Energy. This database will help identify Duke Energy customers that currently receive or received assistance during the 2019-2020 year through the CIP and LIEAP programs. Duke Energy will proactively apply the moratorium to these customers. Any customers newly eligible for CIP or LIEAP benefits through March 31st will be enrolled in the moratorium once information is received from DHHS.

Duke Energy will notify each eligible customer, via a letter with details of the moratorium and post-moratorium payment arrangements. The letter will provide them information on how to opt out of the

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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moratorium or the post-moratorium payment arrangement and will encourage customers to apply for LIEAP and other available energy assistance funds. After the moratorium and prior to customers first bill, they will receive a letter with the details of their new payment arrangement. If customers have any questions about the moratorium, payment arrangements, or wish to opt-out, they can contact Duke Energy. Contact information will be provided on the letter.

No action is required by counties.

If you any questions about this information please contact Jasmyne Simmons at Jasmyne.Simmons@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is written in a cursive style.

David Locklear, Deputy Director
Economic and Family Services Section

DL/js

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