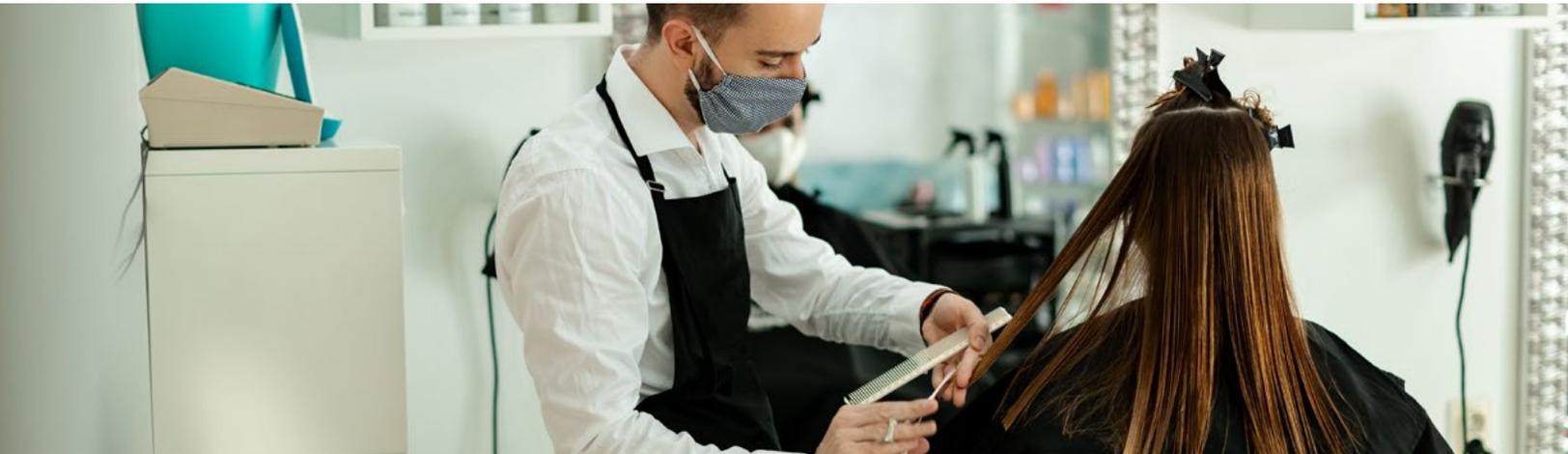




We're here to help you move forward.



Our communities have been working hard to rebuild business as usual, and as exciting as the prospect of reopening is, we also recognize that many uncertainties remain. Count on us to provide the products and resources you need to help your business reopen as confidently as possible.

### Get Billing and Payment Assistance

As we plan a gradual return to standard business operations, we are still here to help qualifying businesses with outstanding utility bills and other essential needs. You may request an extended payment arrangement by filling out this [online request form](#) or by calling 800.774.1202 Monday through Friday from 7 a.m. to 7 p.m.

### Begin with 1:1 Business Resources

When savings opportunities are needed most, rely on the trusted advice of our Business Energy Advisors. These energy efficiency professionals will analyze your energy usage, review your rate, and identify solutions to help lower your energy bill. Fill out the [online form](#) to request an appointment and one of our advisors will be in touch to schedule an efficiency analysis at your convenience.

### Stay Aware of Scams

Unfortunately, we have seen a rise in fraudulent activity as scammers look to take advantage of the changes and uncertainty all around us. Please know that **Duke Energy will never ask for personal information over the phone nor demand immediate payment via money orders or prepaid debit cards.** If you are unsure if a call or in-person visit is legitimate, please hang up or decline service and [contact](#) the customer care center.

The last several months have been hard on everyone, especially our small business community. Saving a little can go a long way on the road to stability, and we remain committed to listening, supporting and working with you as we all move forward – together.