



PREMISE ADDRESS 1 (required in data)
 PREMISE ADDRESS 2 (optional)
 PREMISE ADDRESS 3 (optional)
 PREMISE ADDRESS 4 (optional)
 PREMISE ADDRESS 5 (optional)
 PREMISE ADDRESS 6 (optional)

January 16, 2024

 **NAME (NOT JUST FIRST NAME)**
MAILING ADDRESS
CITY STATE ZIP CODE


Dear <<NAME>> ,

Duke Energy is constantly working to strengthen the electric grid, making it more resistant to severe weather and easier to restore power quickly. As part of this effort, we have identified opportunities to improve service in your neighborhood.

These projects will help improve your reliability and reduce outage time by implementing smart, self-healing technology that automatically detects power outages and quickly reroutes power to restore service faster. An important part of this work involves upgrading power lines, poles and essential equipment, the trimming and removal of trees and vegetation and, in some areas, placing power lines underground.

How will this work impact you?

The work in your area will likely result in temporary traffic flow changes and potential temporary road closures. Large utility and construction equipment, as well as utility crews, will be present in work zones. Planned outages, while unlikely, may be necessary to complete certain projects. We will notify affected customers prior to any planned outage in a timely fashion.

In some instances, crews will need to place equipment in the right of way – city/county property between your property line and the road. This area provides legal access for placing equipment, underground power lines and other utilities. Private cable locating services will be used to avoid disturbing utilities that are already underground.

This letter is one of several communications you will receive during this process. Regular updates will be provided via U.S. Postal Service, phone calls and text messages. If your Duke Energy account information does not include the best contact phone number for you, we strongly encourage you to update this information. This can be done by signing in to your Duke Energy account at duke-energy.com/myaccount, accessing our mobile application or contacting customer service at 800.700.8744.

Learn more about these projects at duke-energy.com/future.

Kind regards,


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(Keep for reference if you have questions)