

Duke Energy's Neighborhood Energy Saver Program

Helping Neighbors Save Energy and Money



Neighborhood Energy Saver (NES) Program Overview

- **Goals:**

- Help customers better manage their energy usage and save money on their energy bills.
- Work with local leaders and vendors to build neighborhood engagement and conduct energy assessments, energy-saving improvements, and participant education at no cost.

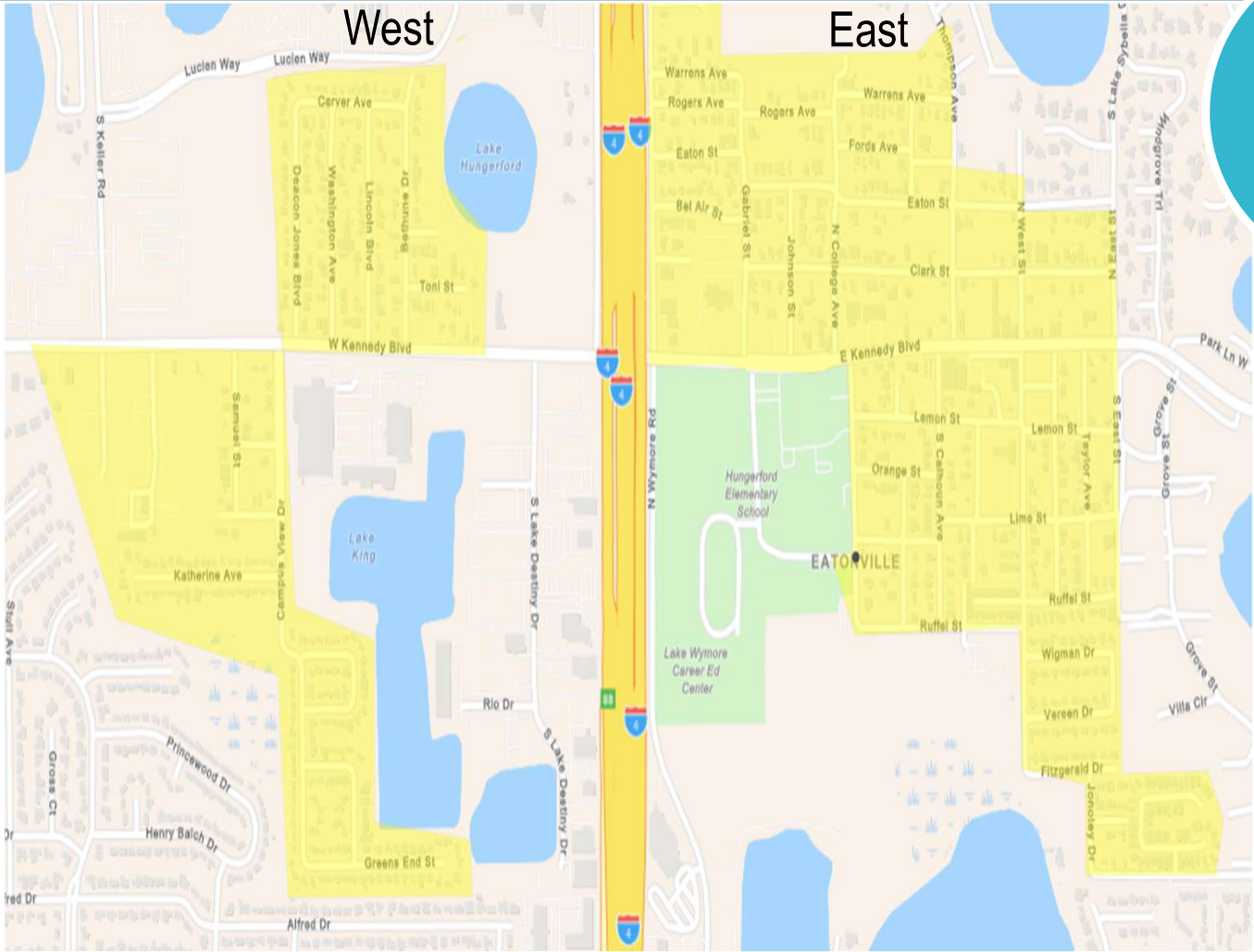
- **Objectives:**

- **Assist** households in income eligible neighborhoods by installing up to **20 FREE** energy improvements.
- **Educate** households on energy efficiency techniques and best practices.
- **Change** the way customers think about using energy.
- **Control** energy usage.

NES Eligibility Requirements

- Meet the Florida Department of Economic Opportunity income guidelines
- Single family homes and apartments are eligible
- Homeowners and Renters are eligible
- Duke Energy residential metered customer
- Reside in the selected census data block group
- ***If customers participated in a previous Energy Efficiency Program, they are still eligible, but only under the terms of the NES program. Duke Energy will not provide a rebate or incentivize work completed on those programs.***

Neighborhood Energy Saver Program - Map



Outreach to
900+
customers

Customer Notification Campaign & Timeline

- Introductory letter via mail announcing the program: **January 2025**
- Community Kick off meeting postcard: **January 2025**
- Appointment notifications: **February 2025**
- Flyers and doorhangers: **February & March 2025**
- Messaging includes:
 - Free walkthrough energy assessments designed to help customers learn how their homes use energy and how they can lower their monthly electric bills.
 - This service is available to customers living in select, census-defined communities identified by Duke Energy.
 - Help customers better manage their energy usage.
 - Save money on their energy bill.
 - Direct contact information of the program manager if there are questions.



Community Kick off Meeting – Town of Eatonville

- **Kick off meeting: Tuesday, February 11, 2025 from 6:00 to 7:30 p.m.**
 - **Location: Denton Johnson Community Center**
- Customers will receive a postcard inviting them to the Community Kick off meeting
- Presentation of the program will be provided
- Dinner will be provided
- Customers can sign up for appointment dates at the meeting or call the number on the letter/post card
- Collaboration with Town of Eatonville staff to get flyers disseminated and messaging out via town channels



Appointment Notification

Neighborhood Energy Saver



WE'VE GOT YOU SCHEDULED!

Take a look at the back of this postcard to see when we'll install your new, **FREE** energy-saving products.



BUILDING A SMARTER ENERGY FUTURE™

Neighborhood Energy Saver

Neighborhood Energy Saver Program
c/o Honeywell Smart Grid Solutions
9315 NW 112th Avenue
Miami, FL 33178

A Duke Energy authorized contractor will visit your home on **the date and time below** to install **FREE** energy-saving products. You'll pay nothing for the products or the installation.

If this is **NOT** a convenient time, please call us at **855.227.2918** to **reschedule as soon as possible**. Feel free to call us with questions as well.

Please note that you must be home to approve the work being done and remain present until the work is completed. The process usually takes about an hour.

Visit duke-energy.com/NES for details on the **FREE** products you'll receive.

 **We'll be at your home:**

Si usted desea información en español sobre el Programa de Conservación de Energía Residencial, sea tan amable de llamar al 855.227.2918.

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Doorhangers placed on customers' doors



Appointment →

Last Chance →

FREE energy-saving home improvements from Duke Energy.

You are eligible to receive free energy-saving home improvements that can help you reduce energy usage and save money on your electric bill.

Sign Up Today!

Duke Energy will be in your neighborhood tomorrow at the time indicated below:

- We will visit your home between 8:30 a.m. and noon.
- We will visit your home between noon and 5 p.m.

To take advantage of this free program for your home, an adult occupant must be present at the time of our visit.

Sorry we missed you.

Please contact us toll-free at **855.227.2918** to set up another time to receive your free energy-savings improvements.

Last Chance!

There's still time to receive your **FREE** energy-saving home improvements. Many of your neighbors have already taken advantage of this great offer and you can too when you call by [redacted].

Call us **NOW** to schedule your appointment **855.227.2918**.

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Neighborhood Energy Saver

What Customers Can Expect



- **Safety First**
- Duke Energy licensed contractors will have visible identification
- Branded vehicles
- Introductions & provided with an overview of what customers can expect during their scheduled appointment
- Encourage customer to accompany the licensed contractor during assessment

FREE Energy Improvements List

Up to
20 FREE

- Whole house walk-through assessment
- LEDs
 - 8 per home
- Water Heater Wrap
- Water Heater Pipe Wrap
- Water Heater Temperature Check
- Water Saving Shower Head
 - 2 per home
- Aerators
 - 3 per home
- Switch Plate Wall Thermometer
- Smart Thermostat
- HVAC Wall unit filters
 - 2 per home
- Window A/C Cover
 - 1 per home
- HVAC Tune ups
- Refrigerator temperature card
- Air Infiltration Reduction/Caulking Penetrations
- Foam Insulation Spray
- Duct sealing
- Door Weather Stripping / Sweep
 - 2 per home
- AC Filters (Year Supply – 12 total)
- Attic insulation
- Energy Saving Calendar

Last Chance Notification

Neighborhood Energy Saver

**QUICK! CALL US
BEFORE OUR TRUCKS LEAVE
YOUR NEIGHBORHOOD!
855.227.2918**



Don't miss out on your **FREE** energy-saving products.



We still haven't heard from you about participating in the **Neighborhood Energy Saver Program**.

We want to stop by and give you **FREE** energy-saving home improvements. That's right, the products and installation are both completely free.

This offer ends soon! Call **855.227.2918** to schedule your appointment.

Don't miss your chance to get free products to make your home more energy efficient and help save you money on your energy bill. There is absolutely nothing to buy. That's because this is an entirely free Duke Energy program that we're offering in your neighborhood. Hurry before it's too late!



Save More with Shared Solar

Neighborhood Energy Saver participants can typically save \$3.40* a month by going solar with Clean Energy Connection.

Visit duke-energy.com/CECNeighbor

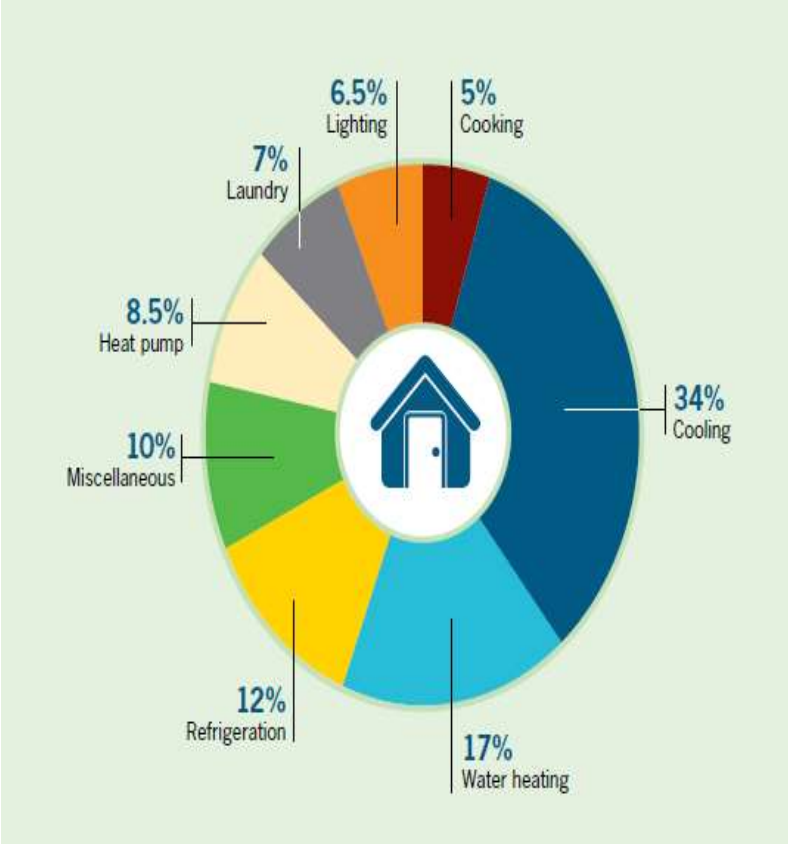
*Based on a 5-kW subscription.

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Energy Education = Potential Savings



THANK YOU FOR YOUR TIME

