

Improve & Save Home Energy Audit Terms and Conditions

A home energy audit is available to qualifying Duke Energy Carolinas, LLC and Duke Energy Progress, LLC (collectively and individually, "Duke Energy") customers under Duke Energy's Improve and Save program (the "Improve and Save Energy Audit").

Thank you for your interest in Duke Energy's Improve & Save Energy Audit. This free energy analysis of your home will require an Energy Advisor to spend between one to two hours inside and outside your home to assess the energy related features of your home and your family's energy habits.

Below are more details about the procedures involved with the Improve & Save Energy Audit. You must review and agree to these terms and conditions before the energy analysis begins.

Identification. Your Energy Advisor is a contractor hired by Duke Energy and is required to carry identification to verify his or her authorization to perform the Improve and Save Energy Audit for Duke Energy.

Duke Energy Customer and Signature. To participate in the program, you must be a current customer of Duke Energy. The homeowner must consent to the audit and a person at least eighteen years of age must be present for the Energy Advisor to complete the Improve & Save Energy Audit. An authorized signature at the bottom of this form or electronically on a tablet computer is required before the energy analysis begins.

Survey of Home. The Energy Advisor will survey many areas and features of your home including, but not limited to, the garage, basement, attic, windows, doors and most rooms in the home. If there is an area of the home you do not wish to be included in this survey, please advise the Energy Advisor before the audit begins.

Interview Questions. The Energy Advisor will ask you many questions about your home and family's energy usage habits. All questions will be related to energy usage.

Energy Use History. Your past energy use will be used by the Energy Advisor and other Duke Energy agents and contractors to evaluate your home's energy efficiency and to create your Improve & Save personalized report a copy of which will be provided to you. Your past Duke Energy billing history will be kept confidential.

Estimates. Any verbal and/or written information provided to you from the energy analysis is approximate and based on observations and the professional judgment of the Energy Expert, and computer modelling of the home. The information is provided for

informational purposes only to assist you in evaluating energy efficiency measures you may choose to implement.

Release of Duke Energy. Costs to implement an energy saving measure, estimated energy savings and resulting estimated payback for the investment are approximate. Your actual costs to implement a measure and the actual savings will depend on many variables. Due to the number of factors beyond Duke Energy's control, Duke Energy in no way represents or warrants that you will achieve the reduction in your home energy bills as suggested in these estimates.

Duke Energy expressly disclaims, and you release Duke Energy from, any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the Improve & Save program or the Improve & Save personal report.

Customer Obligations. Before installing any equipment or modifying any operation parameters for equipment at your home, you are responsible for being in compliance with all local, state and federal codes, statutes, and legislation. In addition, be sure to check manufacturers' recommendations and warranty information to ensure that you are in compliance with installation and operating guidelines specific to your equipment.

Energy Efficiency Starter Kit Performance. If eligible, the Improve & Save program may include a standardized package of free, energy saving measures. Contents of this package may vary from time to time. The Energy Advisor will demonstrate the use of these measures and, upon your request, will install them for you in an agreed upon location in your home. Duke Energy makes this offer so that you may start saving energy immediately. Duke Energy and its agents do not warrant the performance or savings estimates associated with these measures. You will assume all risk and liability resulting from the use and installation of the measures.

By accepting the terms and conditions during enrollment, you acknowledge that you have read, understand and agree to the above terms and conditions. Acceptance of these terms and conditions through the use of an electronic signature process, including your indication of acceptance by a click-through or click-wrap process presented during the enrollment process, shall constitute effective execution and delivery of these terms and conditions.