

COVID-19 Update: As a part of your community and a provider of essential services, we are here to support you during this uncertain time. Since many of our customers may be facing unusual financial hardship, we are suspending disconnection for nonpayment effective immediately. This applies to all home and business accounts in Florida, Indiana, Kentucky, North Carolina, Ohio, South Carolina and Tennessee. We will continue to look for ways to support customer needs during the pandemic. Thank you.



March 16, 2020: Update from Duke Energy regarding COVID-19

We recognize that the COVID-19 Pandemic could potentially create financial hardships for many of our customers and local communities in North Carolina.

Effective immediately, we are suspending disconnect services for nonpayment and remain committed to working with all customers who need assistance with their energy bills to avoid creating additional hardships for customers.

We continue to monitor the impacts of COVID-19 and will make operational decisions accordingly. The company has formed a Pandemic Advisory Team to oversee the company's response. The safety and well-being of our teammates and customers is our top priority.