

Dear Duke Energy Foundation grantees:

Since many of you work with vulnerable populations, we wanted you to know that Duke Energy has suspended electric disconnections for nonpayment, effective immediately. We recognize many of our customers are facing unusual financial hardship, and we remain committed to working with all customers who need assistance with their energy bills.

The official announcement from Duke Energy is attached and below. You're welcome to share this information with your networks and/or social media followers (it's also posted on our social media channels: [Twitter](#) and [Facebook](#)). If you have additional questions regarding this announcement, please contact Duke Energy's Customer Care at 800.700.8744. Thank you.

Be safe,  
Peveeta Persaud  
Duke Energy Foundation, Florida

**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.

