



Save energy and money in your home!

Let's show Duke Energy we can reduce our dependence on fossil fuels through better energy efficiency! This guide can help you understand and take advantage of existing programs available from utilities and community organizations. The programs available to you will vary depending on whether you're a Duke Energy Progress or Duke Energy Carolinas Customer.

## **Duke Energy Progress**

**Looking for an energy efficient new home? Check the Home Energy Rating System (HERS) score at <http://www1.resnet.us/registry/home.aspx>.**

- If you are considering building a new home and want to use a builder that has made a commitment to building more efficient and better homes in the Duke Energy Progress service area, go to the find builder tab at <https://www.progress-energy.com/carolinas/home/save-energy-money/energy-efficiency-improvements/residential-new-construction.page> to check for energy efficient builders in your target area.

**Already own an ENERGY STAR Labeled Home or know that your home fits ENERGY STAR standards? You can receive a discount on your electric bill!**

- You can be eligible for this discount if your home was built after December 2001 to ENERGY STAR standards.
- Just email your Department of Energy/EPA ENERGY STAR Labeled Home Certification to [ECDiscount@duke-energy.com](mailto:ECDiscount@duke-energy.com) or fax the documents to 919-546-7381.
- If you aren't certified yet, you can get someone from the Duke Energy Company to come out and inspect your home.

**Need home improvements? Duke will give you money to make your home better and more efficient, and you can save on power bills! If you have any questions or to select a contractor, go to**

**<https://www.progress-energy.com/carolinas/home/save-energy-money/energy-efficiency-improvements/heip/index.page>.**

- Seal and repair ducts with a rebate up to \$190 (money not received until after work is completed)
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will come to your home to repair your

duct system, 3) Your contractor will help you submit a rebate form, and your check will come in the mail in 4 to 6 weeks

- You are eligible for this rebate if you are a residential Duke Energy Progress customer and live in a single-family home. Your home must also be at least a year old.
- Seal air leaks and increase attic insulation with a rebate up to \$500 (money not received until after work is completed)
  - Pays 37.5 cents per square foot up to \$500
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will come to your home to seal air leaks and install new insulation, 3) Your contractor will help you submit a rebate form, and your check will come in the mail in 4 to 6 weeks
  - You are eligible for this rebate if you are a residential Duke Energy Progress customer and live in a single-family home that has a centrally ducted heat pump or central AC.
- Need to replace your old heating and cooling system? You can get a \$300 incentive to install a new heat pump or central air! (money not received until after work is completed)
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors for an approved HVAC replacement, 2) The contractor you select will come to your home to install new high-efficiency heating and cooling equipment, 3) Your contractor will help you submit a rebate form
  - You are eligible for this rebate if you are a residential Duke Energy Progress customer and live in a single-family home, and your new heating and cooling equipment must meet certain SEER/EER requirements.
    - These requirements are: 1) Heat pump must be 15 SEER or greater, 2) central air conditioners must be 15 SEER or greater, 3) geothermal heat pump must be 19 EER or greater
- Upgrade your water heater to an ENERGY STAR qualified heat pump water heater with a \$350 rebate (money not received until after work is completed)
  - You could save \$250 a year on your electric bills with an ENERGY STAR certified heat pump water heater!
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors for a water heater replacement, 2) The contractor you select will come to your home to install a new ENERGY STAR certified heat pump water heater, 3) Receive your rebate
  - You are eligible for this rebate if you are a residential Duke Energy Progress customer and live in a single-family home that is at least a year old.
- Does your HVAC system need a comprehensive inspection to make sure it is running as efficiently as possible? You can get a \$100 rebate on an HVAC Audit! (money not received until after work is completed)
  - If your HVAC system registers at less than 90% efficiency on the pre-efficiency index on the diagnostic tool, then your system is not running as well as it could, so give it a check up.
  - An HVAC Audit combines a preventative maintenance check with tune up services for your heating and cooling system

- 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors for an HVAC Audit, 2) The contractor you select will come to your home to evaluate your system's efficiency and complete prescribed steps to optimize your system if needed, 3) Receive your rebate
- You are eligible for this rebate if you are a residential Duke Energy Progress customer and live in a single-family home that is at least a year old.
- If you are buying a window unit, get a \$25 rebate on ENERGY STAR window AC units to save on energy costs (money not received until after purchase)
  - 3 step process: 1) Buy and install an ENERGY STAR qualified window AC unit, 2) Fill out a rebate form to completion and mail it to Duke Energy Progress, and make sure to include your original sales receipt, 3) Receive a \$25 rebate check for up to 4 units installed
  - A rebate form can be found at:  
<https://www.progress-energy.com/assets/www/docs/home/ac-unit-brochure.pdf>
  - Make sure that when you buy a window unit, you don't get one that is too large for the space. Oversized air conditioners actually waste energy and do not remove the right amount of humidity. If you need more information about the best window AC unit for your home, look under the buying guidance tab at the ENERGY STAR website:  
[https://www.energystar.gov/products/heating\\_cooling/air\\_conditioning\\_room](https://www.energystar.gov/products/heating_cooling/air_conditioning_room)

**Ever thought seriously about installing solar? You can apply for a \$250 upfront rebate to help with the installation costs in addition to a \$4.50 per kW monthly bill credit from your solar energy production through the SunSense Program!**

- A spot in the SunSense Solar PV Program is not guaranteed, so contact Duke Energy Progress at [DEPHomeSolar@duke-energy.com](mailto:DEPHomeSolar@duke-energy.com) about space in the program (Program full for 2015, and website hasn't been updated yet for 2016).
- This program is a little more involved with a 7 step process:
  - 1) Complete the SunSense Residential Rebate application, which can be found at <https://www.progress-energy.com/carolinas/home/save-energy-money/energy-efficiency-improvements/sunsense/solar-pv.page> if the program is not full.
  - 2) Wait for Duke Energy Progress to review and either approve or deny your application. If your application is accepted, they will return your application and you will have 90 days to complete the installation of a solar PV system.
  - 3) Renewable energy generation less than 2 MW has to file a Report of Proposed Construction, so make sure that you submit the necessary documentation to the North Carolina Utilities Commission. The Report of Proposed Construction can be found under step 3 in the Get Started tab at <https://www.progress-energy.com/carolinas/home/save-energy-money/energy-efficiency-improvements/sunsense/solar-pv.page>
  - 4) When your system has been installed and had a successful electrical inspection by the local authority, a Certificate of Completion must be sent to Duke Energy Progress at [DEPHomeSolar@duke-energy.com](mailto:DEPHomeSolar@duke-energy.com). Make sure to not begin operation on your system until Duke Energy Progress installs proper metering. A Certificate of Completion can be found under step 4 in the Get Started tab at

<https://www.progress-energy.com/carolinas/home/save-energy-money/energy-efficiency-improvements/sunsense/solar-pv.page>

- 5) In about 15 business days after Duke Energy Progress receives your Certificate of Completion, they will install a bi-directional meter to make your system fully operational.
- 6) Your \$250 rebate check should come in the mail 8 to 10 weeks after the installation of the meter.
- 7) You will receive a bill credit under the Rider SSR beginning during the first full billing month after the meter is installed. If you have any questions, contact Duke Energy Progress by emailing them at [DEPHomeSolar@duke-energy.com](mailto:DEPHomeSolar@duke-energy.com).
- To qualify for this program, you have to be a residential Duke Energy Progress customer located in North Carolina, and must own the home that the solar PV system will be installed on as your primary residence. The solar PV system that is installed has to be between 2 kW AC to 10 kW AC.

**Do you want to help alleviate the energy strain during peak times of power demand?**

- Duke Energy Progress can install a small device on key home energy appliances that cycles power on and off during period of critically high power demand through the EnergyWise Home program.
- You can enroll your central air conditioner, heat pump with emergency heat strips, and/or electric water heater. Each appliance enrolled will receive a \$25 annual energy bill credit.
- Cycles last “no more than a few days per season” and only occur during weekdays.
- It is free to participate in the program, and customers can withdraw at any time without penalty.
- You can get up to \$147 per year in bill credits!
- To qualify for this program, the residence must be the primary residence occupied by the Duke Energy Progress customer, and be in an area that can receive EnergyWise Home paging signals. Also, central AC must be centrally ducted electric air conditioning (so no window units), heat pump must have emergency heat strips, and/or the water heater needs to be electric.
- To find out more information, call 877-574-0341.
- To enroll your home, fill out the Duke Energy Progress form at [https://www.progress-energy.com/florida/secureforms/home/save-energy-money/energy-efficiency-improvements/energywise\\_form.page](https://www.progress-energy.com/florida/secureforms/home/save-energy-money/energy-efficiency-improvements/energywise_form.page)

**If you're not ready to go all in on energy improvements, that's okay! There are smaller ways you can save on your electric bill and help save energy.**

- Duke Energy has 100 tips on ways to save energy at home, which targets different facets of energy consumption. To find the list, go to <https://www.progress-energy.com/carolinas/home/save-energy-money/energy-saving-tips-calculators/100-tips.page>
- Interested in making some energy saving lifestyle changes? Duke Energy Progress has a Lower My Bill Toolkit that has tips and steps on how to save money through some changes in household routines at <https://www.progress-energy.com/carolinas/home/save-energy-money/lowermybills.page>

- Do you want to know when your electric bills will be highest due to weather? Find out more about and sign up for high bill alerts at <https://www.progress-energy.com/carolinas/home/save-energy-money/high-bill-alerts.page>, and Duke Energy Progress will let you know when hotter or colder weather will cause your monthly bill to increase. These alerts will come before your monthly bill arrives so that you can take steps to decrease the possibility of a higher bill.
- You can get discounted LEDs, CFLs, and energy efficient fixtures through 65% off discounts from some local retailers. For a list of these retailers, go to <http://portal.ecosconsulting.com/locator/Progress/Retailers.aspx>.
- An easy way to find out how much energy your home is using and receive monthly tips is to sign up for a Home Energy Report. This report compares your energy usage to an average American home and has money and energy saving tips. This report is available to all customers, you just have to sign up to receive them through your account.

**Want to lower your energy usage, but don't have a lot of money for upgrades? Duke Energy Progress offers assistance to low-income customers to help with energy efficiency improvements!**

- The Helping Home Fund helps to provide home weatherization improvements, health and safety repairs, appliance replacement, heating and cooling system repair or replacement to income-qualified customers.
  - To qualify for these free services, you have to be a North Carolina Duke Energy Progress customer with an active account, and have a household income that is at or below 200% of the Federal Poverty Guidelines.
  - To find out more information and to see if you qualify, go to <https://www.progress-energy.com/carolinas/home/helping-home-fund/index.page>.

## **Duke Energy Carolinas**

**Building a new home? Want that new home to be energy efficient and save you money on your electric bills?**

- Duke Energy Carolinas has some tips for building your new home to make sure you are not cutting corners and losing energy or money with your electric bill. Find these tips at <https://www.duke-energy.com/north-carolina/savings/construction.asp>.

**Want to know how much energy your home is already using?**

- You can identify energy vampires through a calculator that estimates the energy costs of different appliances to a residence each year. You can find this calculator at <https://www.duke-energy.com/energyvampire/>.
- Duke Energy Carolinas has a variety of different calculators to help customers figure out the energy use and cost of various home appliances as well as heating and cooling systems. These calculators can be found at <https://www.duke-energy.com/north-carolina/savings/calculate-your-savings.asp>.
- Do you want to find out your energy usage from a professional? You can sign up for a Home Energy House Call through <https://www.duke-energy.com/north-carolina/savings/home-energy-house-call-form.asp>. To receive this free in-home energy assessment, you have to be a Duke Energy Carolinas

customer, own your own home that the energy assessment will be done at, and you need to have an electric water heater, electric heat, and/or central air. At the end of the house call, you will get a free Energy Efficiency Starter Kit, which includes a shower head, kitchen faucet, faucet aerator, outlet seals, CFL bulb, and weather stripping.

**Need home improvements? Duke will give you money to make your home better and more efficient, and you can save on power bills! If you have any questions or to select a prequalified contractor, go to**

**<https://www.duke-energy.com/north-carolina/savings/smart-saver.asp#C0R2>.**

- Replace an old or wasteful HVAC system with a \$200 rebate (money not received until after work is completed)
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will come to your home and install your new HVAC system, 3) Your contractor will help you submit a rebate form, and you will receive your rebate check
  - To be eligible for this rebate, you must be a residential electric service customer in a single-family residence.
  - Your new HVAC system must meet certain requirements: 1) Heat pumps must be 14 SEER or more, have an HSPF rating of 8.2 or more, and have an ECM fan on the indoor unit, 2) central air conditioners must be 14 SEER or more and include an ECM fan on the indoor unit, 3) geothermal heat pumps must be 10.5 EER or more and include an ECM fan on the indoor unit.
- Get a health check up for your heating and cooling unit with a \$50 rebate on a Health Check (money not received until after work is completed)
  - This Health Check combines preventive maintenance and tune up services for your heating and cooling system.
  - To qualify for this rebate, you have to be a residential electric service customer in a single-family residence. Gas, oil, and wood furnaces are not eligible for a Health Check rebate.
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors for them to assess if your home qualifies for the rebate, 2) If you qualify, have the contractor perform a Health Check, 3) Your contractor will help you submit a rebate form, and you will receive your rebate check.
- Properly insulate and seal your ductwork with a \$100 rebate for duct sealing and a \$75 rebate for duct insulation (money not received until after work is completed)
  - Leaky ducts can raise your energy bill. Duke Progress Carolinas has a rebate to help you get the ducts in your home properly sealed and insulated.
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will insulate and properly seal your ducts, 3) Your contractor will help you submit a rebate form
  - To qualify for this rebate, you need to be a residential Duke Energy customer living in a single-family residence. Your duct system must serve at least 1000 square feet of air conditioned space.
- Attic leaks can also lead to higher energy bills. Insulate and seal your attic with a \$250 rebate (money not received until after work is complete)

- 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will insulate and properly seal your attic, 3) Your contractor will help you submit a rebate form
- To qualify for this rebate, you need to be a residential Duke Energy customer living in a single-family residence.
- Have a pool that is costing you too much on your energy bills? Get a \$300 rebate to upgrade your pool pump (money not received until after work is complete)
  - By upgrading your old pool pump to an ENERGY STAR qualified variable-speed pool pump, you could reduce the energy usage of your pool by 50%-70%.
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will upgrade your old pump to an ENERGY STAR qualified variable-speed pool pump, 3) Your contractor will help you submit a rebate form
- Replace your water heater with a \$350 rebate (money not received until after work is complete)
  - Water heaters are the 2nd highest source of energy usage in many homes. Updating your old water heater with an ENERGY STAR heat pump water heater could save you \$250 or more each year on your energy bill.
  - 3 step process: 1) Schedule an appointment with one of Duke's prequalified contractors, 2) The contractor you select will upgrade your old water heater to an ENERGY STAR heat pump water heater, 3) Your contractor will help you submit a rebate form

**Do you want to help alleviate the energy strain during peak times of power demand?**

- Duke Energy Carolinas will install a device near the outside unit of your central air conditioner that will cycle on and off your air conditioner during peak times of electricity levels through the Power Manager program.
- You will receive an \$8 bill credit on your electric bill for each month from July through October for a total of \$32 in bill credits each year.
- To qualify for this program, you have to be a Duke Energy Carolinas residential customer living in a single-family home. Your central air conditioning unit has to have an outside compressor.
- If you have any questions or want to enroll in the program, call Duke Energy at 888-463-5022.
- Right now, the Power Manager program is not available to Cherokee, Clay, Graham, Jackson, Macon or Swain County customers.

**If you're not ready to go all in on energy improvements, that's okay! There are smaller ways you can save on your electric bill and help save energy.**

- Duke has a list of tips on the energy usage of different energy sources in the home and how you can lower your energy costs at <https://www.duke-energy.com/north-carolina/savings/lower-your-bill.asp>.
- Weatherizing your home can also help you save money on your power bill. Duke has some tips on how to weatherize your home in order to make it more energy efficient. Find the tips at <https://www.duke-energy.com/north-carolina/savings/weatherizing.asp>.



- Do you want to know when your electric bills will be highest due to weather? Find out more about and sign up for high bill alerts at <https://www.duke-energy.com/north-carolina/savings/high-bill-alerts.asp>, and Duke Energy Carolinas will let you know when hotter or colder weather will cause your monthly bill to increase. These alerts will come before your monthly bill arrives so that you can take steps to decrease the possibility of a higher bill.
- If you ever wanted to upgrade your inefficient bulbs to longer lasting, energy saving bulbs, Duke has an Energy Savings Store where you can buy CFL and LED bulbs for a cheaper price than chain stores. The only requirement to buy these discounted bulbs is that you have to be a Duke Energy Carolinas customer. Go to <https://www.duke-energy.com/residential-savings-store/default.asp> for savings on more efficient light bulbs.
- You can sign up for a Personalized Energy Report (PER) for your home, which gives you personalized recommendations on how to save money and energy based on your energy usage. Find out more at <https://www.duke-energy.com/north-carolina/savings/personalized-energy-report.asp>.

**Want to lower your energy usage, but don't have a lot of money for upgrades? Duke Energy Progress offers assistance to low-income customers to help with energy efficiency improvements!**

- The Helping Home Fund helps to provide home weatherization improvements, health and safety repairs, appliance replacement, heating and cooling system repair or replacement to income-qualified customers.
  - To qualify for these free services, you have to be a North Carolina Duke Energy Progress customer with an active account, and have a household income that is at or below 200% of the Federal Poverty Guidelines.
  - For more information and to see if you qualify, go to <https://www.duke-energy.com/helpinghomefund/default.asp>.
- The NC Weatherization Program is another program that helps customers who meet certain low-income standards complete energy efficiency improvements in their home.
  - This program provides assistance to seal air leaks, install insulation, replace existing lighting with energy efficient bulbs, and helps with tune ups and repairs to heating and cooling systems.
  - To find out more information and to see if you qualify for these services, go to <http://portal.ncdenr.org/web/lr/weatherization-assistance> or call the Weatherization Assistance Program of the N.C. Department of Energy and Natural Resources at 919-707-9198.