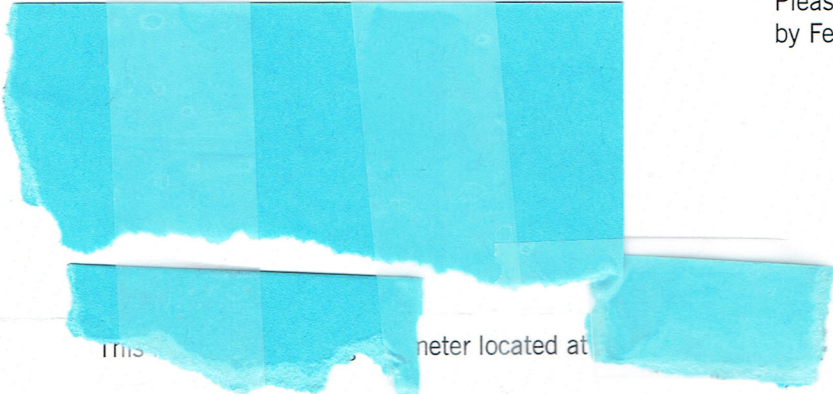




January 16, 2018

IMPORTANT: ACTION REQUIRED

Please call us at 800.777.9898
by February 16, 2018



This meter located at

We are working hard to upgrade and improve the power grid and systems to better serve all our customers. You previously shared your concerns about having a smart meter installed on your premise by Duke Energy and were either temporarily bypassed or requested further communication once another option was available.

The Public Service Commission of South Carolina has approved a new program, the Manually Read Meter (MRM) rider, to allow customers to obtain electric service through a manually read meter. Duke Energy has implemented the necessary changes to its billing system and processes to offer and manage this program.

Customers requesting to enroll in the MRM program are required to pay a one-time setup fee of \$150 per account. This fee is associated with the costs of enrollment in the program, installing the manually read meter, establishing manual meter reading routes and updating the billing systems to track customers with manually read meters. Participating customers are also billed a monthly fee of \$11.75 per account for costs associated with manually reading the meter. Additionally, customers participating in the MRM program will not be able to take part in any current or future product or service offerings enabled by smart meters. Please see the enclosed MRM rider for program eligibility and conditions.

If you choose to opt out of having a smart meter installed, or if you already have a smart meter and wish to have it removed, you must enroll in the Manually Read Meter program. To enroll, you'll need to call our Customer Care Center at 800.777.9898 within the next 30 days or by February 16, 2018 to ensure that a manually read meter is set at your location. If you take no action, and you do not already have a smart meter installed, a technician will come to your location to install a smart meter.

Please call the AMI Help Line at 704.382.5009 if you would like to request an appointment for the meter exchange or have questions. You can learn more about smart meters on our website at duke-energy.com/SmartMeter.

Thank you for your assistance.

Duke Energy Carolinas AMI Support Team

Enclosure: Rider MRM (SC)

RIDER MRM (SC)
MANUALLY READ METER RIDER

AVAILABILITY (South Carolina Only)

Applicable to all residential and small general service customers who request a meter that either does not utilize radio frequency communications to transmit data, or is otherwise required to be read manually, provided that such a meter is available for use by the Company. At the Company's option, meters to be read manually may be either a smart meter with the radio frequency communication capability disabled or other non-communicating meter. The meter manufacturer and model chosen to service the customer's premise are at the discretion of the Company and are subject to change at the Company's option, at any time.

GENERAL PROVISIONS

For residential service, the customer must be served on a standard residential rate schedule.

For nonresidential service, the customer must be served on the Small General Service Schedule SGS without a demand meter, using less than 3,000 kilowatt hours per month and with an estimated demand of less than 15 kW.

This Rider is not available to customers taking service under a net metering rider.

Customers choosing this option will not be eligible for any current or future services or offerings that require the use of a smart or other communicating meter.

The Company may refuse to provide service under this Rider for any of the following conditions.

- If the customer has a history of metering tampering or unauthorized use of electricity at the current or any prior location.
- If such service creates a safety hazard to consumers or their premises, the public or the electric utility's personnel or facilities.
- If the customer does not provide the Company satisfactory access to the Customer's facilities for the purpose of obtaining meter readings or maintaining the Company's equipment.

RATE

Initial Set-Up Fee (one-time)	\$ 150.00
Rate per month	\$ 11.75

CONTRACT

The original term of this contract is one year. Thereafter, contract may be terminated by either party with thirty days' written notice. The Company reserves the right to terminate the Customer's contract under this Rider at any time upon notice to the Customer for violation of any of the terms or conditions of the applicable schedule or this Rider. If within the first year, the Customer wishes to discontinue service under this Rider, the customer will pay a \$50.00 service charge.