



# Duke Energy Accountability Coalition

## **A CHALLENGE TO DUKE ENERGY: FAIRNESS AND JUSTICE FOR LOW-INCOME RATEPAYERS AND COMMUNITIES OF COLOR**

In a recent interview, Duke Energy CEO Lynn Good said of the utility's customers: ***"We want to hear what they have to say."***\*

In January, the Duke Energy Accountability Coalition of groups from throughout Duke's six-state territory<sup>†</sup> held the first hearing of its People's Commission, an independent body charged with assessing whether Duke's policies and plans are in the public interest – not for profit or political favor.

Experts and ratepayers spoke to the abundant evidence that Duke has persistently neglected and exploited low-income customers and underserved communities, particularly communities of color. Based on the evidence, the People's Commission issues these challenges to Duke. **Here is what we have to say.**

**Maximize** customers' access to clean energy for the least cost and expand low-income energy efficiency investments to reduce low-income households' energy burden to an affordable level.

**Immediately** restore service to all customers who have had their power cut off during the coronavirus pandemic.

**Clean up** all unlined, open coal ash pits at no cost to ratepayers or taxpayers.

**Return** private land taken through eminent domain and other measures for the cancelled Atlantic Coast Pipeline and spend whatever it takes to return it to its original condition.

**Put in place** a percentage-of-income payment plan for low-income customers across all regulated territories, based on the program adopted in Ohio.

**Begin** quarterly reporting on arrearages, disconnections and the company's strategy to improve affordability for low-income customers.

**Increase** the percentage of energy efficiency funds going to low-income weatherization programs so that it is equal to the percentage of revenue generated from low-income customers in each regulated territory.

**Design** reasonable-cost community solar programs that target underserved communities, reduce financial barriers to participation and assist with solar installation job training.

TO LEARN MORE ABOUT THE DUKE ENERGY  
ACCOUNTABILITY COALITION AND PEOPLE'S COMMISSION,  
VISIT [WWW.EYEONDUKEENERGY.ORG](http://WWW.EYEONDUKEENERGY.ORG).

\* TIME, Jan. 24, 2021.

† 350 Charlotte, 350 Triangle, Appalachian Voices, Citizens Action Coalition of Indiana, the Energy and Policy Institute, Environmental Working Group, Friends of the Earth, Kentucky Conservation Committee, League of Women Voters of South Carolina, NC WARN, NC Alliance to Protect our People and the Places We Live, and Ohio Citizen Action.