

Duke Energy Update for Bald Head Island December 2020

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

The key pieces of work completed to date include replacing and extending the main underground power lines on the island, upgrading switchgear, adding new switching equipment that can automatically reroute power and installing new smart meters. In addition, we're enhancing approximately 50 overhead power poles and installing approximately 30 new poles on the overhead portion of the main line that begins in Smithville and runs submarine to the island.

Our work remaining that is scheduled to be completed in 2021 includes these key improvements:

1. Adding three automatic switches that are being custom manufactured for the island. This solution is a first of its kind for Duke Energy in the Carolinas.
2. Upgrading switches serving the southeast portion of the island and connecting the existing underground lines to create isolation of outages and the ability to reroute power.

We truly appreciate the patience of the island residents and guests as we've worked hard to upgrade the island's power grid. We're committed to restoring work locations and managing impacts to the island's natural environment. We'll keep you informed of our final phases of the improvements.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.



Crews working to install new underground power lines with specialty equipment to minimize open digging.

Duke Energy Update for Bald Head Island January 2020

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

There are some key upgrades coming this year to complete the comprehensive enhancements for the island's electrical grid.

We'll soon be adding three automatic switches that have been custom manufactured for the island. This solution is a first of its kind for Duke Energy in the Carolinas and will allow us to automatically reroute power with the underground system.

We continue to appreciate your patience as we've worked hard to upgrade the island's energy grid. We're committed to restoring work locations and managing impacts to the island's natural environment. We'll keep you informed of our final phases of the improvements.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.



Custom manufactured switchgear being tested at the manufacturing facility in Ohio before being shipped to North Carolina.

Duke Energy Update for Bald Head Island February 2020

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

We're currently working on the southeast end of the island upgrading and replacing the underground system. You may have noticed new underground switches install along Federal Road. This equipment is important for isolating outages and creating options to reroute power.

We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We're committed to restoring work locations and managing impacts to the island's natural environment. We'll keep you informed of our final phases of the improvements.

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New underground switch installed along Federal Road last week.

Duke Energy Update for Bald Head Island March 2021

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

We're continuing to work on the southeast end of the island upgrading and replacing the underground system. We're adding new underground switches, like the new installations along Federal Road. We're currently engineering backup power supply for the clubhouse. This equipment is important for isolating outages and creating new options to reroute power.

We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We're committed to restoring work locations and managing impacts to the island's natural environment. We'll keep you informed of our final phases of the improvements.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.



New custom underground switch being tested at the manufacturing facility.

Duke Energy Update for Bald Head Island April 2021

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

We're continuing to work on the southeast end of the island upgrading and replacing the underground system. We've begun important construction to create backup power supply for the clubhouse.



We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We're committed to restoring work locations and managing impacts to the island's natural environment. We'll keep you informed of our final phases of the improvements. We plan to have this multi-year project on the island completed by the end of the year.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.

Duke Energy Update for Bald Head Island May 2021

Duke Energy is working hard to make sure the energy infrastructure serving the Bald Head Island community can reliably serve customers now and in the future. Improvements will help harden our system to storms and allow for isolation of outages and remote automatic repairs.

The key components of the work include:

- Creating an unground self-healing system with the ability to isolate outages and create back feeding options. Nearly all transformers on the island will now have back-feed options that were not previously available.
- Upgrading and replacing underground power lines and equipment along with the additional switches to improve reliability and outage restoration across the island.
- Upgrading the island's meters to smart meters with automatic technology that allows us to monitor the system remotely.

We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We plan to have this multi-year project on the island completed by the end of the year.

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Duke Energy Update for Bald Head Island June 2021

A key component to the major grid improvements on the island is creating an unground self-healing system with the ability to isolate outages and create back feeding options automatically.

We have custom engineered automatic switchgear that is a first of its kind for Duke Energy in the Carolinas. We've been busy this month training our team on the proper installation and operation.



We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We plan to have this multi-year project on the island completed by the end of the year.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.

Duke Energy Update for Bald Head Island July 2021

A key component to the major grid improvements on the island is creating an unground self-healing system with the ability to isolate outages and create back feeding options automatically.

We have custom engineered automatic switchgear that is a first of its kind for Duke Energy in the Carolinas. This month, the final switchgear traveled by barge to the island. Our centralized control center is reviewing final plans to incorporate the automatic technology into our power grid system.



We continue to appreciate your patience as we're working hard to upgrade the island's energy grid. We plan to have this multi-year project on the island completed by the end of the year.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.

Duke Energy Update for Bald Head Island August 2021

Duke Energy is working hard to complete a multi-year power grid improvement project that will help harden our system serving Bald Head Island to storms and allow for isolation of outages and remote automatic repairs.

A key component to the major grid improvements on the island is creating an unground self-healing system with the ability to isolate outages and create back feeding options automatically.

We have custom engineered automatic switchgear that is a first of its kind for Duke Energy in the Carolinas. Our vendor recently learned of some operational improvements that they want to incorporate in the equipment before we install it on the island. We'll continue to share our progress.

We continue to appreciate your patience as we're working hard to upgrade the island's energy grid.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.

Duke Energy Update for Bald Head Island September 2021

Duke Energy is working hard to complete a multi-year power grid improvement project that will help harden our system serving Bald Head Island to storms and allow for isolation of outages and remote automatic repairs.

A key component to the major grid improvements on the island is creating an unground self-healing system with the ability to isolate outages and create back feeding options automatically.

We have custom engineered automatic switchgear that is a first of its kind for Duke Energy in the Carolinas. Our vendor recently learned of some operational improvements that they want to incorporate in the equipment before we install it on the island. We'll continue to share our progress.

We continue to appreciate your patience as we're working hard to upgrade the island's energy grid.

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Duke Energy Update for Bald Head Island October 2021

Duke Energy is working hard to complete a multi-year power grid improvement project that will help harden our system serving Bald Head Island to storms and allow for isolation of outages and remote automatic repairs.

We have custom engineered automatic switchgear that is a first of its kind for Duke Energy in the Carolinas. Our vendor recently learned of some operational improvements that they want to incorporate in the equipment before we install it on the island.

We do appreciate the patience from those of you who were impacted by unplanned outages this month. The major improvements with custom automatic switchgear will help mitigate similar equipment risks in the future.

If you have questions or feedback, you are welcome to contact Danielle Peoples at Danielle.Peoples@duke-energy.com.

NOTE: There were no supports submitted for November and December 2021.