

Our customers spoke; we listened. That's why we created **Duke Energy's Builder Portal**. Its design is based on direct feedback from builders and developers in all of our service territories to make their experience with Duke Energy easier and more consistent. We are very pleased to announce that the Builder Portal will be available for all 24,000 builders and developers we serve on **October 26**.

The Builder Portal is expanding the digital services Duke Energy provides to this important customer group. There are current features that builder and developers are very excited to access, and others they have requested that will be added in the next few weeks and months. Below is an overview of these offerings:

Work Order Status	Check the status and target finish date of any active work order	***Available Now***
Direct Contact Information	Get the name, phone number and email of the assigned work order "owner"	***Available Now***
Personalization	Name and organize work orders on the desktop in ways that make sense to the builder / developer	***Available Now***
Online Service Request	Submit a work order request online through a form that auto-populates the customer's information	***November 2018***
Site Ready	Declare a site ready with a few clicks on a mobile device	***November 2018***
Large File Upload	Easily upload large construction files needed for design	***December 2018***
iOS / Android Builder App	Companion app that makes these functions even easier on a mobile phone	***Q1 2019***
Mobile Updates	Proactive status updates and alerts sent directly to the customer's phone	***Q1 2019***

This new **Builder Portal** is the first step in bringing information and interaction with Duke Energy literally into the palm of our builders and developers' hands. These capabilities will continue to grow and change over time as we incorporate feedback and build out additional functions to serve these important customers

For additional information or questions, please contact Yovanka.daniel@duke-energy.com.