

Our Stakeholders and What Matters Most

Our Stakeholders

Our stakeholders often have divergent views on how Duke Energy should meet future customer demand for reliable, affordable and increasingly clean energy. Their views surface locally, nationally and globally in response to a number of factors including new projects we develop, our long-range planning, changing legislative and regulatory policy, or in response to our enhanced products and services.

Our stakeholders expect us to engage with them on important issues. As an industry leader, Duke Energy has a rich history of working with a diverse group of stakeholders. Our past experience demonstrates that we get better outcomes through collaboration and engagement.

During 2017, we continued to improve our stakeholder engagement capabilities and governance. We are focusing on common processes and tools, best practice sharing and improved alignment across our jurisdictions. Our External Relations Council, comprised of company leaders, continues to provide oversight and coordination of stakeholder interactions at the national, state and local levels.

We will soon have Advisory Councils active in all of our states. These councils provide an opportunity for Duke Energy state presidents to meet three to four times a year with representatives of diverse stakeholder groups and engage in two-way dialogue. These councils enable stakeholders to learn about our business and, more importantly, to provide their insight and advice to inform company plans.

Successfully working with stakeholders will continue to be key as we implement our vision of providing the energy solutions that customers value.

What Matters Most

Duke Energy's approach to sustainability focuses on the issues that are most important to our stakeholders and to us. We identify issues from a variety of sources such as stakeholder feedback, surveys, thought leader perspectives, social and traditional media coverage, and shareholder proposals in our sector.

Another important input is research conducted by the Electric Power Research Institute (EPRI). EPRI's latest research, entitled "[Priority Sustainability Issues for the North American Electric Power Industry](#)," was published in October 2017. It was based on extensive stakeholder interviews and helped validate our list of priority issues.

We have also mapped our priority issues to the [United Nations Sustainable Development Goals](#) (SDGs), which aim to "end poverty, protect the planet and ensure prosperity for all." Since their development in 2015, the 17 SDGs have gained traction with stakeholders concerned about sustainability issues. While there was alignment between our priorities and several of the SDGs, goals "Seven: Affordable and Clean Energy," and "Thirteen: Climate Action," are especially applicable to our company.

The graphic depicts the relationship among Duke Energy, its stakeholders (shown in green) and the most important issues (shown in blue) as overlapping circles within circles to show that they are interconnected. The stakeholders and issues are both arranged alphabetically to make it clear that they are all important while safety, as always, is number one.

Our Stakeholders and What Matters Most *continued*



KEY

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