

Duke Energy Document Submission Guide

Before you apply, please make sure you are providing the correct documentation as proof of your hardship. Applications without valid hardship documentation will be denied.

Accepted hardships and supporting documents

Hardship	Examples of acceptable documentation
Recently reduced income or job loss	• Four consecutive pay stubs: two showing regular earnings and the two issued after income was reduced. • Official employer letter confirming reduced hours or unpaid leave. • Three recent, complete bank statements showing direct deposits. • Employee portal screenshot showing recent direct deposit history and your name. • If self employed, three months of income documentation used for tax reporting. • Official communication from your former employer about termination (letter, email, or text). • DCF Loss of Income form.
Recent car repair	• Invoice and receipt for an emergency repair costing more than \$100, paid by debit card or cash.
Recent medical expense	• Invoice and receipt for a necessary medical expense costing more than \$100, paid by debit card or cash.
Recent unexpected emergency expense	• Invoice and receipt for an unforeseen, necessary expense costing more than \$100, paid by debit card or cash.
Pending or recent loss of benefits	• Screenshot of the benefit application page showing pending status, your name, and the date. • Official letter confirming benefits are pending, reduced, or stopped and explaining why they changed.
Recent change in household	• Lease, official landlord letter verifying the change, or death certificate showing the address; plus documentation showing how the former household member contributed, such as bills they paid or money sent electronically.

Documents Not Accepted as Proof of Hardship

- Incomplete bank statements. Provide statements for all accounts.
- Handwritten letters describing the hardship.
- Household bills (these are considered necessities).
- Debt, including mortgage payments, car notes, loan payments, or toll fees.
- Invoices without receipts confirming payment.
- Foreseen loss of income, such as the end of a contract or quitting a job.