PLEASE ENSURE DELIVERY OF THIS NOTICE TO THE APPROPRIATE COMMERCIAL AND OPERATIONAL PERSONNEL WITHIN YOUR COMPANY AS SOON AS POSSIBLE

Notice of Public Service Company of North Carolina Operational Flow Order

October 23, 2026

Dear Valued Customer,

Please be aware that Public Service Company of North Carolina ("PSNC") has issued a Operational Flow Order (“OFO”) applicable to NextEra Energy's delivery of natural gas to you under our agreement, effective October 24 2026, and continuing until further notice

Information regarding the referenced OFO may be found on our website at https://www.nexteraenergyservices.com/notices/critical-notices , which will be updated periodically.

Please note, while an OFO is in effect, both you and NextEra Energy are required to comply with the applicable provisions of the OFO. Failure to comply may result in the Transporter assessing imbalance penalties, fines, and/or other charges for which you may be responsible. Additionally, our agreement provides that NextEra Energy may charge you for incremental gas during an OFO period at market prices. Also be aware that while the OFO is in effect, NextEra Energy will have no contractual duty or ability to credit or repurchase any portion of your natural gas contract quantities.

Penalties assessed by a Transporter can be substantial and we encourage you to monitor and manage your daily gas usage for the duration of the OFO.

It is critically important during the OFO that you inform us immediately of any plans to make significant operational changes, including meaningful alterations to your usage compared to your First of Month (FOM) nominations. NextEra Energy is required to balance all gas receipts and deliveries during the OFO and must receive timely information from you regarding material changes in your gas usage.

NextEra Energy appreciates your compliance and prompt attention to this important matter and will endeavor to work with you to mitigate adverse impacts of the OFO.

Respectfully,

NextEra Energy Services

Notices and advisories are typically also made available online on our Critical Notices page of our website at https://www.nexteraenergyservices.com/notices/. We encourage customers to check this page frequently.

**Keeping your contact information up to date is the best way to ensure you receive important notices and other relevant account updates and information. If you have not reviewed your contact information recently, please do so today by logging in to your customer account online at the NextEra Customer Portal.*

This is an account-related communication intended for: **%%emailaddr%%**
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