

Duke customers affected by breach set to learn more

Company offering free year of credit monitoring

BY NORM CANNADA
THE JOURNAL

CHARLOTTE — Duke Energy customers who were affected by a recent data compromise are expected to receive information next week.

Duke Energy spokeswoman Paige Layne said information was being sent to affected customers Friday and would likely arrive in mailboxes next week.

Duke officials said recently that customers who paid a bill at one of the company's 550 authorized walk-in payment processing

centers between 2008 and 2017 may have been affected by a potential compromise of personally identifiable information, according to PayPal Holdings, which recently acquired TIO Networks, the company that owns the network used to process payments made at those locations. Duke officials said the compromise had the potential to have affected 374,000 customers.

Layne said customers who TIO believes are affected will likely receive notification

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BREACH: Affected customers paid at Duke walk-in locations, mostly in grocery stores

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letters next week. The letters to customers will come directly from TIO Networks and will include detailed questions and answers and a phone number for additional information.

Layne said data compromises occurred at walk-in locations that are mostly in grocery stores.

"Typically our customers who use these walk-in

locations pay in cash," she said. "Some do pay with check."

She said those who paid with cash could have their name, address and Duke Energy account information compromised. Those who paid bills with a check could have also had some banking information compromised as well, she said.

In the meantime, customers can use Western Union locations to make

payments using the Quick Collect option. Layne said Western Union has agreed to reduce its fee to \$1.50 for Duke Energy customers making payments. She said in an email Friday that if customers are charged more than that by Western Union, they can call Duke Energy's customer service line at 800-777-9898 and Duke will credit the difference to the customer's account.

"That's the solution we put in place," she said. "We just negotiated the fee. The payment will post to their Duke account the same day."

Layne said customers who receive word that their data was compromised will have the opportunity to set up credit monitoring for a year for free.

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