



# Frequently asked questions

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## **What is Weight Watchers®/WW?**

WW is Weight Watchers reimagined.

Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. We will always have the best weight-loss program on the planet, and now we're putting our decades of experience in behavior change to work for an even greater mission. We are becoming the world's partner in wellness. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all of the above—we will bring you science-based solutions that fit into your life.

As a reflection of our new mission, we are moving from Weight Watchers to WW—a mark that's rooted in the familiar but reimagined to welcome everyone who seeks to be healthier, not just manage their weight.

## **Why is Duke Energy partnering with WW?**

Duke Energy has teamed up with WW to bring you a program that gives you real-life solutions to get healthier; all at a special price.

## **If I register for WW, will my membership and weight information be kept confidential?**

Yes, it will. Although, Duke Energy will receive aggregate information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

## **What are the WW offerings through Duke Energy?**

Two WW offerings are available to you. You can choose the plan that fits your lifestyle.

Offering 1: Digital (previously referred to as *OnlinePlus*)

Offering 2: Digital + Workshops (previously referred to as *Meetings + OnlinePlus*)

If you are unable to attend a Workshop in the workplace or do not have one at your location, the Digital + Workshops offering allows you to attend workshops in the community. You can also submit a Location Interest Form (located on the Duke Energy Portal under Wellness > *myHR* tab) if you have 15 or more people at your site who are able to attend in-person meetings.

## Who can take advantage of the WW offerings through Duke Energy?

All employees, spouses/domestic partners and dependents 18+ are eligible to participate in the discounted pricing and Duke Energy Live Well reimbursement. Contract employees are eligible for the discounted pricing only. Workshops (which used to be called meetings) are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

## What is the cost of the WW offerings through Duke Energy?

Offering 1: Digital (previously referred to as *OnlinePlus*): \$16.96 per month

Offering 2: Digital + Workshops (previously referred to as *Meetings + OnlinePlus*): \$38.22 per month

State taxes will be added where applicable.

You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy.

## How do I register for the WW offerings through Duke Energy?

You can purchase either of these offerings at <https://wellness.weightwatchers.com> with Employer ID: 60596 to receive a special price and subsidy. For assistance, call 866-204-2885 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET). If you have any questions you may also email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com).

If you are a current WW member, you can still take advantage of the discounted pricing and subsidy. Please call WW at 1-866-237-6032 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET) for assistance with getting your membership switched to the Duke Energy special pricing.

## **How do I receive reimbursement for my WW membership?**

Locate the Reimbursement Form on the Duke Energy myHR Wellness Portal page. Look for the Weight Watchers information at the bottom of that page.

- For a Digital subscription, submit your Weight Tracker and Account Status Page for 3- or 12- month Digital subscription after 12 weeks of use.
- For a Digital + Workshop subscription, you must attend 10 workshops in a 12-week period.

Employees, spouses/domestic partners, and dependents (18+) are eligible for the discounted pricing and reimbursement.

## **How do I cancel my WW membership?**

Our cancellation process is hassle-free. You can easily cancel your Digital or Digital + Workshops (previously known as Meetings + Online*Plus*) membership on our [website](#). Simply log in to your account, go to “Settings,” and then go to “Account” to view your cancellation options. If you would like assistance with cancelling your account, you can call 866-204-2885.

If you have already been billed for your next month, call 866-204-2885 to receive a full refund for the upcoming month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.