

# What is Medical Alert?

Medical Alert is a Duke Energy program designed to serve as a safety net for customer households with special medical needs. It ensures careful handling of accounts when disconnection of electric service could adversely affect the well-being of a household member. Indicators are placed on the customer's records and meter base to ensure the account is handled with special care if service becomes subject to disconnection due to nonpayment of a past due bill.

Participation in the Medical Alert program does not exclude the household from disconnection for nonpayment. However, if a customer cannot pay the past due amount in full, payment arrangements can usually be made to avoid an interruption of service.

Additionally, while Duke Energy is committed to providing safe, reliable service, we cannot guarantee Medical Alert customers a constant supply of electricity or priority treatment during an outage. Customer households with medical needs should make preparations in advance for extended outages due to storms or other causes.

Customers can participate in the Medical Alert program if a member of the household is chronically or seriously ill, disabled or on a life support system. For more information about this program or to request a Medical Alert application form, please contact Duke Energy at 1-800-777-9898.

