

## PEOPLE CARING FOR PEOPLE THIRD-PARTY NOTIFICATION



### ADDITIONAL RESOURCES

N.C. Department of Health and Human Services Care-line

**1-800-662-7030**

S.C. Lieutenant Governor's Office on Aging

**1-800-868-9095**



## What is Third-Party Notification?

Third-Party Notification is a free service designed to act as a safety net for elderly customers and those with special needs. The program provides a secondary notification when electric service is subject to disconnection for nonpayment.

## How Does Third-Party Notification Work?

When the primary disconnection notice is issued to the affected customer, Duke Energy will supply an additional notice for the designated third-party. The third-party can be a relative, friend, caretaker or anyone else the customer chooses.

While the third-party is not responsible for paying the bill, they can help the customer avoid an interruption of electric service. This can be especially important when periods of extreme temperatures could have an impact on the occupant's well-being.

## How Do I Enroll in the Third-Party Notification Program?

You may complete the attached form and return it with your electric payment or you can sign up online by visiting [www.duke-energy.com](http://www.duke-energy.com). An electronic enrollment form can be found by typing "third-party" in the Search box of the home page.

## Third-Party Notification Enrollment Form

To sign up for Third-Party Notification, simply complete this form and return with your electric payment.



Customer Name					Account Number				
Address					City	State	Zip	Phone	
Signature					Date				
Third-Party Name									
Address	City	State	Zip	Phone					
Signature					Date				

NOTE: While Duke Energy will send a copy of a final notice to the designated third-party, the customer and third-party agree that Duke Energy will incur no liability for failure of the third-party to receive the requested notification.