

Are You an Essential Use Customer?

Whether we like it or not, emergencies do happen, and they require us to take action.

In situations where electric supply shortages or transmission constraints pose a threat to the electric grid, Duke Energy may need to activate a carefully managed system to disconnect service to its customers. During this time, we will make every reasonable effort to maintain service to those customers protecting the health, safety and security of the public. We refer to these customers as **Essential Use Customers**.

Duke Energy takes steps to ensure that our Essential Use Customer list is accurate and up-to-date. We review this list annually to verify that each customer on the list should continue to be included. Please see the reverse side of this flyer to learn more or to see if you may qualify as an Essential Use Customer.

Unplanned outages that occur during storms, equipment failure or accidents require a different course of action as we work to restore power. In those cases, Duke Energy's restoration process focuses on a method that will return power to the greatest number of customers as safely, quickly and efficiently as possible. Emphasis is placed on vital public health and safety facilities such as hospitals, law enforcement, fire departments and water treatment facilities. Efforts to restore power to these facilities are clearly a priority to protect the health and safety of the public. Duke Energy has a record of these emergency service organizations and does not require any action on their part to get on this list.

Learn More About Essential Use Designation

Below is a general list of the types of organizations that may qualify as Essential Use Customers during a planned outage:

- Hospitals and other in-patient emergency care facilities
- Police and fire stations, military bases and facilities critical to national defense
- Federal, state and county prisons
- Emergency broadcast radio and television stations
- Public water and sewage treatment facilities
- Emergency management and response facilities
- Nursing homes
- Central office telephone switching stations
- Blood banks

If you believe your facility may qualify as an Essential Use Customer:

1. Go to www.duke-energy.com/safety/electric/essential.asp.
2. Review the customer qualifications.
3. If applicable, complete and submit the Essential Use Customer application.

Duke Energy reserves the right to decide if a company or organization qualifies as an Essential Use Customer. All new applicants will be notified of their eligibility status.

Current Essential Use Customers do not need to reapply.

REMEMBER! This status does not apply during unplanned outages such as storms, equipment failure or accidents.

