



LIFE SUPPORT PROGRAM

Electrically powered life support equipment

Do you or any members of your household require electrical powered life support equipment? If so, our Life Support Program for residential customers may be of assistance. This program helps us identify customers with special electrical needs. To request detailed Life Support Program information including how to apply, visit www.duke-energy.com and go to Special Assistance or call our toll-free number at 1.800.544.6900. After you have applied, we will verify with your doctor that you qualify for the program.



Once you are enrolled in our Life Support Program, we will attempt to provide you with advance notice when we have a scheduled power outage. Although we cannot guarantee uninterrupted power due to storms or other incidents beyond our control, we will restore your service as soon as possible.

Customers enrolled in our Life Support Program will still want to have a back-up power source or alternative plan in the event of a power outage.

Please note that participation in our Life Support Program does not prevent disconnection of electrical service for non-payment of monthly billings.

