

Are you an Essential Use Customer?

In the event of an energy emergency, Duke Energy may curtail electrical service to its customers when necessary. During an occurrence of this nature, we will make all reasonable efforts to maintain service to those companies or organizations deemed vital to the operation of an area or community. We refer to these organizations as **Essential Use Customers**. While we cannot guarantee a continuous flow of power to any customer, we will attempt to minimize interruption time when practical.

Duke Energy attempts to identify, maintain and update an Essential Use Customer list for our load curtailment plans. To learn if your company or organization should be included on the list, please see the reverse side of this flyer for further clarity on the Essential Use program.



Could you be an Essential Use Customer?

Below is a general list of the types of organizations that may qualify as Essential Use Customers.

- Hospitals and other in-patient emergency care facilities
- Federal, state and county prisons
- Police and fire stations, National Guard facilities, military bases, and federal/national defense facilities
- Emergency broadcast radio and television stations
- Public water pumping and sewage plants
- Emergency management/response facilities and county-wide “911” systems
- Nursing homes
- Central office telephone switching stations
- Blood banks

If you believe you qualify as an Essential Use Customer, please complete the following steps:

- Visit www.duke-energy.com/safety/electric/essential.asp.
- Review the customer qualifications.
- 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. Businesses that have been approved as Essential Use Customers in the past do not need to reapply.

