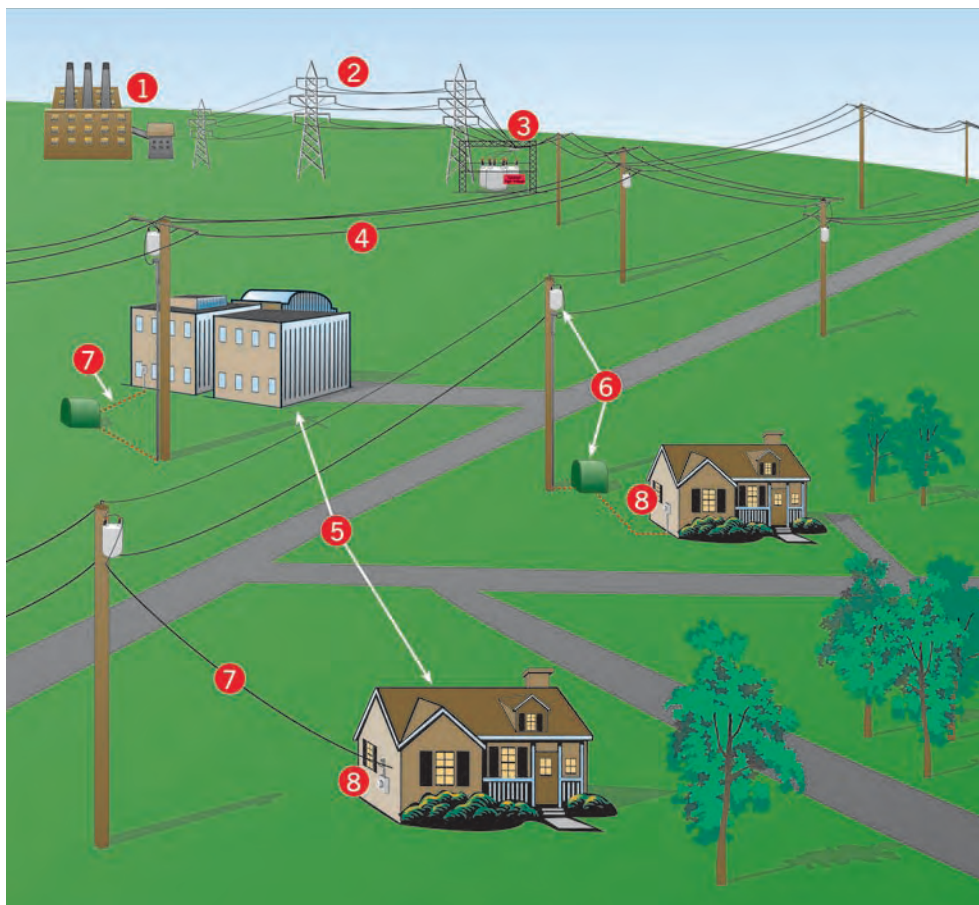


Delivering Electricity to You

UNDERSTANDING THE ELECTRIC DELIVERY SYSTEM



Electricity — everyone uses it.

Power generation is a complex process, and delivering electricity to your home or business is dependent on sophisticated distribution systems. Duke Energy wants you to have a general understanding of our power production process and how the combination of generating stations, poles and power lines work together to make your days and nights more comfortable and convenient.

Power Generating Stations 1

Duke Energy produces electricity at our nuclear, fossil-fueled and hydroelectric generating stations.

Transmission Lines 2

From the generating stations, large amounts of electricity are transported on transmission lines – between 44,000 and 525,000 volts – to local substations.

Substations 3

Next, substations – banks of electrical equipment – convert the transmission line voltage to lower levels that are appropriate for distribution power lines. Substations also control the flow of electricity and protect the lines and equipment from damage.

Distribution Power Lines 4

Distribution power lines, which can be installed above ground or underground, carry between 4,000 and 34,000 volts of electricity to your neighborhood.

Your Home or Business 5

A transformer 6 converts the distribution-level voltage to levels that can be used inside your home or business. This voltage is carried from the transformer through an underground or overhead power line – also referred to as a service drop 7 – to individual meters 8. That voltage ranges from 120 to 480 volts.

To report an outage, please call: **North Carolina/South Carolina:** 1-800-POWERON (Español: 1-866-4APAGON)

Nantahala Area: Call your local Duke Energy office. **Indiana:** 1-800-343-3525

Ohio/Kentucky: 1-800-543-5599 or 513-651-4182

For more information, visit www.duke-energy.com.

Power Outages

UNDERSTANDING HOW POWER OUTAGES OCCUR

Snow, ice storms and storms with high winds can cause severe damage that can lead to power outages.

When an object, such as a tree limb, comes in contact with a power line, circuit breakers or other protective equipment can shut off the flow of power. All of the customers connected to that circuit could lose power until the object is removed and the equipment is reset.

During severe weather, such as hurricanes or ice storms, trees may be uprooted and fall onto the power lines, knocking down miles of power lines and poles. In these cases, the electrical line has to be completely rebuilt. This is dangerous and time consuming work and may cause you to be without power for longer periods of time. Trees may even block streets or highways and prevent access to the area. Before our crews can get to the scene of an outage, trees and other debris have to be removed to allow access.

Damage to electrical equipment is not always obvious or immediately visible. Before repairs can be made, Duke Energy crews must inspect the lines and equipment to find the specific problem. The line crews must ensure the area is safe before restoration can begin.

Weather-Related Causes of Outages:

Lightning

Lightning is a common cause of outages during storms. Lightning strikes can hit our electrical equipment, causing you to lose power. Lightning can also strike trees, which may fall onto power lines and cause outages.

Ice

Ice storms create a buildup of ice on power lines and on trees. The weight of the ice can cause tree limbs and entire trees to fall onto power lines — knocking the lines and poles down and breaking them, or knocking the lines onto each other, causing an outage.

Wind

High winds or fallen trees may cause power lines to touch and short out, causing an outage. Wind may also blow tree limbs or entire trees onto the power lines, causing the lines to fall to the ground and possibly even break the lines and poles.

Rain and Flooding

Heavy rains can cause flooding in certain areas. Floods can cause damage to both above-ground and underground electrical equipment. To prevent major damage to the equipment, Duke Energy technicians may need to shut it down, affecting service to some customers.



Other Causes of Outages:

Car Accidents

Car accidents are a common cause of power outages. Car accidents sometimes result in broken poles, causing power lines to break or touch.

Animals

Small animals can also cause power outages. These animals climb on certain pieces of equipment, such as transformers and fuses, causing the equipment to shut down. By shutting down, the equipment protects the rest of the system.

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Restoring Power

UNDERSTANDING HOW WE RESPOND

Severe weather can cause extensive and widespread damage. That's why we begin preparing well in advance when severe weather threatens our area – making sure equipment is working and supplies are stocked. Our meteorologists track the path of the storm to identify parts of our service area that may be affected. We also determine whether additional assistance is needed from contractors or from neighboring utility crews.

Duke Energy focuses on restoring power in a sequence that enables power restoration to public health and safety facilities and to the greatest number of customers as quickly as possible. The typical sequence, many of which occur simultaneously, is as follows:

1) Public Safety Situations

Safety of the public as well as those working on the lines is our top priority. The first step to accomplishing this goal is to locate downed power lines and make sure electricity is no longer flowing through the wires. You should always assume that downed power lines are energized and dangerous. Consider any object touching lines energized as well. Please report downed power lines to Duke Energy and local emergency authorities.

2) Transmission, Substation Equipment and Main Distribution Lines

Transmission lines supply power to large numbers of customers and to large

geographic areas. Distribution substations serve as a critical linking and switching function on our system. Repairing damage to these three components is key.

3) Essential Facilities

Essential facilities include emergency service and critical infrastructure such as hospitals, law enforcement, fire departments, water treatment facilities and pumping stations. Efforts to restore power to these facilities are clearly essential to protect the health and safety of the public.

4) Distribution Lines

We work to get the largest number of customers back on as quickly as possible. This involves distribution lines, which connect to individual locations such as neighborhood lines. Repairs are then made to distribution transformers and service lines to individual homes and businesses.

Sometimes, you may notice your neighbor's lights come back on while you are still without power. There may be several explanations – not all circuits are restored at the same time, and different parts of your neighborhood may be served by different circuits. Another might be that a restored customer's service comes directly from a primary line, which is restored first, while a customer without service may be served off a secondary line. If your neighbors have power and you don't, please call Duke Energy to report your



outage. There may be a problem with your individual service line or your meter.

If your meter box is damaged or pulled away from the building, contact a licensed electrician for repairs and your local county inspection office for an inspection. Once this is complete, power can be restored.

In major storms, some of our customers are in areas that are temporarily inaccessible to our crews due to ice, fallen trees or where safety is an issue. Duke Energy, with the help of other services, works to clear these areas as quickly as possible so we can get to the damaged area to make repairs and restore power.

Until we complete damage assessment and other tasks, it's hard for us to tell you when your service will be restored. We appreciate your understanding and cooperation as we work to restore your service as quickly and safely as possible.

To report an outage, please call: **North Carolina/South Carolina:** 1-800-POWERON (Español: 1-866-4APAGON)

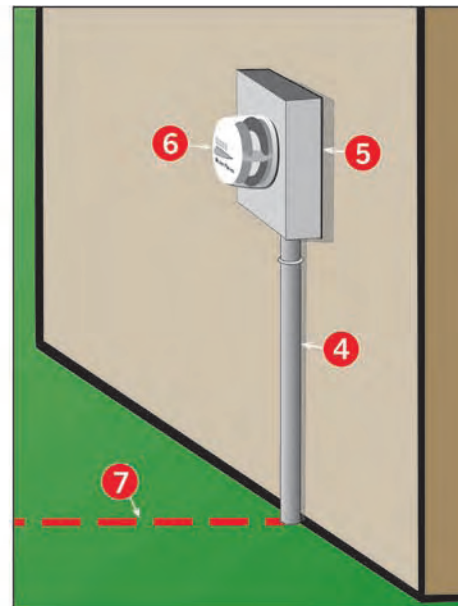
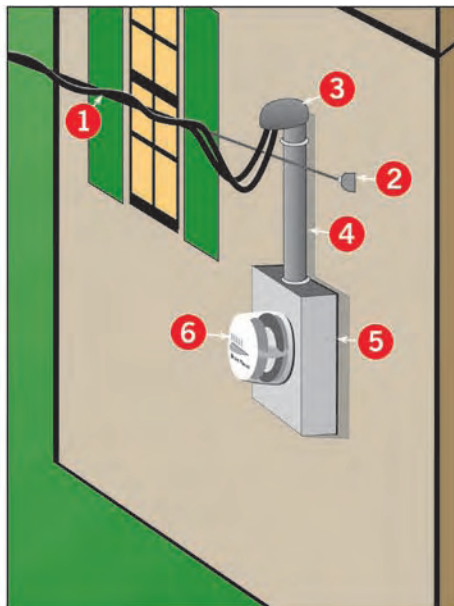
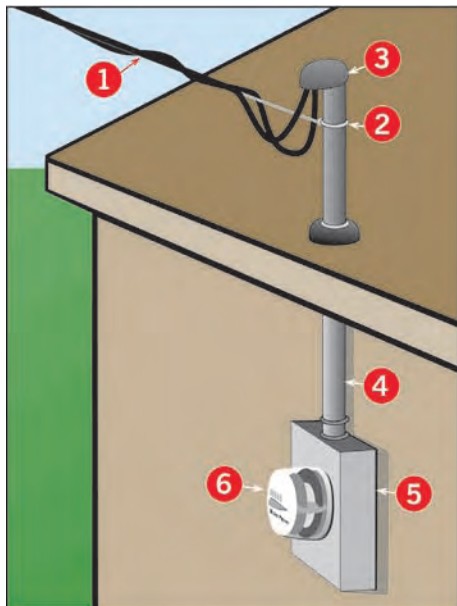
Nantahala Area: Call your local Duke Energy office. **Indiana:** 1-800-343-3525

Ohio/Kentucky: 1-800-543-5599 or 513-651-4182

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Service Connection Damage

WHO'S RESPONSIBLE WHEN THE SERVICE CONNECTION TO YOUR HOUSE IS DAMAGED?



For residential installations in the Carolinas, Duke Energy installs and maintains the overhead service line **1**, underground service line **7**, attachment hardware **2**, weatherhead **3**, riser

4, and electric meter **6**. Installation and maintenance of the meter box **5** is the customer's responsibility. If the riser extends through the roof or eave, installation and maintenance is also the

responsibility of the customer. These are typically installed and maintained by a licensed electrician..

Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that leads from the service pole to the meter. Customers are also responsible for their meter box, as previously explained.

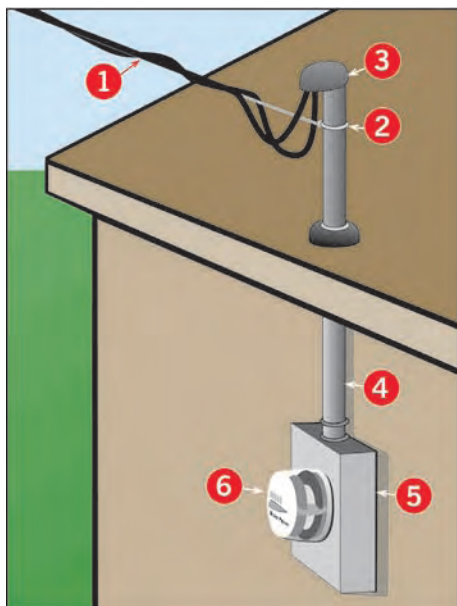


- If the meter box is pulled away from your house and you have **no power**, the homeowner is responsible for contacting an electrician for a permanent fix. In some instances, an electrical inspection may be required before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.
- If the meter box is pulled away from the house and you have **power**, you should call an electrician to reattach the meter box. Again, an electrical inspection may be required.

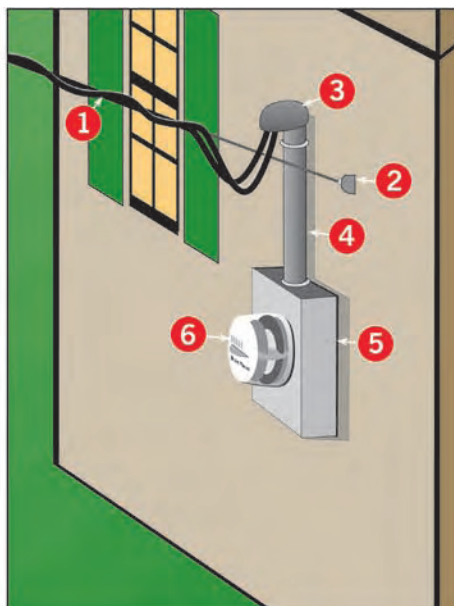
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Service Connection Damage

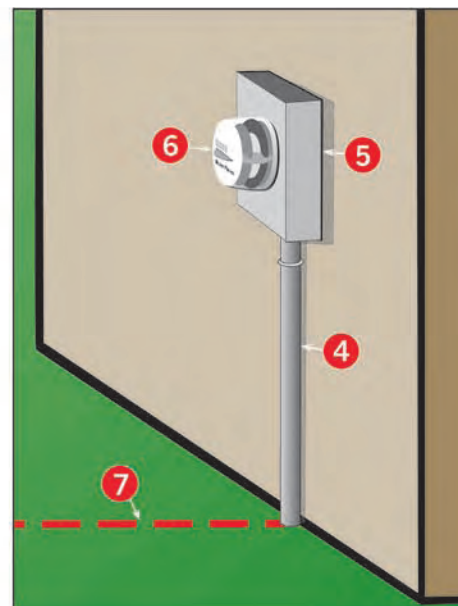
WHO'S RESPONSIBLE WHEN THE SERVICE CONNECTION TO YOUR HOUSE IS DAMAGED?



For residential installations in Indiana, Duke Energy installs and maintains the overhead service line **1**, underground service line **7** and electric meter **6**. Installation and maintenance of the



attachment hardware **2**, weatherhead **3**, riser **4**, and meter box **5** is the customer's responsibility. If the riser extends through the roof or eave, installation and maintenance is also the



responsibility of the customer. These are typically installed and maintained by a licensed electrician.

Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that leads from the service pole to the meter. Customers are also responsible for their meter box, as previously explained.

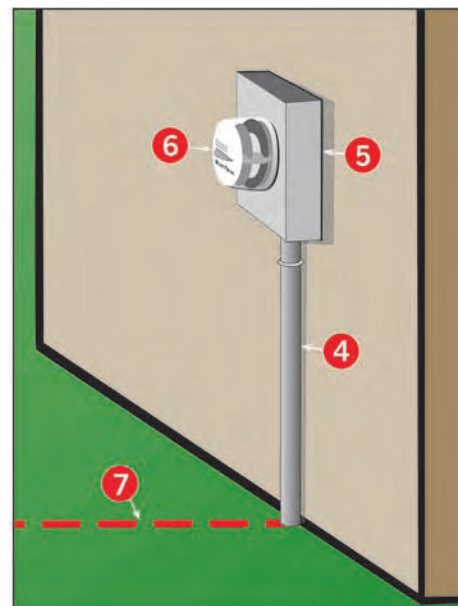
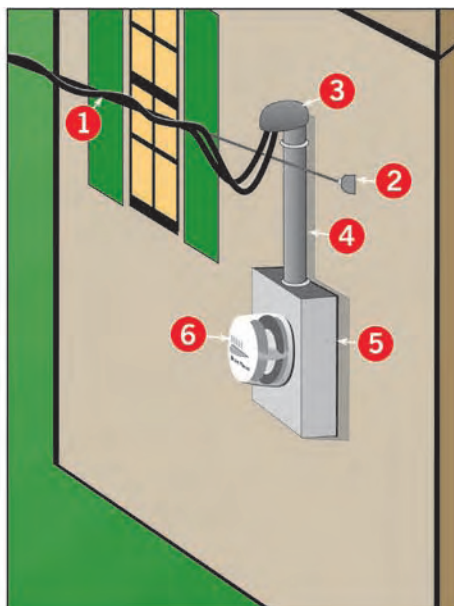
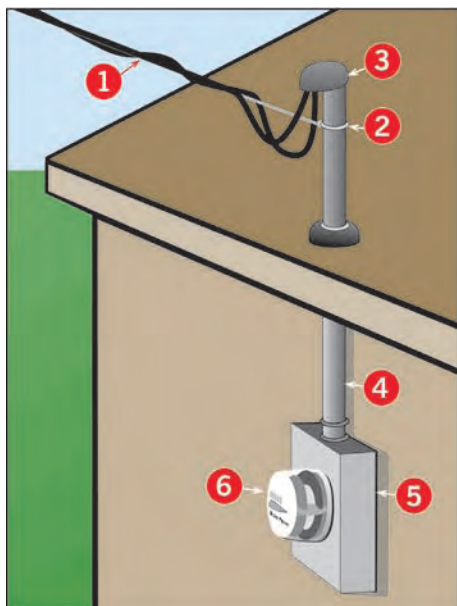


- If the meter box is pulled away from your house and you have **no power**, the homeowner is responsible for contacting an electrician for a permanent fix. In some instances, an electrical inspection may be required before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.
- If the meter box is pulled away from the house and you have **power**, you should call an electrician to reattach the meter box. Again, an electrical inspection may be required.

To report an outage, please call: Indiana: 1-800-343-3525
For more information, visit www.duke-energy.com.

Service Connection Damage

WHO'S RESPONSIBLE WHEN THE SERVICE CONNECTION TO YOUR HOUSE IS DAMAGED?



For residential installations in Ohio and Kentucky, Duke Energy installs and maintains the overhead service line **1** and electric meter **6**. Installation and maintenance of the underground service

line **7**, attachment hardware **2**, weatherhead **3**, riser **4**, and meter box **5** is the customer's responsibility. If the riser extends through the roof or eave, installation and maintenance is also the

responsibility of the customer. These are typically installed and maintained by a licensed electrician.

Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that leads from the service pole to the meter. Customers are also responsible for their meter box, as previously explained.



- If the meter box is pulled away from your house and you have **no power**, the homeowner is responsible for contacting an electrician for a permanent fix. In some instances, an electrical inspection may be required before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.
- If the meter box is pulled away from the house and you have **power**, you should call an electrician to reattach the meter box. Again, an electrical inspection may be required.

To report an outage, please call: Ohio/Kentucky: 1-800-543-5599 or 513-651-4182
For more information, visit www.duke-energy.com.