

# 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.

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To report an outage, please call:

**North Carolina/South Carolina:** 1-800-POWERON (1-800-769-3766) or Español: 1-866-4APAGON (1-866-427-2466)

**Indiana:** 1-800-343-3525 | **Ohio/Kentucky:** 1-800-543-5599

For more information:

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