Duke Energy Progress is committed to providing reliable energy to our customers and restoring electric service as quickly and safely as possible after major storms cause outages. We encourage you to take the necessary precautions to protect your family and property before and after storms strike.

**Three ways to report an outage**

- **Online**: duke-energy.com/outages
- **Text**: OUT to 57801
- **Call**: 800.419.6356

**Get outage alerts**

Sign up online for phone or email alerts at duke-energy.com/OutageAlerts. Or text REG to 57801 for text alerts. We’ll also send status updates and estimated restoration times.

**Safety around power lines**

- Report all power line hazards to Duke Energy Progress at 800.419.6356. If it’s a life-threatening situation, call 911.
- Stay away from downed or sagging power lines, and do not touch anything that is on or near a power line (i.e., trees or tree limbs, cars, ladders).
- Keep children and family pets away from areas where lines may have fallen (backyards, fields, school yards, etc.).
- If a power line falls across a car that you’re in, stay in the car. If you MUST get out of the car due to a fire or other immediate life-threatening situation, do your best to jump clear of the car and land on both feet. Be sure that no part of your body is touching the car when your feet touch the ground.
- Be careful around storm debris. Downed power lines could be hidden.
Storm Safety Tips

Before the storm

- Prepare to update your emergency preparedness kit. See our helpful list (below) to get started.
- Have a cellphone, battery-powered radio, TV or NOAA Weather Radio on hand to monitor official weather forecasts and other important information for your area.
- Have a plan to move yourself and your family – especially those with medical or special needs – to an alternative location in case you have to evacuate or experience an extended power outage.
- Keep a supply of water and nonperishable food items on hand.
- Ensure first-aid supplies and all medicines are readily available.
- Make sure flashlights are readily available and working and that a supply of extra batteries is on hand.
- Consider the need for specialty items such as prescription medication, baby food, additional warm clothing and a safe heating source.
- Homeowners who depend on well water should draw an emergency water supply in case power to their electric water pumps is interrupted.
- If you have an emergency heating or power source, learn how to use it properly.
- Charge cellphones, computers and other electronic devices in advance of the storm to stay connected to important safety and response information. Consider purchasing portable chargers and make sure they are fully charged as well.
- Review insurance policies, and include extra copies of the policies and other important documents in the emergency preparedness kit (ideally in a waterproof container).
- Pet owners can make arrangements to stay at evacuation shelters that accept pets, friends’ or family members’ homes, or pet-friendly hotels.
- If you are dependent on in-home electric-powered medical equipment, consider signing up for our Medical Alert program. We’ll contact you to let you know if you should make plans for extended power outages. Sign up at 800.452.2777.

For more information on how to prepare for storm season, and how Duke Energy Progress can help, please visit duke-energy.com/StormTips.

During the storm

- If you experience a power outage, report it at duke-energy.com/storm, text OUT to 57801 or call 800.419.6356.
- Consider checking on others who may benefit from your assistance.
- Consider all downed power lines and anything touching them energized and HAZARDOUS! Do not go near them, and report the problem to Duke Energy Progress by calling 800.419.6356.
- Don’t open freezers and refrigerators any more than absolutely necessary. Opening these appliances will cause food to thaw more quickly. Keeping the doors closed will maintain the inside temperature longer.
- During severe weather or power outages, turn off as many appliances and electronics as possible. Once power is restored, if there is too much electricity demand on the lines at the same time, if could cause the power to go out again.

After the storm

- Replenish your supplies of batteries, bottled water and nonperishable food items in preparation for future storms.
- Have a licensed electrician disconnect your generator unless the generator has an automatic disconnection device.
- Look for damage that may prevent your power from being restored (i.e., meter pulled away from house) and make arrangements for a licensed electrician to make repairs if needed.
- Stay alert for debris-covered power lines. Closely monitor children, pets and others who may unknowingly encounter lines on the ground.
- Walk and drive cautiously. Watch out for debris-filled streets.

Flooding and electrical safety

- If rising water threatens your home – or if you evacuate your home – turn off your power at the circuit breaker panel or fuse box.
- Electric current passes easily through water, so stay away from downed power lines and electrical wires. Don’t drive over – and don’t stand near – downed power lines.
- Never replace a fuse or touch a circuit breaker with wet hands, or while standing on a wet or damp surface.
- If your home or business is flooded, Duke Energy Progress cannot reconnect power until the structure’s electrical wiring has been inspected by a licensed electrician. If there is damage, an electrician will need to make necessary repairs and obtain certification from your local building inspection authority before power can be restored. Duke Energy Progress can provide a free, no-obligation referral to a local reputable electrician at 800.452.2777.
How Duke Energy Progress Restores Power

Duke Energy Progress focuses on restoring power in a sequence that enables power restoration to public health and safety facilities and to the main transmission/distribution lines with the greatest number of customers as safely and quickly as possible.

A typical sequence of activities, many of which occur simultaneously, is as follows:

1. **Public safety situations** – locate downed power lines and make sure electricity is no longer flowing through the wires.
2. **Transmission, substation equipment and main distribution lines** – these serve large numbers of customers and large geographic areas, and must be restored first to keep electricity flowing from power plants to neighborhoods.
3. **Essential facilities** – emergency service and critical infrastructure such as hospitals, law enforcement, fire departments and water treatment facilities.
4. **Distribution lines** – we work to repair equipment that will get the largest number of customers back on as quickly as possible.

For more details on how we restore power, visit duke-energy.com/outages.

**Power Outage Details**

Our outage map shows currently reported outages and includes any estimated restoration times. View the map at duke-energy.com/OutageMap.

During the assessment phase of restoration, the outage map will not reflect estimated times of restoration.
Generator safety

- Please watch for utility crews and turn the generator off when crews are in your area. The electrical load on the power lines can be hazardous for crews making repairs.
- Operate your generator outside. Never operate it inside a building or garage.
- Always follow the manufacturer’s instructions to ensure safe and proper operation.
- Always have a licensed electrician install stationary or standby emergency generators.
- Obey all local, state and national electrical and fire codes.
- Store gasoline in approved fuel containers and out of children’s reach.
- Keep children away from generators.
- Have a fully charged, properly rated fire extinguisher (i.e., rated for electrical and gas fires) ready at all times.
- Never replenish fuel in a generator when it is running.
- Call an electrician to repair a generator. Never attempt to repair it yourself.

Create an Emergency Preparedness Kit

Prepare for outages by assembling an emergency kit with the following items:

- Nonperishable food
- Manual can opener
- First-aid kit
- Non-electric clock
- Radio with batteries
- Flashlights (with spare batteries)
- Baby supplies
- 5 gallons of water (per person)
- Rubber boots, sturdy shoes
- Emergency car kit
- Prescription medicines (refills)
- Pet supplies
- Cellphone and cellphone chargers

More information is available at ready.gov/severe-weather

Meter and Service Connection Damage

Who’s responsible when the service connection to your house is damaged?

For residential installations in the Carolinas, Duke Energy Progress installs and maintains the 1 overhead and underground service line, 5 attachment hardware, 6 weatherhead, 2 riser and 4 electric meter. Installation and maintenance of the 3 meter box are the customer’s responsibility. If the riser extends through the roof or eave, installation and maintenance are 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 runs from the service pole attachment to the meter. Customers are also responsible for their meter box, as previously explained.
- If the meter box is pulled away from your house or mobile home service pole and you have no power, the homeowner is responsible for contacting an electrician to reattach the meter box and/or provide a permanent fix. In some instances, an electrical inspection may be required by the county before Duke Energy Progress can reconnect your service. Your electrician should be aware and advise you accordingly.