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.

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

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

Three ways to report an outage

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.

Weathering the storm.

At Duke Energy Progress, we’re always preparing for the unpredictable – and we’re committed to helping you prepare too.

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 prior to the county before Duke Energy Progress can reconnect your service. Your electrician should be aware and advise you accordingly.

Customers should avoid any contact with a damaged weatherhead, weatherhead, or riser. Always assume these items are energized.

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For residential installations in the Carolinas, Duke Energy Progress installs and maintains the overhead and underground service line, attachment hardware, weatherhead, riser and electric meter. Installation and maintenance of the 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.

Three ways to report an outage

Online

duke-energy.com/outages

Text

OUT TO 57801

Call

800.419.6356

Meter and Service Connection Damage

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

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Storm Safety Tips

Before the storm
- Prepare to update your emergency preparedness kit. See our helpful list (below) to get started.
- Have a cell phone, 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.
- 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 box, flooded meter, downed power lines, etc.).
- Keep a supply of water and nonperishable food items on hand.
- 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.
- 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.
- Do not open freezers and refrigerators any more than absolutely necessary.
- During severe weather or power outages, turn off as many appliances and electronics as possible. Once power is restored, there is too much electricity demand on the lines at the same time, if it could cause the power to go out again.
- Utmost caution should be used when walking and driving near power poles and power lines.
- Never replace a fuse or touch a circuit breaker with wet hands, or while standing on a wet or damp surface.
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- During the storm
  - If you experience a power outage, report it at duke-energy.com/storm, too.