

# Storm information

Florida

## Report outages:

- Online at [duke-energy.com/storm](https://duke-energy.com/storm)
- Text OUT to 57801
- Call automated system at 800.228.8485



At Duke Energy, we're always preparing for the next storm season – and we're committed to helping you prepare, too.



# Duke Energy's storm response plan – Planning for the unpredictable

STORMS ARE A PART OF LIFE IN FLORIDA, but being without power is an inconvenience no one enjoys. Rest assured that when storms strike, we at Duke Energy work hard to restore power to **our customers as quickly and safely as possible.**



## Report outages:

- Online at [duke-energy.com/storm](http://duke-energy.com/storm)
- Text **OUT** to **57801**
- Call **800.228.8485**

## How do I report a power outage?

When outages occur, Duke Energy is committed to restoring power as quickly and safely as possible, and to keeping you informed throughout the process. We've also put the latest power outage information in the palm of your hands. At any time, you can report power outages by:

- Texting **OUT to 57801**  
(Standard text and data charges may apply)
- Calling the automated outage-reporting system at **800.228.8485**
- Visiting **duke-energy.com/storm** on your computer or mobile device

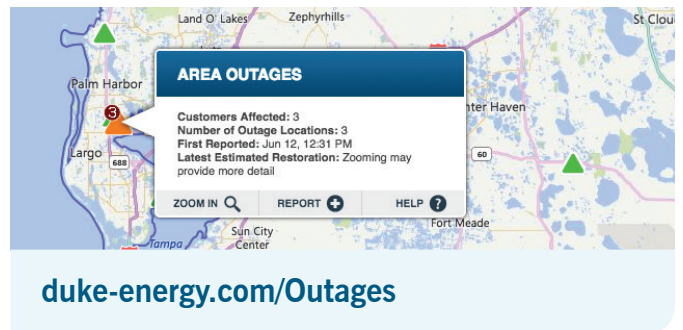
### Stay informed with outage alerts

We'll notify you by text, voice message or email when there's an outage in your area. We'll also send status updates and estimated restoration times. To enroll, simply text REG to 57801, or sign up online at [duke-energy.com/OutageAlerts](http://duke-energy.com/OutageAlerts).

### Customer Care

During a major weather event, our Customer Care specialists are available 24 hours a day. While you can report outages and get up-to-date restoration times by

calling Duke Energy's automated outage-reporting system at 800.228.8485, you can also speak with a Customer Care representative when you need to report emergencies or have questions.



### Outage map/restoration times

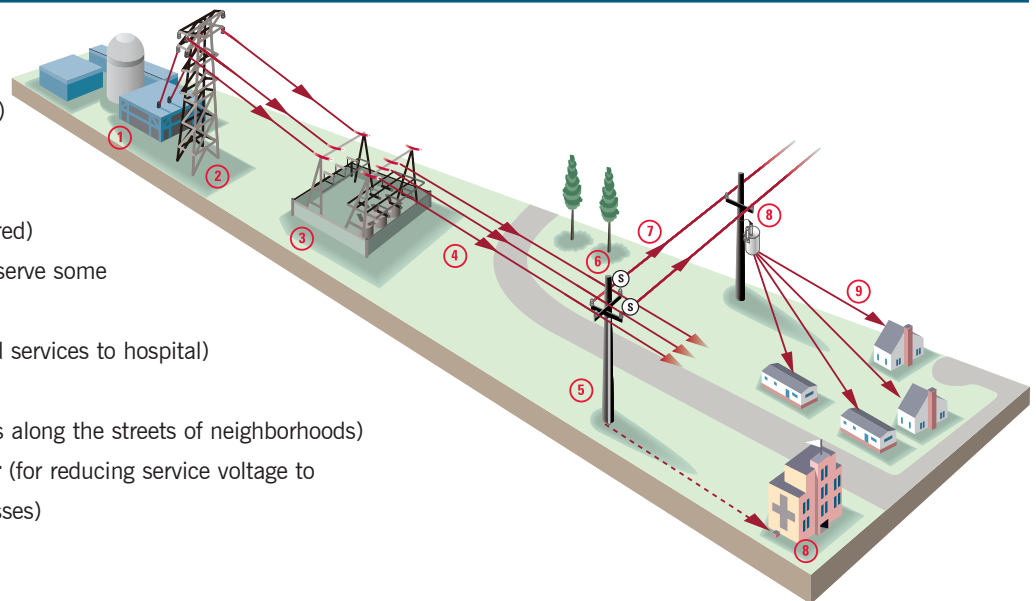
You can access the outage map online from your computer or mobile device. Once on the map, zoom in to your specific location and hover over the outage indicator nearest your home or business. A message box will appear showing total customers affected, status and an estimated time of restoration, if available.

During the assessment phase of restoration, outage map information may be unavailable.

## How Duke Energy restores power

From left to right

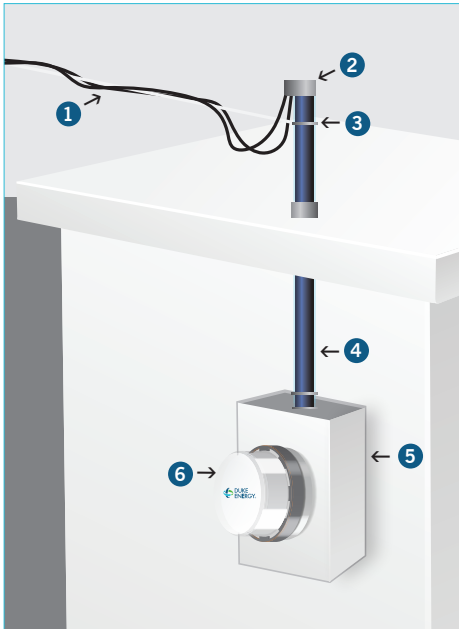
- 1 **Generation sources** (power plants)
- 2 **Transmission lines**
- 3 **Transmission-to-distribution substation** (where voltage is lowered)
- 4 **Distribution feeder** (which might serve some facilities directly)
- 5 **Power pole** (showing underground services to hospital)
- 6 **Fuse** (designated by **S**)
- 7 **Tap line** (the type of line that runs along the streets of neighborhoods)
- 8 **Pole-top or pad-mount transformer** (for reducing service voltage to individual households and businesses)
- 9 **Service lines** to individual homes



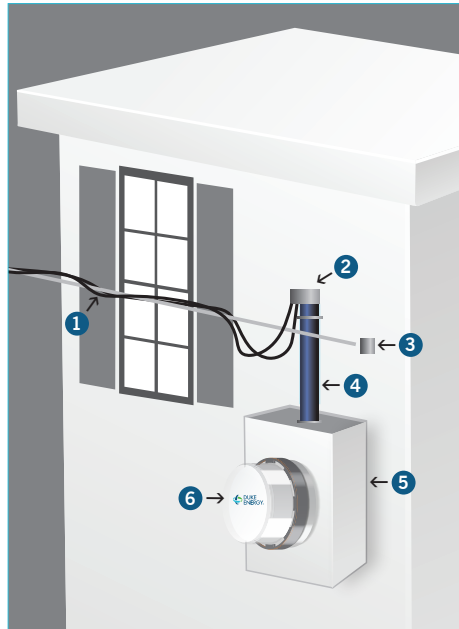
## Meter and service connection damage

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

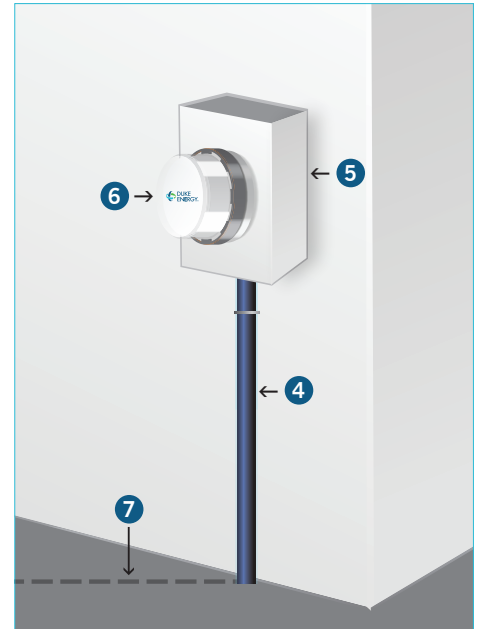
**Exceptions apply for customers** in a flood plain with an elevated meter and for customers with large homes that require special current transformer (CT) meters. Detailed information is available in the Requirements for Electric Service and Meter Installations book on duke-energy.com.



For residential installations in Florida, 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 ③, weatherhead ②, riser ④ and meter box ⑤ 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.



**Customers should avoid** any contact with damaged weatherhead, line(s) and meter box. Always assume these items are energized.

### 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.

## Safety tips

### DUKE ENERGY IS COMMITTED TO PROVIDING RELIABLE POWER TO OUR CUSTOMERS

and restoring that power 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.

#### ELECTRICAL SAFETY

- To report an outage or a downed line, visit [duke-energy.com/storm](https://www.duke-energy.com/storm), text **OUT** to **57801** or call the automated system at **800.228.8485**.
- 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 cannot reconnect power until the electrical system 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 can provide a free, no-obligation referral to a local reputable electrician at **888.999.8856**.

**For more information on how to prepare for this storm season, and how Duke Energy can help, please visit [duke-energy.com/storm](https://www.duke-energy.com/storm).**

#### GENERATOR SAFETY

- Always operate a generator in accordance with manufacturer's guidelines and instructions. Do not operate more appliances and equipment than the output rating of the generator.
- To avoid carbon monoxide poisoning, never use a generator indoors or in attached garages. Only operate the generator outdoors in a well-ventilated, dry area away from air intakes to the home.
- To avoid electrocution, plug individual appliances into the generator using heavy-duty, outdoor-rated cords with a wire gauge adequate for the appliance load.
- If connecting into the house wiring is necessary on a temporary basis, homes should have a transfer switch installed by a licensed electrician. A transfer switch allows your house to receive power directly from a portable generator, rather than through the main circuit breaker normally supplied by Duke Energy. Transfer switches isolate the circuits supplied by the generator and prevent backfeeding – inadvertently energizing circuits in both systems.

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## Hurricane safety tips

### When the storm threatens

Create (or update) an emergency supply kit to save valuable time later. The kit should include everything an individual or family would need for at least two weeks, especially medicines and other supplies that might be hard to find after a storm strikes.

- Keep a portable radio or TV or NOAA weather radio on hand to monitor weather forecasts and official information.
- Maintain a supply of water and nonperishable food that can be prepared without cooking or refrigeration.
- Ensure first-aid supplies and medicines are readily available.
- Review insurance policies, and include extra copies of the policies and other important documents in the emergency supply kit (ideally in a waterproof container).
- Maintain a plan to move family members – especially those with special needs – to a safe, alternate location in case an extended power outage occurs or evacuation is required. 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 that needs to be operated continuously, please contact Duke Energy's Customer Care in advance at 800.700.8744.
- Homeowners who depend on well water should draw an emergency water supply in case power to their electric water pumps is interrupted.
- Secure boats and trailers on land and check mooring lines of boats in the water.
- Prepare for high winds by boarding up or taping windows and other glass, anchoring objects outside and bracing garage doors.
- Fill your bathtub with water for sanitary purposes. Because water conducts electricity, it is not safe to run water during a storm.
- Have at least one traditional analog phone in your home that does not require electricity to operate. Cordless phones and phones with built-in answering machines will not operate during a power outage.
- If you have an emergency heating or power source, learn how to use it properly.

**For a “Hurricane Kit Checklist,” important safety tips and more information on what to do before, during and after a storm, visit [duke-energy.com/storm](https://www.duke-energy.com/storm).**

### Storm preparation list

- > **Five gallons of water for each person**
- > **A three- to five-day supply of nonperishable food**
- > **Manual can opener**
- > **First-aid kit and handbook**
- > **Prescription medicines**
- > **Battery-powered radio, flashlights and extra batteries**
- > **Baby food, prepared formula, diapers and other baby supplies**
- > **Sleeping bags or extra blankets**
- > **Disposable cleaning cloths (“baby wipes”)**
- > **Personal hygiene supplies such as soap, toothpaste, sanitary napkins, etc.**
- > **Emergency car kit with food, flares, booster cables, maps, tools, a first-aid kit and fire extinguisher**
- > **Rubber boots, sturdy shoes and waterproof gloves**
- > **Insect repellent containing DEET**

## Hurricane safety tips

### When the storm hits

- Stay indoors in an inside room away from doors and windows, electrical outlets and water pipes. Don't go out in the brief calm created by the eye of the storm.
- Continue to monitor the media for important information.
- Be prepared to evacuate at a moment's notice.
- If you evacuate, shut off the natural gas, water and electricity at the breaker box. Take blankets, first-aid supplies and other essential items to the nearest shelter.
- Consider checking on others who may benefit from your assistance.

### After the storm has passed

- Never go near downed power lines. Always assume they are energized and extremely dangerous. If someone suffers an electric shock, call 911 or your local rescue squad immediately. Even minor shocks may cause serious health problems later.
- Check for electrical damage inside your home, such as frayed wires, sparks or the smell of burning insulation. If you find damage, don't turn your power on until an electrician inspects your system and makes necessary repairs.
- Walk or drive cautiously. Watch out for debris-filled streets and weakened bridges. Snakes and insects can be a problem.
- Use your emergency water supply or boil water before drinking it until local officials deem the water supply safe. Report broken sewer or water mains.
- Make temporary repairs to protect property from further damage or looting. Be aware of unscrupulous contractors.
- 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.

### Power outage? Downed power line?

- Visit [duke-energy.com/storm](https://www.duke-energy.com/storm)
- Text **OUT** to **57801**
- Call **800.228.8485**

### If the power goes out

- If you experience a power outage, please alert us by calling Duke Energy's toll-free, automated outage-reporting system at **800.228.8485**. Those with access to the internet may report an outage at [duke-energy.com/storm](https://www.duke-energy.com/storm). Or you can text **OUT** to **57801**.
- If you anticipate an extended outage, consider moving yourself and your family – especially those with special needs – to an alternate location.
- During severe weather or power outages, turn off as many appliances and electronics as possible. After the power is restored, to help avoid damage, wait five to 10 minutes before turning them back on.
- Keep refrigerator and freezer doors closed. Food usually stays frozen about 48 hours. Don't open freezers and refrigerators any more than absolutely necessary. Opening these appliances will allow food to thaw more quickly. A refrigerator can keep food cold for about four hours. Remember, when in doubt, throw it out.
- Do not connect a generator directly to your home's electrical system. It is dangerous to you, your neighbors and utility workers. Follow manufacturer's directions regarding connecting appliances directly to your generator.
- In any power outage, utility crews restore service as quickly and safely as possible, starting with the largest lines and equipment serving the most people.



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