



HELPFUL RESOURCES

Outage reporting

After a storm hits, restoring power as safely and quickly as possible is our top priority, while keeping our customers informed. Customers who experience an outage during a storm can report it in the following ways:

- Text OUT to 57801 (standard text and data charges may apply).
- Use the Duke Energy mobile app. Download the Duke Energy app from a smartphone via Apple Store or Google Play.
- Visit duke-energy.com/outages on a desktop computer or mobile device.
- Sign up for phone, email or text alerts at [Residential Power Outage Alerts - Duke Energy](#)
- Call the automated outage reporting system at 800.POWERON (800.769.3766).
- Visit our interactive [outage map](#) to find up-to-date information on power outages, including the total number of outages systemwide and estimated times of restoration.

Winter storm safety reminders

We encourage customers to prepare for a potential outage during the anticipated cold weather. Here are important safety reminders:

- Ensure mobile phones remain charged and you have an adequate supply of flashlights, batteries, bottled water, nonperishable food and medicines.
- If you use a generator, follow the manufacturer's instructions to ensure safe and proper operation. Operate your generator outside, and never in a building or garage.
- Do not use grills or other outdoor appliances indoors for space heating or cooking, as these devices may emit carbon monoxide.
- Stay away from power lines that have fallen or are sagging. Consider all lines energized as well as trees or limbs in contact with lines. Report any downed power lines to Duke Energy or local emergency services.
- Make alternate shelter arrangements, as needed, if you are significantly affected by a loss of power – especially families who have special medical needs or elderly members.
- If a power line falls across a car that you are in, stay in the car. If you MUST get out of the car due to a fire or other immediate life-threatening situation, 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.

More tips on what to do before, during and after a storm can be found at duke-energy.com/safety-and-preparedness/storm-safety