

**PROGRESS 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.**

## Safety tips

**1**

### **ELECTRICAL SAFETY**

- To report a power outage or downed power line, call Progress Energy at **1.800.419.6356** in the Carolinas and **1.800.228.8485** in Florida.
- 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, Progress 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. Progress Energy can provide a free, no-obligation referral to a local reputable electrician at **1.888.999.8856**.

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### **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 Progress Energy. Transfer switches isolate the circuits supplied by the generator and prevent backfeeding – inadvertently energizing circuits in both systems.

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

## Power outage? Downed power line?

Call **1.800.419.6356** in the Carolinas.

Call **1.800.228.8485** in Florida.

### 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.
- Keep television and radio tuned for information from official sources. Be prepared to evacuate at a moment's notice.
- If you evacuate, shut off gas, water and electricity at the breaker box. Take blankets, first aid supplies and other essential items to the nearest shelter.

### 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. Beware of unscrupulous contractors.

### If the power goes out

- To report a power outage, call Progress Energy in the Carolinas at **1.800.419.6356** or in Florida at **1.800.228.8485**. Progress Energy customers may call our automated system to report a power outage. The advantage of using the automated line is that there is no wait time for callers, and power outages are logged into the system more quickly. Once restoration time estimates are developed, those estimates also will be available to you through the automated system.
- Keep refrigerator and freezer doors closed. Food usually stays frozen about 48 hours. 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 as possible, starting with the largest lines and equipment serving the most people.