



Preparing for potential severe weather

Dec. 15, 2023



As a powerful storm system tracks towards the Carolinas, Duke Energy is preparing to respond, should the heavy rainfall and expected gusty winds cause power interruptions.

The storm is expected to hit our state on Sunday and through early Monday.

Duke Energy is ready and has a detailed storm plan. Our local crews are on alert. Depending on the extent of the damage, we have additional resources that can be moved to the hardest hit locations to assist.

Based on current forecasts and the currently lower basin levels, high water impacts are not expected to be an issue along the Upper Catawba River. If this changes, I'll update you at that time.

Outage reporting

Before the storm hits, customers should note how to report power outages. Customers who experience an outage during the storm can report it by:

- Using the Duke Energy mobile app
- Visiting <http://duke-energy.com>
- Texting OUT to 57801
- Calling the automated outage-reporting system at
 - DEC: 1-800-POWERON (1-800-769-3766)
 - DEP: [800-419-6356](tel:800-419-6356)

Power Line Safety

- Stay away from power lines that have fallen or are sagging.
- Consider all power lines – as well as trees, limbs and anything else in contact with power lines – energized and dangerous.
- 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.

Tips for protecting refrigerated food during a power outage

The U.S. Food and Drug Administration recommends the following tips:

- Have appliance thermometers in your refrigerator and freezer. The freezer temperature should be at or below 0° F, and the refrigerator should be at or below 40° F.
- Keep refrigerator and freezer doors closed as much as possible to maintain the cold temperature.
- The refrigerator will keep food cold for about 4 hours if it is unopened.
- A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Have coolers on hand to keep refrigerated food cold if the power is out for more than 4 hours.

The FDA offers additional tips for proper food handling and storage before, during and after a power outage – <https://www.fda.gov/food/buy-store-serve-safe-food/food-and-water-safety-during-power-outages-and-floods>