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Duke Energy urges customers in Ohio and Kentucky to be prepared

CINCINNATI, Ohio -- With the heavy snow forecasted for the Tri-State tomorrow, Duke Energy says it is closely monitoring the storm and preparing for the worst.

Weather forecasts indicate the potential for snow accumulations exceeding six inches in some areas. If the snow is wet, it can more easily accumulate on trees, causing limbs to break, resulting in power outages.

Line technicians, service crews and other personnel are available throughout the company's service areas and are ready to respond to outages and emergencies, if they occur. Travel conditions are expected to be hazardous, and that could slow restoration efforts.

The company urges customers to:

- Check supplies of flashlights, batteries, bottled water, non-perishable foods, medicines, etc.
- Ensure a portable, battery-operated radio, TV or NOAA weather radio is on hand.
- Avoid heating homes with a gas grill or bringing a generator inside. Such equipment should be operated only outdoors, and only in well-ventilated areas. Manufacturer instructions should be followed.
- Check on family members, friends and neighbors who have special medical needs or who are elderly, to ensure they have necessary emergency supplies.
- Determine now what action they would take in the event of an extended power outage.

Customers who experience an outage during the storm should call the automated outage-reporting system at:

- Duke Energy : 1-800-543-5599

Customers can also report an outage or view current outages online at www.duke-energy.com/storms.

Additionally, customers who report an outage can choose to receive updates via text messaging until their outage is restored.

Duke Energy also will provide updates on its social media channels to keep customers informed if significant outages occur.

- Duke Energy on Twitter: <http://twitter.com/DukeEnergy>
- Duke Energy on Facebook: <http://www.facebook.com/DukeEnergy>

Safety

Stay away from power lines that have fallen or are sagging. Consider all power lines energized, as well as trees or limbs in contact with power lines. Please report downed power lines to Duke Energy and your local police department. If a power line falls across a car 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 no part of your body is touching the car when your feet touch the ground.

Restoring power

Restoring power after a storm can be challenging, as travel conditions are poor. Before power can be restored, crews first assess damage and determine which crews, equipment and supplies will be needed to make repairs. Because of this, customers may see damage assessors patrolling their neighborhoods before crews arrive to begin work.

Crews prioritize work to ensure the largest number of customers are restored as quickly as possible. Essential services, such as hospitals and emergency response facilities, are the first priority.

If you lose power, please turn off as many appliances and electronics as possible. This helps with restoration efforts because it reduces the immediate demand on power lines when power is restored.

Once your power is restored, please wait a few minutes before turning your equipment back on.

Headquartered in Charlotte, N.C., Duke Energy is a Fortune 250 company traded on the New York Stock Exchange under the symbol DUK. More information about the company is available at: www.duke-energy.com.

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