DUKE ENERGY®

Confidential Fire/Police Emergency Number: 800-310-6346. You will hear a prompt, "For Gas Trouble, Press 1, Electric 2." Be prepared to provide the following information:

Call Center Representative will initially request the following information:
Your Name and agency
Your Telephone Number
Address of Incident – if actual address is not known, find closest address to incident. *Not having an actual customer address may cause a delay.* **Address is critical for entry into Duke Energy system for gas incidents. If address is not found in system, an address of a gas account must be provided.**
City, State and Zip
Intersecting Street(s) if applicable

"Priority Situation" Options – all incidents below are considered Highest Priority in the Duke Energy system:
Gas Leak/Smell of gas inside or outside
Fumes or Carbon Monoxide detector going off
Explosion
Hit gas service/main
Entrapment
Structure Fire
Advise rep of urgency regarding situations below if considered lower priority:
Line down or low – pole to pole
Line down or low – pole to house
Pole down
Cut/Exposed Cable/Equipment
Open Meter Base
Duke Equip Burning/Sparking
Other Hazards – Explain (i.e. electrocution)

Customer Comments
Add other pertinent information such as pole number, etc. **Also please advise if police and fire are already on site.**

For electric emergencies, please document the ticket number the Call Center Rep provides during the call. This will be beneficial if you need to call back for additional information or details.

10/2013

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ELECTRICAL SAFETY

Scene Safety – Upon arrival at every scene, survey the area for overhead power lines, poles and equipment.

Park emergency vehicles as far from overhead lines as possible.

Vehicle/Equipment Safety – Keep yourself and your equipment **AT LEAST** 10 feet away from all power lines, including the service drops that run from utility poles to buildings. Higher voltages require greater clearances.

Ladder Safety – Have a dedicated spotter monitor the placement of ladders near power lines to ensure they remain a safe distance away when fully extended

Fires – Never use a solid water stream to fight fires near power lines.

Substation Safety – Burning electrical equipment is already ruined and will be replaced. The safest course of action for a substation fire is to **let it burn**.

Never attempt to enter a substation without utility personnel present. Evacuate the area and keep everyone at least 300 feet away from the substation.

NATURAL GAS SAFETY

Scene Safety – Park vehicles away and upwind from the area. Do not park over manholes or storm drains.

Ignition Sources – Leave radios, pagers, cell phones, etc., in your vehicle or turn them off before approaching the area. Even the smallest spark or flame can cause a gas explosion.

Do not use doorbells, light switches, matches and lighters; AND prevent their use by others. If you must use a flashlight, turn it on before approaching the area.

Evacuation – Evacuate the area within at least a 300 radius of the natural gas leak, greater pressures require greater distances: go as far away until you no longer smell the odor and you no longer hear the roar of escaping gas.

Ventilation – Do not open windows and/or ventilate until Duke Energy advises it is safe to do so. Then, verify that occupants and personnel are out of the structure. Ventilate structures from top to bottom.

Natural Gas Fires – In case of a natural gas fire, let it burn. Burning natural gas cannot explode. Evacuate the area and protect exposures.

For structure fires, shut off the gas supply at the service, curb valve, meter or appliance valve only if you can safely access them. Never attempt to shut off natural gas main valves or relief vents.