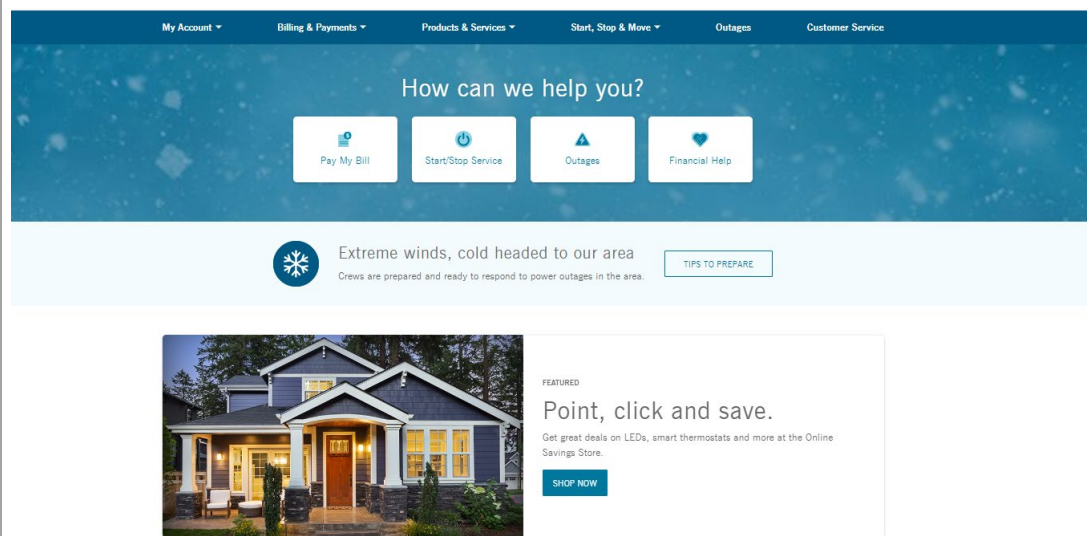


**CAROLINAS CHRISTMAS STORM, (beginning 12-21-22)**

**CAROLINAS – OUTBOUND CALL/SMS TEXT, OUTAGE MAP BANNER, WEB BANNERS, EMAILS**

<p><b>Medical Alert – Call / Text</b> Dec. 21, 9am</p>	<p><b>SMS</b> Duke Energy: High winds are forecast to impact much of the Carolinas on Friday, w/ the potential to cause widespread power outages. Temperatures are expected to drop significantly as the cold front passes through. Our records indicate that someone at this location relies on electric-powered life support equipment. Please consider now the actions you'd take if you were to lose power for an extended period. To report an outage, text OUT to 57801 or call 800.POWERON. Text stop to cancel.</p> <p><b>VOICE</b> This is an important update from Duke Energy. High winds are forecast to impact much of the Carolinas on Friday with the potential to cause widespread power outages. Additionally, temperatures are also expected to drop significantly as the cold front passes. Our records indicate that someone at this location relies on electric-powered life support equipment. Please consider now the actions you'd take if you were to lose power for an extended period. Our crews are ready to respond to the impacts of the storm and will restore outages as quickly as possible. If you experience a power outage, text O U T to 57801 or call one eight hundred Power-On. Press pound to hear this message again.</p>
<p><b>Critical Care Facilities</b> Dec. 21, 9am</p>	<p><b>SMS</b> Duke Energy: High winds are forecast to impact much of the Carolinas on Friday, w/ the potential to cause widespread power outages. Our records indicate your facility may house medical materials or accommodate those w/ special medical needs. Please consider now the actions your organization would take if power was out for an extended period. If you lose power text OUT to 57801 call 800.POWERON. Text STOP to cancel.</p> <p><b>VOICE</b> This is an important update from Duke Energy. High winds are forecast to impact much of the Carolinas on Friday, with the potential to cause widespread power outages. Our records indicate that your facility may house critical medical materials or accommodate individuals with special health needs or dependencies on life support equipment. We encourage you to consider now the actions your organization would take if power was out for an extended period of time. Should your facility experience an outage during the storm text O U T to 57801 or call one eight hundred, Power-On. Please press pound to hear this message again.</p>
<p><b>Outage Banner</b> Dec. 21, 1:00pm</p>	<p>Outage Map Banner Alert (DEP/DEC)</p> <p>Important storm update &gt; Widespread power outages are expected Friday as a strong cold front moves across the service area bringing high sustained winds and frequent gusts exceeding 50 mph in many areas. Temperatures will fall rapidly and remain bitterly cold through the weekend. Crews are at the ready and prepared to begin outage restoration as winds subside.</p>

**Web News Banner-**  
**Dec. 21, 1:00pm**



**EMAIL**

DEP, Dec. 21, 2:30pm

Residential



## Severe weather on Friday could bring power outages.

A cold front is expected to move through our area on Friday morning, bringing winds up to 55 mph and below-freezing temperatures. Conditions like these also bring a higher risk of widespread power outages across the state.

Our crews are prepared and ready to respond – however, lingering high winds can sometimes result in longer outage times. With below-freezing temperatures on the horizon, we encourage customers to prepare now.

Follow these helpful steps to be ready:

- [Prepare in advance](#)

Visit our [Storm Center](#) to learn how to remain safe during all phases of a storm and consider making plans for the elderly and those with special medical needs, should extended outages occur.

- [Sign up for Outage Alerts and know how to report an outage](#)

Receive the most up-to-date information about restoration efforts by enrolling in [Outage Alerts](#). If you lose power, text OUT to [57801](#), report online, through the mobile app, or call [1.800.POWER-ON](#).

- [Understand how Duke Energy restores power](#)

Our crews are ready to respond should outages occur. Learn more about the [restoration process](#) following damaging winds.

While there is never a good time to be without power, we recognize that the possibility of outages over the holidays is particularly worrisome. Rest assured that our crews are prepared and will work as quickly as possible to restore power to everyone affected.

#### EMAIL

DEC, Dec. 21, 2:30pm



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A cold front is expected to move through our area on Friday morning, bringing winds up to 55 mph and below-freezing temperatures. Conditions like these also bring a higher risk of widespread power outages across the state.

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**EMAIL**

DEC, Dec. 21, 2:30pm



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Visit our [Storm Center](#) to learn how to remain safe during all phases of a storm and consider making plans for the elderly and those with special medical needs, should extended outages occur.
- **Sign up for Outage Alerts and know how to report an outage**  
Receive the most up-to-date information about restoration efforts by enrolling in [Outage Alerts](#). If you lose power, text OUT to [57801](#), report online, through the mobile app, or call [1.800.POWER-ON](#).
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Our crews are ready to respond should outages occur. Learn more about the [restoration process](#) following damaging winds.

While there is never a good time to be without power, we recognize that the possibility of outages over the holidays is particularly worrisome. Rest assured that our crews are prepared and will work as quickly as possible to restore power to everyone affected.

**Carolina Customers who did not have power – Call / Text**

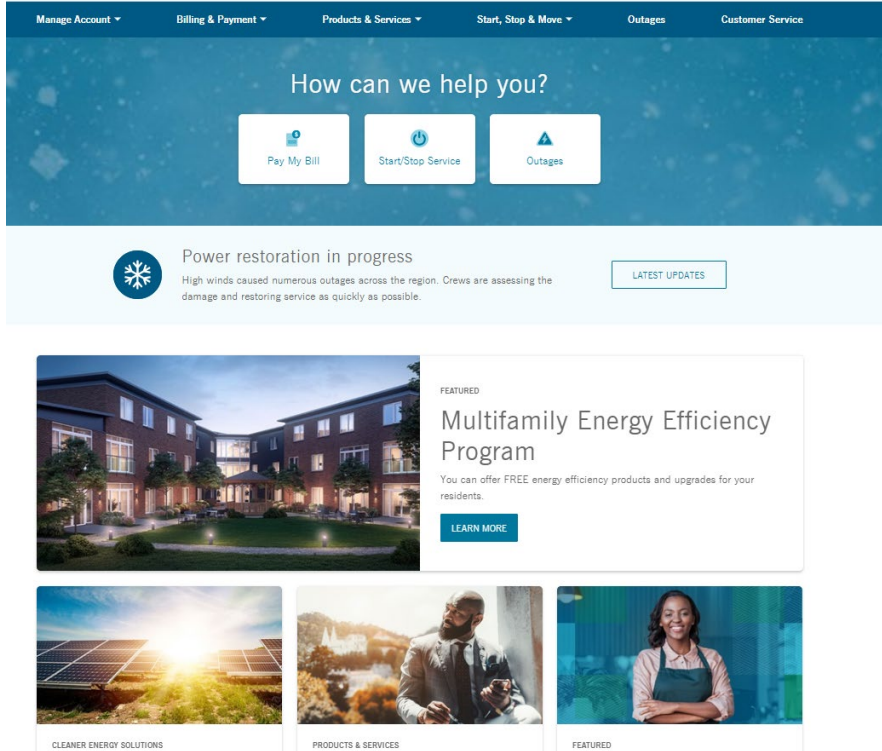
**Dec. 23**


**SMS:**

Duke Energy: Persistent high winds are still causing power outages across the Carolinas & slowing our ability to restore service quickly. Crews are at the ready and making repairs where conditions allow. We will provide additional information as winds subside later this afternoon. Visit [duk.us/05](#) for updates. Text STOP to cancel.

**Voice:**

This is an important storm update from Duke Energy. Persistent high winds are still causing power outages across the Carolinas and slowing our ability to restore service

	<p>quickly. Crews are at the ready and making repairs where conditions allow. We will provide additional information as winds subside later this afternoon. To report an outage text O U T to 57801. To report a downed line, call one 800 Power-On. Press pound to hear this message again.</p>
<p><b>Web Banner- FYH/FYB</b> Dec. 23- Mid Morning</p>	<p><b>Power restoration in progress</b></p> <p>High winds caused numerous outages across the region. Crews are assessing the damage and restoring service as quickly as possible.</p> <p>LATEST UPDATES &gt;</p>  <p>The screenshot shows the Duke Energy website interface. At the top is a navigation bar with links: Manage Account, Billing &amp; Payment, Products &amp; Services, Start, Stop &amp; Move, Outages, and Customer Service. Below this is a large blue banner with the text 'How can we help you?' and three buttons: 'Pay My Bill', 'Start/Stop Service', and 'Outages'. Underneath the banner is a section titled 'Power restoration in progress' with a snowflake icon and a 'LATEST UPDATES' button. Below that is a 'FEATURED' section for the 'Multifamily Energy Efficiency Program' with a 'LEARN MORE' button. At the bottom are three smaller image-based sections: 'CLEANER ENERGY SOLUTIONS' (solar panels), 'PRODUCTS &amp; SERVICES' (a man in a suit), and 'FEATURED' (a woman in an apron).</p>

<p><b>EMAIL</b> Dec.23, 12pm, DECNC- 1090659 DECSC- 320492</p>	 <p><b>High winds caused significant outages. Crews working as quickly as possible.</b></p>
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The extreme weather raging across our country, disrupting travel and holiday plans for millions, has also caused significant equipment damage and power outages across the Carolinas. Unfortunately, these conditions, including below-freezing temperatures and possibly slick roads, also make power restoration especially challenging and difficult – and the continuing high winds could even mean additional outages through tomorrow.

We know that the extreme cold and the effect on holiday gatherings and activities make this storm especially hard on everyone. Please know that our crews are absolutely committed to getting everyone restored as soon as possible.

Here are a few ways you can stay informed and help their efforts:

- **If your power is out**, turn off appliances and other electrical equipment that were on when the power went out to avoid a sudden surge on the system when power is restored.
- **If you or a family member have special medical needs**, consider alternative arrangements until weather conditions improve.
- **Remember to report outages** by one of these methods: Text OUT to [57801](tel:57801), [report online](#) or through the mobile app, or call [1.800.POWER-ON](tel:1800POWERON).

We are determined to do everything possible to restore everyone's power as quickly and safely as possible and want you to stay safe as well. We will provide additional information as winds subside later this afternoon.

If you encounter a downed power line, assume it is energized and stay away. For other important safety tips, visit our [Storm Center](#). Thank you for your patience.

EMAIL  
Dec.23,  
12pm

DEPNC-  
698197  
DEPSC-  
71231



## High winds caused significant outages. Crews working as quickly as possible.

The extreme weather raging across our country, disrupting travel and holiday plans for millions, has also caused significant equipment damage and power outages across the Carolinas. Unfortunately, these conditions, including below-freezing temperatures and possibly slick roads, also make power restoration especially challenging and difficult – and the continuing high winds could even mean additional outages through tomorrow.

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If you encounter a downed power line, assume it is energized and stay away. For other important safety tips, visit our [Storm Center](#). Thank you for your patience.

OFFICIAL COPY

Feb 09 2023

**Carolina Customers who do not have power**

Dec.23 2:50PM  
15,176

**SMS:**

Duke Energy: Persistent high winds are still causing power outages & slowing our ability to restore service quickly. Crews are at the ready and making repairs where conditions allow. We will provide additional information as winds subside and damage is assessed. Remember to stay clear of downed power lines & visit [duk.us/05](http://duk.us/05) for the latest updates. Text STOP to cancel.

**Voice:**

This is an important storm update from Duke Energy. Persistent high winds are still causing power outages and slowing our ability to restore service. Crews are at the ready and making repairs where conditions allow. We will provide additional information as winds subside and damage is assessed. Remember to stay clear of downed power lines and report unsafe conditions by calling one 800 Power On. Get the latest updates at [duke dash energy dot com slash outage-map](http://duke-dash-energy-dot-com-slash-outage-map). Press pound to hear this message again.

**Outage Map Global Alert Banner,**

Dec. 23 4:30pm

Important storm restoration update >

Persistent high winds have caused damage across the Carolinas. Crews are making repairs as quickly and safely as possible. Many of the estimated times of restoration on the map currently reflect the latest date and time we expect to have all service restored in your area. Many customers will be restored before then. While there is never a good time to be without power, we recognize it is particularly difficult over the holidays. Thank you for your patience.

**OBC/SMS**

**These messages are going to customers in DEC and DEP affected by the storm event that will not be restored today.**

**Dec. 24, 6:52 pm, 5,897**

**SMS**

Duke Energy: Due to extreme temperatures driving unusually high energy demand, temporary power outages were needed this morning across the Carolinas to protect the energy grid against damage & longer duration outages. These unanticipated actions had a downstream impact on our ability to restore all service to customers still affected by Friday's high winds. As a result, an adjusted estimated time of restoration was provided for those areas that will carry into Sun, Dec. 25. We sincerely apologize for this delay & greatly appreciate your continued patience. Visit [duk.us/05](http://duk.us/05). Text STOP to cancel.

**VOICE**

This is an important outage restoration update from Duke Energy: Due to extreme temperatures driving unusually high energy demand, temporary power outages were needed this morning across the Carolinas to protect the energy grid against damage & longer duration outages. These unanticipated actions had a downstream impact on our ability to restore all service to customers still affected by Friday's high winds. As a result, an adjusted estimated time of restoration was provided for those areas that will carry into Sunday. We sincerely apologize for this delay and greatly appreciate your continued patience. Visit [duke dash energy dot com slash outage-map](http://duke-dash-energy-dot-com-slash-outage-map) for the latest updates. Press pound to hear this message again.

**Outage Map Global Alert Banner,**  
Dec. 25, 5:30pm, DEC/DEP

**OUTAGE MAP GLOBAL ALERT BANNER,** Dec. 25, 5:30pm, DEC/DEP  
Important outage restoration update >  
Crews continue to restore service from the damage caused by the week's extreme winds. The estimates on the map indicate the latest time we expect to have all service back on, though many customers will be restored before then. We know that being without power over the holidays is especially difficult and we are doing all we can to make the necessary repairs as safely and quickly as possible. We appreciate everyone's patience.

**CAROLINAS EMERGENCY OUTAGE EVENT, Dec. 21-26, 2022****News releases, social media updates and OneNote updates**

<b>News release,</b> Dec. 21 at 2:45 p.m. Carolinas	Winter weather preparation
<b>News release,</b> Dec. 24 at 4:43 a.m. Carolinas	Requesting energy conservation
<b>Employee email,</b> Dec. 24 at 5:58 a.m., Carolinas employees	Requesting energy conservation
<b>News release,</b> Dec. 24 at 8:00 a.m.	Announcing temporary rotating outages and our team of communicators were proactively pitching and doing media interviews throughout the day
<b>News release,</b> Dec. 24 at 3:31 p.m.	Sharing power restoration and requesting energy conservation through 10:00 a.m. on Dec. 25
<b>News release,</b> Dec. 25 at 3:51 p.m.	Thanking our customers and asking for ongoing energy conservation through 10:00 a.m. Dec. 26

<b>Social Media posts,</b> Dec. 21 at 3:20 p.m.	Twitter post winter preparations
<b>Social Media posts,</b> Dec. 22 at 9:00 a.m.	Facebook post winter preparations
<b>Social Media posts,</b> Dec. 23 at 9:55 a.m.	Twitter post safety messages (watch out for downed trees and lines)
<b>Social Media posts,</b> Dec. 23 at 1:43 p.m.	Twitter post on power restoration
<b>Social Media posts,</b> Dec. 24 at 7:40 a.m.	Twitter and Facebook posts announcing temporary rotating outages
<b>Social Media posts,</b> Dec. 24 at 12:45 p.m.	Twitter and Facebook posts updating power restoration
<b>Social Media posts,</b> Dec. 24 at 3:45 p.m.	Twitter and Facebook posts on restoration update and appeal for conservation on Dec. 25
<b>Social Media posts,</b> Dec. 24 at 5:56 p.m.	Twitter thanking our customers
<b>Social Media posts,</b> Dec. 25 at 3:46 p.m.	Twitter and Facebook appeal for ongoing energy conservation through 10:00 a.m. Dec. 26

<b>OneNote updates,</b> Dec. 21 – Dec. 26	Continued to update throughout the event
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**WEB BANNERS AND ALERTS, MOBILE + NOTIFICATIONS (EMAIL, SMS, OUTBOUND CALL) – This timeline is organized by Channel**

**OUTAGE MAP**

<b>Outage map banner alert - timeline, Dec. 24-25, DEC/DEP</b>	12/24 at 7:25am Title: Emergency power outages underway   click to expand
--	--

Body: Due to extremely cold temperatures driving unusually high energy demand, we have begun short, temporary power outages across our system. These emergency outages, also known as rolling blackouts, are necessary to protect the energy grid against longer, more widespread outages.

The majority of these emergency outages will be restored remotely within 15-30 minutes; however, in some cases, a crew will need to be dispatched, extending restoration times. Also, it is possible that other unrelated factors, such as downed tree limbs, are also causing outages at the same time.

We will update the map as our crews provide additional information. We appreciate your patience and cooperation as we respond to this emergency situation.

12/24 at 8:50am

Title: Emergency power outages underway | [click to expand](#)

Body: Due to extremely cold temperatures driving unusually high energy demand, we have begun short, temporary power outages across our system. These emergency outages, also known as rolling blackouts, are necessary to protect the energy grid against longer, more widespread outages.

The majority of these emergency outages will be restored remotely within 30-60 minutes; however, in some cases, a crew will need to be dispatched, extending restoration times. Also, it is possible that other unrelated factors, such as downed tree limbs, are also causing outages at the same time.

We will update the map as our crews provide additional information. We appreciate your patience and cooperation as we respond to this emergency situation.

12/24 at 2:10pm

Title: Emergency power outages underway | [click to expand](#)

Body: Due to extremely cold temperatures driving unusually high energy demand, we deployed temporary power outages across our system. These emergency outages, also known as rolling blackouts were necessary to protect the energy grid against longer, more widespread outages. These temporary outages are in the process of being restored. Also, it is possible that other unrelated factors, such as downed tree limbs, are also causing outages at the same time.

We will update the map as our crews provide additional information. We appreciate your patience and cooperation as we respond to this emergency situation.

12/24 at 6:58pm

Title: Emergency power outages | [click to expand](#)

Body: Due to extremely cold temperatures driving unusually high energy demand, we deployed temporary power outages across our system. These emergency outages, also known as rolling blackouts were necessary to protect the energy grid against longer, more widespread outages. These temporary

outages are in the process of being restored. Also, it is possible that other unrelated factors, such as downed tree limbs, are also causing outages at the same time. We will update the map as our crews provide additional information. We appreciate your patience and cooperation as we respond to this emergency situation.

12/25 at 6:40am

Title: Important update | [click to expand](#)

Body: Due to extremely cold temperatures driving unusually high energy demand, we implemented temporary power outages across our system on Saturday. These emergency outages were necessary to protect the energy grid against longer, more widespread outages.


We understand this was a difficult situation given both the holidays and the cold temperatures. We are very grateful for your patience.

	<p>12/25 at 7:01am – this banner was removed at 12/25 at 11:59pm</p> <p>Title: Important outage restoration update</p> <p>Body: Crews continue to restore service from the damage caused by the week's extreme winds. The estimates on the map indicate the latest time we expect to have all service back on, though many customers will be restored before then. We know that being without power over the holidays is especially difficult and we are doing all we can to make the necessary repairs as safely and quickly as possible. We appreciate everyone's patience</p>

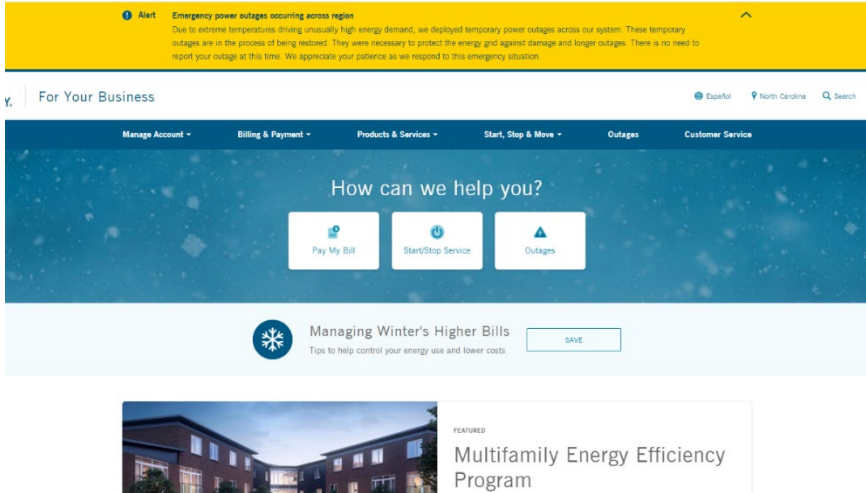
### Integrated Voice Response

<p><b>IVR (upfront message for Call Center), Dec. 24, 8:10am</b> DEC/DEP</p>	<p>Due to extreme cold temperatures driving unusually high energy demand, we have begun short, temporary power outages across our system. These emergency outages, also known as rolling blackouts, are necessary to protect the energy grid against damage and longer outages. There is no need to report your outage at this time. Most will be restored remotely within 15-30 minutes; however, in some cases, a crew will need to be dispatched, extending restoration times. We appreciate your patience as we respond to this emergency situation.</p>
<p><b>IVR (upfront message for Call Center), Dec. 24, 9:40am</b> DEC/DEP</p>	<p>Due to extreme cold temperatures driving unusually high energy demand, we have begun short, temporary power outages across our system. These emergency outages, also known as rolling blackouts, are necessary to protect the energy grid against damage and longer outages. There is no need to report your outage at this time. Most will be restored remotely within 30-60 minutes; however, in some cases, a crew will need to be dispatched, extending restoration times. We appreciate your patience as we respond to this emergency situation.</p>

### Website

<p><b>DE.com – FYH and FYB- News Banners</b> Dec. 24- 11:15am, DEC/DEP</p>	<p><b>Emergency power outages in progress</b></p> <p>The extreme cold had placed an unusual strain on the energy grid. These brief, temporary outages are necessary to protect the system.</p> <p><b>LEARN MORE &gt;</b></p> <div>  <p>Emergency power outages in progress</p> <p>The extreme cold has placed an unusual strain on the energy grid. These brief, temporary outages are necessary to protect the system.</p> <p><a href="#">LEARN MORE</a></p> </div>
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<p><b>DE.COM – Global Alert Banner – Dec.</b></p>	<p><b>Emergency power outages occurring across region</b></p> <p>Due to extreme cold temperatures driving unusually high energy demand, we have deployed temporary power outages across our system. These emergency outages are necessary to protect</p>
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<p><b>24, 1:11 pm,</b> <b>DEC/DEP</b></p>	<p>the energy grid against damage and longer outages. There is no need to report your outage at this time. We appreciate your patience as we respond to this emergency situation.</p> 
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<p><b>DE.COM - GLOBAL ALERT BANNER,</b> <b>Dec. 24, 4:27pm,</b> <b>DEC/DEP</b></p>	<p>ALERT: Due to extreme temperatures that continue to drive high energy demand, temporary power outages were needed across the Carolinas to protect the energy grid against damage &amp; longer duration outages. We apologize for any inconvenience this has caused and greatly appreciate our continued patience. We ask customers to consider powering down nonessentials and delay unnecessary energy use for the next 24-48 hours.</p>
<p><b>DE.COM – Global Alert, (FYH, FYB, Outages homepage),</b> <b>Dec. 25, 6:42pm,</b> <b>DEC/DEP</b></p>	<p>DEC/DEP Alert! The extremely low temperatures &amp; high energy demand continue to place an unusual strain on the energy grid. Please consider powering down all nonessential electric devices and delaying unnecessary energy use until 10:00a.m. Monday to help avoid rotating outages in the early morning hours. We understand this is a difficult ask given both the holidays and the cold temps and we are grateful for your efforts. Learn more (<a href="https://dukeenergyupdates.com">hyperlink dukeenergyupdates.com</a>) about how we respond to these grid emergencies and how you can help. Thank you for your cooperation.</p>
<p><b>Dukeenergyupdates .com, Dec. 24, 6:21 pm;</b>  additional copy adjustments made on <b>Dec. 25, 8:04 am</b> &amp; <b>Dec. 25, 7:18 pm</b>  <b>DEC/DEP</b></p>	<p>The extremely low temperatures and high energy demand continue to place an unusual strain on the energy grid. Please consider powering down all nonessential electric devices and delaying unnecessary energy use for the next 24-48 hours to help avoid rotating outages. Customers can help us by taking the following steps:</p> <ul style="list-style-type: none"> <li>• Select the lowest comfortable thermostat setting and bump it down several degrees whenever possible.</li> <li>• Avoid using large appliances – this means appliances with a three-pronged plug, such as dishwashers, ovens and dryers – during high-demand periods like early winter mornings.</li> <li>• Shift nonessential activities, like laundry, to late evening hours, when power demand is lower.</li> <li>• Charge electric vehicles overnight.</li> <li>• If you have an electric water heater, limit the use of hot water as much as possible.</li> </ul> <p>Emergency power outages were implemented on Saturday, Dec. 24. <a href="#">Learn more</a> about what led to these actions.</p>

## Frequently Asked Questions

What is an emergency power outage or rolling blackout?

Emergency power outages are short, temporary outages that rotate through the community to help balance the energy supply with customer demand. You may also hear these referred to as rolling blackouts from media outlets or other information sources. These outages are part of emergency procedures necessary to stabilize the grid when the current power supply is unable to meet demand.

Will this happen again in the coming days?

Duke Energy has a team of meteorologists who track weather and system operators who monitor the electric power system 24/7 to help ensure we have an adequate supply of electricity to meet customer demand. With the unprecedented cold weather, it is possible supplies could exceed demand throughout the region. We will continue to provide updates to customers and keep them informed should emergency power outages be necessary in the coming days.

How does Duke Energy determine when emergency outages should be implemented?

These temporary outages are necessary to protect the entire interconnected energy system during times when demand exceeds supply. Prior to executing rolling blackouts across the system, Duke Energy implements a variety of other measures, including temporary power reductions for large commercial and industrial customers who have previously entered into demand response contracts with us. Emergency outages for all customers are a last resort used only in grid emergencies.

Why are emergency outages ever necessary?

If the total supply of electricity across the region is too low compared to the demand, Duke Energy must act quickly to avoid damage to the grid and help protect against widespread, longer-duration power outages. Usually this only happens during times of unusually high demand, especially if combined with a significant equipment failure or unanticipated loss of power generation capacity.

Why would there be less power supply than demand?

It's rare that power demand exceeds our power supplies. However, we are seeing more weather extremes in all parts of the world, which can greatly increase demand. In addition, if these periods of high demand coincide with issues supplying power, such as unanticipated equipment failure or planned maintenance, we may need to take action to temporarily help ease the excess strain on the grid.

How long do emergency power outages last?

The duration of the outages depends on the severity of the event and will vary. We do our best to limit the outage duration and intervals in each area.

Will everyone be affected by emergency outages?

We focus first on industrial customers, who can provide us with the largest amount of capacity (as measured in watts) on the system. If we are unable to achieve the capacity needed by these initial steps, we will expand the rotation to all customer types, including commercial and residential. While all customer types could potentially be affected, the emergency event may stabilize before the rotation makes its way across the entire community.

What about critical community facilities?

We do our best to exclude critical facilities (hospitals, 911 response centers, water treatment facilities, first responder locations, etc.) from these emergency power outages. However, we always recommend these facilities have backup generation in place in case other weather events cause outages outside of our control.

(Dukeenergyupdates.com image)

# Duke Energy Updates

The extremely low temperatures and high energy demand continue to place an unusual strain on the energy grid. Please conserve nonessential electric devices and delaying unnecessary energy use for the next 24-48 hours to help avoid rotating outages.

Customers can help us by taking the following steps:

- Select the lowest comfortable thermostat setting and bump it down several degrees whenever possible.
- Avoid using large appliances – this means appliances with a three-pronged plug, such as dishwashers, ovens and dryers during periods like early winter mornings.
- Shift nonessential activities, like laundry, to late evening hours, when power demand is lower.
- Charge electric vehicles overnight.
- If you have an electric water heater, limit the use of hot water as much as possible.

Emergency power outages were implemented on Saturday, Dec. 24. [Learn more](#) about what led to these actions.

**Dukeenergyupdates  
.com, Dec. 26,  
3:30pm  
DEC/DEP**

We successfully met the expected peak energy demand in the Carolinas on Sunday, Dec. 25, and Monday, Dec. 26, thanks in large part to customer efforts to conserve power after the weekend's arctic blast placed an unusual strain on the energy grid. As a result of gradually warming temperatures and improved power availability, no additional conservation measures are needed from customers at this time.

The emergency power outages and requests for energy conservation are a rare occurrence – and a situation we always strive to avoid. Unfortunately, in this unique case, the temporary outages were necessary to protect the grid from more extensive damage, which would have meant lengthier repairs and longer, more widespread power outages.

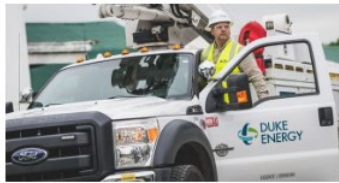


## Duke Energy Updates

We successfully met the expected peak energy demand in the Carolinas on Sunday, Dec. 25, and Monday, Dec. 26, thanks in large part to customer efforts to conserve power after the weekend's arctic blast placed an unusual strain on the energy grid. As a result of gradually warming temperatures and improved power availability, no additional conservation measures are needed from customers at this time.

The emergency power outages and requests for energy conservation are a rare occurrence – and a situation we always strive to avoid. Unfortunately, in this unique case, the temporary outages were necessary to protect the grid from more extensive damage, which would have meant lengthier repairs and longer, more widespread power outages.

### Latest News



NORTH CAROLINA  
December 26, 2022  
Duke Energy resumes normal power operations



NORTH CAROLINA  
December 25, 2022  
Duke Energy thanks customers for energy conservation that helped keep the power on today



NORTH CAROLINA  
December 24, 2022  
Duke Energy asks for continued energy conservation as power restoration continues following extreme winter temperatures

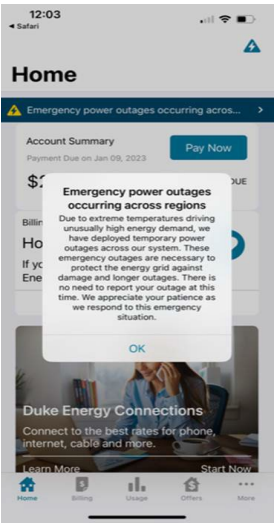
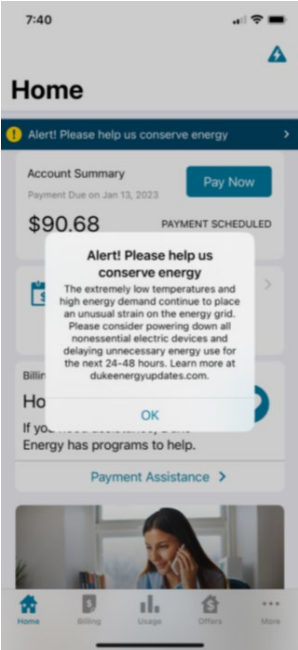
### Mobile App

**DE Mobile App banner, Dec. 24 - 11:15am**

#### Emergency power outages occurring across region

Due to extreme cold temperatures driving unusually high energy demand, we have deployed temporary power outages across our system. These emergency outages are necessary to protect the energy grid against damage and longer outages. There is no need to report your outage at this time. We appreciate your patience as we respond to this emergency situation.

**Mobile- (image)**

	
<p>Mobile App Banner message - updated on 12/25 at 7:40 AM</p>	<p><b>Alert! Please help us conserve energy</b></p> <p>The extremely low temperatures and high energy demand continue to place an unusual strain on the energy grid. Please consider powering down all nonessential electric devices and delaying unnecessary energy use for the next 24-48 hours to help avoid rotating outages through Monday.</p> 

Text/Outbound Calls

<p>SMS/Text, Dec. 24- 6pm 3.3million- DEC/DEP</p>	<p>Duke Energy: Alert! The extremely low temperatures &amp; high energy demand continue to place an unusual strain on the energy grid. Please consider powering down all</p>
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	<p>nonessential electric devices and delaying unnecessary energy use for the next 24-48 hours to help avoid rotating outages in the early morning hours tomorrow and Monday. We understand this is a difficult ask given both the holidays and the cold temps and we are grateful for your efforts. Learn more about how we respond to these grid emergencies – and how you can help at <a href="http://duk.us/32">duk.us/32</a>. Thank you for your cooperation. Text stop to cancel.</p>
<p><b>SMS/OBC, Dec. 24, 6:30pm, DEC/DEP</b> The following messages are going to customers in DEC and DEP affected by the storm event that <b>will not be restored Dec. 24.</b></p>	<p><b>SMS/TEXT</b> Duke Energy: Due to extreme temperatures driving unusually high energy demand, temporary power outages were needed this morning across the Carolinas to protect the energy grid against damage &amp; longer duration outages. These unanticipated actions had a downstream impact on our ability to restore all service to customers still affected by Friday's high winds. As a result, an adjusted estimated time of restoration was provided for those areas that will carry into Sun, Dec. 25. We sincerely apologize for this delay &amp; greatly appreciate your continued patience. Visit <a href="http://duk.us/05">duk.us/05</a>. Text STOP to cancel.</p> <p><b>OBC (VOICE)</b> This is an important outage restoration update from Duke Energy: Due to extreme temperatures driving unusually high energy demand, temporary power outages were needed this morning across the Carolinas to protect the energy grid against damage &amp; longer duration outages. These unanticipated actions had a downstream impact on our ability to restore all service to customers still affected by Friday's high winds. As a result, an adjusted estimated time of restoration was provided for those areas that will carry into Sunday. We sincerely apologize for this delay and greatly appreciate your continued patience. Visit <a href="http://duke.dash.energy.com/slash/outage-map">duke dash energy dot com slash outage-map</a> for the latest updates. Press pound to hear this message again.</p>

<p><b>SMS/Text, Dec. 25, 5:30pm, DEC/DEP</b> <b>Conservation requests</b></p>	<p><b>Thank you/conservation text to those who received a message last night:</b></p> <p>Duke Energy: Your assistance kept the lights on for everyone! While we continue to see high demand due to extreme temperatures, your energy conservation helped lessen the strain on the grid. With another day of exceptionally low temps in the forecast, we ask you to continue keeping nonessential electric devices powered down &amp; minimizing unnecessary energy until 10:00AM Monday to help avoid rotating outages in the early morning hours. Learn more about how we respond to these grid emergencies – and how you can help at <a href="http://duk.us/32">duk.us/32</a>. We are grateful for your efforts. Text stop to cancel.</p> <p><b>Conservation text to those who did NOT get a text last night:</b></p> <p>Duke Energy: Alert! The extremely low temperatures &amp; high energy demand continue to place an unusual strain on the energy grid. Please consider powering down all nonessential electric devices and delaying unnecessary energy use until 10:00AM Monday to help avoid rotating outages in the early morning hours. We understand this is a difficult ask given both the holidays and the cold temps and we are grateful for your efforts. Learn more about how we respond to these grid emergencies and how you can help at <a href="http://duk.us/32">duk.us/32</a>. Thank you for your cooperation. Text stop to cancel.</p>

Email – Thank You, Dec.  
26, 2022, 1:03pm  
DEC/DEP- All Customers



## Whether you lost power – or conserved power – we are grateful to you.

For many across the Carolinas, 2022's holiday season has been uniquely difficult. First, the gale-force winds ravaging across the U.S. took out trees, power lines and poles – leaving many in the dark. And then record cold set in, driving up energy demand and further taxing the grid.

We are grateful to all of you for your patience and understanding. First to all who lost power from that initial storm and had to wait in the bitter cold. Second, to those who lost power during the emergency outages that followed and had to wait – sometimes longer than anticipated – for power to be restored. And finally, to all who generously delayed extra energy use during this critical period to help keep the lights on for others.

The emergency power outages and requests for energy conservation are a rare occurrence – and a situation we always strive to avoid. Unfortunately, in this case, the temporary outages were necessary to protect the grid from more extensive damage, which would have meant lengthier repairs and longer, more widespread power outages.

Again, our thanks to everyone – and especially to those who had to wait, sometimes for hours longer than planned over a holiday weekend, for their power to be restored. We have never been more grateful to serve this strong and generous community.

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Feb 09 2023