



## Prepare for the possibility of extended outages and dangerous conditions from Hurricane Ian.

Hurricane Ian is gaining strength, threatening our state with hurricane-force winds, heavy rains, dangerous storm surges and flooding, starting as early as Tuesday evening. Forecasters are expecting Ian to be a slow-moving storm, which means the storm conditions and flooding could extend far inland and persist through Friday.

At Duke Energy, we have already mobilized nearly 10,000 line workers, tree professionals, damage assessment and support personnel. They will begin repairs and restoring outages as soon as possible. However, restoration in many areas may be delayed due to the combined strength and duration of this powerful storm.

Hurricane Ian is expected to create a sizeable storm surge and linger in the company's service area, which will create local flooding. Crews cannot restore power in flooded conditions and bucket trucks cannot be used in winds above 35 mph.

Given the potential severity of this storm, we encourage you to take steps to protect your business and to prepare for the likelihood of extended outages.

We hope the following tips and resources will help:

**Downed power lines.** Always assume downed lines are energized and stay away. Also, remember that power lines can be hidden by debris and standing water, so use extreme caution in flooded areas.

**Operate generators safely.** Remember to always follow the manufacturer's instructions. [Learn more here](#).

**Have an emergency plan.** Think through what you and your employees will need in an emergency, especially in the event of extended outages. Visit [FloridaDisaster.org](https://www.floridadisaster.org) to learn about your county's emergency plans, warning signals, evacuation routes and locations of emergency shelters.

**Reporting an outage:**

If you experience an outage, here are the ways you can report it:

- Report on [our website](#)
- Call [800.228.8485](tel:800.228.8485)

This is a powerful and potentially dangerous storm. We urge all customers to keep a close watch on the news and local conditions. Please stay safe and aware throughout this event.