



PEOPLE CARING FOR PEOPLE THIRD-PARTY NOTIFICATION

What Is Medical Alert?

Medical Alert is a Duke Energy program designed to serve as a safety net for customer households with special medical needs. It ensures careful handling of accounts when disconnection of electric service could adversely affect the wellbeing of a household member. Indicators are placed on the customer's records and meter base to ensure the account is handled with special care if service becomes subject to disconnection due to nonpayment of a past due bill.

Participation in the Medical Alert program does not exclude the household from disconnection for nonpayment. However, if a customer cannot pay the past due amount in full, payment arrangements can usually be made to avoid an interruption of service.

Additionally, while Duke Energy is committed to providing safe, reliable service, we cannot guarantee Medical Alert customers a constant supply of electricity or priority treatment during an outage. Customer households with medical needs should make preparations in advance for extended outages due to storms or other causes. Customers can participate in the Medical Alert program if a member of the household is chronically or seriously ill, disabled or on a life support system.

For more information about this program or to request a Medical Alert application form, please contact Duke Energy at 1-800-943-6914.



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www.duke-energy.com

What is Third-Party Notification?

Third-Party Notification is a free service designed to act as a safety net for elderly customers and those with special needs. The program provides a secondary notification when electric service is subject to disconnection for nonpayment.

How Does Third-Party Notification Work?

When the primary disconnection notice is issued to the affected customer, Duke Energy will supply an additional notice for the designated third-party. The third-party can be a relative, friend, caretaker or anyone else the customer chooses.

While the third-party is not responsible for paying the bill, they can help the customer avoid an interruption of electric service. This can be especially important when periods of extreme temperatures could have an impact on the occupant's well-being.

How Do I Enroll in the Third-Party Notification Program?

You may complete the attached form and return it with your electric payment or you can sign up online by visiting www.duke-energy.com. An electronic enrollment form can be found by typing "third-party" in the Search box of the home page.

ADDITIONAL RESOURCES

N.C. Department of Health and Human Services Care-line

1-800-662-7030

S.C. Lieutenant Governor's Office on Aging

1-800-868-9095

Third-Party Notification Enrollment Form

To sign up for Third-Party Notification, simply complete this form and return with your electric payment.



Customer Name

Account Number

Address

City

State

Zip

Phone

Signature

Date

Third-Party Name

Address

City

State

Zip

Phone

Signature

Date

NOTE: While Duke Energy will send a copy of a final notice to the designated third-party, the customer and third-party agree that Duke Energy will incur no liability for failure of the third-party to receive the requested notification.