

# Surviving Winter Storms

An important part of our commitment to you is to keep you informed and help you stay safe when storms strike. Here's some useful information to have on hand:

- If you lose power, **report your outage at 1.800.419.6356**. You can access our system anytime, anywhere and receive an estimated time of restoration for your home or business. Once power is restored, the system can call you back to make sure your electricity is working properly.
- Only use generators in well-ventilated areas. Never use them indoors or in attached garages.
- Always avoid low-hanging or downed power lines, and keep children and pets away too.
- If you find damage, don't turn on your power until an electrician has inspected your home to make sure it's safe. Progress Energy can help you find a qualified, licensed electrical contractor. Simply call 1.888.999.8856 for a free, no-obligation referral.

For safety tips, storm updates and information about how we restore power, please visit **[progress-energy.com/storm](https://www.progress-energy.com/storm)**.



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# Preparing for Winter Storms

Winter can bring severe weather including snow and ice storms, but you can rest easy that Progress Energy is prepared for whatever Mother Nature brings our way.

- We plan and prepare for storms all year round with practice drills to test and improve our storm readiness.
- We're continually re-investing in our infrastructure to make our system even more reliable and responsive.
- We have extensive relationships with other major utility companies that allow us to assemble thousands of additional crews to help restore power after a major storm.
- Our technologically advanced outage line can handle up to 120,000 calls per hour and provide you with current outage information.

Our storm response has earned the Edison Electric Institute Award four times in the last six years and we will continue to relentlessly pursue excellence in storm preparation and response.



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