



## BUILDING A SMARTER ENERGY FUTURE<sup>SM</sup>

Our afterhours emergency inspection process does not have a dedicated emergency phone number at this time. There is a process to support inspections by calling the dedicated outage reporting line **800.419.6356**, where any specialist should be able to assist the Inspection dept without transferring the call.

Key points to note:

- When calling the 800# for outage, say “Emergency” at the first prompt or press [1].
  - This will release you for a live agent to pick up.
  - The expectation is that when the municipal partner, not the end customer in this case, contacts Duke about the emergency inspection, the specialist answering the call should document the inspectors name, phone number, municipality they represent, customer’s address with city/state and the permit number on the customer’s outage ticket request.
- This request within Duke is to be forwarded to our Customer Delivery partners to ensure that the customer’s power is restored in a timely fashion. If needed, please do not hesitate to request a supervisor to assist. The supervisor will take the appropriate action, feedback and training initiative deemed necessary.

Since we now have more than 70 counties & towns that we serve for inspection processing, some emergencies are sent to our normal email queue. In this case, we ask that you:

- Include in the subject line of the email “**Emergency Inspection**”.
  - We have inbox rules to support routing as a priority in the mailbox queue.
- Be aware that Inspection Verification emails are processed during normal business hours Monday thru Friday.
  - Any after-hours / emergency same day support needs are better handled via the phone.

Finally, it is not our intent to create a repetition of calls for you, our external partners. During normal business hours, there should be one of two paths taken when a customer calls in to check on an inspection. If it is a past due inspection, the specialist is to provide that information to their Team Lead who will pursue the matter with the Inspections Department. If it is not past due, the specialist is to notify the customer of the next business day inspection process. We provide various methods for our customers to self-serve to determine the status of their requests. Our specialist should always state that “the inspection has not been posted to your account at this time” while determining the correct path to take regarding the customer’s inquiry.

***Afterhours Emergency Inspections:  
800.419.6356***

***FAXABLE INSPECTIONS:  
Duke Energy Progress: 800.419-5473***

***Phone:  
800.636.0581 – Service Installation Phone Specialists at Duke Energy Progress***

***E-MAIL ADDRESS:  
[inspections@pgnmail.com](mailto:inspections@pgnmail.com) - Duke Energy Progress***