



Inspections

Duke Energy's process for Electrical power being turned on:

What happens when the Durham Inspections Department sends an e-mail to Duke Energy for any electrical service to be turned on:

- The e-mail from the LDO goes to the Duke Energy Operations Center in Charlotte, NC.
- The Duke Energy Operations Center in Charlotte has to process this e-mail.
 - Keep in mind that this Operations Center is processing power notification e-mails for the entire state.
 - The goal of this Operations Center is to process all incoming power notification e-mails within one business day.
- Once processed, the Duke Energy Operations Center in Charlotte sends the notification to the local Duke Energy office.
 - The goal of the local Duke Energy office is to turn the power on within 48 hours of receiving this notification from the Duke Energy Operations Center in Charlotte.

** If the local Duke Energy office knows that the power to be turned on is for an occupied home, their intention is to turn the power back on the same day that they receive the notification from the Duke Energy Operations Center in Charlotte.

**Should you have any other questions about your power being turned on please Contact Duke Energy at 800-777-9898.