

District Weekly Bulletin

Contact Us:

Customer Service
(352) 753-4508

Administration
(352) 751-3939

Budget
(352) 674-1920

Community Standards
(352) 751-3912

Community Watch
(352) 753-0550

Property Management
(352) 753-4022

Finance Customer Service
(352) 750-0000

Human Resources
(352) 674-1905

Public Safety
(352) 205-8280

Purchasing
(352) 751-6700

Recreation Administration
(352) 674-1800

Risk Management
(352) 674-1828

Utility Operations
(352) 751-3939



This photo was submitted by Cheryl Horgan, Finance Department as part of the photo contest for the cover of the annual North Sumter County Utility Development District Audit Report. To view the entire audit report for NSCUDD or any of The Village Community Development Districts, please visit www.DistrictGov.org.

CDD Orientation

Please join us each Thursday at 10:00am at the District office located at 984 Old Mill Run to learn about how the Districts operate and other important community information. For additional information, please contact us at (352) 753-4508.



The following facilities will be temporarily closed or have scheduled maintenance:

⇒ **Savannah Recreation Center Sports Pool**

The Savannah Recreation Center Sports Pool will be closed for the installation of an aquatic access lift June 17th through June 20th.

⇒ **Saddlebrook Recreation Center Parking Lot**

A portion of the Saddlebrook Recreation Center Parking Lot will be closed through the end of July.

⇒ **Mulberry Grove Recreation Center**

The Mulberry Grove Recreation Center and all outdoor facilities will be closed for maintenance June 15th and June 16th.

⇒ **Hibiscus Tennis Courts**

The Hibiscus Tennis Courts will be closed for maintenance until further notice.

⇒ **Laurel Manor Recreation Center**

The Laurel Manor Recreation Center will be closed for maintenance July 1st through August 4th.

⇒ **Bridgeport Shuffleboard Courts**

The Bridgeport Shuffleboard Courts will be closed until further notice.

⇒ **Virginia Trace Pool**

The Virginia Trace Pool will be closed for mill and overlay of the parking lot June 12th through June 19th.

⇒ **Coconut Cove Tennis Courts**

The Coconut Cove Tennis Courts will be closed for maintenance until further notice.

⇒ **Fish Hawk Recreation Center**

The Fish Hawk Recreation Center will be closed for cleaning June 16th.

The Villages®

Community Development Districts
Executive Golf

Executive Golf Course Closures

The Tarpon Boil Executive Golf Course will re-open up for play on Wednesday, June 12th. After a much needed rest and rehabilitation, quality course conditions are back and ready for golf rounds to be played. We thank you for your patience while this course recovered.

In our efforts to keep the Executive Golf Courses in optimal condition, the following courses remain closed until further notice.

- Bogart
- Mangrove
- Redfish Run

This is a planned early maintenance recovery program to ensure quality conditions. We apologize for the inconvenience. If you have any questions or need additional information on this transition, please contact District Executive Golf Course Maintenance at 352-674-1885.

Information Provided by...

The Villages®
Community Development Districts
Recreation & Parks



WEEKEND SERVICES

Saturday and Sunday | 8a.m. – Noon

LA HACIENDA | LAKE MIONA | EISENHOWER | ROHAN
REGIONAL RECREATION CENTERS

The Recreation Department's weekend services include executive trail fees, guest ID services and activity registration. *For more resident information, call 352-674-1800.*

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Information Provided by...

The Villages®
Community Development Districts
Recreation & Parks



Father's Day Celebration

On the

LAKE SUMTER LINE



Sunday, June 16

Take your Dad out for a relaxing cruise aboard the Lake Sumter Line. Free giveaway to all fathers onboard!

TOURS – 4p.m. to sunset



ONLY
\$2.00
Per passenger
Per cruise

Tickets are non-refundable and available at the boat dock only on the day of the event.

Weather and lake conditions permitting.

For more information, call 751-7110.

The Villages
Recreation & Parks
www.DistrictGov.org

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Tue
JUNE
11

WEEK ONE

Learn To Sew

Ages: 10-13

Learn how to make a pillowcase using fabric and a sewing machine with the help of members of The Quilting Guild of The Villages.

1:00PM / *Big Cypress Recreation Center* / \$15 per child
MAX: 10 participants

Tue
JULY
16

WEEK SIX

Learn To Sew

Ages: 10-13

Learn how to make a pillowcase using fabric and a sewing machine with the help of members of The Quilting Guild of The Villages.

9:00AM / *Paradise Recreation Center* / \$15 per child
MAX: 10 participants

Tue
JULY
30

WEEK EIGHT

Learn To Sew

Ages: 10-13

Learn how to make a pillowcase using fabric and a sewing machine with the help of members of The Quilting Guild of The Villages.

9:00AM / *Eisenhower Recreation Center* / \$15 per child
MAX: 15 participants



2019
CAMP
FUN IN THE FLORIDA SUN
Villages

The Villages®
Recreation & Parks
www.DistrictGov.org

ADDITIONAL CLASSES

For more information about Camp Villages activities, call (352) 753-1716 or email LifestyleEvents@DistrictGov.org

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Information Provided by...

The Villages®

Community Development Districts
Customer Service

Are you interested in learning how the Districts operate and are funded? Would you like to know what it takes to provide public safety and fire services to residents of The Villages community? Do you want to learn more about the multitude of recreation services and activities? If you answered yes, Resident Academy is perfect for you! Participants will hear presentations from The Villages Public Safety Department, Recreation & Parks, Executive Golf, Budget, Community Standards and more! You will also have the opportunity to tour one of the wastewater treatment plants. With an improved format and no waiting list, you have two more opportunities to attend this valuable program in 2019:

- July 29th from 12:30 p.m. to 5:30 p.m.
- November 13th from 8:00 a.m. to 1:00 p.m.

To register, please visit www.DistrictGov.org or visit any Regional Recreation Center. For additional information, please contact the District Customer Service Center at (352) 753-4508.

Resident ACADEMY

CLICK ON www.DistrictGov.org FOR MORE!

Resident ACADEMY

EASY REGISTRATION

- Register online at www.DistrictGov.org by clicking on the 'Resident Academy' link.
- Register in person at the District Customer Service Center or at any Regional Recreation Center.
- For assistance, contact the District Customer Service Center at (352) 753-4508.

To keep up with what's happening, make sure you are signed up to receive e-Notifications! By signing up for these email notifications, we will notify you of future opportunities and other helpful community information. Need help signing up? Contact us at (352) 753-4508 for assistance.

Follow these 4 simple steps to sign up for e-Notifications

1 On the main page of www.DistrictGov.org click on 'Sign up for e-Notifications'

2 Enter your information

3 Choose the specific notifications you would like to receive and click 'Sign Up'

4 Check your email and confirm

For additional information or to request an accommodation, please contact the District Customer Service Center at (352) 753-4508.

The Villages®
Community Development Districts

www.DistrictGov.org

Information Provided by...



Preventative maintenance is occurring on the potable water system field valves throughout many areas of The Villages. Those customers serviced by Village Center Service Area (VCSA), Little Sumter Service Area (LSSA) and North Sumter Utilities (NSU) that will be impacted will be notified 24 hours in advance of a temporary interruption in service and will receive the following notification:

THE PUBLIC DRINKING WATER MAINS IN YOUR AREA WILL BE SHUT DOWN TEMPORARILY FOR NEEDED MAINTENANCE.

*AS A PRECAUTION, UPON RETURN OF WATER SERVICE, WE ADVISE THAT ALL WATER USED FOR **DRINKING, MAKING ICE, AND COOKING BE BOILED, FOR ALL OTHER HOUSE HOLD USES THE WATER IS ACCEPTABLE.** A ROLLING BOIL OF ONE MINUTE IS SUFFICIENT. AS AN ALTERNATIVE, BOTTLED WATER MAY BE USED.*

THIS "PRECAUTIONARY BOIL WATER NOTICE" WILL REMAIN IN EFFECT UNTIL THE MAINTENANCE TASK HAS BEEN COMPLETED AND A BACTERIOLOGICAL SURVEY SHOWS THAT THE WATER IS SAFE TO DRINK. IF YOU HAVE ANY QUESTIONS, YOU MAY CONTACT DEANNA SIMMONS, FROM THE WATER DEPARTMENT AT (352) 259-2802 (NSU WWTP).

A notice with the addresses of the affected area along with this information will be left at the door of all impacted addresses. We appreciate your patience and cooperation in order to maintain the continued integrity and safety of the District Infrastructure.

A tentative schedule of the areas impacted in the upcoming week:

6/17/19 — 3000 Sandy Lane
6/18/19 — 1728 Enrique Drive



Prevent Slips, Trips and Falls



Though they might seem harmless, slips, trips and falls are some of the most common hazards we face in the workplace and they can have serious consequences. Always following safety procedures is crucial to avoiding injury, but so is speaking up to keep your coworkers safe.

We've all been in a situation where a coworker was doing something risky and we weren't sure what to say. Here are some scenarios to consider and tips for handling these sometimes difficult conversations.

Scenario #1

You and a coworker are taking the stairs. Your coworker's arms are full with tools, coffee and a cell phone. They kindly refuse your offer to help carry a few items but then struggle up the stairs.

- Though many of us use them every day, a trip or fall down the stairs can cause serious injuries. Handrails exist for a reason so always keep a hand free when taking the stairs and encourage those around you to use the handrails.
- Open drink containers like coffee mugs can easily cause spills that then create fall hazards. Remind your coworkers to always use containers with a lid to avoid spills.
- We often refuse assistance even when we could use it. If your coworker has their arms full, insist on carrying a few items so you can both get up the stairs safely.



Scenario #2

You're walking with a few coworkers when one of them gets a text message from their spouse. They look down at their phone and attempt to text back as you all walk through a busy worksite.

- Distracted walking is a serious risk and can turn something as simple as a box into a major hazard. Just because it seems silly doesn't mean we should ignore it.
- In this instance, consider stopping and telling your coworker you'll wait with them while they finish sending their message.



- You can also be more direct, telling your coworker it is unsafe and pointing out hazards they might trip over. We can sometimes be defensive in these situations, so frame the conversation around your coworker's safety and encourage them to finish the text message once they're sitting in the break room.

Scenario #3

You notice a coworker's desk or workstation is particularly messy, with items spilling out into the hallway. They are focused on a task and don't seem to notice the mess.

- Whether it's an open filing cabinet drawer, some scattered papers on the floor or just an extra pair of shoes sticking out where people walk, these are hazards that are easily cleaned up but can cause serious injuries if left unchecked.
- We can be sensitive about our belongings, so this is another situation where it pays to avoid blame or shame. You can simply point out the hazard and offer to help clean it up with your coworker.
- If the problem persists, try being more direct and pointing out the risk it creates. In the workplace, these types of falls on the same level injured 142,770 people – and killed 151 – in 2017.¹

Remember to always report hazards to either your supervisor, safety team or through a hazard reporting system if you have one. Odds are that others are dealing with similar hazards that could be resolved with a broader solution.

Bring it home

When you see a risk with a simple fix, don't hesitate to fix it safely. This applies whether you are at work, back home or out in your community. Sometimes that fix means cleaning up a mess you didn't create or having a quick, awkward conversation, but the end result is worth it. Embrace this concept and you can help us all keep each other safe.

References

¹Injury Facts®, Falls – Same Level, 2019
<https://injuryfacts.nsc.org/work/safety-topics/falls-same-level/>

Information provided by the National Safety Council- <https://www.nsc.org/work-safety/get-involved/national-safety-month>

Information Provided by...



Rainey Construction Company is tentatively scheduled to begin resurfacing the following villa roads. Dates may be adjusted due to unforeseen circumstances, including weather.

Quail Ridge Villa - Monday, June 10 – Friday, June 14

Everything possible will be done to minimize your inconvenience. For the SAFETY of our crews and all residents, we ask that you reschedule any work or deliveries to your Villa until the paving is complete as they may be denied access. Only residents and emergency vehicles will have immediate access during the construction.

PLEASE DO NOT run your irrigation, wash your vehicle or empty your pool during the week, as it will increase the work time.

ALL vehicles and trailers must be parked OFF of the roads and the overflow parking areas must be empty, as to not impede the work.

Please be advised that newly paved roadways will take approximately one hour to cure and should not be driven on while hot! Driving before this time could result in tracking asphalt onto your driveway and damaging the new roadway.

If you must travel through the construction, PLEASE drive slowly and watch for and listen to directions provided by the contract workers.

Our goal is to give you a new road that will last a maximum life with the LEAST amount of inconvenience. Your cooperation is GREATLY APPRECIATED. If you have any questions during the work there will be someone on site to help. For additional information, please contact District Property Management at (352) 753-4022.

Information Provided by...



ARCHITECTURAL REVIEW COMMITTEE

VILLAGE CENTER COMMUNITY DEVELOPMENT DISTRICT

FOR THE LADY LAKE / LAKE COUNTY PORTION OF THE VILLAGES

Village Center Community Development District for the Lady Lake / Lake County portion of The Villages (this area does not include Fruitland Park) is seeking a **primary** and **alternate** volunteer member to serve as their representative on the Architectural Review Committee.

The **primary applicant** must be a full time resident of the Lady Lake / Lake County portion of The Villages (this area does not include Fruitland Park) and have lived in The Villages for at least one year. Candidates are recommended to have education and/or experience in any of the following areas: architecture, ability to read site plans, residential/commercial construction, building management, deed restricted communities, landscaping, county code enforcement, etc; however, this is not required. The Committee meets weekly, on Wednesdays, for approximately 4 hours (8:00 a.m. until 12:00 p.m.).

The **alternate applicant** must be a full time resident of the Lady Lake / Lake County portion of The Villages (this area does not include Fruitland Park) and have lived in The Villages for at least one year. Candidates are recommended to have education and/or experience in any of the following areas: architecture, ability to read site plans, residential/commercial construction, building management, deed restricted communities, landscaping, county code enforcement, etc; however, this is not required. This requires attendance at the ARC meeting every week for the first four (4) weeks and once every month thereafter. The Committee meets weekly, on Wednesdays, for approximately 4 hours (8:00 a.m. until 12:00 p.m.).

If you are interested in becoming a primary or alternate volunteer representative for the Lady Lake / Lake County portion of The Villages, please contact the Community Standards Department at 352-751-3912 or visit our website at www.DistrictGov.org. Applications for the primary and alternate member are due no later than Monday, July 15, 2019.

Information Provided by...



NOTICE OF VACANCY VILLAGE COMMUNITY DEVELOPMENT DISTRICT NO. 1 BOARD OF SUPERVISORS

The Village Community Development District No. 1 Board of Supervisors is seeking applicants who are interested in filling Seat 4, which was recently vacated due to the resignation of the Board Supervisor. The remainder of the existing four (4) year term for the vacated Seat will expire in November 2022.

Any interested applicants must be a qualified elector which is defined by Florida Statute 190 as "any person at least 18 years of age who is a citizen of the United States, a legal resident of Florida and of the district, and who registers to vote with the Supervisor of Elections in the county in which the district land is located". To obtain additional information or request an application you may contact Jennifer McQueary, District Clerk at (352) 751-3939 or obtain a copy of the application on the www.DistrictGov.org website.

**Applications must be submitted to the District Clerk no later than
5 p.m. on Friday, June 28, 2019
at the District Office, 984 Old Mill Run, The Villages.**

The Board of Supervisors will interview applicants during a Board Meeting to be held on **Friday, July 12, 2019 at 8:00 a.m.** in the **District Office Board Room, 984 Old Mill Run, The Villages, FL.**

****The Board of Supervisors welcome interested applicants to include a resume with their experience as an attachment to the application.****

IMPORTANT INFORMATION FOR RESIDENTS RESIDING IN DISTRICT 12

As part of the City of Wildwood's and the privately owned South Sumter Utility Company's (Utility) potable water system maintenance program, the Utility has contracted with Jacobs/CH2M to develop and implement a Unidirectional Flushing (UDF) Program for all areas of The Villages south of SR 44. UDF programs are commonly used across North America to improve operations, enhance the water system and improve service standards. One of the goals of this program is to help alleviate some of the discolored water issues that have been intermittently experienced. An additional goal is to help prepare the potable water system for a change in water source. During the month of July, the water source for The Villages south of SR 44 will transition to the new Water Treatment Plant (WTP) that is being constructed near the intersection of CR 468 and the Turnpike.

The UDF Program began during the week of May 28th and is anticipated to continue for approximately 5 to 6 weeks in order for all areas of the potable water system to be addressed. The duration for each area being flushed is anticipated to be approximately 2 to 4 days and will occur during weekdays between the hours of 7 am and 6 pm. Immediately prior to the beginning of UDF activities in each area, door hanger notices will be placed at each residence or commercial facility.

For additional information, please contact the District Utility Customer Service office at (352) 750-0000.



What's Happening in Your District...



Interested parties are invited to attend a District sponsored presentation focused on long range solid waste management and recycling planning. The presentation will take place as a part of the North Sumter County Utility Dependent District regular meeting at 9 am on Thursday, June 20, 2019 at the Laurel Manor Regional Recreation Center. This meeting is open to all interested parties. The presentation will focus on international environmental and economic conditions impacting our local market and the associated economic impacts. For more information please contact the District Administration at 352-751-3939.



What's Happening in Your District...

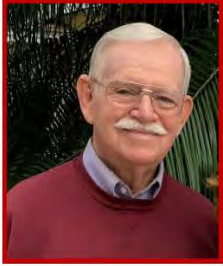


Location Change for District 4

June Board Meeting

Please note: The Village Community Development District No. 4 Board Meeting scheduled to be held at 1:30 p.m. on Friday, June 14, 2019 will be held at the **Mulberry Grove Regional Recreation Center located at 8445 SE 165th Mulberry Lane in the Center Liberty/Old Glory Rooms** and not at the Savannah Regional Recreation Center.

For additional information on District Board meeting schedules, please visit www.DistrictGov.org.



District 4 - Q&A Meetings!

Monday, June 10th
Thursday, June 13th

This month's Question & Answer meeting will be hosted by Don Deakin, Supervisor and Amenity Authority Committee (AAC) Representative.

In order to improve communications, each month residents have an opportunity to "chat" with a Supervisor of District 4. Residents are able to sit down together to discuss any topics they would like pertaining to District 4.

The purpose of the meetings is to provide residents with the opportunity to ask questions, get answers, share concerns, offer suggestions and address rumors.

These "Q&A Meetings" provide an informal setting with no agenda, no scheduled speakers and no microphones.

- All meetings are held at **Mulberry Grove Recreation Center**
- Meetings begin at **7:00 PM** and end at 9:00 PM. (Residents are invited to attend the entire meeting to listen to other residents' questions, but each resident may arrive and depart on their own schedule.)
- Because residents choose the topics, each meeting will be different.

TOPICS discussed at previous D4 Question & Answer Meetings have included:

- Amenity Authority Committee
- Amenity Deferral Rates
- Architectural Review Committee (ARC)
- Bonds (District 4 & AAC)
- Church Purchase
- Community Watch
- Deed Restrictions
- Dog Parks
- Emergency Storm Drain Project
- Finances (AAC)
- Finances (District 4)
- First Responders Recreation Center
- Fitness Trails
- Gates
- Hacienda Hills Country Club
- Hurricanes
- Landscaping, Fences, Walls
- Law Enforcement
- Multi-Modal Paths (MMP)
- New Developments
- Phillips Villas
- Recreation, Parks & Executive Golf
- Road Maintenance
- Sinkholes
- Soulliere (Development at Entrance)
- Soulliere Villas
- Water Usage & Surcharges
- Water Retention Areas

For more information: Call District 4 Supervisor Don Deakin at (352) 750-5395; or send an Email to: DRDeakin@aol.com or Don.Deakin@DistrictGov.org

Information Provided by



On June 11, 2019, The Villages Public Safety Department was dispatched to an animal rescue call. The caller was advising they could hear a kitten meowing but could not locate it. Firefighters from the Villages Station 45 responded and found a kitten trapped in an old exhaust pipe. Firefighters used various tools including a reciprocating saw and tin snips to free the kitten from the exhaust pipe.



Lt. Dan McGoldrick holding the rescued kitten

Information Provided by The Daily Sun

2019 Hurricane Preparedness Guide

Hurricane season in Florida began on June 1st and ends on November 30th. To help you prepare, The Daily Sun created a 2019 Hurricane Preparedness Guide.

The guide includes important phone numbers, a map for tracking storms, supply kit essentials and more! To view a copy of the 2019 Hurricane Preparedness Guide, please visit the following link.



http://thevillagesdailysun.com/app/hurricane_2019/

Information provided by Duke Energy

FLORIDA



Weathering the storm.

At Duke Energy, we're always preparing for the next storm season – and we're committed to helping you prepare too.



BUILDING A SMARTER ENERGY FUTURE™

Duke Energy is committed to providing reliable energy to our customers and restoring electric service as quickly and safely as possible after major storms cause outages. We encourage you to take the necessary precautions to protect your family and property before and after storms strike.



Three ways to report an outage



Online

duke-energy.com/outages



Text

OUT to 57801



Call

800.228.8485

Get outage alerts

Sign up online for phone or email alerts at duke-energy.com/OutageAlerts. Or text REG to 57801 for text alerts. We'll also send status updates and estimated restoration times.

Safety around power lines

- Report all power line hazards to Duke Energy at 800.228.8485 or contact your local emergency services department or agency.
- Stay away from downed or sagging power lines, and do not touch anything that is on or near a power line (i.e., trees or tree limbs, cars, ladders).
- Keep children and family pets away from areas where lines may have fallen (backyards, fields, school yards, etc.).
- If a power line falls across a car that you're in, stay in the car. If you MUST get out of the car due to a fire or other immediate life-threatening situation, do your best to jump clear of the car and land on both feet. Be sure that no part of your body is touching the car when your feet touch the ground.

Duke Energy Information Continued

Storm Safety Tips

Before the storm

- Prepare to update your Emergency Preparedness Kit. See our helpful list (below) to get started.
- Have a cellphone, battery-powered radio, TV or NOAA Weather Radio on hand to monitor official weather forecasts and other important information for your area.
- Have a plan to move yourself and your family – especially those with medical or special needs – to an alternative location in case you have to evacuate or experience an extended power outage.
- Keep a supply of water and nonperishable food items on hand.
- Ensure first-aid supplies and all medicines are readily available.
- Make sure flashlights are readily available and working and that a supply of extra batteries is on hand.
- Consider the need for specialty items such as prescription medication, baby food and additional clothing.
- Homeowners who depend on well water should draw an emergency water supply in case power to their electric water pumps is interrupted.
- If you have an emergency power source, learn how to use it properly.
- Charge cellphones, computers and other electronic devices in advance of the storm to stay connected to important safety and response information. Consider purchasing portable chargers and make sure they are fully charged as well.
- Review insurance policies, and include extra copies of the policies and other important documents in the Emergency Preparedness Kit (ideally in a waterproof container).
- Pet owners can make arrangements to stay at evacuation shelters that accept pets, friends' or family members' homes, or pet-friendly hotels.
- If you are dependent on in-home electric-powered medical equipment, consider signing up for our Medical Alert program. We'll contact you to let you know you should make plans if the power goes out. Sign up at **800.700.8744**.

For more information on how to prepare for storm season, and how Duke Energy can help, please visit duke-energy.com/StormTips.

During the storm

- If you experience a power outage, report it at duke-energy.com/storm, text **OUT** to **57801** or call **800.228.8485**.
- Consider checking on others who may benefit from your assistance.
- Consider all downed power lines and anything touching them energized and **HAZARDOUS!** Do not go near them and report the problem to Duke Energy by calling **800.228.8485**.
- Don't open freezers and refrigerators any more than absolutely necessary. Opening these appliances will allow food to thaw more quickly.
- During severe weather or power outages, turn off as many appliances and electronics as possible. After the power is restored, to help avoid damage, wait five to 10 minutes before turning them back on.

After the storm

- Replenish your supplies of batteries, bottled water and nonperishable food items in preparation for future storms.
- Have a licensed electrician disconnect your generator unless the generator has an automatic disconnection device.
- Look for damage that may prevent your power from being restored (i.e., meter pulled away from house) and make arrangements for a licensed electrician to make repairs if needed.
- Stay alert for debris-covered power lines. Closely monitor children, pets and others who may unknowingly encounter lines on the ground.
- Walk and drive cautiously. Watch out for debris-filled streets and weakened bridges. Snakes and insects can be a problem.

Flooding and electrical safety

- If rising water threatens your home – or if you evacuate your home – turn off your power at the circuit breaker panel or fuse box.
- Electric current passes easily through water, so stay away from downed power lines and electrical wires. Don't drive over – and don't stand near – downed power lines.
- Never replace a fuse or touch a circuit breaker with wet hands, or while standing on a wet or damp surface.
- If your home or business is flooded, Duke Energy cannot reconnect power until the electrical system has been inspected by a licensed electrician. If there is damage, an electrician will need to make necessary repairs and obtain certification from your local building inspection authority before power can be restored. Duke Energy can provide a free, no-obligation referral to a local reputable electrician at **888.999.8856**.

Duke Energy Information Continued

Generator safety

- Please watch for utility crews and turn the generator off when crews are in your area. The electrical load on the power lines can be hazardous for crews making repairs.
- Operate your generator outside. Never operate it inside a building or garage.
- Always follow the manufacturer's instructions to ensure safe and proper operation.
- Always have a licensed electrician install stationary or standby emergency generators.
- To avoid electrocution, plug individual appliances into the generator using heavy-duty, outdoor rated cords with a wire gauge adequate for the appliance load. This is the safest way to use a generator. Duke Energy does not recommend connecting a generator directly to a breaker panel, fuse box or meter box because of the hazard it can create for utility lineworkers.
- Obey all local, state and national electrical and fire codes.
- Store gasoline in approved fuel containers and out of children's reach.
- Keep children away from generators.
- Have a fully charged, properly rated fire extinguisher (i.e., rated for electrical and gas fires) ready at all times.
- Never replenish fuel in a generator when it is running.
- Call an electrician to repair a generator. Never attempt to repair it yourself.

Create an Emergency Preparedness Kit



Prepare for outages by assembling an emergency kit with the following items:

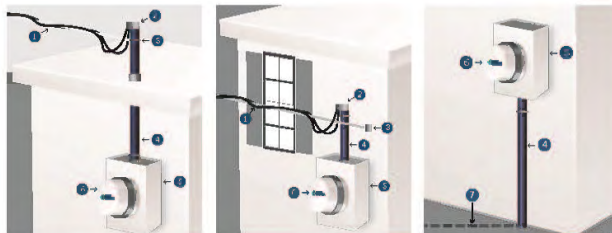
- Nonperishable food
- Manual can opener
- First-aid kit
- Non-electric clock
- Radio with batteries
- Flashlights (with spare batteries)
- Baby supplies
- Five gallons of water (per person)
- Rubber boots, sturdy shoes
- Emergency car kit
- Prescription medicines (refills)
- Pet supplies
- Cellphone and cellphone chargers

More information is available at [ready.gov/severe-weather](https://www.duke-energy.com/readygov/severe-weather).

Meter and Service Connection Damage

Who's responsible when the service connection to your house is damaged?

Exceptions apply for customers in a flood plain with an elevated meter and for customers with large homes that require special current transformer (CT) meters. Detailed information is available in the Requirements for Electric Service and Meter Installations Book at [duke-energy.com](https://www.duke-energy.com).



For residential installations in Florida, Duke Energy installs and maintains the overhead service line **1**, underground service line **7** and electric meter **6**. Installation and maintenance of the attachment hardware **3**, the weatherhead **2**, riser **4** and meter box **5** are the customer's responsibility. If the riser extends through the roof or eave, installation and maintenance are also the responsibility of the customer. These are typically installed and maintained by a licensed electrician.



Customers should avoid any contact with a damaged weatherhead, line(s) or meter box. Always assume these items are energized.

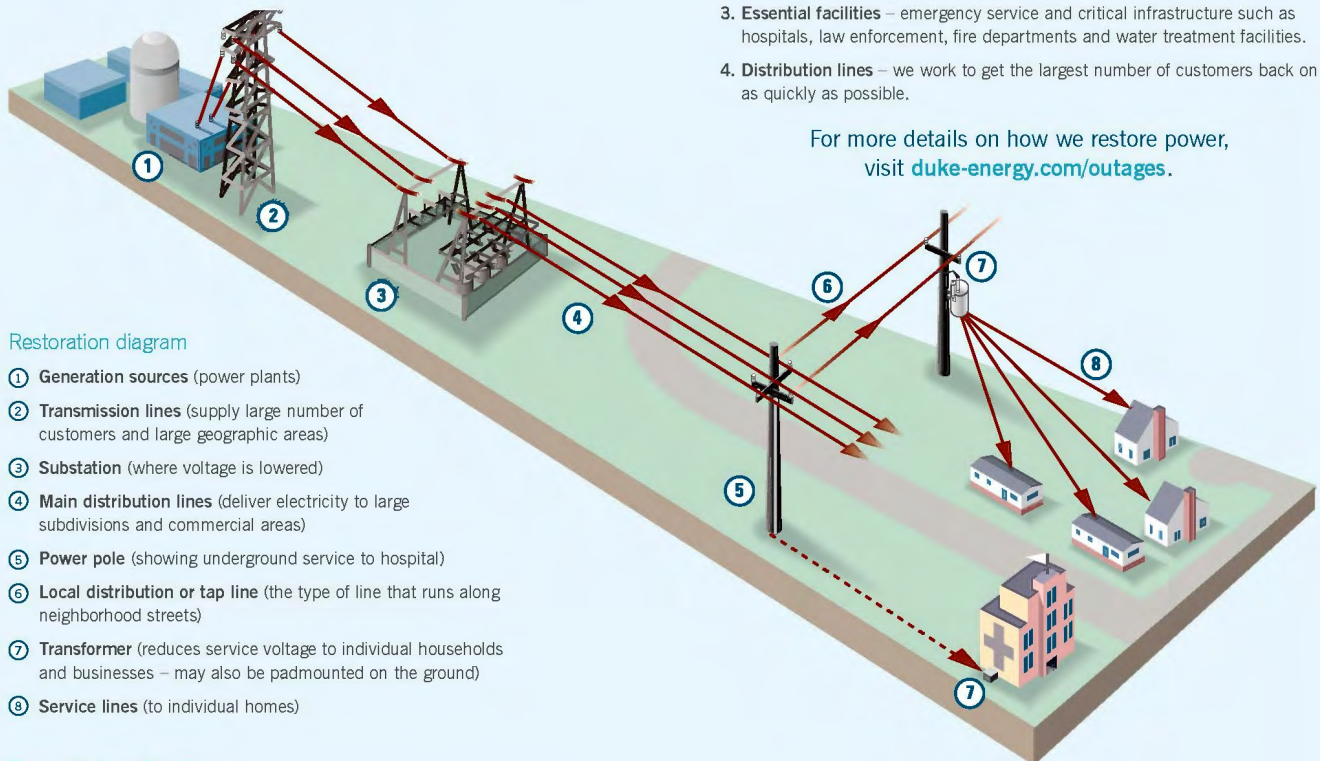
Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that runs from the service pole attachment to the meter. Customers are also responsible for their meter box, as previously explained.
- If the meter box is pulled away from your house or mobile home service pole and you have no power, the homeowner is responsible for contacting an electrician to reattach the meter box and/or provide a permanent fix. In some instances, an electrical inspection may be required by the county before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.

Duke Energy Information Continued

How Duke Energy Restores Power

Duke Energy focuses on restoring power in a sequence that enables power restoration to public health and safety facilities and to the greatest number of customers as safely and quickly as possible.



Power Outage Details

Our outage map shows currently reported outages and includes estimated restoration times. View the map at duke-energy.com/OutageMap.

During the assessment phase of restoration, the outage map may not reflect estimated times of restoration.

A typical sequence of activities, many of which occur simultaneously, is as follows:

1. **Public safety situations** – locate downed power lines and make sure electricity is no longer flowing through the wires.
2. **Transmission, substation equipment and main distribution lines** – these serve large numbers of customers and large geographic areas, and must be restored first to keep electricity flowing from power plants to neighborhoods.
3. **Essential facilities** – emergency service and critical infrastructure such as hospitals, law enforcement, fire departments and water treatment facilities.
4. **Distribution lines** – we work to get the largest number of customers back on as quickly as possible.

For more details on how we restore power, visit duke-energy.com/outages.