From: Andy Blondeau on behalf of Andy Blondeau <ablondeau@cityofclemson.org>
To: Robert Halfacre
Subject: Fwd: Storm Update - 9/29 2:30pm
Date: Sunday, September 29, 2024 3:20:21 PM

---------- Forwarded message ---------
From: **Acker, Trent** <Trent.Acker@duke-energy.com>
Date: Sun, Sep 29, 2024 at 2:36 PM
Subject: Storm Update - 9/29 2:30pm
To: Acker, Trent <Trent.Acker@duke-energy.com>

Good afternoon.

Today customers that do not have an estimated restoration time will receive the message below via text or phone. While it will not be the experience for everyone, some customers will experience extended restoration timelines as a result of the historic damage in the area.

Additional resources continue to arrive in support of ongoing damage assessments and repairs. Thank you for your continued patience.

-Trent

SMS/TEXT

Duke Energy: Our crews are working tirelessly to restore power to your area following the devastating damage caused by Helene. We expect to have power restored to the majority of customers no later than Friday evening, with the exception of areas that are inaccessible or unable to receive service. As our crews assess the situation for your specific outage, we will provide updated estimated times of restoration. Customers signed up to receive outage alerts will be notified of any updates. We recognize how challenging this situation is and appreciate your patience as we work to safely restore your service. Thank you for your continued understanding.

VOICE

This is an important update from Duke Energy. Our crews are working tirelessly to restore power to your area following the devastating damage caused by Helene. We expect to have power restored to the majority of customers no later than Friday evening, with the exception of areas that are inaccessible or unable to receive service. As our crews assess the situation for your specific outage, we will provide updated estimated times of restoration, which you can view at duke dash energy dot com slash outage map. Customers signed up to receive outage alerts will be notified of any updates. Learn more about how our alerts work at duke dash energy dot com slash storm alerts. We recognize how challenging this situation is and appreciate your patience as we work to safely restore your service. Thank you for your continued understanding. Press pound to hear this message again.

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