What is Third-Party Notification?
Third-Party Notification is a free service designed to act as a safety net for elderly customers and those with special needs. The program provides a secondary notification when electric service is subject to disconnection for nonpayment.

How Does Third-Party Notification Work?
When the primary disconnection notice is issued to the affected customer, Duke Energy will supply an additional notice for the designated third-party. The third-party can be a relative, friend, caretaker or anyone else the customer chooses.

While the third-party is not responsible for paying the bill, they can help the customer avoid an interruption of electric service. This can be especially important when periods of extreme temperatures could have an impact on the occupant’s well-being.

How Do I Enroll in the Third-Party Notification Program?
You may complete the attached form and return it with your electric payment or you can sign up online by visiting www.duke-energy.com. An electronic enrollment form can be found by typing “third-party” in the Search box of the home page.