



Frequently Asked Questions

Q: What is a service line?

A: A service line is the lower voltage power line that runs from Duke Energy's pole to the meter base on the side of your home.

Q: Will the overhead power lines in front or back of my house also be buried as part of the program?

A: No. The Weather The Storm, Keep It On program only funds the conversion of overhead service lines in residential areas. Many of the power lines are called feeder lines and they will remain overhead.

Q: Can I participate in the program if I rent the home I live in?

A: The residence may be eligible, but the request for participation in the program must come from the owner of the property because he or she will be responsible for meeting the conditions of the program, including paying any additional costs beyond the subsidy and giving Duke Energy the necessary easement for the underground line.

Q: Are multi-family dwellings such as duplexes and triplexes eligible for the program?

A: Multi-family dwellings such as condominiums, duplexes and triplexes will be reviewed on a case-by-case basis.

Q: If I own several rental homes, can I request participation in the program for each residence?

A: Yes. Each residence would be eligible for participation in the program and the \$1,500 subsidy.

Q: What if I have a garage or other building on my property that has a separate overhead service line?

A: The \$1,500 subsidy can only be applied to the cost of burying one service line. If you have an additional overhead Duke Energy service line with a separate meter base (such as one to a detached garage) you will be responsible for the full cost of converting the second line if you wish to have it buried.

Q: What if I currently lease outdoor lights from Duke Energy that are served with overhead lines?

A: Leased Duke Energy outdoor lighting is not part of the program and burial of these lines can be discussed with the Duke Energy representative during the site visit.

Q: How much will it cost me to have my service line buried?

A: The cost to convert overhead service lines will vary from residence to residence and is based on a number of factors, including the distance from the pole to the meter base on your home (the longer the distance, the greater the cost to trench) and whether Duke Energy can bury the line in a trench rather



than having to bore under a driveway, retaining wall, fence, etc. Prior to developing the cost estimate, a Duke Energy representative will meet with you on-site to evaluate your property and determine the scope of the project.

The program will pay up to \$1,500 toward the cost of converting the service line (the line from the meter base to the power pole) and you must pay the remaining balance of the cost (if applicable), in advance, before the work begins.

Q: If the cost to bury my service line is less than \$1,500, do I get to keep the remaining balance?

A: No. The homeowner does not actually receive a monetary payment; rather, Duke Energy invoices the City for 50% of the subsidy amount used.

Q: Do I have to hire an electrician to convert my meter base?

A: Not all meters will need to be converted; however, if yours does and you agree to participate in the program, you will be required to select an electrician of your choice and get a written estimate for the meter box conversion. The electrician must be certified and licensed to do business in the city of Greenville. The City will help defray the cost of the meter box conversion by issuing a check in your name for an amount up to \$300. If the estimated cost of the meter box conversion is less than \$300, the check will be issued for the exact amount. If the estimated cost of the meter box conversion is \$300 or more, the check will be issued for \$300 and you will be expected to pay the difference. Once the installation is complete, you will pay your electrician for the meter box conversion.

Q: What else do I have to do before Duke Energy can convert my service line?

A: You will be responsible for marking all privately-owned underground lines prior to construction, including invisible fences, irrigation systems, private yard lights, water lines, sewer lines, etc.

Q: What if I haven't made up my mind after 30 days?

A: If you have not notified Duke Energy of your desire to proceed by the end of the 30 days, your request will be canceled. If you decide to proceed after the 30 days have expired, your request will be added to the bottom of the waiting list.

Q: What if I haven't had my meter base converted and/or I haven't paid the additional cost by the end of the 30 days?

A: If you have not had your meter base converted or if you have not paid the outstanding balance for the cost difference by the end of the 30 days, your request will be canceled; however, you will be permitted to restart the process at any time.



Q: Will my yard and/or driveway have to be torn up in order to bury the line?

A: All reasonable care will be taken during installation to avoid damage to obvious above ground obstacles such as shrubbery or driveways; however, equipment tracks and ground disturbance will result.

Q: How long will it take for all of the work to be completed?

A: Once you've met all of the conditions required for Duke Energy to begin the work, the project will be completed within 30 days.

Q: Will I be without power at any point during the process?

A: Yes. There will be a brief outage to allow the service to be disconnected from the overhead source and reconnected to the new underground source, but this will typically take less than an hour to complete.

Q: Once my service line is buried, does that mean that I will never lose power again?

A: No. Underground service lines are not immune to weather-related outages because there may be overhead feeder lines between the residence and the Duke Energy source that could be affected by the weather event. However, following a weather event, Duke Energy will be able to restore power more quickly in your area because their crews will be able to focus on restoring the feeder lines rather than service lines, which must be restored one house at a time.

Q: What happens if my service line needs to be repaired in the future?

A: Duke Energy will continue to be responsible for the maintenance of its facilities up to your electric meter.

Q: Will the overhead cable and phone lines be buried also?

A: No. The Weather The Storm, Keep It On program only funds the conversion of Duke Energy's overhead service lines.