Premier Power Service

To protect your critical systems during times of utility power loss, Duke Energy Progress offers Premier Power Service, a backup power solution with an emphasis on reliability. With required equipment owned by Duke Energy Progress, you are free of the obligations of ownership, such as maintenance, repair, permitting and fueling. From design and installation through day-to-day operations, we take care of your backup generation needs for a single monthly fee.

Generation and Monitoring
We design your Premier Power system to transfer your critical load as quickly as possible during times of outage. Installations generally include an outside generator supported by an automatic transfer switch (ATS). Critical loads are segregated on the circuit, with the ATS functioning as the source selector for power. At a minimum, the ATS monitors the incoming utility power, and if it senses a power failure, it signals the backup generator, which will pick up the critical load in 30 seconds or less. The backup generator, depending on the amount of fuel available on site, can support the load for hours, even days. When utility power is restored, the ATS automatically returns the load to the utility source.

Custom Outsource Solution
Our technical experts review your applications’ backup needs and your site requirements to custom-design your Premier Power Service system. We assess the level of power protection your facility needs to remain continuously productive and carefully select vendor-neutral equipment to create your integrated system. All construction activities are managed by Duke Energy Progress, including the securing of all necessary emission, fuel, electric and construction permits.

Once your system is up and running, we provide full-time quality monitoring. Typical installations include a permanent power quality monitor with independent communications capability. When it detects potential abnormalities and other monitored alarm conditions, it reports them both to on-call personnel and to a centralized 24/7 control center.

Procurement and Financial
Because Premier Power Service systems are owned by Duke Energy Progress, your company carries no up-front capital expenses or overhead, maintenance or fuel costs. The service includes repair, replacement and emergency rental of all equipment. Customers may choose 5- or 10-year subscription periods, renewable at the end of the term, and payments may be included on your monthly electric bill.

Count on Premier Power Service for solid backup power solutions for your business. Our systems are built with high-quality components, and with our integrated maintenance and testing, we will provide you with a highly reliable system that will provide your facility with excellent service for many years to come.

For more information, call 1.800.433.6944 or visit duke-energy.com/progress.