



# Progress in business

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## Business as usual: Planning for pandemic flu.

At Progress Energy, we know your business depends upon reliable, high-quality power. And we're committed to providing that power day in and day out. That's why we constantly review and update our emergency plans, assessing potential risks and ensuring that we are always as prepared as possible to deliver the reliable power you need.

Lately you may have been hearing about the possibility of a pandemic flu. While

no one knows for certain when, or even if, such a pandemic may affect our service area, Progress Energy is taking steps to ensure our ability to continue providing reliable power.

Unlike a hurricane, pandemic flu is unlikely to cause widespread equipment damage or related power outages. Instead, Progress Energy is focusing our plans on protecting our workforce and our daily operations.

Our pandemic flu plans will allow us to continue all daily operations, including the generating of electricity and the staffing of our customer service centers. Because at Progress Energy we want to make sure you can always count on us to keep your business in business, with the reliable power and outstanding customer support you expect, in any situation.

### Pandemic flu. Is your business prepared?

In the event of a pandemic, businesses will play a key role in protecting both the health and safety of their employees and minimizing the impact on our economy and society. Is your business prepared?

1. Evaluate the risks to your business and identify critical roles and operations.
2. Decide how you can protect your employees, customers and overall business.
3. Establish policies to be implemented in the event of a pandemic.
4. Allocate resources to be used during such an emergency.
5. Communicate plans to your employees.
6. Share your plans with surrounding businesses and your community. Coordinate with them for everyone's benefit.

For more information visit: [pandemicflu.gov/](http://pandemicflu.gov/)  
or [floridadisaster.org](http://floridadisaster.org)



# Occupancy sensors: **Lights on. Anyone there?**

## Using occupancy sensors to lower your bills.

One of the easiest, most effective ways to lower your energy bill is simply turning off lights that aren't in use. But in a large office or business facility, how do you know which lights are really being used – and when?

Occupancy sensors may be your answer. Thanks to advances in lighting technology, most bulbs can now be turned on and off as needed without affecting lamp life. Therefore, it makes good economic sense to consider occupancy sensors that automatically control lights in places that are frequently unoccupied, such as photocopier rooms, restrooms and conference areas.

Occupancy sensors use a variety of technologies to detect heat, motion, sound or a combination, and can be mounted in either the ceiling or wall to obtain the most efficiency for a given situation.

Lighting accounts for 30 percent to 50 percent of a building's energy use. Simply turning off unneeded lights can reduce lighting energy consumption by 45 percent.

## Better efficiency. Greater savings. More incentives.

Now Progress Energy is offering better incentives than ever when you make energy-saving, bill-lowering improvements. Some available incentives include:

### Duct Check and Repair

- 50 percent of test cost up to \$30 for the first unit tested and 50 percent of repair up to \$125 per system.

### Insulation Check and Upgrade

- Rebates vary depending upon the type of insulation and square footage of your space.

### Heat Pump Check

- Up to \$350 for new heat pump systems.

### Cool Roof Installation

- 10 cents per square foot up to \$5,000 per building.

For more information about all of our improved incentives, including eligibility requirements, visit [progress-energy.com/save](http://progress-energy.com/save).



Your gift brings  
comfort to  
those in need.

Give to the **Energy Neighbor Fund**.

Your business can help a family in need. Your gift to the Energy Neighbor Fund helps families who are struggling to pay for heating, lighting and other services. Progress Energy and its employees contribute more than \$600,000 annually and 100 percent of the contributions are distributed to needy families through local social service agencies.

Our business would like to make  
a one-time contribution to the  
**Energy Neighbor Fund**.

Mail this coupon and a separate check to:  
Central Remittance, Progress Energy Florida,  
PO Box 33199, St. Petersburg, FL 33733

Thank you for your contribution to the  
Energy Neighbor Fund.

## Kilowatt hour usage vs. kilowatt demand. **What's watt?**

One frequently asked question about business energy bills has to do with kilowatt hour usage (kWh) vs. kilowatt demand (kW). Here's what you need to know.

In short, kW refers to the rate at which energy is used, while kWh refers to the overall quantity of energy used. Thinking in terms of automobile travel, kW could be thought of as how fast you are going and kWh can be compared to how far you have traveled.

All energy customers pay for the number of kilowatt hours used. However, some business and industrial customers have very high demands for electricity or kW during certain periods. Because this demand must be met with near instantaneous production of electricity, utilities must have the necessary equipment and generation capacity standing by at all times. That is why utilities typically share the cost of such capacity with business customers through a demand (kW) charge in addition to (kWh) or usages charges.



## Change your **light bulbs.** Change your bills.

One of the easiest ways to lower your energy bills is to change your incandescent bulbs for compact fluorescent lights (CFLs).

### **More efficient.**

CFLs are four times more efficient and last up to 10 times longer. That can mean an energy saving of up to 80 percent per bulb.

### **Less expensive.**

CFLs cost more initially; but given their greater efficiency and long life, each bulb will save up to \$17 a year.

### **Better for the environment.**

Replacing just one incandescent bulb with a CFL could potentially prevent about 273 pounds of carbon dioxide from being released into the atmosphere.

## Manage your expenses. Billing and payment options.

Keep your business running smoothly. Choose the billing and payment option that works best for you.

### **E-bill.**

Convenient online bill viewing and free electronic bill payment.

### **Automatic Draft.**

Free monthly deductions from the financial account of your choice.

### **Paystations.**

Pay in person by check, cash or money order.

### **Electronic check.**

Quick and easy. Convenience fee charge by third-party provider.

### **Mail.**

Return payment in the pre-addressed envelope enclosed with your bill.

For more information about these options, visit: [progress-energy.com/custservice/](http://progress-energy.com/custservice/)

## Bill-lowering at work.

Saving energy and money works for every business. Here are some ideas on how you can reduce energy expenses by making a few smart changes.

- When possible, use compact fluorescent bulbs instead of incandescents.
- Use occupancy sensors to turn off lights when not needed.
- Use programmable thermostats set appropriately for your buildings' use and location.
- Make sure building envelope and HVAC ducts are properly sealed.
- Turn off equipment such as computers, copiers, coffee machines, etc. when not in use.

For more energy-saving tips to help you lower your bills at work, visit [progress-energy.com/save](http://progress-energy.com/save)



**Need assistance?**

**Call our Business Services Center  
at 877.372.8477.**