



florida | life

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A newsletter published for our customers in Florida by Progress Energy

Summer 2005

'Tis the season

June 1 marked the official start of the hurricane season. And although we can never be sure what this volatile season will bring, one thing is certain: Progress Energy is prepared.

Last year, we successfully managed devastating, back-to-back storms, earning a record fifth Emergency Response Award from the Edison Electric Institute. But hurricane season is no time to rest, and we are determined to be even stronger and more responsive to whatever the 2005 season might bring.

The key to our success is planning and refining plans based on extensive storm experience. Our comprehensive storm-response plan begins long before the first hurricane forms. We review, revise and rehearse every step so that when the forecast does turn stormy, the pieces of the puzzle move quickly and decisively in place. We're positioned to quickly assess the damage, allocate our resources and prioritize our efforts, working from the largest, most critical outages to the smallest. And we don't stop until restoration is complete.

This year, we've incorporated several improvements to our comprehensive plan, including streamlining communications to be more efficient and effective, and increasing our call-center capacity even more to be more responsive when you need us most.

We're also working harder than ever to keep you informed, both before and after a storm. Our Web site at progress-energy.com/storms has many suggestions, including supplies to have on hand, precautions to take, and ways to cope with the worst that Mother Nature can dish out. We encourage you to read this information now, so you'll be prepared if and when the weather turns ugly.

So while there's no telling what might blow ashore this hurricane season, there is one thing you can rely upon: Progress Energy's relentless pursuit of excellence every day, in every kind of weather.

Do you have what it takes?

It's a great time to join Progress Energy. Our recent reorganization and the success of our early retirement program have created hundreds of new opportunities throughout the company.

Progress Energy has a proven track record as one of the best places to work in North Carolina, South Carolina and Florida. We've achieved this through an outstanding combination of competitive salaries and benefits, advancement opportunities and professional development training.

As one of the leading energy companies in the country, we're seeking employees who are equally top-notch and committed. Whether you're beginning your career or looking for new challenges, Progress Energy has an opportunity for you. Currently, our needs include:

- ▶ Technicians and mechanics
- ▶ Engineers
- ▶ Customer service representatives
- ▶ Line technicians
- ▶ Financial and IT
- ▶ Other professionals

To see a complete listing of job openings and to apply online, visit our Web site at progress-energy.com/employment. All resumes submitted for a job opening are reviewed by a professional recruiter.

Make a powerful difference in your career. Contact Progress Energy today.



Bills made easier with e-bill

Say goodbye to writing checks, looking for stamps and organizing paperwork. With Progress Energy's e-bill, you can quickly and easily view and pay your electric bill online, anywhere, anytime.



We continually add new features to our e-bill service to make the hassle of paying bills a thing of the past. Some of the versatile features you'll see:

- ▶ Up to 24 months of bill images – print a hard copy anytime
- ▶ Integration capabilities with financial software programs or your own worksheet
- ▶ Choose from flexible payment options, including dividing your bill between two bank accounts – great for roommates
- ▶ The service is absolutely FREE

Are you ready to say goodbye to checks, stamps and paperwork and hello to the benefits of e-bill? Sign up today at progress-energy.com/ebill.

The heat is on

With summer temperatures rising and cooling systems running for longer periods of time, Progress Energy recommends these tips to save electricity and dollars this season:

- ▶ Set your thermostat on the highest comfortable setting. You'll save 7 to 10 percent on your cooling costs for each degree above 78.
- ▶ Check air conditioner filters monthly. Dirty filters can increase operating costs by 20 percent. Don't block registers and return vents with furniture or drapes.
- ▶ Ceiling fans can make you feel cooler but don't leave them on in empty rooms since ceiling fans cool people, not rooms.
- ▶ Close blinds, drapes and shades during the hottest part of the day.

For more information on how to save energy and money this summer, visit progress-energy.com/save.





for our
Spanish-speaking
customers

Temporada de huracanes

El 1º de junio marcó el inicio oficial de la temporada de huracanes. Aunque nunca podemos saber con certeza lo que esta volátil temporada nos depara, una cosa es segura: la compañía Progress Energy está preparada.

El año pasado administramos muy efectivamente una serie de devastadoras tormentas que llegaron una tras otra. Esto nos valió batir un record al ganar nuestro quinto Premio a la Respuesta de Emergencia del Edison Electric Institute. Pero la temporada de huracanes no es el momento de descansar, y estamos decididos a ser aun más fuertes y responder de mejor manera a lo que sea que nos traiga la temporada de 2005.

La clave de nuestro éxito es la planificación y el refinamiento de planes basados en nuestra extensa experiencia con huracanes. Nuestro plan integral de respuesta a las tormentas comienza mucho antes de que se forme el primer huracán. Repasamos, modificamos y practicamos cada una de las medidas de emergencia de manera que cuando el pronóstico indica que se aproxima una tormenta, las piezas del rompecabezas caen rápida y decisivamente en posición. Estamos preparados para evaluar rápidamente los daños, asignar nuestros recursos y establecer el orden de prioridad de nuestros esfuerzos, avanzando desde los cortes más grandes y de mayor importancia hasta los más pequeños. Y no paramos hasta completar la restauración.

Este año hemos incorporado varios mejoramientos a nuestro plan integral, entre los cuales se encuentran la agilización de las comunicaciones para hacerlas más eficientes y efectivas y el aumento de la capacidad de nuestro centro de llamadas a fin de mejorar nuestra capacidad de respuesta cuando usted más nos necesita.

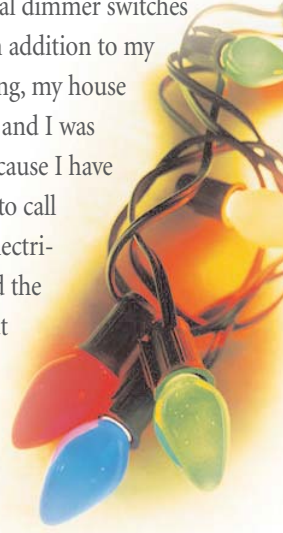
También nos estamos esforzando más que nunca para mantenerlo informado, antes y después de la tormenta. El sitio Web progress-energy.com/storms tiene muchas sugerencias, tales como los suministros que se deben tener a mano, las precauciones que se deben tomar y las maneras de enfrentarse a lo peor que la Madre Naturaleza pueda enviarnos. Le recomendamos que lea esta información ahora mismo para que esté preparado en caso de que el estado del tiempo se deteriore.

Aunque no es posible saber lo que va a llegar a nuestras costas esta temporada de huracanes, hay una cosa en que usted puede confiar: la incesante búsqueda de la excelencia de Progress Energy todo el tiempo y en todas las condiciones meteorológicas posibles.

Customer satisfaction is always our number one priority

Stephanie – Florida

Last Christmas, I installed several dimmer switches and some new outdoor lights in addition to my regular holiday lights. Before long, my house lights were blinking like a disco and I was losing my holiday cheer. But because I have HomeWIRE service, I was able to call Progress Energy. They had an electrician at my home right away and the problem resolved quickly – all at no charge to me. I didn't even have to hassle with finding an electrician who was working over the holidays. HomeWIRE saved my budget and, more than that, my holiday spirits.



Beverly – Florida

Having surge protection not only saves me worry, it also saved my home insurance policy. Our insurance company threatened to cancel our coverage because with the high incidence of lightning in Florida, the risk of damaging power surges is unusually high. However, with Progress Energy's help, we were able to prove that we had surge protection, and therefore keep our coverage. I am very thankful for the safety and the peace of mind that power surge protection has given our home.

For more information about Progress Energy HomeWIRE and surge protection services, call **1.888.999.8856**.



out & about

Sunset and Symphony Orlando Philharmonic Orchestra

Historic Bok Sanctuary
Nov. 12, 6 p.m.

Advance tickets are \$10 for adults and \$5 for children 5-12. Day of the performance tickets are \$12 for adults and \$6 for children 5-12. Children under 5 admitted free. 863.676.1408

boksanctuary.org

"The Magic School Bus Kicks Up a Storm"

Orlando Science Center

Exhibit runs until Nov. 13. For more information, visit www.osc.org

Florida Forest Festival

Perry
Oct. 21-22

Progress Energy will sponsor the annual Florida Forest Festival in Perry, including the popular Lumberjack Show Oct. 21-22. For more information, visit their Web site at floridaforestfestival.com.

Caution: work zone ahead

Work zones help protect road construction crews by prompting slower speeds where workers are doing their jobs nearby. The same concept helps protect Progress Energy crews and our customers while utility work is under way. Progress Energy employees set up work zones for a variety of activities: storm restoration, pole reconstruction following an automobile accident, outage work or even routine maintenance. Regardless of the work, it is critical for your safety – and for our workers' safety – that you steer clear and slow down whenever you see the warning signs for a work zone ahead.



Ready for anything

Although the 2005 hurricane season has just begun, Progress Energy Florida has been preparing for months.

Several months ago, we hosted our annual 911-First Responders Storm & Safety Expo at our Winter Garden Training Center, west of Orlando. Intended to increase cooperation between Progress Energy and public safety/emergency management agencies, the three-day expo was attended by approximately 600 first responders from throughout Central Florida. A similar event was held later in Citrus County.

Numerous other hurricane readiness events are planned throughout the summer. One of the most innovative can be seen at the Orlando Science Center. "The Magic School Bus

Kicks Up a Storm" exhibit is designed to educate children about the weather. Progress Energy is sponsoring the exhibit, which runs until Nov. 13. For more information, visit www.osc.org.



Progress Energy is ready for whatever the 2005 hurricane season brings our way. For more information on how you can do the same, including safety tips, visit progress-energy.com/storm.

Find words from this month's florida life

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- ASSESS
- CALM
- COMMUNICATIONS
- CUSTOMER
- ENERGY
- HURRICANE
- IMPROVEMENTS
- NATURE
- PLANNING
- PRECAUTIONS
- PREPARED
- PROGRESS
- REHEARSE
- RESTORED
- SUPPLIES

Try to discover the hidden message.

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