

florida | life

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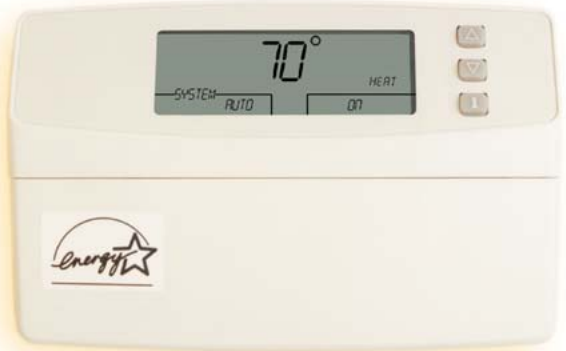
A newsletter published for our customers in Florida by Progress Energy

Winter 2005

Going the Extra Mile to Help You Manage Your Energy Costs

As the cost of fuel continues to go up, we at Progress Energy are more committed than ever to helping you use energy wisely. With our help, you can avoid waste and better manage your energy spending. For example, here are some important energy-saving tips:

- **Turn Off:** Remember to turn off lights, appliances and equipment when not in use.
- **Research:** If you're replacing a major appliance or heating/cooling system, look for models with higher seasonal efficiency ratings (SEER). We recommend a SEER rating of 14 or above for new heating/cooling systems. Call Progress Energy at **1.888.302.8348** to find out if you qualify for incentives.
- **Reduce:** Use less heating and cooling energy by setting thermostats as high in summer and as low in winter as you comfortably can. During winter, we recommend 68 to 70 degrees. Note that every degree above 70 increases your heating costs by 7 percent to 10 percent.
- **Clean:** Keep refrigerator coils, air vents and filters for your heating/cooling system clean for maximum efficiency.
- **Insulate:** Caulk, seal and insulate to avoid wasting your heated or cooled indoor air.



Every energy-saving measure you take, from switching off a lamp to a major home renovation, will reduce your overall energy spending. **Even simple measures and do-it-yourself projects can have a big impact.** And since we've already taken the extra steps to gather all the information you need, you won't even waste energy getting started. For more tips and information, visit progress-energy.com/save.

A Community of Support

Hurricanes KATRINA and RITA Restoration by the Numbers

- 2.7 million** Number of total outages caused by Katrina
- 1.5 million** Hurricane Rita outages, including those remaining from Katrina
- 1,700** Total number of Progress Energy personnel sent to region for both storms
- 14 to 16** Average hours crews worked per day

THANKS for your patience.

Many of our crews have been traveling, assisting those affected by Hurricanes Katrina and Rita. As a result, we are currently experiencing some service request delays. We realize the inconvenience this may pose for you and greatly appreciate your patience as we work to resolve the delays quickly.

In the wake of this year's devastating hurricane season, we all feel a sense of community connecting us to our fellow Americans who have suffered through Hurricanes Katrina and Rita. Like many of you, we at Progress Energy have reached out to help.

Hundreds of our employees traveled to assist with the restoration efforts. They included linemen with more than 30 years' experience, as well as seasoned support personnel to handle damage assessment, staging, logistics, safety and security issues.

They went to support their fellow citizens – and our fellow utilities. These are some of the same companies that assisted us with additional manpower and equipment during last year's brutal back-to-back hurricanes. Helping them during this critical time helps maintain a community of support we – and our customers – can count on.



Energy Efficiency Pays Off

Here's a way to increase your energy efficiency that pays off right away with special credits on your electric bill.

Sign up for our free Energy Management Program and we'll install special equipment that can briefly suspend power to your heating system or hot water heater during times of peak community demand.* Most customers say they don't notice the short and infrequent suspensions. Yet you'll be helping us conserve natural resources and reduce the need for new power plants.

You can save up to \$11.50 per month November through March. So save energy and money, all in one efficient step. Call us today: **1.888.302.8348**.

**Participants must have qualifying appliances (centrally ducted electric heating and electric water heater).*



Para nuestros
clientes de habla
hispana

Haciendo más de lo esperado para ayudar a los necesitados

Todos los días en Progress Energy, nos esforzamos por el bien de nuestros clientes, nuestra área de servicio y las comunidades que todos compartimos.

Últimamente, hemos estado conscientes de nuestro sentimiento comunitario por aquellas personas que sufrieron las devastaciones de los huracanes Katrina y Rita. **Cientos de nuestros empleados viajaron para asistir con el trabajo de restauración.** Además, hemos apoyado a las comunidades locales con subvenciones, donaciones e iniciativas de desarrollo económico que ayudan en el apoyo de la calidad de vida en general aquí en Florida.

También buscamos otras maneras en que podemos ayudar a nuestros clientes individuales con recomendaciones y otra información que necesitan. **Por ejemplo, he aquí información sobre cómo reportar un poste de luz descompuesto.**

1

Identifíquelo: Preferimos que nos diga la dirección específica o cómo llegar ahí. También nos puede dar el número de identificación impreso en el poste de luz.

2

Repórtelo: Llame al 1.800.228.8485 y oprima el # 5 en el menú de opciones telefónicas, o bien, por internet visite progress-energy.com/streetlightrepair y llene el formulario para reportar un corte de luz en un poste público.

3

Proporcione su información: Necesitamos que nos proporcione sus datos personales para garantizar que nuestro técnico pueda encontrar y resolver el problema oportunamente. ¡Gracias por su ayuda!

Para más información acerca de cómo Progress Energy puede asistirlo a usted y a su comunidad, visite nuestro sitio Web progress-energy.com.

Power to Share

At Progress Energy we believe there's nothing more powerful than strong communities. **That's why we support the communities we share through a variety of grants, donations and economic development initiatives.**

Some of these grants provide relief to people whose lives have been affected by natural disasters. Others are part of our ongoing commitment to the arts, education, economic development and environment. Together, they help to enrich our communities and bring a better quality of life for us all.

Progress Energy in the Community:

- In the wake of Hurricane Katrina, Progress Energy donated \$100,000 and matched more than \$125,000 in employee contributions to the American Red Cross.
- Through our Employee Giving Campaign, we raised nearly \$3 million in donations and matching funds for nonprofits in our service area this year.
- Progress Energy recently announced plans for a new headquarters and mixed-use development designed to bring jobs, businesses and consumers to downtown St. Petersburg.

Reporting a Streetlight Outage

It only takes three simple steps to report a malfunctioning streetlight:

1

Identify it: Specific directions or street address work best. You can also give us the ID number from the pole.

2

Report it: Call 1.800.228.8485 and press #5 from the voice menu or go to progress-energy.com/streetlightrepair and fill out the streetlight outage form.

3

Provide your information: We need your contact information to ensure that our technician can find and resolve the problem promptly. Thank you for your help!

out & about

The Chocolate Nutcracker

Friday, Dec. 9 – Sunday, Dec. 11

A true holiday treat. Friday and Saturday nights, Saturday mornings and Sunday afternoons. Please call 727.791.7400.

Sunset and Symphony – Orlando Philharmonic Orchestra

Nov. 12, 6 p.m.

Historic Bok Sanctuary presents the award-winning Orlando Philharmonic Orchestra in an evening of pops and light classics. Advance tickets are \$10 for adults and \$5 for children 5-12. Children under 5 admitted free.

Enjoy \$5 Off

A FABULOUS CONCERT BY THE Florida Orchestra

Too Hot to Handel: The Gospel Messiah

Susan Haig, conductor

A gospel version of Messiah featuring jazz, rock, gospel, funk and more.

Wed., Dec. 7, 8 p.m. / Ruth Eckerd Hall, Clearwater

Thurs., Dec. 8, 8 p.m. / Performing Arts Center, Tampa

Expires Mon., Dec. 5

Beethoven's Crowning Glory: His Symphony No. 9

Stefan Sanderling, conductor

The Master Chorale of Tampa Bay

Sat., Dec. 17, 7:30 p.m. / Pasadena

Community Church, St. Petersburg

Sun., Dec. 18, 7:30 p.m. / Ruth Eckerd Hall, Clearwater

Mon., Dec. 19, 7:30 p.m. / Performing Arts Center, Tampa

Expires Fri., Dec. 15

Tickets: \$22.50, \$35.50, \$42.50, \$50.50

Take \$5 off any of the above prices with this coupon.

Go to www.floridaorchestra.org for more information or call the ticket center at 1.800.662.7286 M-F, 9 a.m. – 5 p.m. before expiration dates noted. Mention this Progress Energy coupon when you call.

Going the Extra Mile for Our Neighbors

Every day, we look for ways to go the extra mile for our communities. One of the most important of these is by remembering those facing hard times. That's why we created our **Energy Neighbor Fund**. Supported by the Progress Energy Foundation, along with contributions from employees and customers, this fund assists low-income residents throughout our service area with their energy-related bills. These residents are often elderly or experiencing a family crisis that makes it impossible for them to afford heating, cooling or other basics. They need your help. Please join our community of support at progress-energy.com/enf.



For more information about any of our programs, visit progress-energy.com.

Find words from this month's Florida Life

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CELEBRATION
COMMUNITIES
CONTRIBUTION
EFFICIENCY
EXTRA
GOING
HOLIDAYS
HURRICANES
KATRINA
MILE
NEIGHBOR
RED CROSS
RESTORATION
RITA
SUPPORT

Try to discover the hidden message.

THE