



**Progress Energy** strives to provide you with continuous, reliable power at all times. We constantly prepare and drill for potential emergency situations that could affect power reliability, and we're using knowledge gained from this practice to develop a comprehensive plan to keep our systems running in the case of a flu pandemic.

## **What does the plan cover?**

Our plan ensures that supply needs are met and that critical positions are covered. This means our plants would have the materials and personnel necessary to produce electricity, and our linemen and call center representatives would be available to restore service and answer questions. Depending on the severity of a pandemic, we could draw upon our network of contractors and other utilities.

## **How does the plan ensure reliable power?**

Our plan ensures that our operations and infrastructure are properly supported and can continue providing reliable power throughout an emergency situation. We will provide critical communication updates to customers and the community through our Web site, the media and our customer service center.

## **How should my organization prepare?**

We encourage you to develop a preparation plan for your own business. A wealth of federal and state government pandemic flu information is available on the Web, particularly at **[www.pandemicflu.gov](http://www.pandemicflu.gov)**. In addition, many local health departments and chambers of commerce have information available to help you plan.