

# CurrentLines

from your Account Executive

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Feature story



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## Our Forecast: Calm With Good Planning

There's something about summer that brings out the kid in all of us. We start dreaming of long, lazy days and carefree nights. But the grownup in us also realizes that summer is made for more than just relaxing. Especially here in Florida, summer can be the time of our most dangerous storms and hurricanes.

Worrying about that risk need not ruin your summer fun. In this issue of CurrentLines, we look at the best cure we know for worry: planning ahead.

That's exactly what we're doing at Progress Energy. Last summer, during devastating back-to-back storms, our equipment and facilities suffered tremendous damage. Yet our commitment to restoring power as quickly and safely as possible never wavered. Now we're applying everything we learned last summer to have an even better plan for 2005.

Planning ahead is also what the Pinellas County Department of Emergency Management would like you to do. In this issue, you'll read about their comprehensive preparation for a variety of possible emergencies, and the ways they can help you do the same. You'll also find helpful advice from Michael Lewis, vice president of Distribution Operations and Support – Florida, to help you refine or even create your own business' emergency plan.

Planning ahead sounds like a lot of work. But after reading this issue of CurrentLines, we think you'll agree that a few minutes spent preparing is the best way to spend the summer relaxing.

## 'Tis the Season

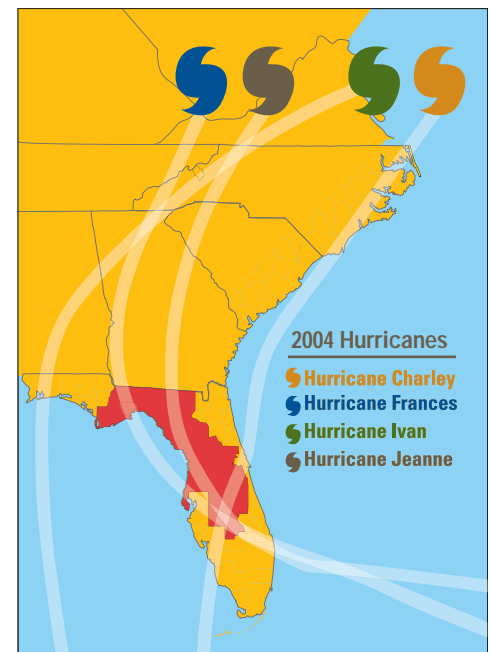
Ah, summer. The time for sunny beaches, frosty cool drinks and ... powerful storms.

As we once again move into this unpredictable season, we at Progress Energy are looking back at what we experienced last summer, and ahead to whatever may blow ashore this year.

As every Floridian knows, last year's hurricane season was unprecedented. Since record keeping began in 1851, Florida had never been hit by four major hurricanes in one year. But Charley, Frances, Ivan and Jeanne broke that 153-year-old record in just six weeks.

The situation was also unique for Progress Energy. Never before had we faced so much damage spread over our entire service area in Florida.

Yet despite these many challenges, Progress Energy did not waver in our commitment to our customers. We assembled thousands of line and service personnel from 33 states and Canada to assist with the restoration efforts. In total, we



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## In Your World:

### The Pinellas County Department of Emergency Management

No one likes to think about what might happen during an emergency. But it's an aversion that Gary Vickers, director of the Pinellas County Department of Emergency Management, wishes we would all overcome.

"Here at Emergency Management, we firmly believe that the best time to think about an emergency is long before it actually happens. By thinking through the worst possible scenarios and making reasonable preparations now, we can all be calmer about what might happen later," he said.

This philosophy clearly works. The department coordinates comprehensive countywide planning for a variety of possible emergencies and boasts an outstanding track record through such notable challenges as the 2004 hurricane season. Their approach is to identify possible hazards, rank them according to likelihood and prepare accordingly. The top concern for this area is, not surprisingly, hurricanes, followed by hazardous materials, severe weather and terrorism.

As they plan, their primary goal is always population protection. "After all," said Vickers, "we can rebuild the physical system, but not lives."

After creating preparedness plans, the department works to inform and engage the community through a variety of media. Their goal is to have every member of the community actively participate in emergency planning. No one can understand and prepare for the unique circumstances a family or business would face in an emergency better than the individuals themselves. "You cannot simply rely upon government agencies to take care of you. Everyone – residents and business owners – needs to have their own thorough emergency plan," said Vickers. "If you're a business owner, plan now to protect your equipment, facilities and, above all, employees."



Gary Vickers, director of the Pinellas County Department of Emergency Management.

"We firmly believe that the best time to think about an emergency is long before it actually happens"

In addition to planning and preparation, the department also plays an essential role when the worst does occur. In the event of an emergency, the department immediately pulls together a First Response Team to coordinate everyone's efforts and work together for the good of the community. The composition of the team varies with the type of emergency, but always includes representatives from those local agencies and companies best equipped to deal with the particular situation.



Some of the groups represented on the team include the local Red Cross, school boards and the National Guard. The department also brings in government agencies, such as the planning department, health department and medical examiner's office. And they include area utilities such as telephone, gas and Progress Energy.

"Progress Energy plays a vital part in our emergency operations center," Vickers said. "Their expertise is invaluable in helping us protect and restore essential services to the community."

The leadership and dedication shown by the Department of Emergency Management is naturally something that we at Progress Energy appreciate. And working with them is just another way we relentlessly pursue excellence for all our customers and co-workers. So it's no wonder we join the department in urging you to create your own emergency preparation plan.

If you need help, call the Pinellas County Department of Emergency Management at 727.464.3000, visit their Web site at [Pinellascounty.org/emergency](http://Pinellascounty.org/emergency) or our Web site at [progress-energy.com/storm](http://progress-energy.com/storm). It just takes a little advanced planning to make the best of even the worst situations.

## Staying Current

Answers your questions



**Michael A. Lewis**  
**Vice President**  
**Distribution Operations and Support – Florida**

Since joining the company in 1986, Michael has held a number of engineering and managerial positions throughout Florida. His current responsibilities include asset management, resource management, distribution control center, metering asset and operations, meter reading, environmental services, and system storm restoration.

### When should I begin preparing for summer storms?

In a word: now.

Hurricane season officially runs from June to November. Although most of our damaging storms have hit in August or September, other times are certainly possible. Forecasters are anticipating another volatile hurricane season this year, so it definitely pays to prepare now.

Also remember that hurricanes are not the only weather condition you're preparing for. Our unique location between the Atlantic Ocean and Gulf of Mexico raises the risk of unstable air and damaging lightning throughout the summer months.

### Are there special steps that I as a business owner or facility manager should take?

Yes. Just as individual residents need a plan to protect their homes and families, business owners need an emergency response plan for the protection of their employees, equipment and facilities.

Consider giving employees specific storm-related assignments and testing shutdown and restarting procedures so that everyone knows what to do before an emergency. You may need to invest in devices such as Transient Voltage Surge Suppression (TVSS), voltage and phase protection for sensitive equipment. And you should consider emergency security measures for your facility. Please see our Web site at [progress-energy.com/storm](http://progress-energy.com/storm) for more ideas or talk to your account executive.

### What should I do if my power does go out?

Call our Customer Outage Line at 1.800.228.8485. During an actual storm, your account executive may be busy with storm-specific assignments, but our call center is available around the clock and can handle up to 125,000 calls per hour. In addition, our Customer Service Center is the best place to get the most accurate and up-to-date restoration times and other critical information.

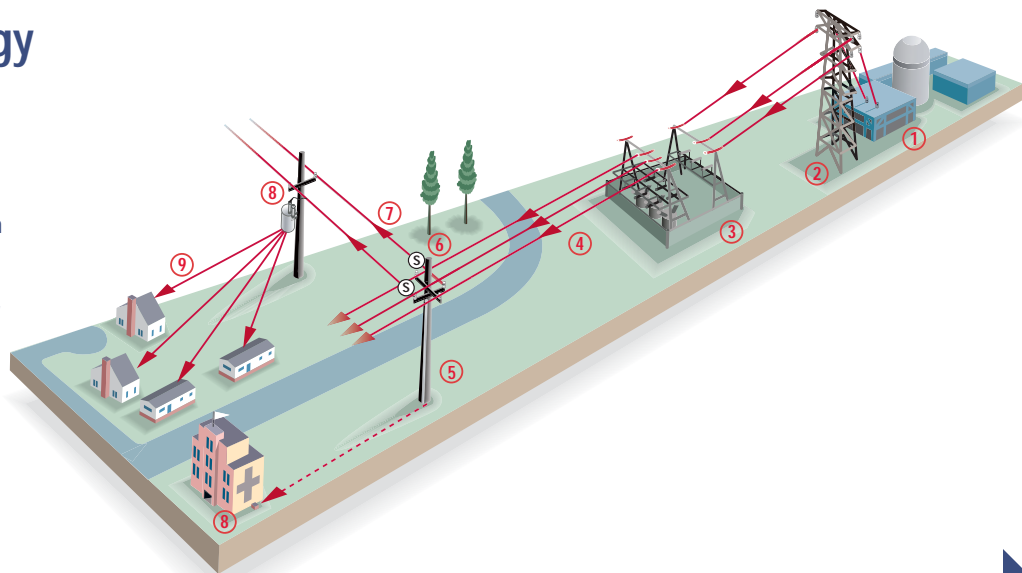
### Last time there was an outage, the hospital across the street got power back before we did. Why?

At Progress Energy, we prioritize our restoration efforts based first upon the businesses and institutions critical to our community. That means that our first efforts go to restoring power for places such as our shelters, hospitals, law enforcement facilities and wastewater treatment plants.

Next we turn our attention to the large feeders where we can restore the most customers the most quickly. After that, we work our way down to smaller branches and more isolated problem areas. Rest assured that even in the most challenging of situations, we are relentlessly committed to excellence. And that means never stopping, never relaxing our pace until every single home and business in our service area is fully restored.

## How Progress Energy Restores Power

From right to left (1) **generation sources** (power plants) and (2) **transmission lines**, (3) the **transmission-to-distribution substation** (where voltage is lowered), (4) **distribution feeder** (which might serve some facilities directly), (5) **power pole** (showing underground services to hospital), (6) **fuse** (designated by 'S'), (7) **tap line** (the type of line that runs along the streets of neighborhoods), (8) **pole-top or pad-mount transformer** (for reducing service voltage to individual households and businesses), and (9) **service lines** to individual homes.



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Tis' the Season *Continued from page 1*

## Materials used during 2004 Florida storm season

As of 09/30/04

**Primary and secondary wire**  
6,518,947 feet (nearly 1,235 miles)

**Insulators (porcelain support  
between wire and pole)**

62,979

### Poles

6,664 (more than 50 miles  
end to end)

**Transformers (overhead  
and underground)**

4,005

**Splices (used to reconnect  
severed lines)**

87,612

*Have questions or comments? Progress Energy is ready to answer your questions. Contact your account executive or e-mail [CurrentLines@pgnmail.com](mailto:CurrentLines@pgnmail.com).*

handled and restored more than 2.3 million power outages. And our outstanding performance earned us our fifth Emergency Response Award from the Edison Electric Institute.

Each of the four storms caused significant damage to our generation, distribution and transmission systems. In Florida we repaired almost 2,000 miles of distribution line, over 80 percent of our feeders and replaced more than 900 transmission poles. We also replaced 4,000 transformers and repaired 274 substations.

Damage at this scale naturally increased the number of customers who lost power. Yet rather than slowing down under the pressure of these unrelenting storms, we actually became faster and more efficient. The last hurricane, Jeanne, caused as much damage as the first, but we restored most customers almost twice as quickly.

We have reviewed, revised and drilled our comprehensive storm communication plan, and

we've made some important changes based upon lessons learned during 2004.

Some of these changes include the relocation of our storm center to a facility that offers more space and phone capacity. During the 2004 season, our outage line took more than 2.1 million calls. Should the need arise this year, we are capable of handling up to 125,000 calls each hour.

In addition, we are improving our communications with customers – before and after storms hit. And we're improving our internal communications to better coordinate our efforts and streamline operations.

With our plans in place, we at Progress Energy are calm – even knowing that the weather here in Florida often isn't. If you need more information on how you too can be prepared for the season ahead, please visit us at [progress-energy.com/storm](http://progress-energy.com/storm). We'll help you put together the perfect storm...response.

