

Storm Preparation & Safety for your Business

Storms are a part of life here in Florida, but being without power is an inconvenience nobody is prepared for. Rest assured that after storms strike, we at Progress Energy are working hard to restore power to our customers as quickly and safely as possible. We'd like to encourage you to take the necessary precautions to protect your business before and after storms strike.

Preparation

- Identify and be prepared to protect any vital equipment and/or records. Keep a supply of plastic sheeting and tape to cover cabinets, electronics, legal documents and any other vital information.
- Copy important computer information onto diskettes. Maintain a second set along with hard copies of essential documents in a safe place other than your business location.
- Discuss and establish backup security procedures. Remember, if a power outage occurs, alarm systems will not work without backup power.
- If you plan to have employees stay at your business during a storm, be sure to prepare an interior space safe from breaking windows or damage to the outside of your building.
- Have a plan in place to communicate with your customers and suppliers. Know in advance which contractors you can call on if you need building or equipment repair.

WITHOUT POWER? If your business is without power, call our automated outage restoration number at 1.800.228.8485.



Progress Energy

People. Performance. Excellence.

Generator and Electrical Safety

Generator safety

- Always operate a generator in accordance with manufacturer's guidelines and instructions. Do not operate more appliances and equipment than the output rating of the generator.
- To avoid carbon monoxide (CO) poisoning, only operate the generator outdoors in a well-ventilated, dry area away from any air intakes to your business or a neighboring business.
- To avoid electrocution, plug individual appliances or equipment directly into the generator outlets using heavy duty, outdoor rated extension cords with a wire gauge adequate for the load.
- If you plan to connect a generator directly into your main electrical wiring, a transfer switch should be installed by a licensed electrician. A transfer switch prevents backfeeding of current and allows your business to receive power through your existing electrical system, as opposed to plugging equipment into the generator.
- Never refuel a generator when the generator is hot or running. Hot generator parts could easily ignite the fuel.
- Save gas in your generator by only plugging in or turning on equipment as needed. Equipment such as refrigerators don't need to run constantly on the generator as long as the refrigerator remains at or below 40 degrees and the freezer remains at or below 0 degrees.

Electrical safety

- If rising water threatens your business – or if you evacuate your business – turn off your power at the circuit breaker panel or fuse box.
- Electric current passes easily through water, so stay away from downed power lines and electrical wires. Don't drive over – and don't stand near – downed power lines.
- Never replace a fuse or touch a circuit breaker with wet hands, or while standing on a wet or damp surface.
- If your business is flooded, Progress Energy cannot reconnect power until the electrical system has been inspected by a licensed electrician.

For more information, contact your Progress Energy account executive. To view previous issues of eCurrentLines, [click here](#).

For more information on how to prepare for this storm season, and how Progress Energy can help, please visit progress-energy.com/storm.

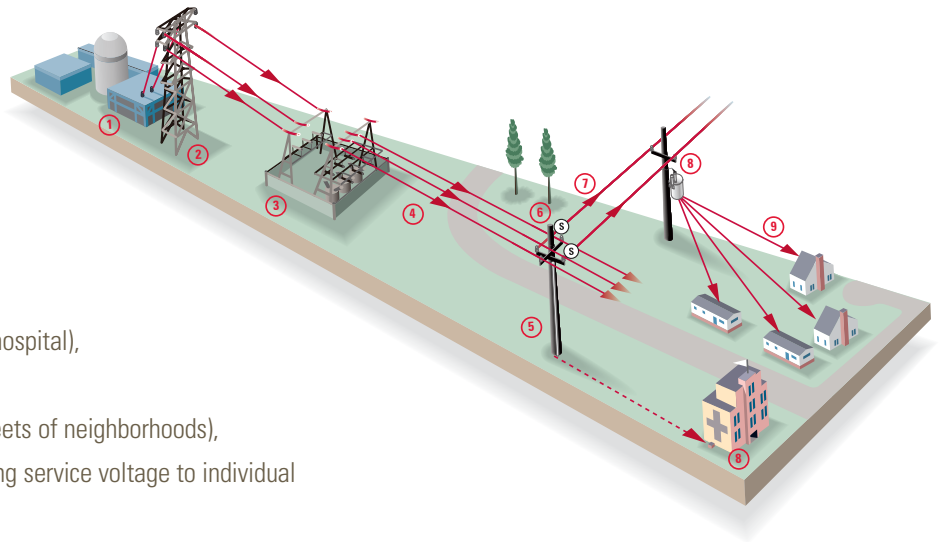


Power Restoration

After a major storm, Progress Energy's line crews go to work to restore power to the most people in the shortest amount of time. This means restoring power to generation plants and large transmission lines, followed by the distribution feeders and tap lines within the neighborhoods. We also work directly with governmental and emergency operations personnel to restore power to critical health and safety facilities such as hospitals, police and fire stations.

From left to right

- 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.



If you experience an outage,
call the Progress Energy Outage Line at **1.800.228.8485**.

OTHER HELPFUL CONTACTS

Red Cross
www.RedCross.org
1.800.435.7669

Salvation Army
www.SalvationArmy.org
1.800.996.2796

Florida Division of Emerg. Mgmt.
www.FloridaDisaster.org

NOAA's National Weather Service
www.nws.noaa.gov

FEMA
www.fema.gov
1.800.621.3362

Florida Emergency Information Line
1.800.342.3557

Homeland Security
www.dhs.gov

National Hurricane Center
www.nhc.noaa.gov

Business Disaster Survival Kit
www.fldisasterkit.com

The Weather Channel
www.weather.com