

Progress Energy Florida has focused its efforts on improving customer reliability and service, reducing the environmental impacts of providing electricity and preparing for the energy future of Florida customers. Our commitment - complemented by our ability to operate in a stable and constructive regulatory environment - has allowed the company to succeed in delivering the following operational, financial and performance achievements benefitting our more than 1.6 million customers and the state of Florida.

DELIVERING OPERATIONAL EXCELLENCE

- ❖ Excellence in customer service
 - Scored either first or second quartile in customer satisfaction for the past seven years and in customer service for the past ten years according to J.D. Power & Associates survey of residential customers.
 - Earned the J.D. Power & Associates "Founder's Award," the Edison Electric Institute "Edison Award," and the PA Consulting "ServiceOne Award" twice within the past five years.
- ❖ Proven track record of reliable service
 - Reduced customer system average outage minutes by 40 percent from 1997 to 2008.
- ❖ Industry leader in storm preparedness and restoration
 - Restored all customers within nine days after Hurricane Charley in 2004, despite the fact that more than 1.25 million people within our service territory were left without service at the peak of the storm.
 - Awarded the EEI "Emergency Response Award," the highest praise from our industry peers.
- ❖ High-performing fleet operations
 - The Crystal River nuclear plant (CR3), the company's lowest-cost, highest-capacity, carbon-free energy producer has maintained the Nuclear Regulatory Commission's highest rating in all areas since 2006.
 - Since 2003, CR3 has had the four highest performing generating cycles in plant history.
 - Our fossil fleet has generally outperformed the North American Electric Reliability Corporation averages for fleet equivalent availability (measures whether units are available when needed) and equivalent forced outage rates (measures how often units are off-line for unexpected reasons).
 - Our combustion turbine fleet's starting reliability has exceeded 99.5 percent for the past four years.
- ❖ Committed to the lowest possible price
 - Maintained essentially flat base rates for the past 25 years while the Consumer Price Index has increased 106 percent, the price of housing 113 percent, the price of food 115 percent and the price of medical care 253 percent.
- ❖ Focused on safety
 - Reduced OSHA injury rate by 70% from 2001 to 2008.

IMPLEMENTING A BALANCED SOLUTION STRATEGY FOR A SECURE ENERGY FUTURE

- ❖ National and industry leader in energy efficiency and demand-side management
 - Since 1981, our energy efficiency programs have saved customers more than \$1 billion and prevented the need for more than three new 500-MW power plants.
 - Awarded \$100 million by US Department of Energy for Smart Grid, which will create jobs and help build the electrical network of the future.
- ❖ Committed to alternative and renewable energy
 - We are currently delivering 173MW of firm renewable capacity to our customers - the most of any Florida utility - and have contracted for an additional 280MW of potential biomass capacity, including 100MW approved by the Florida Public Service Commission on Dec. 1, 2009.
 - Recognized as a leader in demonstrating and promoting promising renewable technologies for the future (e.g., hydrogen fuel cell, small-scale wind, SunSmart/SolarWise).
- ❖ State-of-the-art technology and operating Florida's most diverse mix of power plants
 - Investing in existing plants*
 - We recently repowered our Bartow plant from oil to natural gas, more than doubling its capacity to 1,200MW, significantly reducing emissions by more than 80 percent – including a 98 percent reduction of SO2 emissions - and lowering fuel costs for customers. Based on current fuel estimates, customers will save \$83 million in 2010 from this plant improvement.
 - Our investment in CR3 to increase the nuclear plant's carbon-free capacity by 180MW will save customers \$2.6 billion in fuel costs over the remaining life of the plant.
 - The installation of clean air controls at two of our coal-fired units will avoid ~50,000 tons of SO2, more than ~20,000 tons of NOX and ~250 pounds of mercury per year.
 - Our commitment to improve air quality and reduce emissions will achieve 70 percent overall system-wide reductions of both SO2 and NOX.
 - Planning for new plants*
 - We are moving forward with plans to construct 2,200MW of carbon-free nuclear capacity that will annually save customers \$1 billion a year in fuel costs and avoid 12.5 million tons of CO2. This \$17 billion investment in Florida's energy infrastructure will also create 3,000 jobs during the construction phase and 800 permanent jobs and produce a total annual economic impact of up to \$900 million.

HELPING GROW FLORIDA'S ECONOMY

- ❖ Progress Energy Florida provides more than 4,000 high-paying jobs.
- ❖ From 2001 to 2009, investments and financial contributions to Florida's economy exceeded \$13.5 billion.
- ❖ Since 2001, Progress Energy's economic development team has helped to attract more than 26,000 jobs and over \$2.3 billion in investments to the company's service area in Florida.