

The Deepwater Horizon oil spill and its impact on our customers

Progress Energy understands that some of our business, commercial, industrial and residential customers are experiencing financial hardships due to the impact of the Deepwater Horizon oil spill in the Gulf of Mexico.

We are sensitive to our customers' needs and encourage customers concerned about making ends meet and paying their electric bill to contact Progress Energy. Our customer service representatives will review your account and individual circumstances to determine what payment options are available to keep your account in good standing and avoid service interruptions due to account status.

Customers can call:

Commercial and industrial customer service: **877.342.5372**

Residential customer service: **800.700.8744**

Small business customer service: **877.372.8477**

Progress Energy's Energy Neighbor Fund for residential customers: The Energy Neighbor Fund helps provide assistance to Progress Energy customers in need. The fund helps customers pay home energy bills. Contributions to the fund come from employees, customers and organizations, and are matched, up to \$1 million annually by contributions from the Progress Energy Foundation. Funds are distributed through local social service agencies. Foundation contributions come from shareholder funds and do not affect customer rates. Contact customer service for more information.

Progress Energy customers may also be interested in the following information:

BP Claims: 800.440.0858 or <http://www.bp.com/claims>

BP's Florida Reponses website: www.floridagulfresponse.com

The State of Florida has implemented a state of emergency for 26 counties due to the impact of the spill. As a result, state and federal loans may be available to assist business experiencing losses. Counties include (Progress Energy Florida service territory listed in bold):

1. Escambia
2. Santa Rosa
3. Okaloosa
4. Walton
5. **Bay**
6. **Gulf**
7. **Franklin**
8. **Wakulla**
9. **Jefferson**
10. **Taylor**
11. **Dixie**
12. **Levy**
13. **Citrus**
14. **Hernando**
15. **Pasco**

16. **Pinellas**
17. Hillsborough
18. Manatee
19. Sarasota
20. Charlotte
21. Lee
22. Collier
23. Monroe
24. Miami-Dade
25. Broward
26. Palm Beach

Florida's Small Business Emergency Bridge Loan Program: www.floridaoilhelp.com

Federal Small Business Administration Loans: 800.659.2955

Developed June 25, 2010