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PROGRESS ENERGY SERVICE COMPANY, LLC

February 27, 2004

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Mr. Tim Devlin, Director
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

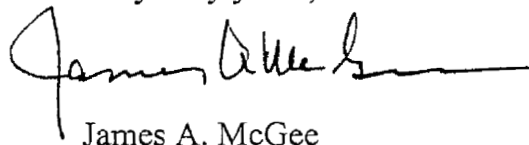
Re: Distribution Service Reliability Report for 2003

Dear Mr. Devlin:

In accordance with Commission Rule 25-6.0455, F.A.C., I have enclosed five copies of the subject report by Progress Energy Florida. The "Three Percent Feeder List" on the fourth page of the report does not provide a customer class breakdown. The computer report required to generate this information has been delayed, and I will submit a revised fourth page containing the breakdown on or before next Friday.

Please feel free to contact me or Jason Handley (407-942-9239) if you or your staff should have any questions about the report.

Very truly yours,



James A. McGee

JAM/scc

Enclosures

cc: Mr. Jason Handley

DOCUMENT NUMBER - DATE
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Progress Energy Florida

ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT FOR 2003

SAIDI = System Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}} = \frac{129,394,239}{1,508,637} = 85.8 \text{ (SAIDI)}$$

CAIDI = Customer Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}} = \frac{129,394,239}{1,909,982} = 67.7 \text{ (CAIDI)}$$

SAIFI = System Average Interruption Frequency Index

$$= \frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}} = \frac{1,909,982}{1,508,637} = 1.27 \text{ (SAIFI)}$$

MAIFIE = Momentary Average Interruption Event

$$= \frac{\text{Sum of All Customer Momentary Interruption Events (CME)}}{\text{Total number of Customers Served (C)}} = \frac{25,682,211}{1,508,637} = 17.0 \text{ (MAIFIE)}$$

L BAR = $\frac{\text{Minutes of Interruption}}{\text{Total Number of Outages}}$

$$= \frac{4,627,498}{41,873} = 110.5 \text{ (LBAR)}$$

Service Reliability Indices Data						
Progress Energy Florida				Year - 2003		
District or Service Area	# Customers Served (C)	# Interruptions (N)	Customer Minutes of Interruption (CMI)	Customers Interrupted (CI)	Customer Momentary Interruption Events (CME)	# Customers Interrupted >5
North Coastal	211,999	7,250	22,107,954	291,743	3,690,600	6,277
South Coastal	530,387	12,060	35,236,664	598,799	9,528,703	3,600
North Central Florida	421,595	13,722	45,303,134	658,286	6,474,795	10,809
South Central Florida	344,656	8,841	26,746,487	361,154	5,988,113	3,086
System Total	1,508,637	41,873	129,394,239	1,909,982	25,682,211	23,772

Service Reliability Indices					
Progress Energy Florida			Year - <u>2003</u>		
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIE (e)	CEMI5 (f)
North Coastal	104.3	75.8	1.38	17.4	2.96%
South Coastal	66.4	58.8	1.13	18.0	0.68%
North Central Florida	107.5	68.8	1.56	15.4	2.56%
South Central Florida	77.6	74.1	1.05	17.4	0.90%
System	85.8	67.7	1.27	17.0	1.58%

Primary Causes of Outage Events

Progress Energy Florida

Year - 2003

CAUSE (a)	Number of Outage Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
STORM	6,472	104	88.2
TREE-PREVENTABLE	5,380	112	73.2
ANIMAL	5,044	60	57.3
UNKNOWN	4,964	73	63.0
UG SECONDARY/SERV	3,522	139	160.5
DEFECTIVE EQUIP.	3,382	169	65.2
CONNECTR FAILURE	2,923	92	80.1
TREE-NONPREVENT	2,757	125	71.0
UG PRIMARY CABLE	2,578	173	79.9
LIGHTNING	1,103	157	70.9
All Other Causes	3,748	107	44.9
System Totals	41,873	111	67.7

Progress Energy Florida

Three Percent Feeder List
(feeders with highest number of breaker events)

Year **2003**

Primary Circuit ID (a)	Substation on Origin (b)	Location (c)	Number of Customers					Breaker Outage Events "N" (l)	Avg Duration on "L-Bar" (l)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the last 5 (1998 - 2002) (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
K1286	Lake Marion	Lake Wales					1,813	6	100.1	73.0	No	0	6/30/2004
A15	High Springs	Monticello					1,649	5	76.2	48.1	No	1	12/31/2004
A196	Archer	Monticello					884	5	128.5	91.5	No	1	6/30/2004
C4207	Anclote	Tarpon Springs					2,899	5	99.8	35.7	No	1	12/31/2004
M33	Zellwood	Apopka					245	5	94.1	62.3	No	0	3/31/2004
A195	Archer	Monticello					1	4	102.3	102.3	No	0	12/31/2004
A204	Zuber	Ocala					1,516	4	100.4	70.7	Yes	3	3/31/2004
A36	Reddick	Ocala					1,045	4	142.5	81.9	Yes	2	12/31/2004
C5013	Alderman	Tarpon Springs					1,569	4	120.9	29.4	No	0	12/31/2004
C655	Bayview	Clearwater					1,309	4	88.2	17.2	No	1	6/30/2004
M421	Lake Emma	Longwood					154	4	102.6	47.1	No	0	12/31/2004
M472	Piedmont	Apopka					1,437	4	133.5	70.3	No	0	12/31/2004
W0925	Winter Park	Longwood					1,872	4	95.5	17.3	No	0	6/30/2004
C4202	Anclote	Tarpon Springs					1,599	3	118.9	69.0	No	0	12/31/2004
A309	Orange Blossom	Ocala					2,861	3	95.0	68.0	No	0	12/31/2004
W0629	Holopaw	Conway					1,003	3	137.4	97.6	No	1	12/31/2004
W0395	Pinecastle	Conway					1,968	3	106.6	59.9	No	0	12/31/2004
C17	Clearwater	Clearwater					2,720	3	107.7	54.6	No	0	12/31/2004
W0902	Barberville	Deland					1,511	3	130.1	61.1	No	0	12/31/2004
M445	Bayridge	Apopka					1,749	3	80.8	62.7	No	0	12/31/2004
C5008	Alderman	Tarpon Springs					1,912	3	128.0	53.9	No	0	12/31/2004
M107	Wekiva	Apopka					1,545	3	224.8	77.3	No	0	12/31/2004
X46	16th Street	St. Petersburg					1,565	3	106.3	72.2	No	1	12/31/2004
W0803	Deland	Deland					2,107	3	96.6	41.3	No	0	12/31/2004
J682	Ulmerton	Walsingham					2,659	3	129.0	41.2	No	0	12/31/2004
W1105	Deland East	Deland					960	3	148.9	90.8	No	0	12/31/2004
X56	Kenneth City	Walsingham					2442	3	122.2	35.4	No	0	12/31/2004
M143	Longwood	Longwood					1,329	3	106.0	56.0	No	0	6/30/2004
J2902	Taylor Avenue	Walsingham					2,371	3	89.1	44.4	No	0	12/31/2004
M34	Zellwood	Apopka					1,443	3	113.3	45.1	No	0	12/31/2004
A202	Zuber	Ocala					1,270	3	112.9	50.1	No	0	12/31/2004
W0804	Deland	Deland					1,769	3	93.0	41.8	No	0	12/31/2004
W0408	Conway	Conway					1,439	3	120.2	38.5	No	0	12/31/2004
M572	Altamonte	Longwood					1,359	3	98.1	49.9	No	0	6/30/2004
J227	Oakhurst	Walsingham					1,421	3	81.3	41.9	No	0	12/31/2004

Note: LBAR and CAIDI figures include all devices.