



JAMES A. MCGEE
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PROGRESS ENERGY SERVICE COMPANY, LLC

February 22, 2005

VIA ELECTRONIC FILING

Ms. Blanca S. Bayó, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Annual Distribution Service Reliability Report for 2004

Dear Ms. Bayó:

Enclosed for filing on behalf of Progress Energy Florida, Inc., in accordance with Rule 25-6.0455, F.A.C., is the subject report. As noted in the report, the reliability indices contained therein are subject to possible revision based on the Commission's pending disposition of Progress Energy's request to exclude an outage event from the report in Docket No. 050060-EI.

This letter and the enclosed report will also serve to notify the Commission that Progress Energy has satisfied its commitment to achieve a 20 percent improvement in its System Average Interruption Duration Index (SAIDI) for calendar year 2004, as provided for in the Stipulation and Settlement approved by Commission Order No. PSC-92-0655-AS-EI in Docket No. 000824-EI. The 20 percent reliability improvement target established by the Stipulation and Settlement equates to a SAIDI value of 80.2 minutes. As calculated by the enclosed report, Progress Energy's actual SAIDI for 2004 is 77.0 minutes. The satisfaction of Progress Energy's reliability improvement commitment will not be altered by the outcome of Docket No. 050060-EI, since the only effect that proceeding could have on the Company's actual 2004 SAIDI results, if any, would be a further reduction, *i.e.*, improvement, of the value currently calculated by the enclosed report.

Please acknowledge your receipt of the above filing as provided in the Commission's electronic filing procedures. Thank you for your assistance in this matter.

Very truly yours,

A handwritten signature in black ink that reads 'James A. McGee'.

James A. McGee

JAM/scc
Enclosures

cc: Mr. Tim Devlin
Harold McLean, Esquire



Progress Energy

Annual Distribution Service Reliability Report for 2004

February 21, 2005

Progress Energy Florida

ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT - 2004*

SAIDI = System Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}} \quad \frac{118,613,077}{1,541,402} = 77.0 \text{ (SAIDI)}$$

CAIDI = Customer Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}} \quad \frac{118,613,077}{1,833,205} = 64.7 \text{ (CAIDI)}$$

SAIFI = System Average Interruption Frequency Index

$$= \frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}} \quad \frac{1,833,205}{1,541,402} = 1.19 \text{ (SAIFI)}$$

MAIFIE = Momentary Average Interruption Event

$$= \frac{\text{Sum of All Customer Momentary Interruption Events (CME)}}{\text{Total number of Customers Served (C)}} \quad \frac{14,979,132}{1,541,402} = 9.7 \text{ (MAIFIE)}$$

L BAR

$$= \frac{\text{Minutes of Interruption}}{\text{Total Number of Outages}} \quad \frac{4,280,855}{38,249} = 111.9 \text{ (LBAR)}$$

Distribution Service Reliability Indices Data						
Progress Energy Florida				Year: 2004		
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	176,744	7,357	23,319,520	290,469	1,042,233	8,416
South Coastal	638,170	12,583	42,339,052	697,630	8,280,132	7,277
North Central Florida	366,161	10,054	28,355,081	448,411	2,663,853	3,674
South Central Florida	360,327	8,255	24,599,424	396,695	2,993,208	1,681
System Total	1,541,402	38,249	118,613,077	1,833,205	14,979,426	21,048

* The reliability indices in this report are subject to revision based on the disposition of Progress Energy's outage exclusion request pending in Docket No. 050060-EI.

Distribution Service Reliability Report

Distribution Service Reliability Indices					
Progress Energy Florida			Year: 2004		
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIE (e)	CEMI5 (f)
North Coastal	131.9	80.3	1.22	5.9	4.76%
South Coastal	66.3	60.7	1.09	13.0	1.14%
North Central Florida	77.4	63.2	1.22	7.3	1.00%
South Central Florida	68.2	62.0	1.10	8.3	0.47%
System	77.0	64.7	1.19	9.7	1.37%

Distribution Service Reliability Report

Primary Causes of Outage Events			
Progress Energy Florida			Year: 2004
CAUSE (a)	Number of Outage Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
STORM	4,208	106	81.1
TREE-PREVENTABLE	4,546	113	71.2
ANIMAL(and Birds)	5,422	58	54.6
UNKNOWN	4,362	73	65.1
UG SECONDARY/SERV	3,450	156	182.0
DEFECTIVE EQUIP.	3,289	165	62.2
CONNECTR FAILURE	2,830	95	70.1
TREE-NONPREVENT	2,247	116	65.5
UG PRIMARY CABLE	2,323	176	80.9
LIGHTNING	2,287	125	73.0
All Other Causes	3,285	107	47.3
System Totals	38,249	112	64.7

LBAR and CAIDI include all devices.

Distribution Service Reliability Report

Three Percent Feeder List

Progress Energy Florida

Year: 2004

Primary Circuit ID (a)	Substation on Origin (b)	Location (c)	Number of Customers					Breaker Outage Events "N" (l)	Avg Duration or "L-Bar" (l)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the last 5 (1999 - 2003) (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
X259	Pilsbury	St. Petersburg	2,431	66	0	10	2,507	7	112.2	53.0	No	0	6/30/2005
N1	Madison	Monticello	945	148	0	20	1,113	6	64.3	47.2	No	0	8/31/2005
A74	Beverly Hills	Inverness	2,087	239	0	14	2,340	5	111.9	49.7	No	0	6/30/2005
C12	Clearwater	Clearwater	1,635	402	4	48	2,089	5	130.2	49.5	No	1	6/30/2005
C4	Clearwater	Clearwater	1,165	120	1	21	1,307	5	145.8	43.2	No	0	9/30/2005
C910	East Clearwater	Clearwater	1,276	656	21	33	1,986	4	84.2	37.1	No	0	6/30/2005
K17	Haines City	Lake Wales	1,408	166	1	49	1,624	4	120.5	34.4	No	0	9/30/2005
K3220	Desoto	Highlands	1,043	275	3	34	1,355	4	82.1	41.2	No	0	8/31/2005
K3245	Dundee	Lake Wales	1,106	146	0	73	1,325	4	91.5	36.7	No	0	6/30/2005
N3	Madison	Monticello	1,220	197	0	34	1,451	4	56.1	46.1	No	0	8/31/2005
W0324	Econ	Jamestown - Orlando	2,988	123	0	15	3,126	4	133.1	41.2	No	0	9/30/2005
X132	Crossroads	St. Petersburg	622	148	5	12	787	4	116.1	38.0	No	1	6/30/2005
A154	Silver Springs	Ocala	1,435	203	0	13	1,651	3	93.0	46.5	No	0	8/31/2005
A195	Archer	Monticello	1	0	2	0	3	3	50.7	50.7	Yes	1	6/30/2005
A231	Santos	Ocala	1,381	30	0	1	1,412	3	108.6	54.7	No	0	8/31/2005
A35	Reddick	Ocala	444	142	5	11	602	3	106.2	70.2	No	3	6/30/2005
C17	Clearwater	Clearwater	2,585	185	2	33	2,805	3	108.1	39.5	Yes	1	9/30/2005
C441	New Port Richey	Seven Springs	2,959	168	2	7	3,136	3	148.0	75.4	No	0	9/30/2005
J408	Largo	Clearwater	1,099	233	27	2	1,361	3	96.0	34.3	No	0	9/30/2005
K1287	Lake Marion	Lake Wales	1,653	119	0	11	1,783	3	112.3	46.3	No	0	9/30/2005
K72	Bay Hill	Buena Vista	1,236	41	0	9	1,286	3	206.1	49.3	No	0	9/30/2005
K883	Lake Wil	Buena Vista	2,206	85	0	10	2,301	3	155.3	46.7	No	1	6/30/2005
M908	Fern Park	Longwood	342	127	13	6	488	3	118.8	44.5	No	0	9/30/2005
N15	Perry North	Monticello	786	135	5	24	950	3	102.0	55.8	No	0	9/30/2005
N58	Apalachicola	Monticello	600	212	14	47	873	3	97.5	31.1	No	1	9/30/2005
W0121	Deltona	Deland	2,133	67	2	24	2,226	3	107.5	34.5	No	0	12/31/2005
W0930	Winter Park	Jamestown	823	745	30	5	1,603	3	142.6	36.9	No	0	12/31/2005
W1701	Lake Helen	Deland	1,508	137	1	24	1,670	3	78.7	34.7	No	0	12/31/2005
A1	Bellview	Ocala	2,085	387	5	37	2,514	2	110.9	67.4	No	0	12/31/2005
A124	Williston	Inverness	1,340	113	0	2	1,455	2	136.2	122.5	No	0	12/31/2005
A263	Tangerine	Inverness	1,997	224	6	58	2,285	2	141.1	113.9	No	1	12/31/2005
C103	Dunedin	Clearwater	2,781	170	0	38	2,989	2	125.0	71.7	No	0	12/31/2005
C154	Denham	Seven Springs	664	131	0	12	807	2	116.9	130.6	No	0	12/31/2005
J894	Seminole	Clearwater	4,536	477	2	46	5,061	2	112.8	51.5	No	0	12/31/2005
X285	NorthEast	St. Petersburg	3,420	213	0	7	3,640	2	157.3	68.9	No	0	12/31/2005

LBAR and CAIDI include all devices.