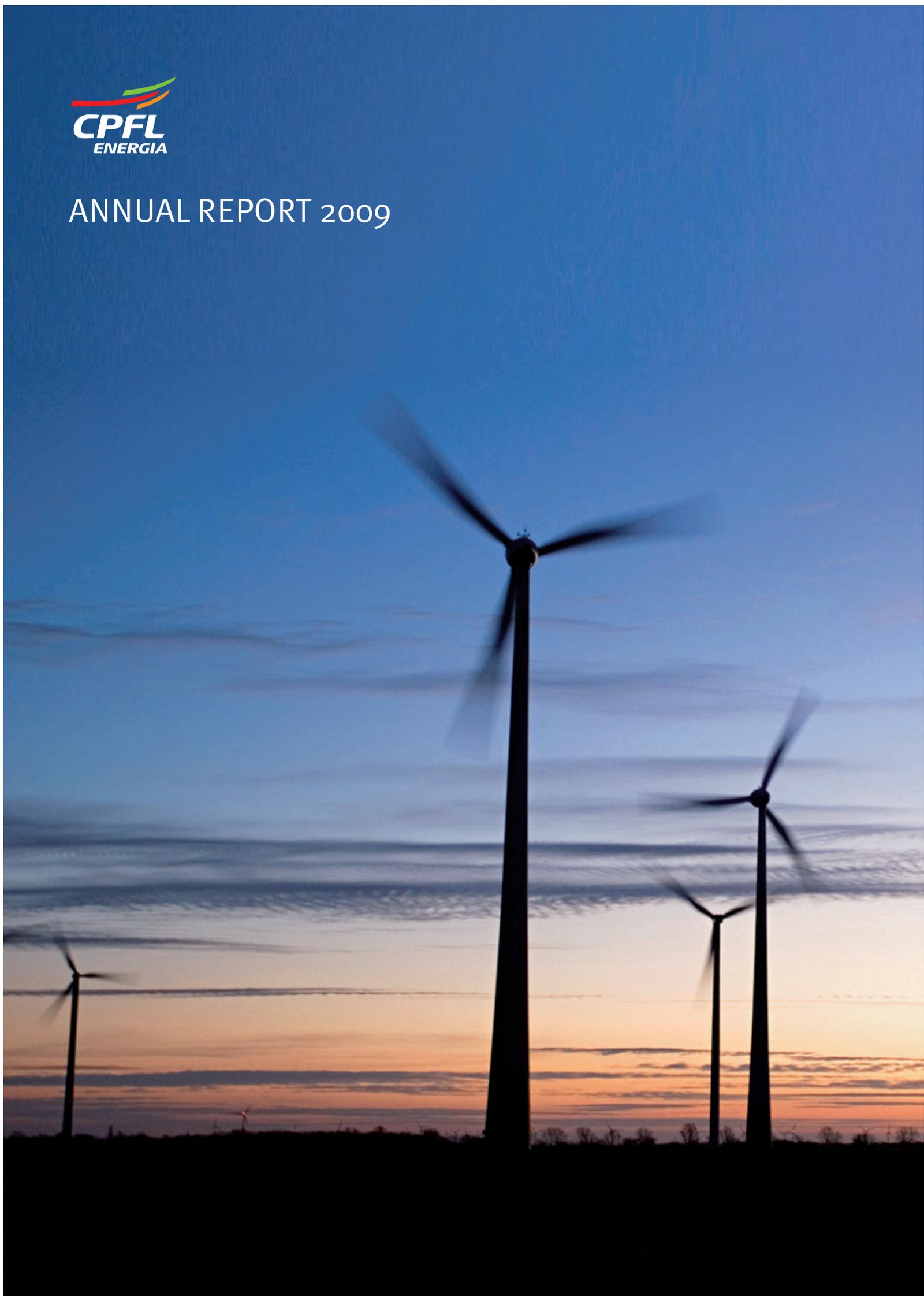




ANNUAL REPORT 2009



The CPFL Energia Group and the New Economy

The green economy; the low carbon economy; the new economy – these terms can be found, often used interchangeably, in many scientific and media reports and have been linked to other contemporary expressions such as climate change, clean or renewable energy and sustainability. As with any new turn in the economic cycle, there have been many attempts to define and, with varying degrees of precision and clarity, give meaning to the new business environment. This has inspired leaders and opinion formers and, with the appropriate degree of simplification, has trickled down to the population as a whole.

The new economy can be defined as the current stage of economic development: a means of production based on low emissions of greenhouse gases (which generally turn into carbon dioxide), more efficient use of resources in general, waste reduction, and a strong foundation of socio-environmental responsibility.

CPFL Energia is aware that the issue of energy is at the core of the new economy and that its management is a complex task, as it places in the hands of regional blocs, governments and corporations an immense responsibility for shaping the future. The idea that the world needs increasing quantities of energy which, despite increased demand, must be produced and consumed within a new paradigm forms the basis of the Company's Strategic Foundations (Vision, Mission and Corporate Action Principles) and guides the ways in which it plans and conducts its business, and relates to its many different audiences.

Even before climate change was on the global agenda, the CPFL Group was already investigating the overall environmental impact of its operations, developing strategies for mitigating the same and carrying out its operations with maximum environmental efficiency. The repowering of the Small Hydro Plants (SHPs) is a perfect case in point, as these projects were undertaken at a time when the market was focusing exclusively on large-scale hydroelectric projects.

With respect to energy from alternative sources, CPFL has been investing since the 1980s in the acquisition

of energy produced from sugar cane bagasse and has recently increased its activity in biomass with the construction of its own plants. New investments in clean energy include the construction of seven wind farms (the energy from which was contracted at a 2009 auction), as well as progress with research into electric vehicles offering greater autonomy.

This range of initiatives would not, however, be possible were it not for our continual search for the latest information and knowledge. As a result, the Company has been sponsoring dozens of discussions, lectures and workshops on the new economy, with the participation of figures such as Sir Nicholas Stern and Paul Krugman. The resulting perceptions and expertise are then used as inputs for strategic planning.

During 2009 the Company asserted its presence on two key occasions. In August it became a founding member of the Companies for Climate Group, which presented the Brazilian Government with the Open Letter to Brazil on Climate Change. In this document, the signatory companies recommended that Brazil propose voluntary goals for greenhouse gas emission reductions to the 15th Conference of Parties at the United Nations Climate Change Conference (COP 15, held in Copenhagen, Denmark). At the same time, they committed to reducing emissions from their own production processes. In December, CPFL was the only company in the Brazilian energy sector to be an official member of the Brazilian delegation at COP 15.

CPFL Energia believes that the present moment, despite the cost implications, is of much greater benefit than might have been initially thought, in the sense that it is making the production process more efficient, minimizing risk and contributing decisively to the long-term survival of businesses. From this perspective, all forecasts for the new economy point towards more efficient production processes and, as such, are in perfect harmony with the founding principles of quality and excellence we have upheld since at least the 1980s. The new economy, therefore, is the most welcome practice of a theory that is already widely known and practiced.



Introduction



The CPFL Energia 2009 Annual Report details the Group's main strategies and management practices, as well as the performance of its companies in the economic, environmental and social dimensions.

The principal reference used in preparing this Report was the methodology developed by the Global Reporting Initiative (GRI), an international organization of representatives from governments, corporations and private sector institutions. This Report has achieved an A+ score for application of the GRI guidelines, according to the number of indicators it answers.

The Report also takes into account the suggestions and recommendations of CPFL Energia's key stakeholders: shareholders, investors, market analysts, customers, consumers, suppliers, employees and executives. (See section *About This Report*.)

In order to facilitate interaction between CPFL Energia and its different audiences, the Report has been created in a blog format; in this way the reader is able to comment on the content while reading. Suggestions will be assessed and if the Company considers then appropriate, they will be incorporated into the next edition (the Report is produced annually).

Enjoy reading!

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Pedro Pullen Parente

Chairman of the
Board of Directors

GRI 1.1 GRI 1.2 Message from the Board of Directors

The foundations of the CPFL Energia Group were put to the test in 2009. The first half-year was assailed by a wave of uncertainty about the course of the global economy. Brazil suffered a contraction in industrial activity as a result of the financial crisis that shook major markets such as the European Union, the United States and Japan. By the end of the year, the recovery in emerging market economies was a cause for relief in the midst of the most severe recession since the Great Depression of the 1930s.

The pace of recovery in the major global economies will be slow and will require caution in the application of exit strategies – in other words in the withdrawal of countercyclical measures which have so far played a major role in rebalancing the economy. CPFL Energia's operational planning is based on a scenario of gradual withdrawal of stimulus measures from the first quarter onwards, so as to avoid creating new imbalances in coming years. In the Brazilian market, we are working with the prospect of significant GDP growth, resulting from a return to the cycle of investment growth, temporarily interrupted by the liquidity crisis.

There exists, therefore, a promising context for achieving the Company's growth plans. The expansion of the Brazilian economy from 2010 onward should provide opportunities for business growth. Demand for electricity will increase, driven by growth in the population's income levels and by growth in overall economic activity, and this will require an appropriate response from energy sector companies. In this respect, we are in a position to make the investments required for the successful implementation of our strategies.

Special mention needs to be made of the solid performance of the CPFL Energia Group in 2009, detailed below in the Message from the Chief Executive Officer, Wilson Ferreira Jr. It demonstrates the executive abilities of our management group, which has recently been focused on financial discipline and business diversification – both essential for taking on current and future challenges.

Our model of corporate governance, founded on the principles of transparency, equity, accountability and corporate responsibility, and implemented at all Group companies, was also fine-tuned during 2009. Highlights are the centralization of risk management, now co-coordinated by the Risk Management and Internal Controls Department, and the creation of the statutory position of Business Development Director.

The market's confidence in CPFL Energia is demonstrated by the successful issue of debentures in 2009, an operation involving seven controlled companies and raising R\$ 1.0 billion. The issue received a br AA+ rating from the Standard & Poor's. In addition, our AA+ rating for corporate governance from the Austin Rating agency was maintained and the Company continued to be included in the BM&FBovespa's Corporate Sustainability Index (ISE).

Despite the backdrop of economic instability, CPFL Energia's share price continued its upward path, with appreciation of 26.6% on the BM&FBovespa and 71.4% on the New York Stock Exchange. In line with the policy of distributing a minimum 50% of net income, dividends distributed for the year totaled R\$ 1.227 billion, demonstrating the Company's ability to generate returns for shareholders.

Consistent results and ongoing recognition are expressions of the strength of our corporate foundations. We have overcome the recent market fluctuations and begun a new growth cycle. As a result, we have stronger and broader entrepreneurial abilities, and consequently a greater capacity for creating value – just as we have done over the eight-year life of the holding company. We believe, in conclusion, that the successful execution of our vision has only been possible thanks to the support and confidence of our shareholders, customers, employees, suppliers, authorities, and the communities in which we are present. They give us the strength to overcome challenges such as those of 2009, and progress toward the future.



Wilson Ferreira Jr.
Chief Executive Officer,
CPFL Energia



Message from the Board of Executive Officers

The speed of change in society means that there needs to exist an ongoing connection between the activities of a business and the concerns and prospects of its stakeholders. In 2009, CPFL was once again guided by this principle. A period lasting only a few months was marked by a range of conflicting events, with the contraction and subsequent return to growth of the Brazilian economy, in a world reeling from the economic crisis. In this unstable scenario, we proved that our strategy of maintaining disciplined financial management, diversifying the business portfolio and seeking greater operating efficiency, led by the search for excellence as regards sustainability and superior corporate governance practices, prepared us well for the challenges we faced.

Internally, management efforts were focused on the efficient handling of resources in a turbulent environment and on the Group's distribution companies' activities and the need to adjust to the new reality following the definitive conclusion of the second round of tariff reviews. The ability to predict scenarios and prepare for the future was key to our performance in 2009.

CPFL Energia concluded the year with increases of 9.2% in gross revenue to R\$ 15.7 billion; 9.1% in net revenue to R\$ 10.6 billion; and 0.8% in net income to reach R\$ 1.3 billion. EBITDA remained at R\$ 2.8 billion, a small 1.5% decline compared with 2008.

These results meant the Company was able to achieve its objectives and strengthen its presence in the Brazilian electric sector. With a 12.7% market share, CPFL Energia maintained its leadership of the distribution sector, totaling around 6.6 million customers served by the Group's eight distribution companies, located in 568 cities in the states of São Paulo and Rio Grande do Sul, as well as certain municipalities in the states of Paraná and Minas Gerais.

Energy sales in the distribution companies' concession areas totaled 48,568 GWh, a 0.9% decrease compared with the 49,033 GWh registered in the previous year. Of this volume, 10,747 GWh were billed to free or unregulated market clients in the concession areas in the form of a Tariff for Use of the Distribution System (TUDS). Sales to the captive or regulated market reached 37,821 GWh, a 1.3% increase. This market behaved differently according to each sector, with a fall in demand in the industrial segment in the first half-year, and increases of 6.0% and 5.3% respectively in the residential and commercial segments, a result of the unique 2009 economic situation.

In the generation segment, CPFL Energia consolidated its significant position among Brazilian private generators, with around 2% market share. Installed capacity reached 1,737 MW with the start-up of commercial operations of the second generating unit (32.5 MW) at the 14 de Julho Hydroelectric Power Plant (HPP). We also invested in clean and renewable energy sources through our projects in wind energy and sugarcane biomass cogeneration.

CPFL's strategic planning for the 2009-2013 period determined that the Company should prepare to establish a presence in wind power. With this aim, at the end of the year we purchased a complex of seven wind parks in Rio Grande do Norte state, with a total installed capacity of 188 MW and assured energy of 76 average MW, which were contracted at ANEEL Auction no. 3, held by the Federal Government on December 14.

A decision was taken in 2001 to include electricity generation from sugarcane biomass sources as part of our energy mix. Almost a decade later, we have developed a competitive business model for this source, which has made possible a range of different projects. The first was Baldin Thermoelectric Power

Plant (TPP), located in Pirassununga (São Paulo state) in 2008. This has also given rise to CPFL Bio Formosa, a partnership with the Farias Group, in Rio Grande do Norte state. The project involves the installation by 2011 of TPP Bio Formosa (40 MW/25 average MW/harvest). The business is related to other CPFL biomass initiatives, such as the recently announced Buriti, Ipê and Pedra projects, in the interior of São Paulo state, which together total 145 MW installed capacity.

On another front, in the competitive segment of energy commercialization to free market clients, we maintained our market leadership with a share of 20.8%. Covering the entire Brazilian territory, energy sales including supply to free market clients and bilateral contracts reached 10,243 GWh, growth of 15.0% compared with 2008.

CPFL Energia's performance in 2009 was considered worthy of widespread recognition from a range of different organizations. For the second year running, CPFL Energia received the award for Best Company in Latin America for Sustainability from Latin Finance magazine and the Management Excellence consulting firm. *The Exame Magazine Sustainability Guide* highlighted CPFL Energia as a model company for the sixth year.

Further recognition was granted to CPFL Piratininga, which received the National Quality Award (PNQ) 2009, a testament to the excellence of the CPFL Energia management model. Until then, CPFL Paulista had been the only company in the electric sector to win the PNQ twice. For the fifth time in nine years, CPFL Paulista was recognized as the best Electricity Distributor in Brazil by the Brazilian Electricity Distributors Association (ABRADEE), as well as receiving the award for best quality of management. RGE, in addition to being a PNQ finalist, received awards for Best Distributor for Brazil's South Region and for Best Social Responsibility Program in Brazil. Finally, our employees placed CPFL Energia in the top 10

ranking for the Best Companies to Work For award, organized by the *Você S.A.–Exame Guide*.

While our business is to generate, distribute and commercialize electricity, we are also aware of our commitment to producing and disseminating knowledge among our stakeholders. We understand that we can positively influence them by providing high quality information and promoting initiatives that contribute to the creation of a new consciousness and the adoption of sustainable habits.

As a result of this concern, CPFL is an active participant in discussions between corporations regarding the subject of global warming. In these debates, it contributed to the Brazilian government's proposal for the UN Conference on Climate Change (COP 15) held in Copenhagen in December, through the Open Letter to Brazil. CPFL is also a member of the Brazilian Committee of the Global Compact in three of its four commissions. We support the A Bag is a Drag (Saco é um Saco) campaign of the Brazilian Environmental Ministry, which aims to reduce consumption of plastic bags and thereby reduce the environmental impact of our daily activities.

The economic development that we have so eagerly anticipated for the coming years must come hand in hand with an expansion of business opportunities and the balanced use of natural resources. This vision drives us towards an incessant search for technological progress, so as to continue offering high quality energy and ethical relationships with our different constituencies. This is about adopting a responsible attitude towards the commitments we have with employees, customers, suppliers, shareholders and public authorities. The generation of value in the future depends on responsible decisions taken today.

- ▶ 3.97% increase in energy sales to the regulated and free markets.
- ▶ Installed capacity reached 1,737 MW with the start-up of commercial operations at the second generating unit of the 14 de Julho HPP (32.5 MW).
- ▶ 6.6 million customers served by the Group's eight distribution companies, located in 568 municipalities in the states of São Paulo and Rio Grande do Sul, as well as in certain municipalities in Paraná and Minas Gerais states.
- ▶ R\$ 1 billion debentures issue in July 2009 at an average cost of 110.3% of CDI, R\$ 45 million of funding from BNDES (National Economic and Social Development Bank) for Biomass TPP Baldin and R\$ 228 million in debentures for EPASA in December 2009.
- ▶ R\$ 1.2 billion in dividend distribution, giving a dividend yield of 7.9% over the last 12 months.
- ▶ Success at the Wind Energy Reserve Auction in December 2009, with 76 average MW sold at R\$ 150.00/MWh.
- ▶ New projects announced (TPPs EPASA, Biomass HPP Baía Formosa, and Santa Clara and Eurus wind farms) will add 402 MW and 23% to the Group's current installed capacity.
- ▶ The most sustainable company in Latin America and 2nd for Sustainability Transparency in the Capital Markets, awarded by *Management & Excellence*.
- ▶ CPFL Paulista was recognized as the best electricity distributor in Brazil and for best quality of management in the distribution sector by ABRADÉE, while RGE received the Brazilian National Social Responsibility award.
- ▶ CPFL Piratininga was winner of the National Quality Award, and RGE was a finalist.
- ▶ CPFL Energia was ranked among the 10 Best Companies to Work For in Brazil by *Você S/A – Exame*.
- ▶ CPFL Energia was declared a model company in the *Exame Sustainability Guide*.
- ▶ CPFL Mococa won the IASC/ANEEL award for Best Distributor with up to 400 thousand customers in Brazil's South and Southeast regions.
- ▶ New electricity bill model for over 6 million distribution company customers.
- ▶ CPFL Energia was part of the Brazilian delegation at the World Climate Change Conference in Copenhagen (COP 15).

Economic, financial, environmental and social					
Economic Indicators	2009	2008	09/08 (%)	2007	08/07 (%)
Gross Operating Revenue (R\$ million)	15,693	14,372	9.2	14,207	1.2
Net Operating Revenue (R\$ million)	10,566	9,682	9.1	9,410	2.9
Gross Operating Income (R\$ million)	3,086	3,213	-4.0	3,871	-17.0
EBITDA (R\$ million)	2,765	2,808	-1.5	3,345	-16.1
Operating Income – EBIT (R\$ million)	2,201	2,336	-5.8	2,847	-17.9
Financial Income (Expense) (R\$ million)	-317	-414	-23.5	-375	10.4
Net Income (R\$ million)	1,286	1,276	0.8	1,641	-22.2
Dividends Distributed (R\$ million)	1,227	1,208	1.6	1,561	-22.6
Financial Indicators	2009	2008	09/08 (%)	2007	08/07 (%)
Total Assets (R\$ million)	16,870	16,243	3.9	15,596	4.1
Shareholders' Equity (R\$ million)	5,083	5,019	1.3	4,951	1.4
Investments (R\$ million)	1,327	1,178	12.6	1,133	4.0
Net Adjusted Debt (R\$ million)	6,370	5,650	12.7	5,098	10.8
Net Financial Debt / (Shareholders' Equity + Minority Interests) (%)	114	107	6.5	91	17.6
Shares	2009	2008	09/08 (%)	2007	08/07 (%)
Number of Shares (thousands)	479,911	479,911	0.0	479,911	0.0
Net Earnings per share (R\$)	2,68	2,66	0.8	3,42	-22.2
Average common share price – ON (R\$)**	32,14	34,71	-7.4	33,9	2.4
Dividends Distributed per share (R\$)	2,56	2,52	1.6	3,25	-22.5
Market	2009	2008	09/08 (%)	2007	08/07 (%)
Electricity Sales (GWh)*	48,064	46,227	4.0	44,196	4.6
Number of customers (thousands)	6,567	6,425	2.2	6,256	2.7
Number of free market customers	74	76	-2.6	91	-16.5
Installed Generating Capacity (MW)	1,737	1,704	1.9	1,588	7.3
Assured Generating Capacity (average MW)	864	862	0.2	800	7.8
Payroll	2009	2008	09/08 (%)	2007	08/07 (%)
Employees	7,450	7,119	4.6	7,176	-0.8
Numbers hired during the period	1,068	944	13.1	820	15.1
Environmental Indicators – IBASE	2009	2008	09/08 (%)	2007	08/07 (%)
Environmental Investments (R\$ million)	159	171	-7.0	63	171.4
Social Indicators – IBASE	2009	2008	09/08 (%)	2007	08/07 (%)
Internal Social Investments (R\$ million)	275	263	4.6	230	14.3
Total Contributions to Society (R\$ million)	14,8	17,3	-14.5	17	1.8
Value Added for the Period	7,629	7,409	3.0	8,002	-7.4
Payroll and Payroll taxes (R\$ million)	526	416	26.4	393	5.9
Taxes, Duties & Contributions (R\$ million)	5,063	4,783	5.9	5,231	-8.6
Interest and Rent (R\$ million)	753	933	-19.3	735	26.9
Dividends and Interest on Shareholders' Equity (R\$ million)	1,222	1,208	1.2	1,561	-22.6
Retained Earnings (R\$ million)	64	68	-5.9	79	-13.9

*Includes regulated market and free market. Does not include TUDS.

Note: Information from 2007 has been reclassified as a consequence of Brazilian Law nº 11.638/07.

The CPFL Energia Group and its subsidiary companies

GRI
3.8

CPFL Energia is a publicly listed holding company comprising companies in the electricity distribution, generation, commercialization and added value service businesses. With over 100 years of history and guided by strategic guidelines that reflect the expectations of society, the Group is founded on solid ethical principles that reiterate its commitment to excellence and corporate sustainability.

Aware of the key role the energy sector will play in the world's future, the Company is implementing its long-term vision, seeking to create paths and solutions, to exceed goals and to consolidate its position as a benchmark for its customers and for the communities in which it operates.



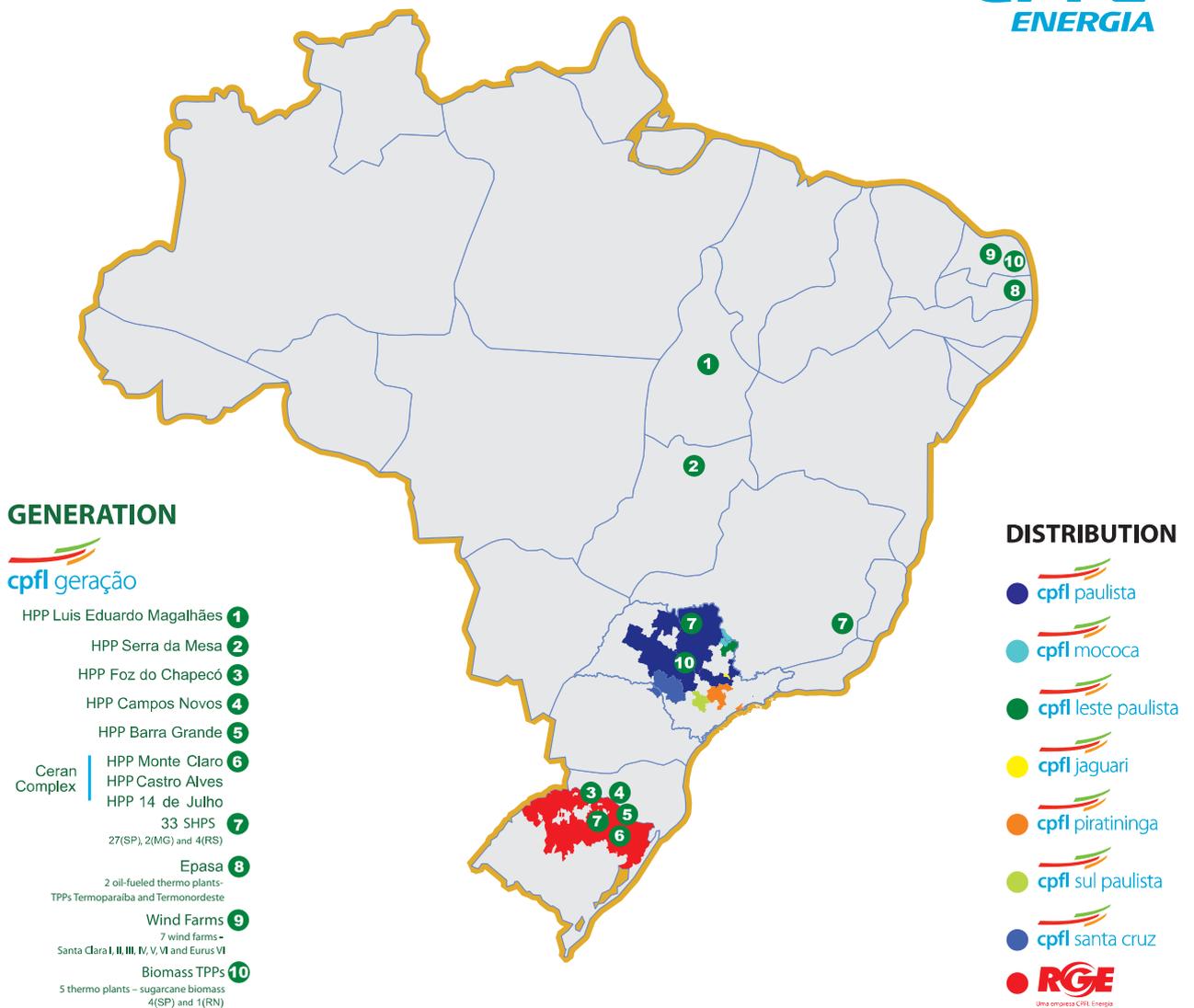
Head office – Campinas, São Paulo state.

<p>Distribution</p>	<ul style="list-style-type: none"> • 8 distribution companies • Operations in the states of São Paulo, Rio Grande do Sul, Paraná and Minas Gerais • 6.6 million customers • 568 municipalities served • 37,821 GWh electricity sales in concession areas in 2009 (captive market)
<p>Generation</p>	<ul style="list-style-type: none"> • 7 hydroelectric plants in operation • One hydroelectric plant in construction • 33 SHPs • Operations in the states of São Paulo, Rio Grande do Sul, Santa Catarina, Goiás, Tocantins, Minas Gerais, Paraíba and Rio Grande do Norte • 1,737 MW installed capacity • 864 average MW assured energy • 7 wind plants in construction • 5 sugarcane biomass TPPs in construction • 2 fuel oil TPPs in construction
<p>Commercialization and Sale of Added Value Services</p>	<ul style="list-style-type: none"> • Active throughout Brazil • Market leader with 20.8% national share • 74 free market customers • 10,243 GWh energy sales on the free market by the commercialization companies • Competitive in the sale of added value services

AREAS OF OPERATION

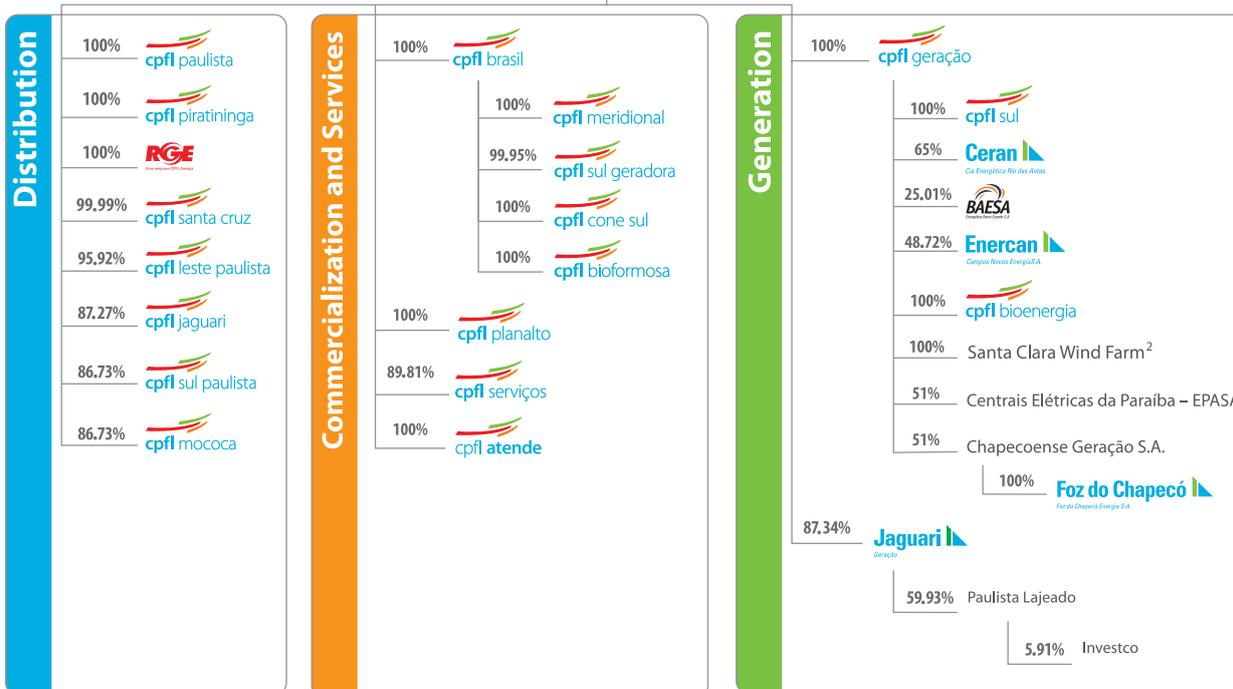


COMMERCIALIZATION AND SERVICES



Corporate Structure

GRI 2.6 GRI 2.8 GRI 3.6 GRI 3.8



Base: December 31 2009

1 - Includes 0.1% stock of Camargo Corrêa S.A.

2 - Comprises seven companies: Santa Clara I, II, III, IV, V, VI, and Eurus VI

----- Controlling Shareholders

Profile of the Distribution Business

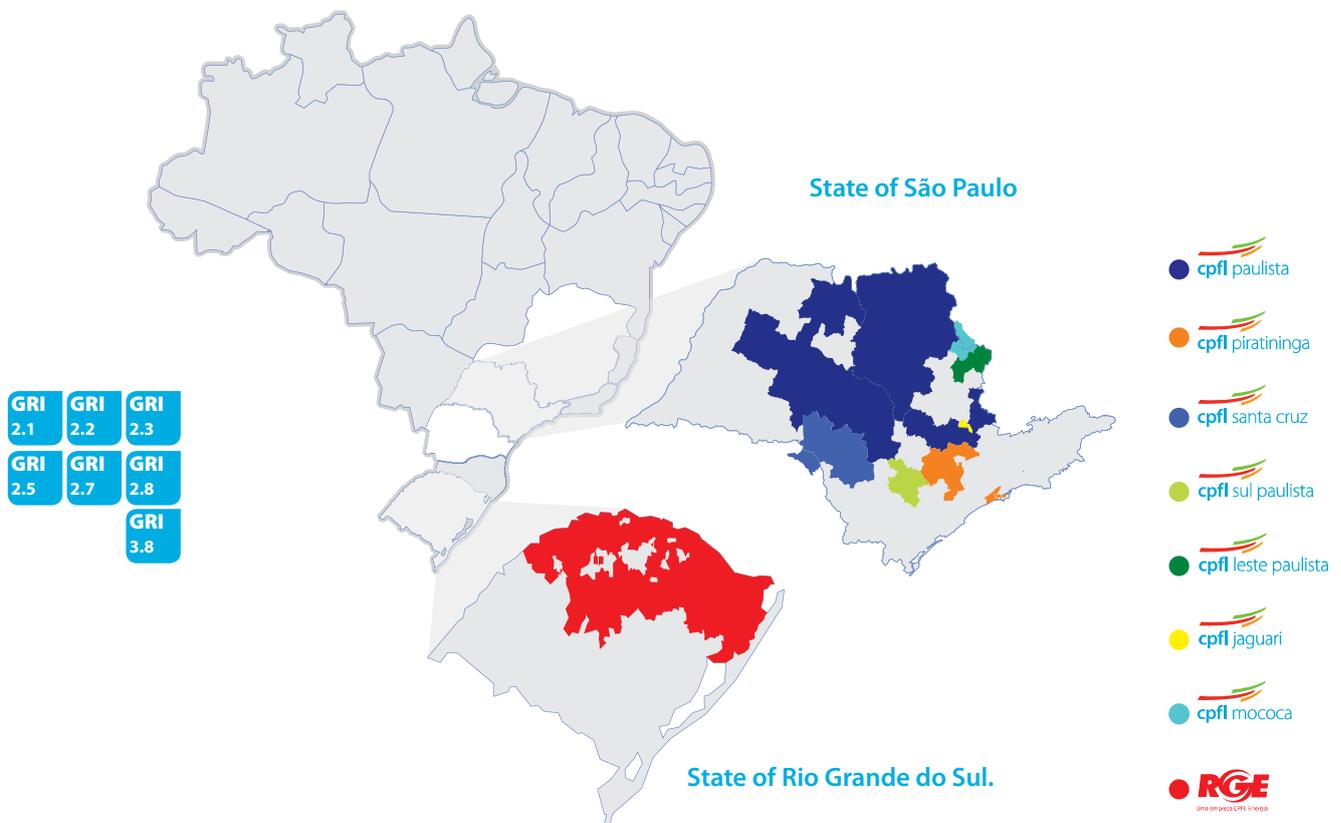
GRI 2.2 GRI 2.5 GRI 2.7
GRI 2.8 GRI EU3

CPFL Energia's operations in this segment consist of eight distributors located in the states of São Paulo, Minas Gerais, Paraná and Rio Grande do Sul, serving 6.6 million customers in 568 municipalities.



Substation center – Campinas, São Paulo state.

AREAS OF OPERATION





Operations in São Paulo, Rio Grande do Sul, Paraná and Minas Gerais states

	2008	2009
Municipalities served	568	568
Area of operation (Km²)	208,342	208,536
Population Served (millions)*	18.7	18.7
Customers (millions)	6.4	6.6
Market share (%)	13.3	12.7
Energy Sales (GWh)**	37,323	37,821

* Source: IBGE

** Includes the captive market

Electricity Distribution Business Summary

Main Results	2007	2008	2009	09/08 (%)
Number of customers (thousands)	6,256	6,426	6,567	2.2
Energy Sales (GWh)	46,475	49,033	48,568	-0.9
Captive Market	35,245	37,323	37,821	1.3
TUDS	11,230	11,710	10,747	-8.2
Municipalities Served	568	568	568	0.0
Gross Operating Revenue (R\$ million)	12,980	12,820	14,002	9.2
EBITDA (R\$ million)	2,472	1,911	1,745	-8.7
Net Income (R\$ million)	926	1,045	893	-14.5

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



CPFL Energia Distribution Companies



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	3,415	3,500	3,566	1.89
Energy Sales (GWh)	24,437	25,288	25,267	(0.08)
Captive Market	18,868	19,544	19,977	2.22
TUDS	5,569	5,743	5,290	(7.89)
Municipalities Served	234	234	234	-
Gross Operating Revenue (R\$ million)	6,868	6,677	7,349	10.06
EBITDA (R\$ million)	1,419	1,010	857	(15.15)
Net Income (R\$ million)	819	590	458	(22.37)

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	30	31	32	3.23
Energy Sales (GWh)	545	557	491	(11.85)
Captive Market	475	489	415	(15.13)
TUDS	70	68	76	11.76
Municipalities Served	2	2	2	-
Gross Operating Revenue (R\$ million)	122	112	120	7.14
EBITDA (R\$ million)	20	14	16	14.29
Net Income (R\$ million)	12	9	9	-

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	1,330	1,366	1,401	2.56
Energy Sales (GWh)	12,803	13,322	13,004	(2.39)
Captive Market	8,015	8,398	8,539	1.68
TUDS	4,788	4,924	4,465	(9.33)
Municipalities Served	27	27	27	-
Gross Operating Revenue (R\$ million)	3,175	2,907	3,118	7.26
EBITDA (R\$ million)	563	404	360	(10.89)
Net Income (R\$ million)	323	222	184	(17.12)

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	170	174	177	1.72
Energy Sales (GWh)	829	859	884	2.95
Captive Market	810	838	862	2.86
TUDS	18	21	22	6.32
Municipalities Served	27	27	27	-
Gross Operating Revenue (R\$ million)	274	266	294	10.53
EBITDA (R\$ million)	51	47	50	6.38
Net Income (R\$ million)	38	29	30	3.45

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Uma empresa CPFL Energia

Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	1,160	1,199	1,233	2.84
Energy Sales (GWh)	7,670	8,082	8,012	(0.87)
Captive Market	6,886	7,198	7,182	(0.22)
TUDS	784	884	830	(6.13)
Municipalities Served	262	262	262	-
Gross Operating Revenue (R\$ million)	2,454	2,566	2,812	9.59
EBITDA (R\$ million)	416	383	398	3.92
Net Income (R\$ million)	172	164	172	4.88

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	66	68	70	2.94
Energy Sales (GWh)	427	445	439	(1.35)
Captive Market	360	376	375	(0.27)
TUDS	67	69	64	(7.25)
Municipalities Served	5	5	5	-
Gross Operating Revenue (R\$ million)	125	117	133	13.68
EBITDA (R\$ million)	25	19	24	26.32
Net Income (R\$ million)	15	11	15	36.36

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	48	49	50	2.04
Energy Sales (GWh)	280	286	277	(3.15)
Captive Market	280	286	277	(3.15)
TUDS	0	0	-	-
Municipalities Served	7	7	7	-
Gross Operating Revenue (R\$ million)	94	122	106	-13.11
EBITDA (R\$ million)	17	22	25	13.64
Net Income (R\$ million)	9	12	15	25.00

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.



Results Highlights	2007	2008	2009	09/08 (%)
Number of Customers (thousands)	38	39	40	2.56
Energy Sales (GWh)	186	194	194	-
Captive Market	186	194	194	-
TUDS	0	0	-	-
Municipalities Served	4	4	4	-
Gross Operating Revenue (R\$ million)	69	65	71	9.20
EBITDA (R\$ million)	14	11	14	27.27
Net Income (R\$ million)	9	7	10	42.86

Note: Figures relating to 2007 have been reclassified as a result of Brazilian accounting law 11.638/07.

Profile of the Generation Business

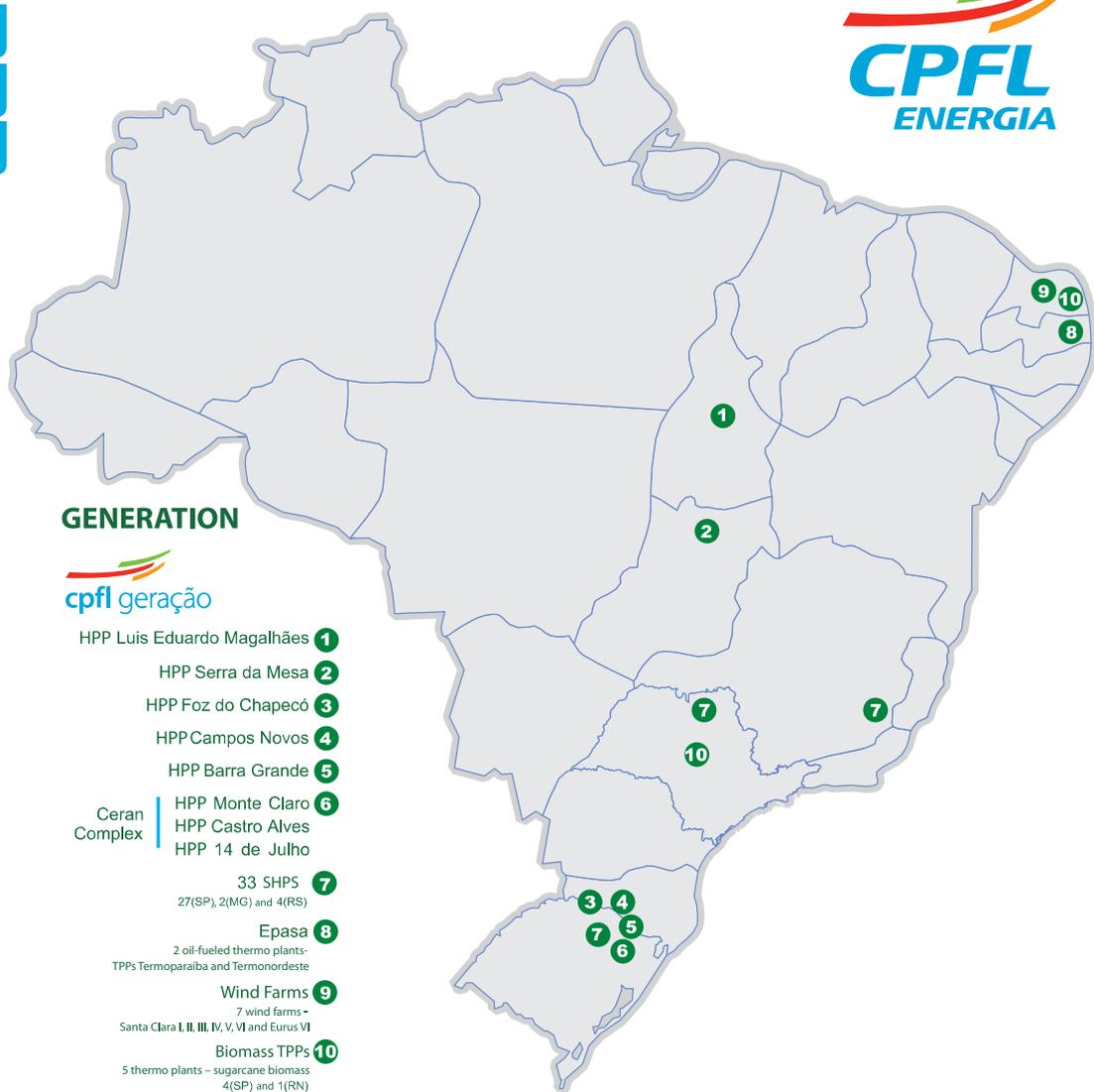
GRI EU1	GRI 2.2	GRI 2.3
GRI 2.5	GRI 2.8	GRI EU30

CPFL Energia's activities in the electricity generation segment in 2009 totaled an installed capacity of 1,737 MW, from seven hydroelectric power plants (HPPs) and 33 small hydro plants (SHPs).

The Group's generating assets are located in São Paulo, Santa Catarina, Rio Grande do Sul, Goiás, Tocantins and Minas Gerais states.

AREAS OF OPERATION

GRI 2.1	GRI 2.2	GRI 2.3
GRI 2.5	GRI 2.7	GRI 2.8
GRI 3.8		



GENERATION



- HPP Luis Eduardo Magalhães **1**
- HPP Serra da Mesa **2**
- HPP Foz do Chapecó **3**
- HPP Campos Novos **4**
- HPP Barra Grande **5**
- Ceran Complex | HPP Monte Claro **6**
- HPP Castro Alves
- HPP 14 de Julho
- 33 SHPS **7**
- 27(SP), 2(MG) and 4(RS)
- Epasa **8**
- 2 oil-fueled thermo plants-
- TPPs Termoparaíba and Termonordeste
- Wind Farms **9**
- 7 wind farms -
- Santa Clara I, II, III, IV, V, VI and Eurus VI
- Biomass TPPs **10**
- 5 thermo plants - sugarcane biomass
- 4(SP) and 1(RN)



GRI
EU1

GRI
EU2

Plants installed in the states of São Paulo, Rio Grande do Sul, Santa Catarina, Goiás, Tocantins and Minas Gerais

	2008	2009
Installed Capacity (MW)	1,704	1,737
Assured Energy (average MW)	862	864
In operation		
Hydroelectric Plants (HPP)	7	7
HPP in construction	2	1
Small Hydro Plants (SHPs)	33	33
In construction		
HPP	1	1
Thermoelectric Power Plant	-	4
Wind Farms	-	7
Market share (%)	2	2

Note: Includes captive market.
Generation assets under development are equivalent to 860 MW of capacity



Electricity Generation Business Summary

Results Highlights	2009	2008	09/08 (%)	2007
Investments (R\$ million)	599	502	16.2	445
Installed Capacity (MW)	1,650	1,617	2.0	1,501
Gross Operating Revenue (R\$ million)	940	843	10.3	701
EBITDA (R\$ million)	742	622	16.2	541
Net Income (R\$ million)	338	230	32.0	279

Note: Does not include Jaguarí Geração, accounting for 87 MW.



HPP Serra da Mesa

Location	Tocantins River (Goiás state)
Municipality Covered	Minaçu (Goiás state)
Installed Capacity (MW)	1,275.0
Assured Energy (average MW)	671.0
CPFL Geração	- Share (%): 51.54 - Installed Capacity (MW): 657.14 - Assured Energy (average MW): 345.83
Operational Start-Up	1998



HPP Luis Ed. Magalhães

Location	Tocantins River (Tocantins state)
Municipality Covered	Lajeado (Goiás state) and Miracena do Tocantins (Tocantins state)
Installed Capacity (MW)	902.5
Assured Energy (average MW)	526.6
Jaguari Geração	- Share (%): 6.93 - Installed Capacity (MW): 62.54 - Assured Energy (average MW): 36.49
Operational Start-Up	December 2001



Energética Barra Grande S.A.

Location	Pelotas River (Santa Catarina and Rio Grande do Sul states)
Municipality Covered	Pinhal da Serra (Rio Grande do Sul state) and Anita Garibaldi (Santa Catarina state)
Assured Energy (average MW)	380.6
CPFL Geração	- Share (%): 25.01 - Installed Capacity (MW): 172.54 - Assured Energy (average MW): 95.17
Operational Start-Up	November 2005



Campos Novos Energia S.A. – Enercan

Location	Canoas River (Santa Catarina state)
Municipality Covered	Campos Novos, Anita Garibaldi, Celso Ramos and Abdon Batista (Santa Catarina state)
Installed Capacity (MW)	880.0
Assured Energy (average MW)	377.9
CPFL Geração	- Share (%): 48.72 - Installed Capacity (MW): 428.76 - Assured Energy (average MW): 184.12
Operational Start-Up	February 2007

* 8.97 average MW submitted to ANEEL for approval.



UHE Foz do Chapecó

Location	Uruguai River (Santa Catarina and Rio Grande do Sul states)
Municipalities Covered	Águas de Chapecó (Santa Catarina state) and Alpestre (Rio Grande do Sul state)
Installed Capacity (MW)	855.0
Assured Energy (average MW)	432.0
CPFL Geração	- Share (%): 51.00 - Installed Capacity (MW): 436.05 - Assured Energy (average MW): 220.32
Operational Start-Up	4Q/10 (Forecast)

CPFL Bioenergia and Baldin Energia S.A. Partnership

Project	Construction of a cogeneration plant (TPP)
Total Capacity (MW)	45
Assured Energy (average MW)	12,8
CPFL Bioenergia	- Share (%): 50.0% - Installed Capacity (MW): 22.5 - Assured Energy (average MW): 6.4

CPFL Geração and EPASA Centrais Elétricas da Paraíba Partnership

Project	Construction of two thermoelectric power plants
Total Capacity (MW)	342.0
Assured Energy (average MW)	247,8
CPFL Geração	- Share (%): 51.0% - Installed Capacity (MW): 174.2 - Assured Energy (average MW): 126.5

Small Hydro Plants

Project	São Paulo (19 SHPs and 01 TPP) and Minas Gerais (01 SHP) states
Installed Capacity (MW)*	154.79
Assured Energy (average MW)*	78.37
CPFL Geração	Share (%): 100%

*Includes TPP Carioba.

CPFL Sul

Project	Rio Grande do Sul state
Installed Capacity (MW)*	2.65
Assured Energy (average MW)*	2.45
CPFL Geração	Share (%): 100

CPFL Jaguariúna

Project	São Paulo (7) and Minas Gerais (2) states
Installed Capacity (MW)*	24.28
Assured Energy (average MW)*	-
CPFL Geração	Share (%): 100

* 8.97 average MW submitted to ANEEL for approval.

Cia. Energética Rio das Antas (CERAN)

Location	Rio das Antas (Rio Grande do Sul state) HPP Monte Claro HPP Castro Alves HPP 14 de Julho
Installed Capacity (MW)	360.0
Assured Energy (average MW)*	173.00
CPFL Geração	- Share (%): 65.00 - Installed Capacity (MW): 234.00 - Assured Energy (average MW): 112.5

(CERAN Complex) HPP Monte Claro

Location	Rio das Antas (Rio Grande do Sul state)
Municipalities Covered	Bento Gonçalves, Veranópolis and Nova Roma do Sul (Rio Grande do Sul state)
Installed Capacity (MW)	84.50
Assured Energy (average MW)	38.35
Operational Start-Up	December 2004

(CERAN Complex) HPP Castro Alves

Location	Rio das Antas (Rio Grande do Sul state)
Municipalities Covered	Nova Pádua, Flores da Cunha, Nova Roma do Sul and Antônio Prado (Rio Grande do Sul state)
Installed Capacity (MW)	84.50
Assured Energy (average MW)	41.60
Operational Start-Up	March 2008

(CERAN Complex) HPP 14 de Julho

Location	Rio das Antas (Rio Grande do Sul state)
Municipalities Covered	Bento Gonçalves, Cotiporã and Veranópolis (Rio Grande do Sul state)
Installed Capacity (MW)	65.0
Assured Energy (average MW)	32.5
Operational Start-Up	December 2008

* 8.97 average MW submitted to ANEEL for approval.



PROFILE OF THE SMALL HYDRO PLANTS

Small Hydro Plants in Operation – 2009*			
SHPs	State	Installed Capacity (MW)	Assured Energy (average MW)
CPFL Geração			
Americana	SP	30.00	9.00
Buritis	SP	0.80	0.90
Capão Preto	SP	4.30	2.28
Chibarro	SP	2.60	1.69
Dourados	SP	10.80	7.76
Eloy Chaves	SP	19.00	12.20
Esmeril	SP	5.04	2.88
Gavião Peixoto	SP	4.80	3.82
Jaguari	SP	11.80	9.00
Lençóis	SP	1.68	1.68
Monjolinho	SP	0.60	0.31
Pinhal	SP	6.80	3.70
Salto Grande	SP	4.55	2.72
Santana	SP	4.32	2.90
São Joaquim	SP	8.05	5.63
Socorro	SP	1.00	0.60
Três Saltos	SP	0.64	0.60
Cariobinha	SP	1.30	0.00
Salto do Pinhal	SP	0.58	0.00
Ponte do Silva	MG	0.13	0.00
UTE Carioba	SP	36.00	10.70
Total		154.79	78.37
CPFL Sul			
Saltinho	RS	0.80	0.73
Pirapó	RS	0.67	0.64
Andorinha	RS	0.51	0.46
Guaporé	RS	0.67	0.62
Total		2.65	2.45
CPFL Jaguariúna		Installed Capacity (MW)	Assured Energy (average MW)
Lavrinha		0.33	
Macaco Branco		2.36	
Pinheirinho		0.64	
Rio do Peixe I		3.06	
Rio do Peixe II		15.00	8.97**
Santa Alice		0.62	
São José		0.79	
São Sebastião		0.68	
Turvinho		0.80	
Total		24.28	
GENERAL TOTAL ***		181.72	89.79

* Includes Carioba Thermoelectric Plant (TPP).

** 8.97 average MW submitted to Brazilian Mines and Energy Ministry.

*** CPFL Geração and CPFL Jaguariúna

Profile of the commercialization and services businesses

GRI 2.1	GRI 2.2	GRI 2.3
GRI 2.5	GRI 2.7	GRI 2.8
	GRI 3.8	

COMMERCIALIZATION

CPFL Brasil
CPFL Cone Sul
CPFL Planalto
CPFL Meridional

SERVICES

CPFL Serviços
CPFL Brasil
CPFL Atende

AREAS OF OPERATION

COMMERCIALIZATION AND SERVICES

- cpfl brasil
- cpfl serviços
- cpfl atende
- cpfl planalto



Commercial Operations center.



GRI 2.2
GRI 2.3
GRI 2.5
GRI 2.7
GRI 2.8

Active throughout Brazil

Results highlights	2008	2009*
Free market customers	76	74
Market share (%)	20	20.8
Energy sales on the free market (GWh)	8,904	10,243

* Figures for December 2009

Note: **Includes all CPFL Energia Group commercialization companies.

Electricity Commercialization Business Summary

	2007	2008	2009	09/08 (%)
Gross Operating Revenue (R\$ million)	1,881	2,090	2,026	-3.1
EBITDA (R\$ million)	354	304	296	-2.6
Net Income (R\$ million)	239	217	209	-3.7

Note: Figures relating to 2006 have been reclassified as a result of Brazilian accounting law 11.638/07. 2008 figures for EBITDA and Net Income have been revised for accounting accuracy.

 Access www.cpf.com.br/QuemSomos/Institucional
To find out more about CPFL Energia's profile.

► **Strategic management**

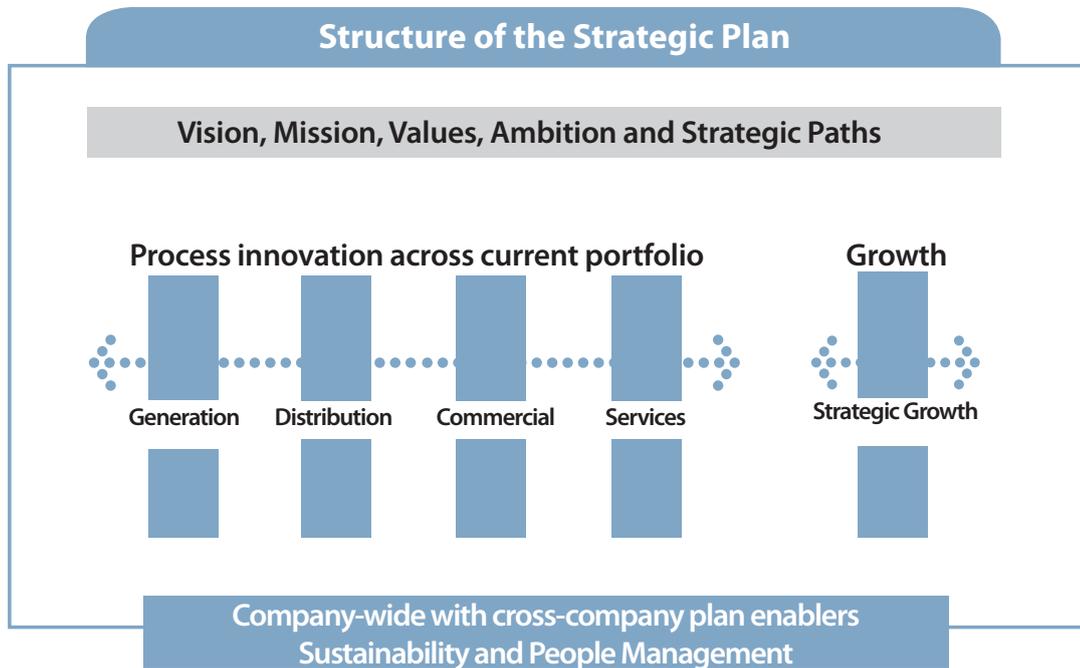
Strategic planning

GRI 1.1

A dynamic strategic planning process is in place at CPFL Energia, covering all the Company's business segments.

Focused on innovation, growth and value creation for its businesses, the strategic plan is reviewed annually to cover the period of the following five years.

For the 2010/ 2014 cycle, the main corporate goal is to consolidate leadership in the Brazilian electric sector with above-market creation of shareholder value (TSR), to be achieved through process innovation and corporate growth.



To ensure that the company's ambitions were pursued, a series of meetings was arranged for each business segment, for the purpose of analyzing scenarios and identifying business opportunities over the course of the coming years.

Following the work sessions held in 2009, the key challenges of each business were agreed, as well as a series of around 50 innovation and corporate growth initiatives which will allow management units to contribute toward achieving a TSR superior to the market.

These initiatives will be carried out over the course of this planning cycle, with activities planned in the following business areas:

- ▶ **Business growth** (acquisition and organic growth): consolidate position in distribution, lead growth in generation from renewable sources;
- ▶ **Innovation in management and value creation processes:** take operating efficiency to the next level and guide the Group toward exploring innovation for value creation;
- ▶ **Promoting business sustainability:** manage strategically the long-term regulatory agenda and guarantee sustainable business development.

GRI
1.1

The challenges and commitments for CPFL Energia's business management units are:

GENERATION

- ▶ **Increase capacity** using a mix of sources defined according to available opportunities;
- ▶ **Lead in renewable sources – biomass, SHP and wind;**
- ▶ Take part in **HPP auctions** and become involved beforehand in assessments;
- ▶ **Monitor** profitable opportunities in **thermal plants.**



DISTRIBUTION

- ▶ Consolidate **leadership in distribution**, seeking increased market share;
- ▶ Lead in **operating efficiency**;
- ▶ Invest in **innovation and technology** to leverage results.

COMMERCIALIZATION

- ▶ Optimize commercialization processes for the whole Group;
- ▶ Commercialize electricity from current assets and projects still to be constructed.

SERVICES

- ▶ Expand portfolio through **provision of services and projects**;
- ▶ Increase share of services supplied to **Group distributors.**

CPFL Energia Management Foundations

CPFL Energia's strategic positioning is directly linked to its Vision, Mission and Principles. It has an ongoing commitment to generate value in all its operations and contribute to the development of society as a whole.

GRI
4.8

VISION

"Energy is essential for people's well-being¹ and for the development of society². We believe that the sustainable production and use of energy³ is vital for the future of humanity."

¹ Energy allows the use of technologies which provide people with satisfaction and comfort by meeting the majority of their needs, from the most basic, such as housing, health, nutrition, transportation and security, to the most complex, such as education, entertainment and communication.

² The concept of social development goes beyond the responsibilities inherent in the Company's businesses; it means understanding this responsibility in a wider sense, and using an integrated, inclusive and interdependent vision to contribute to raising standards of production, education, health, security, quality of life and human development. In this sense, all corporate activities should take into account their potential for creating value for society.

³ The durability of our business and the future of humanity increasingly depend on the balance between a search for economic gain and the ability of society and nature to support growth. We believe that the integration of these variables in the production and use of energy contributes to a lifestyle that avoids social and environmental inequality, and creates a society that is safe, balanced, healthy and enjoyable to live in.

GRI
4.8

MISSION

"To provide sustainable energy solutions¹, competitively and with excellence², in a manner that is integrated with the community³."

¹ By providing sustainable energy solutions, we are declaring that we are not just committed to providing electricity generation, distribution, commercialization and services. Our commitments extend to our expertise in integration and innovation, providing our markets with greater service customization and speed in meeting their needs and expectations.

² 'Competitively and with excellence' describes the CPFL Energia Group's way of acting: a search for differentiation and a superior standard of performance in all its activities and initiatives. Our positioning as market leader, recognized for operating efficiency and superior governance practices, is essential to our strategy of growth and the long-term survival of our businesses in Brazil's captive and free electricity markets, and to remaining an attractive proposition on the capital markets.

³ We recognize that our organization is a living entity and an integral part of a complex ecosystem. Our success depends on the quality of our relationships and the contribution of all the stakeholders with which we interact, and in particular, the communities that we serve.

BUSINESS PRINCIPLES

- ▶ **Value Creation**
The CPFL Group creates value in everything that it does. It exists for this reason: to create value for its shareholders and the stakeholders with whom it interacts.
- ▶ **Exceeding goals**
To believe that everything is capable of being improved and carried out in an innovative way that transcends market paradigms and exceeds the expectations of all stakeholders; constantly seeking apparently unachievable challenges.
- ▶ **Trust and Respect**
To establish and maintain relationships of trust based on loyalty, respect and balance between our own interests and those of our stakeholders.
- ▶ **Commitment**
To ensure that our corporate actions and professional conduct mirror, faithfully and transparently, the ongoing commitment to complying with CPFL Energia's Principles and Ethical Guidelines and with the contracts, obligations and agreements with our stakeholders.
- ▶ **Sustainability**
To be concerned with the future consequences of our actions and decisions, seeking always to control and avoid risks that could threaten the existence of the CPFL Group, as well as any consequences that have not been negotiated with the communities where we operate and with other stakeholders.
- ▶ **Security and Quality of Life**
To act permanently toward controlling and minimizing the risks associated with our work processes, products and services and to assure the integrity and the physical and mental wellbeing of our stakeholders, in environments that encourage co-operation, cohesion, the spreading of knowledge and professional and human development.
- ▶ **Entrepreneurial Spirit**
To make each employee an agent of change who constantly seeks to establish competitive advantages in his field of activity; is always aware of future trends before they take place; is pioneering; masters new knowledge, processes and technologies; and develops a strong sense of ownership of his attributes and responsibilities in the CPFL Group.
- ▶ **Austerity**
A CPFL views austerity as a business principle of high ethical value, which should guide all the Group companies' actions. Consequently, all material and financial resources should be used sparingly without excess or wastage, i.e. in a rational and sustainable manner and to the right degree in order to achieve the objectives of the collective enterprise.



CORPORATE ACTION PRINCIPLES

Professional values that direct all of CPFL's business conduct:

- ▶ Value creation
- ▶ Exceeding goals
- ▶ Trust and respect
- ▶ Commitment
- ▶ Sustainability
- ▶ Security and quality of life
- ▶ Entrepreneurial spirit
- ▶ Austerity

ETHICAL PRINCIPLES

Moral values which should guide thoughts and attitudes in any situation where an employee is representing CPFL:

- ▶ **Honesty and integrity in relationships**
The relationships which CPFL Group companies have with their different stakeholders are based on honesty and integrity. This means that decisions in CPFL Group companies should always include an ethical assessment. Practices should be compatible with the Company's values. It is this that helps to build long-lasting relationships based on trust.

- ▶ **Transparency and veracity of information**
In the CPFL Group all business processes should be guided by transparency and a search for veracity of information supplied to partners. Only in this way can the credibility required for the Company's business development be obtained.
- ▶ **Respect and dignity in treatment of people**
The CPFL Group demands that in all relationships, both internal and external, people be treated with dignity and respect. This is how the company should be seen: as an organization where people always feel respected.
- ▶ **Management of the risks posed by our activities**
The CPFL Group has an ongoing concern for the impact of all its actions and decisions on its stakeholders. We commit to permanently manage the risks related to the Group's businesses and always remind ourselves that the companies' future depends on the decisions that are being taken today.
- ▶ **Commitment to the future of the world: quality of life for future generations**
The CPFL Group takes the future of the world very seriously. The fact that we use scarce and finite resources makes us aware that the future of our companies depends on the quality of the environment. CPFL is committed to environmental preservation and to carrying out ongoing and rigorous assessment of the consequences of all its programs and commitments to quality of life for future generations.
- ▶ **Commitment to the Brazilian development agenda**
Operating as it does in a strategic sector for the Brazil's development, CPFL tries to align its corporate strategy with the Brazilian development agenda so as to contribute to the growth of the country, to the economic and social development of the communities where it operates, and to their wellbeing.

ORGANIZATIONAL ABILITIES

Qualities that CPFL Energia values in its professionals:

- ▶ **Innovation**
The ability to create and provoke changes in current process and/or business standards that result in value creation for the Company.
- ▶ **Vision of the Future**
The ability to create and recommend strategies based on a solid grasp of social, political, economic and regulatory contexts, both local and global, with a view to both generating value and maximizing return on investments, and to identifying, developing and integrating new businesses.
- ▶ **Entrepreneurial Spirit**
A spirit that explores business opportunities and possibilities (products, services and solutions) with vigor, showing tenacity in their pursuit and viewing a lack of success as a chance for learning. Is bold and determined in the search for superior results, and assumes risks in a conscientious manner.

- ▶ **Focus on Results**

The ability to obtain results and overcome challenges so as to guarantee the achievement of the goals that have been set. This involves action planning, monitoring performance indicators and observing the variables of safety, cost, quality and timing.
- ▶ **Commitment to Value Creation**

Drafts consistent plans including analysis of current and future situations, assuming calculated risks and taking decisions which guarantee the achievement of strategic objectives and profitable and sustainable growth for CPFL.
- ▶ **Commitment to Sustainability**

Takes ethics and transparency into account in all activities and relationships with stakeholders, prioritizing the continued existence of the business and society, and the preservation of natural resources. Actions are based on CPFL's principles and values, applicable legislation, the responsibilities imposed by certifications, and a commitment to future generations, so as to promote the sustainable growth of CPFL and society as a whole.
- ▶ **People Management**

A manager's determination to develop people's potential with an aim to sustaining and developing the Company. Understands the abilities and behaviors necessary to attract, retain and develop professionals in tune with CPFL's requirements, values and culture. Commands a high level of respect from people and creates an environment favorable to the personal and professional realization of all team members.
- ▶ **Inspiring Leadership**

Earns commitment and motivation from teams by combining demands with a degree of sensitivity. Inspires through personal example, transparency and by simple and direct communication which highlights goals and the paths to the same. Understands that skilled teams and leaders are key to the success of the Company's business.
- ▶ **Passion for Winning**

Has a passion for challenges and faces them tenaciously without giving up. Is committed to the cause of the Company, the business and its partners, always seeking more and going the extra mile. Constantly seeks to exceed goals and give the best of himself. Takes pleasure, passion and pride in what he does, and conveys these feelings to those around him.
- ▶ **Focus on the Customer**

Gains and retains internal and external customers through delivery of high value added products and/or services; efficient, cordial service; and an ethical, transparent approach.
- ▶ **Excellence in Processes**

Seeks continual improvement and excellence through ongoing monitoring of performance and process improvement indicators.

Quality Management



Quality is a permanent element of CPFL Energia's business strategy. The Company encourages its subsidiaries to adopt excellence criteria in their management models so as to ensure that improvements in quality and service provision are continually pursued.

Quality certifications are therefore tools that help the company maintain a permanent commitment to excellence in providing services.

The Integrated Management System (IMS) is the tool used to coordinate management of the companies and covers certification of the major work processes in these areas: quality (ISO 9001), environment (ISO 14001), occupational health and safety (OHSAS 18001) and social responsibility (SA 8000). There is ongoing monitoring to ensure adherence to the

system, including periodic audits conducted by external organizations.

The IMS has been implemented at CPFL Paulista, CPFL Piratininga, CPFL Geração and RGE. The work processes of CPFL Brasil, CPFL Santa Cruz, CPFL Jaguari, CPFL Mococa, CPFL Leste Paulista and CPFL Sul Paulista have been certified for quality management (ISO 9001).

Highlights 2009

CPFL Piratininga obtained major recognition in 2009 by winning the National Quality Award (Prêmio Nacional da Qualidade® - PNQ) 2009 for its management practices and for the pursuit of excellence in its business. RGE was also a finalist for the award, which is promoted by the National Quality Foundation (FNQ).

PNQ

The Management Excellence Model (MEM) was implemented at the CPFL Paulista, CPFL Piratininga and RGE distribution companies.

Also in 2009, maintenance of the 6 Sigma strategy was carried out at CPFL Paulista, CPFL Piratininga, CPFL Brasil, CPFL Geração, RGE,

CPFL Santa Cruz, CPFL Jaguari, CPFL Mococa, CPFL Leste Paulista and CPFL Sul Paulista. This 6 Sigma makes it possible to identify opportunities for improvement and reduction of losses in work processes. A full list of subsidiary companies and their respective certifications can be found on our website www.cpf.com.br.



The Certifications



CPFL Paulista

Certification	Activity
ISO 9001, OHSAS 18001, SA 8000	Electricity distribution and commercialization
ISO 9001	Consumer call center service
ISO 9001	Electricity transmission systems operations
ISO 9001	Compiling of information and processing and calculation of electricity supply quality technical and commercial indicators
ISO 14001	Coexistence between urban electricity distribution networks and the environment

CPFL Piratininga

Certification	Activity
ISO 9001, OHSAS 18001, SA 8000	Electricity distribution and commercialization
ISO 9001	Compiling of information and processing and calculation of electricity supply quality technical and commercial indicators
ISO 14001	Coexistence between urban electricity distribution networks and the environment

CPFL Geração

Certification	Activity
ISO 9001, ISO 14001, OHSAS 18001, SA 8000	Hydraulic power generation
ISO 9001	Operation of the electricity generation system

CPFL Brasil

Certification	Activity
ISO 9001	Design, development and commercialization of added value electricity services

RGE

Certification	Activity
ISO 9001, OHSAS 18001 e SA 8000	Electricity distribution and commercialization
ISO 9001	Electricity consumer call center service
ISO 9001	Electricity transmission systems operations
ISO 9001	Compiling of information and processing and calculation of electricity supply quality technical and commercial indicators
ISO 14001	Coexistence between urban electricity distribution networks and the environment
ISO 14001	Electricity subtransmission services

CPFL Santa Cruz

Certification	Activity
ISO 9001	Data analysis and calculation of electricity distribution performance technical indicators

CPFL Leste Paulista

Certification	Activity
ISO 9001	Electricity distribution and commercialization
ISO 9001	Compiling, consolidation and submission of electricity supply quality technical indicators, as established by ANEEL

CPFL Jaguarí

Certification	Activity
ISO 9001	Electricity distribution and commercialization
ISO 9001	Compiling, consolidation and submission of electricity supply quality technical indicators, as established by ANEEL

CPFL Sul Paulista

Certification	Activity
ISO 9001	Electricity distribution and commercialization
ISO 9001	Compiling, consolidation and submission of electricity supply quality technical indicators, as established by ANEEL

CPFL Mococa

Certification	Activity
ISO 9001	Electricity distribution and commercialization
ISO 9001	Compiling, consolidation and submission of electricity supply quality technical indicators, as established by ANEEL



Ethics Management and Development System

Ethical principles have a direct connection to CPFL Energia's business strategies. In 2001, CPFL Energia implemented an ethics management and development system and published the first version of its Code of Ethics and Corporate Conduct.

Since then, the Company has held cycles of seminars conducted by philosophers and instructors to disseminate the Code, embed the topic of ethics among employees and collect contributions for updated versions of the document. The first revised edition was launched in 2006.

As a result of these actions, CPFL Energia is able to update its Code of Ethics in line with changes in society and the Company's own organizational structure.

The Ethics Management and Development System (EMDS) currently possesses a range of important mechanisms for the dissemination and application of the Code, such as the Access Channels, which exist to answer ethical queries and make the Code of Ethical Conduct available for consultation by internal and external stakeholders. There is also the Code Dissemination and Induction Program, available for employees of all CPFL Energia Group companies,



suppliers and partners; the Ethics Network, formed of a group of employees from different departments to offer support and assist the management and development of ethics at CPFL in their respective units and regions; and the Ethical Consultancy, a channel for consultation, clarification and, when required, advice on ethical doubts and conflicts.

In 2009, the Company extended EMDS implementation to all subsidiary companies. Activities carried out within the System include:



- In 2009 the Ethics and Corporate Conduct Committee assessed 17 reports received from the Ethical Conduct Channel, among which there was no registered case of discrimination;
- Ethical Consultancy, a virtual channel where a specialist consultant clarifies ethical doubts;
- Handling of internal and external enquiries received by the Ethics Committee concerning the Code of Ethics;
- Summaries and references on institutional conduct were written and circulated;
- An additional member representing civil society joined the Ethics Committee;
- A clause was approved covering any infringement of the CPFL Energia Code of Ethics for use in all service provider contracts;
- Activities of the Ethics Committee posted on the CPFL Energia News Portal.

Ethics and Corporate Conduct Committee

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The Ethics and Corporate Conduct Committee aims to promote and further a culture of ethics within the organization. Its functions include examining suggestions, complaints and reports on infringements of the Code of Ethics from the Company's stakeholders. In matters involving whistle blowing, the Board of Directors may become involved if the allegation involves one of the statutory Executive Board members. The Committee also arbitrates in any conflict, makes its decisions public, regularly updates senior management on the course of its actions and forwards information and recommendations to the Corporate Governance division annually, for updating the control mechanisms required by the Sarbanes-Oxley Act.

In addition, corporate responsibility and sustainability programs are presented quarterly to the Ethics and Corporate Conduct Committee, which monitors and assesses activities.

- ▶ Seminars on the Code of Ethics for employees of the following companies:
 - ▶ CPFL Santa Cruz: 199 professionals from Piraju, Avaré, Ourinhos, Jacarezinho, Itaí and Itapetininga;
 - ▶ CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista, CPFL Mococa: 130 employees from Mococa and São José do Rio Pardo;
 - ▶ CPFL Serviços: 193 professionals from Araçatuba, Lins, São José do Rio Pardo, Poços de Caldas, Ribeirão Preto and Piraju.

A further round of seminars on the Ethics Management and Development System is planned for 2010, covering the CPFL Energia Group's brand repositioning and new strategic foundations.

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INDUCTION IN THE CODE OF ETHICS FOR COMPANIES NEW TO THE GROUP

One of CPFL Energia's greatest concerns in the ethical field is that new Group businesses should immediately become aligned with the Code of Ethics and Corporate Conduct.

In 2009 the Management System had the challenge of disseminating the Code throughout companies new to the CPFL Energia Group. The following induction activities were carried out in the subsidiary companies:

- ▶ Implementation of the Code of Ethics in CPFL Santa Cruz, CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista, CPFL Mococa, CPFL Serviços and CPFL Atende;
- ▶ Seminars on the Code of Ethics for executives, managers and directors of CPFL Santa Cruz, CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista and CPFL Mococa. 30 professionals attended, including directors, managers, team leaders and supervisors;



Access <http://www.cpfl.com.br/etica/>

to find out more. The CPFL Energia Group's position on ethics and a printable version of the Company's Code of Ethics are both available with open access on the Ethics Network portal.



Ethics in the Supply Chain

The CPFL Energia Ethics Management and Development System is not confined to employees and directors. It covers the entire network of the Company's relationships. In this chain, suppliers are a key audience for dealing with this subject.

All CPFL Energia supply contracts contain clauses covering the various topics featured in the Company's corporate commitment. This is so that the supplier chain can share the Group's corporate values in its handling of environmental, health, security and social responsibility issues.

These topics, which are covered in contracts, comply with the Code of Ethics and Corporate Conduct and Social Responsibility standard SA 8000, especially concerning the campaign against child labor and the use of forced or equivalent to slave labor. Service provider contracts also contain an exclusive clause regarding the Code of Ethics in hiring processes, so that the Code of Ethics can also be communicated to their employees, agents, representatives and subcontracted workers.

To amplify its relations with suppliers further, in 2009 CPFL Energia created a specific meeting called Coffee With Suppliers, with the objectives of sharing experiences and best practices and fostering a closer relationship with suppliers.

Through the CPFL Greater Value Award, the Company assessed the performance of 250 of its suppliers of materials and services and selected for recognition 20 companies that demonstrated excellence in their processes. This award encourages these companies to improve their management process and continue to strive for excellence.

In addition, CPFL Energia runs a supplier forum, which aims to debate the principal dilemmas faced by companies on the subjects of sustainability management (including those of an ethical nature) and the struggle against corruption.



Find out more
<https://suprimentos.cpfl.com.br>

RGE also selected suppliers for recognition. The 6th RGE Supplier Quality Awards assessed 227 companies and awarded suppliers in nine materials categories and 17 services categories, as well as a special focus on safety.

A specialized contact center and Portal are available for suppliers of CPFL Energia and its subsidiaries. All information relating to contracting processes, supplier management and their respective Codes of Conduct is available online.

Risk Management

GRI 1.2
GRI 4.11
GRI SO2

SYSTEMS FOR PREVENTING BUSINESS RISK

CPFL Energia Group companies pursue financial and operating policies and strategies that seek to ensure the safety of their assets and employees and to control their business impact on society, the community and the environment.

To this end, procedures exist for overseeing and managing operations and transactions to prevent, monitor and mitigate potential risk exposure. Our prevention systems and processes are as follows:

- ▶ Corporate Risk Management
- ▶ Prevention of Financial Risk
 - ▶ Compliance with the requirements of Section 404 of the Sarbanes-Oxley Act
 - ▶ Instruments Used
- ▶ Exchange Rate and Interest Rate Risks on other Liabilities
 - ▶ Currency Risk on Financial Liabilities
 - ▶ Financial Covenants
 - ▶ Credit
- ▶ Planning for Energy Purchases
- ▶ Internal Audit
- ▶ Private Pension Plan
- ▶ Insurance Management
- ▶ Prevention of Operating Risk
 - ▶ Environment
 - ▶ Hydrologic Risks
 - ▶ Irregular Consumption
- ▶ IT Security
- ▶ Regulatory Issues



Night view, Campinas, São Paulo state.

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CORPORATE RISK MANAGEMENT

CPFL Energia has a Risk and Internal Control Management Department which was created at the end of 2007 to promote the monitoring and coordination of risk management in corporate areas and business units and to ensure certification of internal processes and controls according to Brazilian and international standards.

This process seeks to continually add value to the businesses by systemically verifying policies and strategies to keep them aligned with the CPFL Energia Group's corporate planning. Highlights of the procedures involved in this work include:

- ▶ Drafting of the Corporate Risk Management Policy, approved by the Board of Executive Officers and the Board of Directors;
- ▶ Constitution of the Corporate Risk Management Committee, comprised of directors chosen to represent each management unit, and its by-laws;
- ▶ Incorporation of the risk perspective in the Strategic Plan
- ▶ Consolidation of the Risk Dictionary (RD);
- ▶ Revision of the General Risk Evaluation manual (GRE);
- ▶ Establishing risk ownership as a responsibility of the operating unit directors;
- ▶ Development of a methodology for modeling risk;
- ▶ Development, together with main business areas, of key risk indicators (KRI);
- ▶ Communication between the company's principal management forums: Management Processes Committee, Fiscal Council, CEO's Office, Board of Executive Officers, Corporate Risk Management Committee and management meetings.

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PREVENTION OF FINANCIAL RISK

Prevention in drafting our financial statements

The Risk Management and Internal Controls Department and the CEO's Office control the risks in drafting and disseminating financial statements by means of a systemic analysis of control material produced by the Compliance Division, which reports directly to them. The CPFL Energia Group evaluates annually the effectiveness of its internal control structure for the principal business processes significantly impacting financial reporting. This is in order to ensure that the principal risks associated with the preparation and dissemination of financial reports are being adequately controlled.

In 2009, CPFL Energia published its Internal Controls Assessment Standard, which aligned its guidelines for risk and control evaluation with the requirements of the Sarbanes-Oxley Act. This covered the main business processes of the holding company, with a focus on the disclosure of financial reports. This Standard also aims to meet the requirements of Instruction CVM 480 published in December 2009, concerning the internal controls environment as regards financial reporting.

Instruments Used

Financial risk management is centralized at CPFL Energia and uses the instruments most frequently found in financial markets. One of these is the Maps Risk system, also used by some of the largest banks in the Brazilian financial market.

This model is used to manage financial risk through ALM (Asset and Liability Management) which, by means of VaR (Value at Risk) calculations, Stress Testing and Duration Analysis of the asset and liability portfolios of the CPFL Energia Group companies, establishes the level of financial risk in each transaction and implements methods for neutralizing or protecting against such risks.

GRI 1.2
GRI 4.11
GRI SO2

EXCHANGE RATE AND INTEREST RATE RISKS ON OTHER LIABILITIES

A portion of CPFL Energia's electricity purchase contracts is indexed to the US dollar and therefore subject to exchange rate fluctuation. The Company manages this risk by monitoring those contracts where its subsidiary companies have a direct exposure.

The distribution companies are obliged by law to acquire energy from Itaipu and all have the right to seek financial protection from currency losses through the CVA Parcel A Tracking Account Mechanism (ANEEL Resolution). This compensates companies for currency losses on energy purchases through the adjustment of electricity tariffs.

Currency Risk on Financial Liabilities

The CPFL Group protects its earnings and cash against fluctuations in the US dollar exchange rate through hedge transactions, which convert US dollar currency risk on financial debt into indexation according to variations in domestic indicators. The holding company ended 2009 with no foreign currency debts.

Financial Covenants

CPFL Group companies' loan agreements, financing contracts and debentures include the restrictive financial covenants usual in this type of transaction, typically relating to fulfilling certain economic and financial ratios, cash generation, and others. These clauses do not represent any kind of limitation on the Companies' ability to conduct their normal business.

Credit

The risk of loss through inability to collect from customers is low given the dispersed nature of the customer base as well as the company policy on collection and disconnection in the event of non-payment.

CPFL Energia
has a Corporate Risk
Management Committee

PLANNING FOR ENERGY PURCHASES

GRI 1.2
GRI 4.11
GRI SO2

CPFL Energia's subsidiary companies apply a series of solutions and strategies to minimize the risk of legal penalties. These measures also offer further possibilities for adding value to the businesses (e.g. situations presenting themselves to market players via the Electric Sector New Institutional Model).

The CPFL Energia Group's distribution companies have constructed mathematical optimization models to:

- ▶ Limit the risk of over- or under-contracting energy needs, reflecting the intrinsic uncertainties in making obligatory five-year market projections;
- ▶ Minimize the total cost of energy purchases;
- ▶ Develop the best strategies for acquiring energy in regulated energy market auctions, based on a range of projected demand scenarios constructed in such a way as to incorporate all sectoral and macroeconomic variables affecting electricity demand.

INTERNAL AUDIT

GRI 1.2
GRI 4.11
GRI SO2

The CPFL Energia Group's Internal Audit, which reports to the Board of Directors, uses a risk-based methodology to evaluate the main business and operating processes. It aims to ensure alignment between corporate guidelines and shareholder and management strategies, as well as stimulating development and improvement in corporate processes, risk control and the Company's results. Their work involves evaluating the following:

- ▶ Suitability and efficiency of operations;
- ▶ Economic efficiency in the use of resources;
- ▶ Integrity and reliability of information, registers and systems;
- ▶ Observance of policies, objectives, plans and procedures;
- ▶ Compliance with applicable laws, norms and regulations.

GRI 1.2
GRI 4.11
GRI 502

PRIVATE PENSION PLAN

The CPFL Group uses specific tools to mitigate any deficits in the employee pension plans managed by the CESP Foundation. They are fundamental to the plans' financial equilibrium and to ensuring our employees' security and peace of mind.

The Investments and Pension Management Committees monitor management of the pension plans, and are staffed with personnel from the Finance Department and other areas, as well as pension plan members and beneficiaries. It is the Committees' responsibility to assess and analyze the management and investment policy for the pension plans, and to make any necessary adjustments.

Results are communicated monthly and the Management Committees and the operations team of the CESP Foundation meet quarterly to review strategies and limits.

GRI 1.2
GRI 4.11
GRI 502

INSURANCE MANAGEMENT

CPFL Energia has established insurance management guidelines. They are formalized in a document underlining the measures needed to protect its assets and responsibilities from the risk of accidental losses that might undermine returns.

An experienced insurance specialist is responsible for the insurance management guidelines.

GRI 1.2
GRI 4.11

PREVENTION OF OPERATING RISK

The Environmental Management System (EMS) provides a control framework for activities and supplies guidance for the electricity distribution and generation operating processes. These processes adhere to the requirements of the respective Environmental Certifications in force and meet environmental legislation standards. CPFL Energia and its subsidiary companies possess formal documents containing guidelines for managing the main environmental impacts posed by their operations.

Environment

Detailed environmental impact studies are prepared for each of CPFL's new projects in their planning stage and the Company supervises the implementation and operation of its environmental programs. This enables it to comply with all issues raised in connection with the environmental licensing for its projects and therefore guarantee that environmental impacts are mitigated or compensated for, in both their implementation and commercial operation stages.

GRI EU21

The operating procedures to be followed in case of emergency at any of the hydroelectric plants are described in CPFL Geração de Energia's technical guidelines. This document is aimed at safeguarding CPFL's assets and those of third parties located downstream from its hydroelectric plants and reducing any possible environmental impact up- and downstream from the dams. It also seeks to provide the flexibility, in organizational, administrative and operational terms, needed to mobilize the necessary resources for successfully dealing with exceptional situations and facilitate contact between the plant's operating units. Additionally, it ensures proper communication with those public bodies and organizations responsible for protecting citizens and their property.

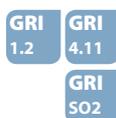
Power distribution and generation concessions are required to adhere to a series of obligations established in their concession contracts and by the sector's regulatory framework and are subject to inspection by the Brazilian National Electric Energy Agency (ANEEL), and by related agencies run by the individual states in the federation.

Irregular Consumption

CPFL Energia detects irregularities in electricity meter reading via a management system, which permits targeting of consumers for inspection by specialized teams. In cases where the irregularity is fraudulent, the consumer is billed for the amount corresponding to actual consumption, with payment in installments being allowed. This procedure ensures that CPFL Energia meets its objective of treating all its customers equally, as each consumer is only held responsible for the electricity actually consumed.

Hydrologic Risks EPR

In order to create a balance between electricity demand and producer supply, Brazilian electric sector regulations have established a production control equation for each electricity generating source. The objective is to avoid the hydrologic risks inherent in hydroelectric generation. Under the Assured Energy concept, power generation revenue is calculated according to the volume of power supply assigned to each plant, and not simply from its Installed Capacity or volume of power actually generated. The Brazilian government establishes a plant's Assured Energy at its concession or authorization stage, and a certificate of energy subject to commercialization is granted. This is independent of the volume of power actually generated, which is determined by the National Electricity System (ONS) based on the hydrologic situation. Therefore, if a hydro plant is generating electricity below its Assured Energy level, other plants in the system can release their excess. However, a plant that generates in excess of its Assured Energy level will only receive additional revenue to cover a corresponding shortfall in production.



INFORMATION TECHNOLOGY SECURITY

CPFL Energia has permanent procedures in place to safeguard technological resources and systems.

To mitigate the risks resulting from equipment outages, it has built-in redundancy in critical areas.

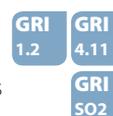
The company's IT management procedures ensure absolute client confidentiality, as well as confidentiality of the financial information processed by, and stored in, corporate IT systems.

To avoid the risks arising from processing and information assets, all IT processes are documented and covered by formal internal controls.

Efficient and safe use of the Internet and its connections is guaranteed by permanently updated virus detection and protection programs.

REGULATORY ISSUES

Power distribution and generation concessions are required to adhere to a series of obligations established in their concession contracts and by the sector's regulatory framework and are subject to inspection by the Brazilian National Electric Energy Agency (ANEEL), and by related agencies run by the individual states in the federation.



The mitigation of regulatory risk is a basic CPFL Energia Group strategy. Such risks are controlled at each of the concessions by means of formally structured procedures, at both the business units and head office, and by support systems such as the Regulatory Management System (SISGERE) for monitoring and controlling the entire regulatory process.

The commercialization of electricity takes place in the free market and is not required to follow regulated market rules, although it is authorized and monitored by the regulatory bodies. The only exception is in cases of operations involving related parties, which must have the prior approval of ANEEL, a rule that is rigorously observed.

In view of CPFL Energia's corporate structure and the regulatory requirements, effective control of this type of risk requires the corporate area to have a full picture of all inter-company relations, especially those of an economic and financial nature, in order to guarantee that all operations are carried out correctly.

Intangible assets

Intangible assets are those that add value to the business and are characterized by clear identification, legal existence, intellectual property rights, specification of useful life and transferability.

CPFL Energia implements all the required conditions for the development and protection of its intangible assets. The enhancement of intangible assets is supported by the identification and incorporation of new technologies - largely resulting from Research & Development projects - and by professional training systems, technical visits, availability of technical and management publications in the library as well as ongoing contact with suppliers.

Intangible assets are maintained for the Company's use and ownership by establishing norms and procedures, registers and labor instructions, policies, information systems and care for library assets. The Intellectual Property Rights Policy is the instrument used to protect intangible assets. It prohibits the commercialization and/or disclosure of these projects or inventions by any employee without the appropriate authority.

Those responsible for the projects, the Special Projects Division (SPD) and the Legal Department, are accountable for establishing and examining copyrights and patents. The attraction and retention of the specialists and talent for enhancing CPFL Energia's intellectual capital are managed through competitive Human Resources policies and management of the organizational climate. The Corporate University, established in 2008, is also an important tool for improving human capital assets and is aligned with the policy of continual improvement in service quality.

Key assets are identified every year during the annual strategic planning cycle, at which time the appropriate department assesses the strengths and weaknesses of each in relation to the new challenges set by the strategic plan.

Identification of Intangible Assets		
Assets	Characteristics	Evaluation Methods
CPFL Energia Brand	<ul style="list-style-type: none"> • Tradition and strength of the CPFL Energia brand • Business portfolio with participation in three segments of the electricity sector • Solid customer base and attractive markets 	<ul style="list-style-type: none"> • Evaluation performed by a specialized consultancy • Monitoring of positive media coverage • Annual image survey • Monitoring of market and customer base
Human Resources	<ul style="list-style-type: none"> • Know-how and skills related to strategic abilities • High levels of productivity and motivation 	<ul style="list-style-type: none"> • Performance management system – Personal Value • Company Performance
Intellectual Property Rights	<ul style="list-style-type: none"> • Patents 	<ul style="list-style-type: none"> • Number and value of patents, and validity
Infrastructure	<ul style="list-style-type: none"> • Technologies developed for CPFL's specific use • Customized information systems with CPFL parameters • CCS: commercial operations support platform for customer service, billing, collection, charging and management of meter assets • GISD: Integrated geo-referenced platform with data on electricity assets, to support the planning, engineering, design, operation and distribution maintenance operations 	<ul style="list-style-type: none"> • The value added calculation takes into account at least the expenditure of resources for installing information systems and technology

Policies

QUALITY POLICY

"To promote the lasting satisfaction of our customers, shareholders, employees and partners through the continual improvement of our products and services."

ENVIRONMENTAL POLICY

"To provide energy services to society, paying complete respect to the environment, complying with environmental legislation, avoiding pollution and investing in continual improvements to the environmental implications of our activities."

HEALTH, SAFETY AND QUALITY OF LIFE POLICY

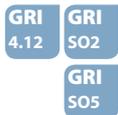
"To seek the permanent well-being of employees, by providing a healthy environment and safe working conditions in line with the applicable safety and medical workplace legislation, identifying, preventing, controlling and mitigating any risks capable of leading to material or personal incidents or accidents, seeking continually to improve all our work processes and promoting quality of life."

CORPORATE RESPONSIBILITY AND SUSTAINABILITY POLICY

"To include issues of social responsibility and sustainability in the management of our businesses on a permanent basis, by aligning the economic, social and environmental impacts of the Company's activities with society's legitimate interests and in compliance with the applicable legislation."

Commitments

The CPFL Energia Group has entered into a series of domestic and international commitments which support its operating guidelines and strategies and which therefore constitute an important mechanism for promoting sustainable development.



GLOBAL COMPACT

In 2003, CPFL Energia became a signatory to the United Nations (UN) Global Compact and joined the Brazilian Global Compact Committee (CBPG).

In 2009, CPFL Energia was at the fore of eight meetings of signatory organizations as coordinator of the Human Rights and Environment (Caring for Climate) Commissions.

CPFL Energia also hosted the Brazilian Global Compact Committee Workshop for the COP (Communication of Progress) Report. This is a method for ensuring corporations' accountability to the UN on the 10 principles of the Global Compact.

The aim of the workshop was to present tools for use in composing the COP Report to companies in the Campinas region – CPFL suppliers and clients. There were 40 workshop participants from invited corporations and organizations.



Access www.unglobalcompact.org e www.pactoglobal.org.br and find out more about the activities of the Global Compact and CPFL Energia's participation.



CARING FOR CLIMATE

In August 2008, CPFL Energia became a signatory of the UN Caring for Climate initiative. This aims to encourage companies worldwide to develop voluntary initiatives that go beyond the legal requirements of their countries and contribute to the global effort to combat the causes of climate change.

In 2009, the Company supported the organization by promoting the event for launching the initiative in Brazil. This occurred at the Ethos Institute International Conference in São Paulo and included the participation of Soren Peterson, of Danish origin, Global Compact networks and partnerships coordinator.

Access www.unglobalcompact.org to find out more about CPFL Energia's position on the environment.

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OPEN LETTER TO BRAZIL ON CLIMATE CHANGE

In August 2009, CPFL Energia was part of the group of companies that wrote and signed the **Open Letter to Brazil on Climate Change**, which was then delivered to the federal authorities at an event in the city of São Paulo. The document contains a voluntary commitment from 22 private sector companies to build a low carbon economy, including monitoring emissions resulting from their production processes, and to integrate the issue in their strategic planning process, as well as innovating in processes and services.

+ Access www.cpf.com.br/sustentabilidade to find out more about CPFL Energia's position on the environment.

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COPENHAGEN COMMUNIQUÉ ON CLIMATE CHANGE

In October 2009, CPFL Energia became a signatory to the **Copenhagen Communiqué on Climate Change**, an initiative led by Prince Charles and managed by the University of Cambridge Programme For Sustainability Leadership. The Communiqué, uniting one thousand companies from across the entire world, played an important role in the global positioning of the private sector at the 15th Conference of Parties.



+ Access www.copenhagencommunique.com and find out more about this activity.

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CORPORATE PACT FOR INTEGRITY AND AGAINST CORRUPTION

CPFL Energia signed the Pact in 2006 and since then has participated in its work group. This involves monthly discussion meetings, the organization of activities and publications on related subjects. The Pact aims to engage companies in combating all forms of corruption and establish guidelines for the relationships between organizations and the public authorities.

At the Ethos Institute International Conference in 2009, CPFL Energia was involved in the organization of a series of debates entitled "Economic Crisis: more corruption or the opportunity for a new model?" The meeting brought together representatives of a number of sectors: government, academia, and corporate and social movements. The occasion also saw the launch of the primer *The Social Responsibility of Corporations in the Fight Against Corruption*.



+ Access www.empresalimpa.org.br and find out more about this publication, an initiative of the Federal Inspector General (CGU) which is available for consultation.

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CORPORATE FRIEND OF THE CHILD PROGRAM

This is run by the ABRINQ Foundation with the aim of encouraging companies to commit to the development and fundamental rights of children and adolescents through adherence to five commitments, which encapsulate the key principles of the Child and Adolescent Bill of Rights.

CPFL Energia communicates this Program to all its customers on their electricity bills, thereby increasing awareness of this initiative and ensuring that its principles are aligned with management practice at its subsidiaries.



+ Access www.fundabrinq.org.br/ and find out more about the ABRINQ Foundation's programs.

GRI 4.12

CORPORATE PACT AGAINST THE SEXUAL EXPLOITATION OF CHILDREN AND ADOLESCENTS ON BRAZILIAN HIGHWAYS

CPFL Energia is a signatory to this Pact, an initiative of the WCF (World Childhood Foundation) for companies to commit publicly, as part of their social responsibility programs, to taking measures against the sexual exploitation of children and adolescents on Brazilian highways.



+ Access www.namaocerta.org.br/ and find out more about the Pact .

GRI 4.12

MILLENNIUM DEVELOPMENT GOALS

CPFL Energia has been a part of the National Movement for Citizenship and Solidarity since 2004, in the belief that these objectives are a benchmark for dealing with this global challenge. Since then, the Company has kept its management aligned with these eight development objectives established by the United Nations.



+ Access www.objetivosdomilenio.org.br/ and find out more about the Eight Millennium Development Goals.

▶ **Corporate Governance**

CPFL Energia, recognized as one of the companies with some of the most advanced corporate governance practices in Latin America, is constantly improving its governance system.

In 2009, the Company remained seriously committed to the highest standard of corporate governance practice. It took part in a range of activities organized by the Brazilian Corporate Governance Institute (IBGC) and supported events for institutional investors, with special mention for the launch in New York of the *Practical Guide to Corporate Governance: Experiences from the Latin American Companies Circle*, which is a collection of successful case studies from companies in the Companies Circle.

The Companies Circle was formed in 2005 by the International Finance Corporation (IFC) and the Organization for Economic Cooperation and Development (OECD) with the aim of promoting the exchange of experiences among a select group of 14 Latin American companies recognized for adopting superior corporate governance practices. Since then, the Companies Circle has been consolidating itself as a group that encourages the advancement of corporate governance in the region by sharing successful experiences in the Latin American private sector.

CPFL Energia made progress with actions to strengthen its management system, improve internal control systems and strengthen its commitment to ethics, all aimed at ensuring the durability of its business model. Succession Planning, in line with Corporate Planning, identifies key talents and develops programs for the development and retention of those in key positions within CPFL Group companies.

CPFL Energia's constant improvement of its management practices and corporate risk control mechanisms, as well as its solid organizational culture, founded on the principles of transparency, equity, accountability and corporate responsibility, led to the Company's shares being listed for the fifth consecutive year on the BM&FBovespa's Corporate Sustainability Index (ISE).



General overview of the Group

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CPFL Energia is a holding company with equity stakes in other companies.

CPFL Energia is controlled by a major Brazilian corporate group plus some of the country's largest pension funds:

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VBC Energia S.A.

A privately held company which has been 100% owned by the Camargo Corrêa Group since February 2009.

GRI
2.9

BB Carteira Livre 1 Stock Investment Fund

In October 2009, 521 Participações S.A. sold its entire equity stake in CPFL Energia to the BB Carteira Livre 1 fund. The sole investor in this Fund is Previ – the Banco do Brasil employees' pension fund, Latin America's largest pension fund.

Bonaire Participações S.A.

An investment vehicle owned by the following Brazilian pension funds: CESP Foundation (Funcesp), Petrobras Social Security Foundation (Petros), Sistel Social Security Foundation and Sabesp Social Security Foundation (Sabesprev).

BNDES Participações S.A. (BNDESPar)

A subsidiary of BNDES (National Economic and Social Development Bank), responsible for supporting the capitalization and development of Brazilian companies through the acquisition of minority equity stakes.

GRI 2.6 GRI 2.8
GRI 3.6 GRI 3.8

CORPORATE STRUCTURE



----- Controlling Block (shareholders holding 69.37% of the Company's stock).
⁽¹⁾ Includes 0.1% stock of Camargo Corrêa S.A.



Board of Directors and the Fiscal Council

BOARD OF DIRECTORS

The principal management forum, which determines the general business direction and makes decisions on key issues, in line with its responsibilities as described in the Corporate Bylaws. The Board has the exclusive power to determine which issues the Committees should focus on and to define their focus of activity.

The CPFL Energia Board of Directors currently consists of seven members: three elected by VBC, two by the BB Carteira Livre I Fund, one by Bonaire Participações and one Independent Board Director, elected in accordance with Bovespa's Novo Mercado listing regulations.

2009/2010 term of office

- ▶ Pedro Pullen Parente (Chairman) *
- ▶ Ricardo Carvalho Giambroni (Deputy Chairman)
- ▶ Francisco Caprino Neto
- ▶ José Ayres de Campos
- ▶ Milton Luciano dos Santos
- ▶ Susana Hanna Stiphan Jabra
- ▶ Ana Dolores Moura Carneiro de Novaes (Independent Director)

* Elected on September 28, 2009, to substitute Luiz Anibal de Lima Fernandes.

The Board of Directors meets ordinarily once a month and extraordinarily whenever required. Its members have a one-year term of office, re-election being permitted.

FISCAL COUNCIL

The Fiscal Council is a permanently installed supervisory body. Since 2005, it has also taken on the responsibilities of the Audit Committee as required by the Sarbanes-Oxley Act, in accordance with the exception applying to foreign companies listed on US stock exchanges.

The Council currently has five members with a one-year term of office, re-election being permitted.

2009/2010 term of office

- ▶ José Reinaldo Magalhães (Chairman)
- ▶ Adalgiso Fragoso de Faria
- ▶ Wilton de Medeiros Daher
- ▶ Daniela Corci Cardoso¹
- ▶ Décio Magno Andrade Stochiero

¹ Nominated as financial expert, as required by Section 407 of the Sarbanes-Oxley Act.

The Fiscal Council members meet monthly and have a minimum calendar of activities, which includes periodic meetings with internal and external auditors, and with the Company's main executives.

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Board of Executive Officers

Responsible for the conduct of the Company's businesses, its subsidiaries and its associated companies, in line with governance guidelines determined by the Board of Directors. It comprises seven members elected by the Board of Directors, with a two-year term of office, re-election being permitted:

2009/2010 term of office

- ▶ Wilson Ferreira Jr. (Chief Executive Officer)
- ▶ José Antonio de Almeida Filippo (Chief Financial and Investor Relations Officer)
- ▶ Paulo Cezar Coelho Tavares (Chief Energy Management Officer)
- ▶ Miguel Normando Abdalla Saad (Chief Energy Generation Officer)
- ▶ Hélio Viana Pereira (Chief Operations Officer)
- ▶ José Marcos Chaves de Melo (Chief Administration Officer)
- ▶ Adriana Waltrick (Chief Business Development Officer) - appointed in 2010

COMMITTEES

Three committees exist to advise the Board of Directors.

- ▶ Committee members have a one-year term of office and may be re-elected.

GRI
4.7



Access www.cpf.com.br/ri

for the names of the current members of the Board of Directors and their Advisory Committees, the Fiscal Council and the Board of Executive Officers.

GRI 4.1 GRI 4.7 GRI 4.9 GRI 4.10

Personnel Management Committee

Advises the Board of Directors by helping determine the compensation and assessing the performance of the Board of Executive Officers, coordinating the Succession Plan and monitoring human resources policies and practices. The Committee's members are:

- ▶ Ricardo Carvalho Giambroni (Coordinator)
- ▶ Francisco Caprino Neto
- ▶ Susana Hanna Stiphan Jabra

GRI 4.1 GRI 4.9

Related Parties Committee

Advises the Board in assessing transactions involving parties related to the controlling shareholder block, such as the selection of suppliers and service providers, the purchase of goods and services and/or the sale of energy. The Committee's members are:

- ▶ Susana Hanna Stiphan Jabra (Coordinator)
- ▶ Francisco Caprino Neto
- ▶ Luiz Cláudio da Silva Barros

GRI 4.1 GRI 4.9

Management Processes Committee

Advises the Board of Directors on topics relating to business management processes, risk evaluation and guidance regarding Internal Audit's activities. The Committee's members are:

GRI 4.11

- ▶ Francisco Caprino Neto (Coordinator)
- ▶ Arthur Prado Silva
- ▶ Martin Roberto Glogowsky

MANUAL FOR PARTICIPATION IN SHAREHOLDERS' MEETINGS

A focus on creating value has led to CPFL Energia developing superior corporate governance in line with best market practices.

Since 2008, the Company has been distributing its Manual for Participation in Shareholders' Meetings, which uses clear and detailed language to explain the issues that will be discussed and voted on at such meetings. The Manual's chief aim is to establish a channel of communication with all shareholders (including minority shareholders), thereby creating greater participation in events on the corporate calendar and greater understanding of business development.

GRI 4.4

Shareholders absent from Meetings can freely exercise their right to vote and express their opinion by assigning a Company executive as their representative.

The Manual is available in English and Portuguese and can be accessed on the websites of CPFL Energia, CVM and SEC.

GRI 4.9

FOCUS ON ETHICS

In recent years, CPFL Energia has carried out a number of initiatives to consolidate ethics in its corporate processes.



Cover and Contents Page of the Shareholders' Manual.

Access www.mzweb.com.br/cpfl/web/arquivos/CPFL_Energia_Manual_Assembleia_Geral_Extraordinaria_2009_port.pdf

and find out more about the Manual for Participation in Shareholders' Meetings. Cover and Contents Page of the Shareholders' Manual

2009 Highlights

- Ethics Management and Development System**
- A set of management procedures for improving individual and institutional actions through the promotion of ethics in all stakeholder relations.
- Program for Promoting and Enforcing the Code**
- Seminars to encourage thought on ethical issues, based on the Code of Ethics and Corporate Conduct.

- Ethics and Corporate Conduct Committee**
- Very active in the dissemination and monitoring of corporate guiding principles, organizational principles and guidelines for conduct.

- Ethics Network**
- A group formed of employees from numerous departments who promote ethical values in their organizational divisions.

CORPORATE GOVERNANCE RATING

CPFL Energia retained its AA+ rating from the Austin Rating risk classification agency in 2009 for its adherence to Corporate Governance best practices. This AA+ rating in corporate governance consolidates CPFL Energia as a market benchmark, with the following highlights:

- ▶ Commitment to creating value for all stakeholders;
- ▶ Continual improvement of corporate governance practice;
- ▶ Ongoing monitoring of operating risks;
- ▶ Activities permeated by high standards of ethics and social responsibility.

▶ The seven pillars of governance evaluated by Austin Rating

1. Propriety and transparency
2. Shareholder rights and their relationship with the institution
3. Structure and independence of the Board of Directors
4. Management
5. Audit and Fiscal Council
6. Quality and transparency of disclosure policy
7. Social responsibility and ethics

SUPERIOR CORPORATE GOVERNANCE PRACTICES:

- ▶ Capital stock composed exclusively of common shares with guarantee of equal conditions for controlling and minority shareholders in the event of the sale of a controlling interest – 100% tag along rights.
- ▶ Free float of 30.50%.
- ▶ Board of Directors with seven members, including one Independent Director, with powers and functions clearly defined by internal charter.
- ▶ Permanently installed Fiscal Council, with powers and functions defined by internal charter and in the Fiscal Council Guide (as well as the functions of an Audit Committee, as required by Section 301 of the Sarbanes-Oxley Act).
- ▶ Three advisory committees to the Board of Directors (Personnel Management, Related Parties and Management Processes), as well as ad hoc commissions for dealing with specific issues.
- ▶ Holding Company's Board of Executive Officers includes the management bodies of all the subsidiaries.
- ▶ Dividend Policy.
- ▶ Securities Trading Policy.
- ▶ Code of Ethics and Corporate Conduct adapted to the recommendations of the United States Securities Exchange Commission (SEC).
- ▶ Adherence to the arbitration commitment clause of BM&FBovespa's Novo Mercado.
- ▶ Channels for reporting complaints and/or whistle blowing with respect to financial information or infringement of the Code of Ethics.
- ▶ Certification of internal controls by management (CEO and CFO) and independent auditors.
- ▶ Preliminary analysis by the Related Parties Committee of transactions involving companies linked to shareholders comprising the controlling block.
- ▶ Annual self-appraisal program for members of the Board of Directors and Fiscal Council.
- ▶ Succession planning for the Board of Executive Officers and other key CPFL Group executives.
- ▶ Annual Report prepared in line with Global Reporting Initiative (GRI) guidelines.
- ▶ Financial statements published in accordance with Brazilian (BRGAAP) and offering a reconciliation with US (USGAAP) accounting principles.



Access www.cpfl.com.br/ri

The Rating Report is available on the CPFL Energia website.

http://www.mzweb.com.br/cpfl/web/arquivos/CPFL_Energia_Rating_GOV_2010.pdf

▶ **Operating and financial performance**

Market background

MACROECONOMIC AND REGULATORY ENVIRONMENT

During the first half-year of 2009, economic uncertainty eased as the monetary and fiscal stimulus packages put into place by a number of countries began to have an effect on the global economy.

Over this period it became clear that the majority of emerging economies (with the notable exception of Eastern European countries) were affected to a much lesser extent than the more advanced economies, which were rocked by the near insolvency of their banking systems.

In this context of overcoming the recession, the debate is focused once more on the pace of economic recovery and on the timeframe for implementing so-called "exit strategies", in other words the removal by governments of their monetary and fiscal stimuli.

This will be the main point for discussion during 2010, a year likely to be characterized by moderate growth in worldwide GDP, driven by emerging economies. A gradual withdrawal of the stimulus measures is expected soon after the beginning of the year, in order to avoid creating the conditions for further disequilibria in later years.

For Brazil, facing a presidential election this year (although the election should not result in any major change in the basic framework for economic policy in place since 1999), GDP growth of between 5% and 6% is forecast for 2010, driven by a recovery in investment. This signifies that the 2009 crisis was in fact not the end to the strong investment growth cycle seen between 2004 and 2008, but merely a temporary interlude.

As regards the pricing of electricity distribution services, 2009 saw the final result of the periodic tariff review process (begun in 2007) for CPFL Group distributors, and by efforts to consolidate the existing regulatory framework through a service of normative acts introduced by the Brazilian National Electric Energy Agency (ANEEL).

Within this context, we highlight a range of regulatory processes that began last year, the conclusion of which led to the following normative resolutions of significance for the sector:

- ▶ Conclusion of Public Hearing 001/2009, resulting in Normative Resolution 359/2009 which introduced improvements in the process for incorporating private networks;
- ▶ Initiation of Public Hearing 002/2009, resulting in Normative Resolution 367/2009 which implemented the new Electric Sector Assets Control Manual (MCSPEE), of fundamental importance for the third tariff review cycle, due to begin in October 2011 with CPFL Piratininga;
- ▶ Conclusion of the first review of Distribution Procedures (PRODIST), discussed at Public Hearing 033/2009 and resulting in Normative Resolution 395/2009 which introduced significant changes to the methods for treating continuity indicators (individual indicators being more important than the collective);
- ▶ The methodology for calculating the free market energy to be passed on to generators, as a result of Public Hearing 034/2009; the Resolution is currently in the publication stage, following approval on December 15 2009.

Another significant issue in the regulatory environment at the end of the second semester 2009 was an adjustment to the methodology for calculating the annual tariff adjustment through an addendum to the concession contract, established by Public Hearing 043/2009, aimed at the neutrality of items not included in Parcel A costs, especially as regards sector charges.

DISTRIBUTION TARIFFS

For the electricity distribution business segment, the following ANEEL final decisions on tariff reviews were the highlights for 2009:

- ▶ Ratification in February of the final result of the second periodic tariff review for subsidiary companies CPFL Santa Cruz, CPFL Leste Paulista, CPFL Jaguari, CPFL Sul Paulista and CPFL Mococa;
- ▶ Ratification of the final result of the second periodic tariff review for subsidiary companies CPFL Paulista and RGE, with indices applicable as of April 8 and 19, respectively;
- ▶ Ratification of the final result of the second periodic tariff review (2007) for CPFL Piratininga, with effect as of October 23 2008.

Final Rates Resulting from the Second Periodic Tariff Review (%)

	CPFL Santa Cruz	CPFL Leste Paulista	CPFL Jaguari	CPFL Sul Paulista	CPFL Mococa	CPFL Paulista	RGE	CPFL Piratininga
Tariff Adjustment	-17.05	-3.22	-3.79	-4.59	-10.41	-14.07	-8.11	-13.50
Financial Components	2.64	1.04	-1.38	-0.59	2.81	0.07	10.45	0.73
Tariff Adjustment with Financial Components	-14.41	-2.18	-5.17	-5.19	-7.60	-14.00	2.34	-12.77

ANEEL published the following decisions regarding the 2009 annual tariff adjustment for CPFL Energia distributors:

- ▶ Ratification of the annual tariff adjustment rate (TAR) for subsidiary companies CPFL Santa Cruz, CPFL Leste Paulista, CPFL Jaguari, CPFL Sul Paulista and CPFL Mococa, applicable as from February 3 2009;
- ▶ Ratification of the TAR for subsidiary companies CPFL Paulista and RGE, applicable as from April 8 and 19 respectively;
- ▶ Ratification of the TAR for CPFL Piratininga, with effect as from October 23 2009.

Tariff Adjustment Rates (TAR) (%)

	CPFL Santa Cruz	CPFL Leste Paulista	CPFL Jaguari	CPFL Sul Paulista	CPFL Mococa	CPFL Paulista	RGE	CPFL Piratininga
Applicable as from	02.03.2009	02.03.2009	02.03.2009	02.03.2009	02.03.2009	04.08.2009	04.19.2009	10.23.2009
Economic TAR	10.69	10.58	11.01	11.80	10.52	13.58	10.44	2.81
Financial Components	13.40	2.36	0.35	-0.16	0.66	7.64	8.50	3.17
Total TAR	24.09	12.94	11.36	11.64	11.18	21.22	18.95	5.98

2010 Annual Tariff Review

In February 2010, ANEEL approved the annual tariff adjustment rate (TAR) for five CPFL Energia Group distributors and has already accounted, albeit provisionally, for the neutrality of sector charges.

Tariff Adjustment Rates (TAR) (%)

	CPFL Santa Cruz	CPFL Leste Paulista	CPFL Jaguari	CPFL Sul Paulista	CPFL Mococa
Applicable as from	02.03.2010	02.03.2010	02.03.2010	02.03.2010	02.03.2010
Economic TAR	1.90	-6.32	5.81	4.30	4.15
Financial Components	8.19	-6.89	-0.65	1.36	-0.17
Total TAR	10.09	-13.21	5.16	5.66	3.98

Distribution

Electricity distribution is CPFL Energia's largest business segment with 6.6 million customers in the concession areas of its eight distributors and a presence in four Brazilian states.

In 2009, a total of R\$ 746 million was invested in the distribution segment, mainly in the expansion and reinforcement of the electric system to meet market growth.

Relative to 2008, the number of connected customers increased by 141.8 thousand consumer units.

GRI
2.7

GRI
2.8

Energy sales

Energy sales to the captive market in the CPFL Energia distributors' concession areas totaled 37,821 GWh, 1.33% greater than the previous year. Energy billed through the Tariff for Use of the Distribution System (TUDS) reached 10,747 GWh.

Energy sold to free market clients and through bilateral contracts was 10,243 GWh for all the CPFL Energia Group's commercialization companies. This is a 15% increase over 2008.



Energy Sales (GWh)				
	2007	2008	2009	09/08 (%)
Captive Market	35,245	37,323	37,821	1.33
Free Market	8,951	8,904	10,243	15.04
Total	44,196	46,227	48,064	3.97

In the captive market, there was an increase in consumption in the residential (6.0%) and commercial (5.3%) classes, which together accounted for 51.7% of the total energy consumed by the Group distributors' captive market customers.

The industrial segment registered a drop of 5.0% compared to 2008, which was mainly due to the international financial crisis and its impact on Brazilian industrial activity, particularly on exports and the production of capital goods (investments).

Energy sales (GWh)

	2007	2008	2009	09/08 (%)
Residential	10,766	11,649	12,346	6.0
Industrial	11,401	11,931	11,334	-5.0
Commercial	6,437	6,852	7,215	5.3
Rural	2,511	2,448	2,257	-7.8
Others	4,130	4,441	4,670	5.2
Total Captive Market	35,245	37,321	37,821	1.3

GRI
EU3

CPFL Energia distributors ended the year with 6.6 million customers, an increase of 141,821 customers over 2008.

Number of customers – CPFL Energia Distributors - by segment

Segment	2008	2009
Residential	5,564,167	5,695,689
Industrial	77,678	77,166
Commercial	494,103	496,377
Rural	233,420	238,566
Public Authorities	42,172	44,051
Public Lighting	6,683	7,933
Public Services	6,520	6,738
Own Consumption	724	768
Total	6,425,467	6,567,288

GRI
EU26

Since 2008, all CPFL Energia Group distributors have been connecting customers as part of the Universal Access to Electricity Program, which is due to achieve its 100% coverage goal in 2010.

GRI
PR1 **GRI**
EU23

PROJECTS

Investments in the distribution segment totaled R\$ 746 million in 2009. Of this total, R\$ 375 million was allocated to expanding and upgrading the electric system to meet market needs, in terms of both energy sales volume and number of customers at the eight distributors.

Work covered the construction of new substations (SSs) and expansion of existing ones, extension of transmission lines (TLs), addition and substitution of equipment and distribution networks, and other improvements to a range of installations.

At the eight Group distributors, 65 SS projects were executed. At CPFL Paulista, highlights were SS 3M in Sumaré, SS Primavera in São José do Rio Preto, SS José Bonifácio in José Bonifácio, and SS Auxiliadora in Botucatu. At CPFL Piratininga highlights were SS Salto in Salto, and SS Vila Mathias in the coastal Santos region. Highlights for RGE were SS Cachoeirinha 2, SD Frederico Westphalen, and SS Campo Novo.

► **Highlights at CPFL Paulista were:**

- SS 3M in Sumaré
- SS Primavera in São José do Rio Preto
- SS José Bonifácio in José Bonifácio
- SS Auxiliadora in Botucatu.

► **Highlights at CPFL Piratininga were:**

- SS Salto in Salto
- SS Vila Mathias in the coastal Santos region.

► **Highlights at RGE were:**

- SS Cachoeirinha 2
- SS Frederico Westpahlen
- SS Campo Novo.

A further R\$ 370 million was invested in improvements and maintenance for the electric system, in operating infrastructure, modernization of management, operations support systems and customer service. In 2009, CPFL Santa Cruz achieved its goal of automating 100% of its SSs, with benefits to around 176 thousand customers. RGE reached a level of 98% automated SSs, with just one awaiting automation.

In addition, RGE progressed with its modernization of the distribution networks, carrying out over 600 projects for improving the secondary network, with benefits to 17 thousand customers. The RGE electric structure also gained an additional 62 MVA in 2009.

GRI
EU4

STRUCTURE

In order to serve the population with quality services, the CPFL Energia distribution companies' network totaled 205,443 km in 2009.

Extent of the Distribution Network – 2008-2009 (km)

Company	2008				2009			
	Primary		Secondary	General Total	Primary		Secondary	General Total
	15 KV	23 KV			15 KV	23 KV		
CPFL Paulista	47,361	-	35,443	82,804	47,497	-	36,316	83,813
CPFL Piratininga	3,446	6,380	11,311	21,137	3,515	6,572	11,571	21,658
RGE	45,573	-	36,654	82,227	46,906	-	36,339	83,245
CPFL Santa Cruz	6,164	-	2,114	8,278	6,200	-	2,125	8,325
CPFL Leste Paulista	1,800	-	588	2,388	1,844	-	595	2,439
CPFL Jaguarí	449	-	397	846	458	-	406	864
CPFL Sul Paulista	2,667	-	795	3,462	2,743	-	815	3,558
CPFL Mococa	1,054	-	440	1,494	1,083	-	457	1,540
Total	108,514	6,380	87,742	202,636	110,247	6,572	88,624	205,443

The transmission network totaled 9,458 km, considering the whole range of voltages served by the system.

Extent of Transmission Network – 2008-2009 (km)

Company	2008									2009								
	34.5 KV	44 KV	69 KV	88 KV	88 KV (underground)	138 KV	230 KV	345 KV	Total	34.5 KV	44 KV	69 KV	88 KV	88 KV (underground)	138 KV	230 KV	345 KV	Total
CPFL Paulista	384	0	1,944	50	0	3,735	0	0	6,064	384	0	1,944	0	0	3,738	0	0	6,067
CPFL Piratininga	0	0	0	262	19	264	28	4	577	0	0	0	262	19	262	29	4	576
RGE	0	220	1,312	0	0	219	0	0	1,751	0	220	1,312	0	0	219	0	0	1,751
CPFL Santa Cruz	99	0	427	4	0	0	0	0	530	99	0	427	4,25	0	0	0	0	530
CPFL Leste Paulista	141	0	0	0	0	0	0	0	141	141	0	0	0	0	0	0	0	141
CPFL Jaguarí	38	0	0	0	0	12	0	0	50	38	0	0	0	0	12	0	0	50
CPFL Sul Paulista	236	0	0	0	0	8	0	0	244	236	0	0	0	0	8	0	0	244
CPFL Mococa	99	0	0	0	0	0	0	0	99	99	0	0	0	0	0	0	0	99
Total	997	220	3,684	266	19	4,238	28	4	9,456	997	220	3,683	266	19	4,239	29	4	9,458

CUSTOMER SERVICE

CPFL Energia distribution companies are committed to providing a high quality of customer service and satisfaction and to this end they offer efficient and reliable service channels to facilitate customer access and for their convenience.

Our Customer Service structure is diversified and adapted to the needs of every class of client. The distributors offer round-the-clock call centers, customer service points, online access to virtual service points, plus Account Managers for commercial and industrial consumer client groups.

In 2009, these channels were responsible for approximately 20.1 million customer contacts.

Plugged into the Customer Project

A cultural shift: from service to relationship

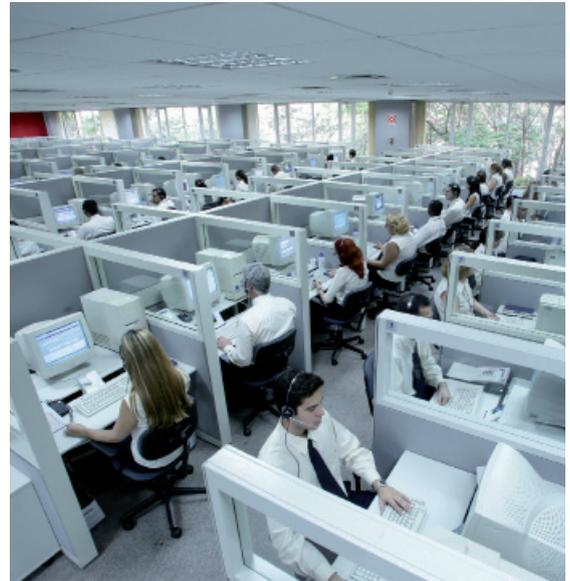
Since 2008, two CPFL Energia distributors, CPFL Paulista and CPFL Piratininga, have been implementing special customer relationship projects. This model seeks to improve service procedures with a focus on the needs of each type of client.

The Plugged into the Customer project includes pre- and after-service activities, an upgrade of the virtual service points and the introduction of new customer relationship and communication practices. The program will be gradually extended to all Group distributors.

The project was first implemented at CPFL Paulista and CPFL Piratininga in 2008 and subdivided into six subprojects:

- ▶ Process quality with a focus on customer value;
- ▶ Customer segmentation;
- ▶ Employee and partner awareness;
- ▶ Customer communication plan;
- ▶ Pre- and after-service strategy;
- ▶ New relationship practices.

Call Center Campinas, São Paulo state.



A total of 54 actions were taken as follows:

2008 Focus

Actions to sustain and maintain the customer relationship

Focus on high impact and low complexity actions and increasing employee awareness.

2009 Focus

Actions first implemented as pilot projects were consolidated across the whole concession area, starting with large cities and including technological innovations.

Main initiatives in 2009:

- ▶ Creation of the **Process Quality Division**, comprising three sections: Quality Management, Process Optimization and Customer Relationship Commercial Policies. The installation of this new division provides the Commercial Department with a system-wide vision, with the goal of optimizing commercial processes, guaranteeing alignment with the Group's regulations and guidelines, while maintaining a focus on excellence in customer relationships.
- ▶ **Electrician's Calling Card** program expanded to 19 municipalities. Teams are given special training in friendliness, based on the CPFL Way of Engaging concepts. Each time CPFL carries out a service, the customer receives a business card from the electrician responsible. This personalized approach increases confidence in the service provided and allows the customer to evaluate it via the internet or a toll-free number.

The CPFL Energia distributors' **customer relationship channels** were responsible for approximately **20 million customer contacts** in 2009.

- ▶ Extension of the **Diarized New Connections** pilot project to the municipality of Marília, giving the customer the option to set a date and time (within a half hour timeframe) for the service to be carried out. The opportunity for introducing appointment scheduling was identified from actual customer suggestions, as the current timeframe for installing new connections is two working days with no set time. As with the Piracicaba pilot, distribution of electricians' business cards is also planned, which will add personalized service and increase confidence in the quality of service provided.
- ▶ Pre-service support for consumer units with a meter box in a poor state of repair, in partnership with 50 accredited Easy Network stores, in 49 municipalities. This involves a letter sent proactively to customers to inform them of the situation, request renovation of the meter box and suggest they visit an accredited store. This gives an opportunity to create a closer relationship between CPFL and its customers.
- ▶ Implementation of a new relationship channel, the **SMS Center**, which provides customer service through instant cell phone messages (text messages). These can communicate power outages and advise on the expected resumption of power, as well as any planned outages for network maintenance.
- ▶ **Welcome kit** for new customers. This is a guide sent to new business partners together with their first bill and service contract, containing a range of information on: the CPFL Group; relationship channels; safety and efficiency tips; the electricity bill; their rights and obligations. The guide also includes a phosphorescent colored magnet with the toll-free number and SMS number for placing on the refrigerator. This action aims to create a closer relationship between CPFL and its customers.

2010 Focus

Actions aimed at external impact and implementation of innovations

- ▶ Implement new relationship policy.
- ▶ Focus on actions for intensive communication of new company image.



Service center – Campinas, São Paulo state.



RESEARCH & DEVELOPMENT

CPFL Energia develops special projects derived from scientific research to generate economic, social and environmental benefits. They are financed from electricity billing revenue and aim to eliminate, reduce and treat waste, save energy and increase energy efficiency.

In 2009, the CPFL Energia Group distribution companies made a series of research and development investments in the areas of alternative energy sources, environment, electric system operation and energy efficiency.



Access www.cpf.com.br

for more information on the programs being developed by each of the companies. CPFL Energia has created an electronic portal called Technological Innovation.

Investment in Research & Development – CPFL Energia (consolidated) – R\$ thousand

By research subject*	2009
Energy Efficiency	823,96
Renewable and alternative sources	0,00
Environment	5,078,98
Quality and reliability	2,989,14
Planning and operations	11,427,72
Supervision, control and protection	676,59
Measurement	1,632,93
Data transmission via electricity network	0,00
New materials and components	4,142,70
Development of technology to combat fraud and theft	28,79
Total Investments in R&D	26,800,81

*In line with ANEEL R&D Manual.



ENERGY EFFICIENCY

The Energy Efficiency Program is funded by revenues generated from electricity bills. Through this Program, the companies are focusing on encouraging lower and more rational electricity consumption.

CPFL Energia and its distributors also encourage conscientious energy consumption through this Program, which was launched in 1998. The distributors manage specific projects involving orientation, analysis of energy usage and actions to promote sensible and efficient energy use in the community, government bodies and the private sector. The ultimate aims are to combat wastage and contribute to the preservation of natural resources, which are the source of the bulk of the energy distributed by the companies.

In 2009, the investments made by the Energy Efficiency Program totaled R\$ 64.607 million.

Energy Efficiency Program				
	2009	2008	2007	Total
CPFL Paulista*				
Investment (R\$ thousand)	37,314.3	23,445.0	26,010.8	86,770.1
Energy Saving (MW/year)	30,465.61	68,262.6	61,046.8	159,775.0
Reduction in Peak Demand (kW)	7,373.14	21,612.3	15,902.0	44,887.5
Number of projects	2	-	-	2
CPFL Piratininga*				
Investment (R\$ thousand)	13,805.6	12,335.9	11,483.8	37,625.2
Energy Saving (MW/year)	2,342.8	14,089.2	19,472.6	35,904.6
Reduction in Peak Demand (kW)	888.9	4,027.0	4,320.0	9,235.9
Number of projects	1	-	-	1
RGE**				
Investment (R\$ thousand)	9,954.8	4,900.0	4,508.0	19,362.8
Energy Saving (MW/year)	7,233.5	6,592.0	16,967.0	30,792.5
Reduction in Peak Demand (kW)	2,659.4	2,503.0	5,396.0	10,558.4
Number of projects	4	3	4	11
CPFL Santa Cruz				
Investment (R\$ thousand)	1.2	1,550	0,970	3,720
Energy Saving (MW/year)	1,120.3	1,279.4	1,246.0	3,645.7
Reduction in Peak Demand (kW)	485.2	589.6	597.0	1,671.9
Number of projects	3	4	4	11
CPFL Jaguarí**				
Investment (R\$ thousand)	1,105.0	359.9	353.3	1,818.1
Energy Saving (MW/year)	981.5	1,121.6	481.3	2,584.4
Reduction in Peak Demand (kW)	681.0	681.0	257.0	1,618.9
Number of projects	2	1	3	6
CPFL Leste Paulista**				
Investment (R\$ thousand)	875.0	154.5	297.0	1,326.6
Energy Saving (MW/year)	574.1	618.9	343.8	1,536.8
Reduction in Peak Demand (kW)	380.3	380.3	176.0	936.6
Number of projects	2	1	4	7
CPFL Sul Paulista**				
Investment (R\$ thousand)	1,020.0	342.3	427.8	1,790.1
Energy Saving (MW/year)	1,217.8	1,333.4	405.8	2,957.0
Reduction in Peak Demand (kW)	815.8	815.8	193.4	1,824.9
Number of projects	2	1	4	7
CPFL Mococa**				
Investment (R\$ thousand)	632.0	164.6	297.0	1,093.6
Energy Saving (MW/year)	614.1	667.7	240.6	1,522.4
Reduction in Peak Demand (kW)	408.0	408.0	117.0	933.0
Number of projects	2	1	4	7

* CPFL Paulista and CPFL Piratininga:

Financial Calculation: Resources used over the year, irrespective of cycle and whether works are concluded or not.

Energy and Demand: Energy and Demand refer to projects for the year in which works were concluded, irrespective of the cycle.

** For CPFL Jaguarí companies:

For base year 2007, the EEP 2005/2006 is being considered, with investments made in 2007 and 2008 and Energy Efficiency results available from 2008 onwards. For 2006, the EEP 2004/2005 is being considered, with investments made in 2006 and 2007 and Energy Efficiency results available from 2007 onwards. For base year 2008, the EEP 2006/2007 is being considered, with investment made (partially) in 2008 due to EEP 2006/2007 still being in execution.



Find out more

Since 2007, CPFL Energia has operated its Energy Efficiency Portal, www.cpfl.com.br/canaldaenergiawhich contains information on rational consumption and the Group's energy efficiency programs. Similarly, in 2008 RGE also launched its Energy Efficiency Portal: www.rge-rs.com.br/eficienciarge.



Community Network Program

Linking lower commercial losses with citizenship

Energy losses during the distribution service can occur in two ways: through the actual act of power transmission to the home or commercial/ industrial unit, or by rerouting energy directly from the distribution network and bypassing the companies' installation connections. This procedure, as well as being illegal and increasing energy wastage, is not safe and risks the lives of those who carry out these activities. As a result, CPFL Energia distributors work to regularize connections and guarantee the right to electricity of people with low-income levels.

The Community Network Program serves this audience directly. It provides guidance on the rational use of electricity, citizenship with social inclusion and information regarding the safe use of electricity. These actions are linked to efforts to regularize illegal connections. Once power supply has been regularized, the company reinforces guidelines for the rational and safe use of electricity with the new customer.

Program actions

- ▶ Regularization of connections
- ▶ Substitution of incandescent light bulbs for energy efficient varieties
- ▶ Use of lower power showerhead equipment combined with heat exchangers
- ▶ Substitution of refrigerators
- ▶ Educational activities in schools
- ▶ Refurbishment of internal electrical installations
- ▶ Courses on the rational use of electricity
- ▶ Six-month grace period for customers with regularized connections billing up to 100 KWh/ month

To complement the Program, CPFL Energia distributors also reinforce their relationship with communities by offering information, culture and social development services to low-income audiences.

Company	2009 Actions
CPFL Paulista	<ul style="list-style-type: none"> - Substitution of 433,944 incandescent light bulbs with compact fluorescent light bulbs - Regularization of 2,818 dangerous connections - Substitution of 3,155 electric showerheads with lower power equipment combined with heat exchangers - Substitution of 8,380 refrigerators with more efficient models - Modernization of 3 thousand internal electrical installations in dilapidated condition - Installation of 1,104 solar-powered water heaters
CPFL Piratininga	<ul style="list-style-type: none"> - Substitution of 159,948 incandescent light bulbs with compact fluorescent light bulbs - Regularization of 4,633 dangerous connections - Substitution of 2 thousand electric showerheads with lower power equipment combined with heat exchangers - Substitution of 2,288 refrigerators with more efficient models - Modernization of 3 thousand internal electrical installations in dilapidated condition
RGE	<ul style="list-style-type: none"> - Substitution of 125 thousand incandescent light bulbs with compact fluorescent light bulbs - Regularization of 1,250 dangerous connections - Work on energy efficiency installations at 46 schools - Talks on the rational use of energy and training courses

CPFL Santa Cruz	<ul style="list-style-type: none"> - Substitution of 30 thousand incandescent light bulbs with compact fluorescent light bulbs - Substitution of 180 electric showerheads in deprived communities - Production of 50 theatrical shows, in 27 cities, for pupils of municipal schools aged between 6 and 10, on the theme of energy efficiency
CPFL Jaguari	<ul style="list-style-type: none"> - Substitution of 260 refrigerators - Regularization of 116 meter boxes - Six theatrical performances to Primary Education pupils to teach them about the rational, safe and sustainable use of electricity - Installation of solar heaters in low-income communities (ongoing project)
CPFL Leste Paulista	<ul style="list-style-type: none"> - Substitution of 100 refrigerators - Regularization of 45 meter boxes - 16 theatrical performances to Primary Education pupils to teach them about the rational, safe and sustainable use of electricity - Installation of solar heaters in low-income communities (ongoing project)
CPFL Sul Paulista	<ul style="list-style-type: none"> - Substitution of 250 refrigerators - Regularization of 112 meter boxes - 12 theatrical performances to Primary Education pupils to teach them about the rational, safe and sustainable use of electricity - Installation of solar heaters in low-income communities (ongoing project)
CPFL Mococa	<ul style="list-style-type: none"> - Substitution of 130 refrigerators - Regularization of 56 meter boxes - 10 theatrical performances to Primary Education pupils to teach them about the rational, safe and sustainable use of electricity - Installation of solar heaters in low income communities (ongoing project)

PAYMENT DELINQUENCY

The CPFL Energia Group distributors take measures every year to collect unpaid bills. The drive against delinquency is an obligation of regulated public service providers. It aims to avoid financial pressure on tariffs and therefore to respect customers that do pay for the services received.

The distributors use methods provided for by law and regulatory resolutions for collecting unpaid bills. These include blacklisting of customers with unpaid bills, further warnings of payment due, warning that

bill is outstanding via URA (Audible Response Unit), hiring specialized debt collection companies and as a last resort, suspension of electricity supply to the consumer unit with unpaid bills.

In 2009, the average consolidated payment delinquency rate for the eight distribution companies was 1.16% of Gross Revenue, 14.71% less than the figure for 2008.

Payment Delinquency* – 2007-2009 (in %)

Companies	2007	2008	2009	09/08 (%)
CPFL Paulista	1.12	1.14	1.03	-9.6
CPFL Piratininga	1.10	1.05	1.20	14.3
RGE	3.17	2.42	1.59	-34.3
CPFL Santa Cruz	0.85	0.83	0.87	4.8
CPFL Jaguari	0.46	0.48	0.29	-39.6
CPFL Leste Paulista	0.91	1.11	0.78	-29.7
CPFL Sul Paulista	0.65	0.82	0.97	18.3
CPFL Mococa	1.24	0.63	0.51	-19.0

* % of Gross Revenue

COMMERCIAL LOSSES

The Group's eight distribution companies are involved in continuous efforts to reduce commercial losses in their concession areas, focusing mainly on actions such as the inspection of consumer units, checking and substitution of obsolete meters, and educational campaigns.

During 2009, particular attention was paid to areas of low-income customers and areas with high levels of fraudulent connections, concentrating on regularization, energy saving courses and delivery of more efficient equipment. These actions resulted in the recovery of 366 GWh, equivalent to revenue of R\$ 133 million.



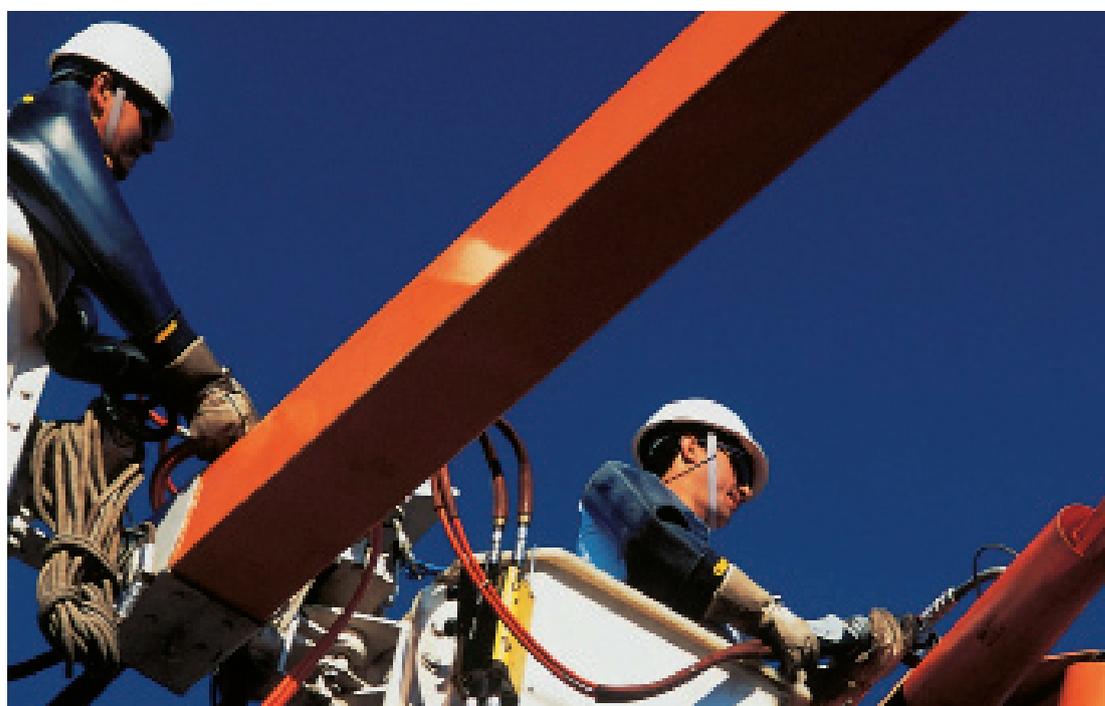
ELECTRICITY SUPPLY QUALITY

Quality of power supply is one of the main pillars in the CPFL Energia Group distributors' operating efficiency strategy. It is also a commitment to delivering energy to our customers' consumer units with quality and constancy.

As a result, the distributors undertake constant monitoring of the AFI (Average Frequency Interruptions), which measures the average number of interruptions per consumer over the year; and the ADI (Average Duration of Interruptions), which measures the average duration, in hours, of interruptions per consumer over the year.

In 2009, RGE recorded significant reductions of 9% (AFI) and 6.3% (ADI) in its 2008 results. It registered the best performance in its history, mainly due to investments in the electric system for modernization, and preventive and predictive maintenance programs.

The 'blackout' in Brazil on November 10 2009, when 17 states and the Federal District saw their supply interrupted, affected the AFI/ADI scores for four distributors (CPFL Paulista, CPFL Piratininga, CPFL Jaguari and CPFL Santa Cruz) which together account for 66% of CPFL Energia's total distribution load.



CPFL uses indicators to monitor the quality of power supply.

AFI - 2007-2009 (times)



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AFI - 2007-2009 (times)

Companies	2007	2008	2009	2009*
CPFL Paulista*	5.88	5.87	5.77	5.07
CPFL Piratininga*	5.79	5.36	6.41	5.35
RGE	10.90	9.67	8.80	-
CPFL Santa Cruz*	8.20	6.93	7.55	7.27
CPFL Jaguari*	5.86	5.41	6.06	5.07
CPFL Leste Paulista	7.93	8.86	10.75	-
CPFL Sul Paulista	9.09	7.09	7.37	-
CPFL Mococa	5.88	7.26	8.27	-

* Does not include the effects of the 'blackout' of November 10 2009

ADI - 2007-2009 (hours)



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ADI - 2007-2009 (hours)

Companies	2007	2008	2009	2009*
CPFL Paulista*	6.98	6.85	7.62	5.76
CPFL Piratininga*	6.90	6.54	11.02	6.68
RGE	17.04	15.42	14.45	-
CPFL Santa Cruz*	5.85	5.66	5.47	5.34
CPFL Jaguari*	6.32	7.24	10.61	6.07
CPFL Leste Paulista	6.80	8.73	11.31	-
CPFL Sul Paulista	11.58	8.13	8.94	-
CPFL Mococa	4.25	7.66	8.18	-

* Does not include the effects of the 'blackout' of November 10 2009



CUSTOMER SATISFACTION

The CPFL Energia distribution companies have an ongoing concern with improving the quality of their services they provide and satisfying their customers. Consequently, they have specific programs for ensuring their relationships with customers are based on trust and credibility.



GRI PR5 Towards the end of 2008, the Image Performance Index (IPI) was introduced to substitute the Media Favorability indicator. Since then it has been used to measure the perception of CPFL Energia among its stakeholders, particularly as a means of preventing any risk of aggression against the brand.

The IPI monitors the brand qualitatively, while also gauging and monitoring other media information sources that collate opinions from specific audiences of interest to the organization. This is used as raw input for the Brand Aggression Map that is included in the management report sent periodically to executives.

The IPI is a means of recording expectations and heading off any risks or negative impacts. It covers the following sources: press, public opinion, customer satisfaction and financial market assessment.

IPI management is performed on a monthly basis, with presentations at the meetings of the Board of Executive Officers. On these occasions, CPFL Energia's performance (positive or negative) is discussed and

action plans are developed to improve or refine performance.

In addition, the subsidiary companies communicate directly with their customers, advising them regarding their rights, the rational and safe use of electricity, service channels and access to the companies. They also take part in public interest campaigns by including campaign messages on electricity bills.

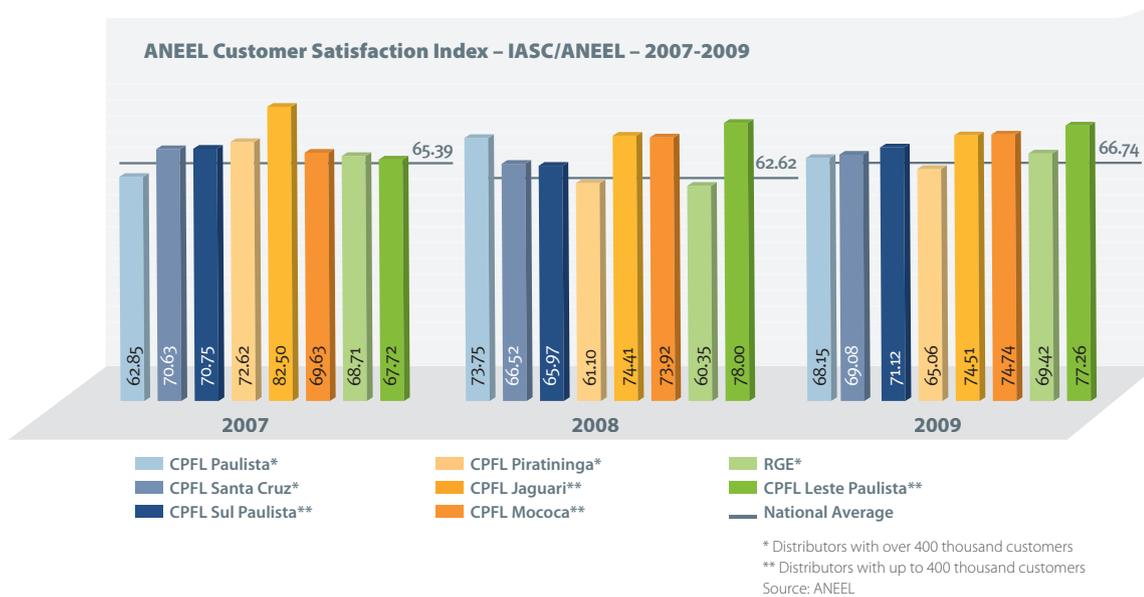
CPFL Energia distribution companies maintain Consumer Councils (COCEN), whose aim is to constantly evaluate the companies' service quality. They also assess on an annual basis perceived customer satisfaction in relation to services provided, customer service, communication and information supplied, using as sources the Brazilian National Electric Energy Agency (ANEEL) surveys and the Brazilian Association of Electricity Distributors (ABRADEE), quantitative and qualitative brand and image surveys, plus customer satisfaction surveys relating to the call center's 24 hour service. These are all used as inputs for the Company's strategic planning process and for improvements to service quality.

In 2009, CPFL Mococa won the IASC (ANEEL Customer Satisfaction Index) Award 2009 for electricity distributors in Brazil's South and Southeast regions, serving between 30 thousand and 400 thousand customers. CPFL Mococa's index was 77.26, above the 66.74 national average.

Surveys held in 2009

Survey	Methodology	Company/ Area	Timing	Public	Interviewees
Abradee	Quantitative	CPFL Energia*	March/April	Residential	4,169
Call Center	Quantitative	Call center	May	Residential	780
Call Center	Qualitative	Call center	December	Residential	50
Satisfaction	Quantitative	CPFL Brasil	December	Major Clients	500
Satisfaction	Quantitative	RGE	December	Major Clients	420
Brand and Image	Quantitative	CPFL Energia*	December	Residential	2,450
Brand and Image	Qualitative	CPFL Energia*	December	Residential	220
Total	-	-	-	-	8,589

* The survey includes distributors CPFL Paulista, CPFL Piratininga, CPFL Santa Cruz, CPFL Jaguari, CPFL Mococa, CPFL Leste Paulista, CPFL Sul Paulista and RGE.



Customer Satisfaction Index - IASC - 2002-2008*

Companies	2002	2003	2005	2006	2007	2008	2009
CPFL Paulista*	66.69	69.35	65.35	66.55	62.85	73.75	68.15
CPFL Piratininga*	66.70	66.99	68.45	63.61	70.63	66.52	69.08
RGE*	67.93	65.54	66.75	66.74	70.75	65.97	71.12
CPFL Santa Cruz**	70.09	73.65	67.56	72.15	72.62	61.10	65.06
CPFL Jaguarí**	74.76	73.02	77.61	73.62	82.50	74.41	74.51
CPFL Leste Paulista**	69.85	67.70	71.41	73.14	69.63	73.92	74.74
CPFL Sul Paulista**	69.71	65.87	65.20	61.96	68.71	60.35	69.42
CPFL Mococa**	66.37	71.00	64.96	65.76	67.72	78.00	77.26
National Average	64.51	63.63	61.38	60.49	65.39	62.62	66.74

Source: ANEEL
 * Distributors with over 400 thousand customers
 ** Distributors with up to 400 thousand customers
 Note: The 2004 survey was cancelled by ANEEL



Generation

The basis of CPFL Energia’s strategy for 2009 was the growth of its generation portfolio. The increase in energy supply was the result of the conclusion of works at hydro plants, acquisitions of wind farms and partnerships with biomass-fired power plants fueled by sugarcane bagasse. Total investments for the year in this segment totaled R\$ 570 million.

Last year saw CPFL Energia’s debut in the wind energy business. In September, the Group purchased a wind farm complex in the state of Rio Grande do Norte, comprising the Santa Clara I, II, III, IV, V, VI and Eurus VI wind farms.

The project has a total installed capacity of 188 MW and assured power of 76 average MW. The assured power has already been contracted – at ANEEL Auction 03, held by the Federal Government on December 14 2009. The wind parks will be set up in the municipalities of Parazinho and João Câmara (Rio Grande do Norte state), with the start-up of operations forecast for July 2012.

In the field of generation from biomass sources, in October 2009 the Group constituted CPFL Bio Formosa and signed a partnership contract with the Farias Group to develop a sugarcane biomass-fired

generation project (the Baía Formosa Project). The project involves the installation by 2011 of the Bio Formosa thermoelectric plant (40 MW/25 average MW /harvest).

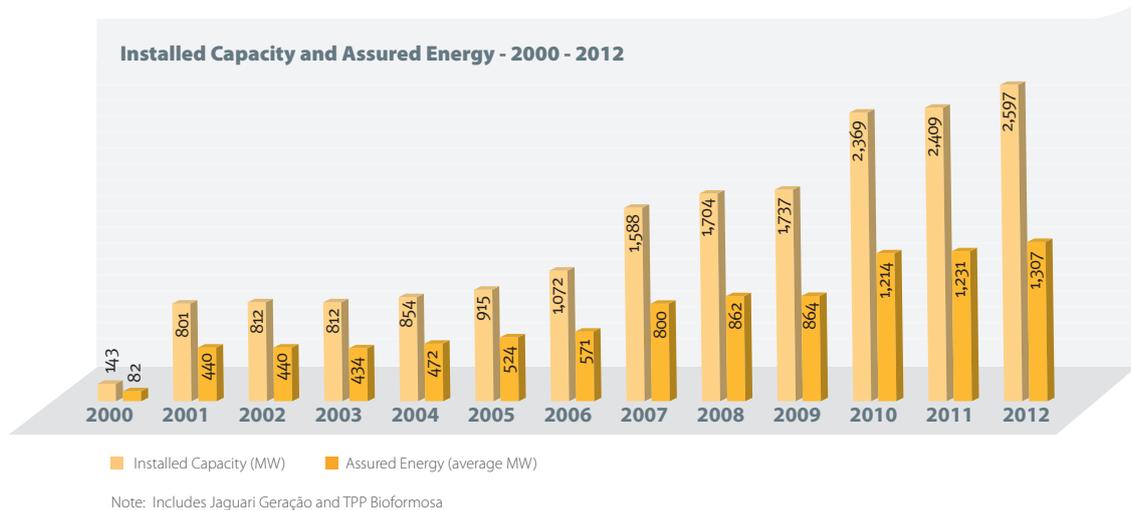
As a result of the generation projects currently under way, the Group's installed capacity will increase 49.5% by 2012. For 2010, the forecast is 2,369 MW (1,214 average MW), reaching 2,409 MW (1,228 average MW) in 2011 and finally totaling 2,597 MW (1,307 average MW) in 2012 when all the current projects will be in commercial operation.

Among the highlights of the year, the following projects merit special mention:

- ▶ Conclusion of HPP 14 de Julho;
- ▶ Investments in the expansion of hydroelectric generation – construction of HPP Foz do Chapecó;
- ▶ Investments in generation from biomass, associated with bioenergy commercialization – construction of the Baldin plant;
- ▶ Investments in fuel oil-fired generation – construction of the Termoparaíba and Termonordeste thermoelectric plants;
- ▶ Initial investment in wind power – success at the alternative sources energy auction (ANEEL Auction 03 – Wind Power);

Installed Capacity	1,737 MW
Comparison 2009 v 2008	2%
Assured Energy	864 average MW
Main Performance Factors	Conclusion of construction works at HPP 14 de Julho
Observations	Works at the Foz do Chapecó HPP (855 MW) continued according to schedule. Operational start-up is expected for the fourth quarter 2010, when installed generating capacity will increase by 436.1 MW. Total capacity, with the addition of our share in the CPFL Bioenergia cogeneration plant, plus the Termonordeste and Termoparaíba thermoelectric plants, will reach a total of 2,369 MW with assured energy of 1,214 average MW in 2010.

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The graph shows the growth in installed capacity and assured energy since 2000 and also includes projected figures from 2010 to 2012, in accordance with the company's planned timing.

The energy made available by CPFL Geração for commercialization is equal to the assured power of each plant, taking into account the share that CPFL has in each project.

HPP Americana, São Paulo state.



Installed Capacity and Assured Energy – by unit – 2009

CPFL Geração*		
	Installed Capacity (MW) *	Assured Energy (average MW)
CPFL Geração (SHPs + TPP) /SP	154.79	78.37
CPFL Sul Centrais Elétricas	2.65	2.45
SHP Ponte do Silva	0.13	0.00
HPP Serra da Mesa	657.14	345.83
HPP Barra Grande	172.54	95.17
HPP Campos Novos	428.76	184.12
HPP Monte Claro	84.50	38.35
HPP Castro Alves	84.50	41.60
14 HPP de Julho	65.00	32.50
TOTAL	1,650.01	818.39
CPFL Jaguariúna		
	Installed Capacity (MW)	Assured Energy (average MW)
Lavrinha	0.33	
Macaco Branco	2.36	
Pinheirinho	0.64	
Rio do Peixe I	3.06	
Rio do Peixe II	15.00	8.97**
Santa Alice	0.62	
São José	0.79	
São Sebastião	0.68	
Turvinho	0.80	
Luis Eduardo Magalhães	62.54	36.49
TOTAL	86.82	45.46
General Total ***	1,736.83	863.85

* CPFL Geração's share
 ** Value requested from MME (8.97 avg. MW)
 *** CPFL Geração and CPFL Jaguariúna

GRI
EU11

Because of its high production cost and ANEEL's abolition of the Fuel Consumption Account (CCC), there was no commercialization of assured energy from TPP Carioba (10.7 average MW) in 2009.

GRI
EU6

Progress on construction works in CPFL Energia's generation portfolio

At the end of 2009, projects under construction were at the following stages.

CPFL Geração's allocation of energy from the CERAN Complex's three plants is already committed under power sale and purchase contracts approved by ANEEL with CPFL Paulista, CPFL Piratininga and CPFL Brasil.

Total investment in this project is R\$ 1.4 billion, of which CPFL Geração's share is 65%.

GRI
EU6

CERAN Complex 360 MW	100% completed
	<p>Project comprises:</p> <ul style="list-style-type: none"> - HPP Monte Claro (130 MW) In operation since December 2004. - HPP Castro Alves (130 MW) In operation since March 2008. - HPP 14 de Julho (100 MW) <ul style="list-style-type: none"> - The first generating unit began commercial operations in December 2008 with assured energy of 46.5 average MW, equal to 93% of the plant's total assured energy of 50 average MW. - The second (and final) generating unit began operations in March 2009.

Work at HPP Foz do Chapecó began in December 2006 with start-up of commercial operations scheduled for the third quarter 2010. Total investment in this project is R\$ 2.7 billion.

HPP Foz do Chapecó 855 MW	85.1% completed
	<ul style="list-style-type: none"> - Civil construction: 90.9% - Equipment supply: 77.5% - Electrical and mechanical installation: 55.5% - Environmental engineering work: 90.5%

Work at the TPP Baldin Cogeneration plant began in August 2008 with start-up of commercial operations scheduled for March 2010. Total investment in the project is R\$ 97.8 million.

TPP Baldin Cogeneration 45 MW	90.0% completed
	<ul style="list-style-type: none"> - Civil construction: 75.0% - Equipment supply: 95.0% - Electrical and mechanical installation: 63.0% - Environmental engineering work: 85.0%

In September 2009 CPFL Geração acquired a 51% equity stake in EPASA Centrais Elétricas da Paraíba for the construction of two fuel oil-fired thermoelectric plants, with total generating capacity of 342 MW.

Following the conclusion of works at the **Termonordeste and Termoparaíba** plants, their assured energy of 247.8 average MW will be available for commercialization in its entirety by CPFL Geração on the free market, as of October 2010. This volume is equivalent to CPFL Geração's 51% share of the energy produced. Total planned investment in the projects is R\$ 608 million.

GRI
EU11

TPPs Termonordeste and Termoparaíba 342 MW	20.0% completed
	<ul style="list-style-type: none"> - Civil Construction: 12% - Equipment Supply: 55% - Electrical and Mechanical Installation: 6%

CPFL BIO FORMOSA

In 2009, CPFL Brasil incorporated CPFL Bio Formosa as its subsidiary in order to centralize its cogeneration investments under one roof. Initially, R\$ 127 million will be invested in the construction of the thermoelectric plant, which will add 40 MW of installed capacity to CPFL Energia's portfolio.

Situated in Rio Grande do Norte state, the project is a CPFL Brasil partnership with the Farias Group, which will be responsible for supplying the biomass (sugar cane bagasse) necessary for fuelling the electricity generation.

GRI
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Operating efficiency

CPFL Geração has been achieving impressive results measured against various indicators of operating efficiency, a highlight being the machinery uptime rate at its plants.

In 2009, CPFL Geração achieved a productivity index of 12.4, calculated as the ratio between installed capacity and number of employees.

Expansion in wind sources

In 2009 CPFL Geração developed and prospected projects from wind sources. As a result, in September 2009 it acquired a complex of wind farms in Rio Grande do Norte state, comprising the Santa Clara I, II, III, IV, V, VI and Eurus VI wind farms.

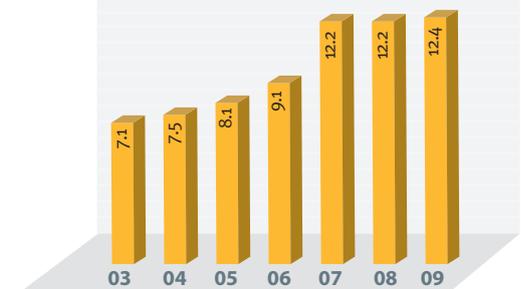
The total project has installed capacity of 188 MW and assured power of 76 average MW. This energy was commercialized at ANEEL Auction 03, held on December 14 2009.

GRI
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EU6

CPFL Geração Machinery Uptime (in %)

	2003	2004	2005	2006	2007	2008	2009
HPPs and SHPs							
HPP Serra da Mesa	83	83	83	87	92	95	94
HPP Barra Grande	-	-	-	85	84	96	92
HPP Campos Novos	-	-	-	-	89	95	90
HPP Monte Claro	-	-	98	99	89	92	95
HPP Castro Alves	-	-	-	-	-	91	93
HPP 14 de Julho	-	-	-	-	-	100	93
HPP Lajeado	-	-	-	-	-	95	93
SHPs CPFL Geração	95	96	96	95	97	96	93
SHPs Sul Centrais Elétricas	-	-	-	97	84	69	94

Productivity - Installed Capacity / Number of Employees - 2003-2009



Commercialization and Services

Electricity Commercialization

In 2009, the Group was successful in its objective of strengthening its position in the Brazilian electricity commercialization market. With a presence spanning the entire Brazilian territory, energy sales (including sales to free market clients and bilateral contracts) totaled 10,243 GWh, 15% growth compared with 2008.

At the Simultaneous Auctions an average of 70 MW per auction were traded, involving around 50 agents and resulting in billings in excess of R\$ 40 million.

Direct energy sales to free market clients in the Commercialization segment reached 3,804 GWh for the year.

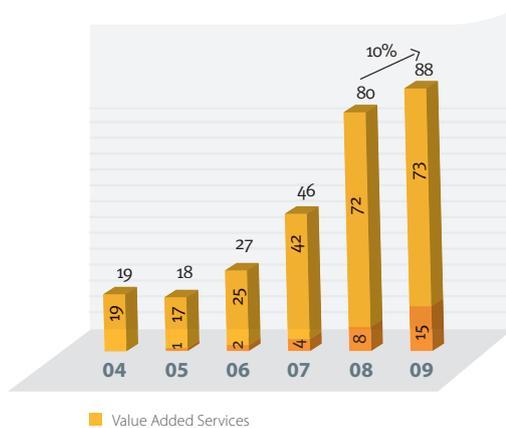
Value Added Services

The products and services of CPFL Brasil and CPFL Serviços cover the design and construction of substations and transmission lines, design and construction of distribution systems, self-generation systems, management of electric assets through maintenance services, consulting on migration to the free contracting environment, energy management consultancy, participation in public electricity purchase and sale auctions and client representation at the CCEE (Electric Energy Trading Chamber).

With the arrival of CPFL Serviços, CPFL has widened its portfolio to include transformer refurbishment and power distribution unit services. Work during the year included refurbishing around 3,000 transformers and 130 thousand cases of power distribution unit servicing.

In 2009, activities in the Added Value Services (SVA) sector made a significant contribution to the company's results: they brought in revenue of R\$ 73 million, opening up new business opportunities and building closer client relationships..

As a goal for the coming years, the company plans to strengthen its portfolio of Added Value Services by raising both the margin per client and reinforcing client loyalty, increasing its share of services provided to Group's own distribution companies and maintaining productivity gains already achieved.



CPFL Total Network

CPFL Total is a network of authorized retail outlets that receive payment of electricity bills and other utility bills (water, telephone and bank transactions) as well as offering services such as electricity reconnection, verifying outstanding debits and issuing copies of electricity bills. In 2009, the number of service points increased from 947 to 2,075, a 119% increase. Revenue was R\$ 15 million, 91% greater than the previous year. Even in a year marked by a serious worldwide economic crisis, the Services segment recorded a 10% increase in revenue.



Electric vehicles

CPFL Energia was a promoter of the VI Electric Vehicles Exhibition Seminar - VE2009 (<http://www.ve.org.br>), in conjunction with the 1st Electric Vehicles Technologies Workshop, which presented the latest developments in the sector and held discussions on the policies necessary for the development of this technology in Brazil.

The event was promoted jointly with the National Energy Efficiency Institute (INEE) and the Brazilian Electric Vehicles Association (ABVE). Partners also included the National Economic and Social Development Bank (BNDES), TPP Norte Fluminense, the Brazilian Electric Energy Distributors Association (ABRADEE) and representatives from the Brazilian Ministry of Science and Technology.

At the event, CPFL presented a vehicle conceived in partnership with Edra Automóveis. The electric utility vehicle has an aluminum chassis, lithium battery and autonomy of 90 to 120 km, and can reach a speed of up to 80 km/ hour. The car has the capacity to carry a 350 kg load and two passengers, emitting neither carbon gases nor toxic gases.

The vehicle has been registered at DENATRAN and can be driven on public roads. In addition, it is being introduced to the Company fleet to operate in the combined service areas of repairs, meter reading and activation, among others.

Find out more

- <http://www.inee.org.br/>
- <http://www.abve.org.br/>
- <http://www.edraauto.com.br/>

Economic and financial performance

The comments on economic and financial performance and operating results should be read in conjunction with the Audited Financial Statements and the respective Explanatory Notes. This information is available on CPFL Energia's IR website (www.cpfl.com.br/ri) and on the website of the Brazilian Securities and Exchange Commission (www.cvm.gov.br).

Operating revenue

Gross operating revenue reached R\$ 15,693 million, a 9.2% increase (R\$ 1,321 million), being driven by the following factors:

- ▶ Tariff adjustments at the distribution companies:
 - a) CPFL Piratininga (+16.54%), with effect from October 23 2008;
 - b) CPFL Santa Cruz (+24.09%), CPFL Leste Paulista (+12.94%), CPFL Jaguari (+11.36%), CPFL Sul Paulista (+11.64%) and CPFL Mococa (+11.18%), with effect from February 3 2009;
 - c) CPFL Paulista (+21.22%), with effect from April 8 2009;
 - d) RGE (+18.95%), with effect from April 19 2009;
- ▶ A 26.4% increase (R\$ 251 million) in electricity supply, due mainly to a 38.2% increase in electricity sales volume, the result of the commercialization companies' performance.

The increase in operating revenue was partially offset by the reversal of revenue due to the 2009 tariff



adjustments, as a result of the final ratification of the second cycle of tariff reviews for the distribution companies CPFL Paulista, CPFL Piratininga and RGE (R\$ 131 million in 2009 compared to R\$ 33 million in 2008).

EBITDA

Operating cash generation, as measured by EBITDA, totaled R\$ 2,765 million in 2009, a 1.5% decrease compared to 2008 (R\$ 42 million), reflecting the 15.2% increase in the cost of electric power (R\$ 864 million) and a 9.3% increase in operating costs and expenses (R\$ 58 million), from which Private Pension Plan Costs, Depreciation and Amortization are excluded. This result was partially offset by the 9.1% increase in net revenue (R\$ 884 million).

- ▶ The increase in the cost of electric power was mainly due to the following factors:
 - a) A 6.5% increase (3,207 GWh) in the volume of energy purchased;
 - b) Price adjustments in energy purchase contracts;
 - c) The effects of regulatory assets/liabilities, in particular amortization and deferral of CVA costs (R\$ 448 million).
- ▶ The increase in operating costs and expenses was due to the following factors:
 - a) A 5.1% increase in payroll costs (R\$ 26 million) due principally to the salary increases resulting from the collective agreements of 2008 and 2009;
 - b) A 15.3% increase in material costs (R\$ 10 million);
 - c) A 2.9% increase in third party costs (R\$ 11 million);
 - d) A 4.3% increase in other costs/operating costs (R\$ 11 million).

EBITDA is a non-accounting measurement calculated by Management as the sum of net income (R\$ 1,286 million), taxes (R\$ 584 million), financial result (R\$ 317 million), depreciation/amortization (R\$ 575 million),

EBITDA – CPFL Energia – 2007-2009 – (R\$ million)

2007	2008	2009	09/08 (%)
3,345	2,808	2,765	-1.5

Note: Information for 2007 has been reclassified as a result of accounting law 11.638/07

and private pension fund (R\$ 4 million).

The EBITDA margin, which stood at 29.0% in 2008, ended 2009 at 26.2%.

Financial result

The financial result in consolidated terms improved by 23.5% in 2009 compared with 2008. This improvement was mainly the result of the reduction in the SELIC rate (overnight interbank rate), from 12.5% in 2008 to 9.9% in 2009, which affected revenue and costs, and also of the reduction in other debt indices such as the IGP-DI and TJLP (long term interest rate).

Financial Income (Expenses) - CPFL Energia - Consolidated - (R\$ million)

	2007	2008	2009	09/08 (%)
Financial Income	380	463	377	-18.5
Financial Expenses	-755	-877	-693	-21.0
Net Financial Result	-375	-414	-317	-23.5

Cash flow**Consolidated Cash Flow (R\$ million)**

	2007	2008	2009	09/08
Opening Balance	630	1,106	738	-368
Operating Cash Flow	2,336	1,877	2,422	545
Total Net Capex	-1,481	-1,024	-1,248	-224
Net Financial Flows	-379	-1,221	-439	782
Increase in Cash for the Period	476	-368	735	1,103
Closing Balance	1,106	738	1,473	735

Net income

CPFL Energia registered net income of R\$ 1,286 million, a 0.8% increase (R\$ 11 million), due mainly to the 23.5% reduction in net financial expenses (R\$ 98 million) and the 8.2% reduction in Income Tax and Social Contributions (R\$ 52 million). This result was partially offset by the following factors:

- a) The negative effect of private pension plan

costs (R\$ 88 million);

b) A 1.5% reduction in EBITDA (R\$ 42 million);

c) A 1.7% net increase in depreciation and amortization (R\$ 9 million).

The Company reported earnings per share of R\$ 2.68.

Net Income - CPFL Energia - Consolidated - (R\$ million)

2007	2008	2009	09/08 (%)
1,641	1,276	1,286	0.8

Note: Information for 2007 has been reclassified as a result of accounting law 11.638/07

Debt

The CPFL Energia Group ended 2009 with debt totaling R\$ 7,657 million, of which R\$ 6,327 million (83% of the total) is considered long-term and R\$ 1,330 million (17%) short-term.

The Company's debt (including hedge) totaled R\$ 7,657 million in 2009, a 12.7% increase relative to 2008, mainly due to investments in generation.

Although debt rose in nominal terms, its average cost was reduced from 13.4% p.a. (2008) to 9.4% p.a. (2009), mainly as a result of reductions in the SELIC rate (from 12.5% to 9.9%), the TJLP (6.2% to 6.1%) and the IGP-DI (from 9.1% to -1.4%) over the course of the year.

As a result of the funding and amortization activities during the year, the debt profile changed as follows:

a) An increase in the share of debt pegged to the CDI (from 56% in 2008 to 61% in 2009) and to the TJLP (from 30% in 2008 to 31% in 2009);

b) Reduction in share of debt pegged to the IGPM/IGP-DI (from 12% in 2008 to 7% in 2009);

CPFL Energia is not exposed to exchange rate risk as it enters into hedge operations for its foreign currency debt. In this way, the net share of debt pegged to foreign currency is around 1%, a tranche

that possesses natural hedge (revenues with a foreign currency component).

Debt does not include liabilities relating to its private pension plan obligations, which in 2009 reached a total of R\$ 470 million, a 15% reduction compared to 2008. With the inclusion of the pension plan obligations, the regulatory assets/liabilities balance and deducting cash/cash equivalents, CPFL Energia ended 2009 with Net Adjusted Debt of R\$ 6,370 million.

The Group ended 2009 with a Net Adjusted Debt/EBITDA ratio of 2.3 times. However, this ratio is 1.9 times if we exclude the debt attributable to the HPP Foz do Chapecó Energia, the EPASA TPPs and TPP Baldin Biomass projects, which have not yet started generating results for the Group.

Dividend Distribution

Management recommended the distribution of R\$ 1,227 million in dividends to holders of common shares traded on BM&FBovespa (Securities, Commodities and Futures Exchange).

GRI
EC1

The amount distributed was equal to the balance of net income for the fiscal year following the constitution of the legal reserve of 5% and equivalent to R\$ 2.556073389 per share.

As a result, CPFL Energia exceeded the minimum payout of 50% of net income required under its dividend policy.

Discounting the sum of R\$ 572 million for the first half-year of 2009 (paid out in September 2009), the value distributed was R\$ 655 million (R\$ 1.364872065 per share).

Generation and Distribution of Wealth- CPFL Energia – 2007-2009 - consolidated (R\$)

Generation of Wealth				
	2007	2008	2009	09/08 (%)
A - Revenue	15,346,867	15,365,113	16,780,382	9.2
A1 - Gross Operating Revenue	14,207,384	14,371,913	15,693,148	9.2
A2 - Revenue Relating to Construction of Proprietary Assets	1,196,752	1,030,585	1,123,569	9.0
A3 - Provision for credits of doubtful liquidity	-47,534	-36,585	(36,250)	-0.9
A4 - Provision for losses in the realization of regulatory assets	-9,735	-800	(85)	-89.4
A5 - Non-operating result	-	-	-	-
B - Goods and Services acquired from third parties	-7,185,781	-7,877,711	(8,942,679)	13.5
C - Gross Added Value (B+A)	8,161,086	7,487,402	7,837,703	4.7
D - Retentions	-563,937	-587,502	(598,492)	1.9
E - Net Added Value(C+D)	7,597,149	6,899,900	7,239,211	4.9
F - Transfers	404,384	481,958	389,446	-19.2
Equity Income Result	0	0	-	-
Corporate Participations Result	-5,194	-9,769	(14,612)	49.6
Financial Income	409,578	491,727	404,058	-17.8
G - Total Added Value to be Distributed (E+F)	8,001,533	7,381,858	7,628,657	3.3
Distribution by Stakeholders				
	2007	2008	2009	09/08 (%)
Government	5,231,875	4,756,606	5,062,971	6.4
Taxes/Duties/Contributions	4,189,888	3,803,116	4,709,984	23.8
ICMS	2,477,084	2,440,661	2,613,283	7.1
PIS/PASEP	159,319	122,093	268,539	119.9
COFINS	725,107	601,153	1,240,252	106.3
ISS	1,749	2,971	3,617	21.8
IRPJ payable for the fiscal year	594,525	467,281	428,843	-8.2
CSLL payable for the fiscal year	232,104	168,957	155,450	-8.0
Social Charges	75,186	85,572	93,924	9.8
Regulatory Charges	864,312	821,928	996,715	21.3
Others	102,489	45,990	(737,652)	-1,703.9
Employees	393,112	416,226	526,433	26.5
Financing Institutions	735,819	933,334	752,783	-19.3
Shareholders	1,561,264	1,207,681	1,222,147	1.2
Retained	79,463	68,011	64,323	-5.4
Total	8,001,533	7,381,858	7,628,657	3.3

Note: Information for 2007 was reclassified as a result of accountancy law 11.638/07.

Investments

The CPFL Energia Group invested around R\$ 1,356 million with the aim of expanding and strengthening the Group's share of the Brazilian electric energy market.

Of this total, R\$ 746 million was directed toward the Distribution segment, and of this sum, R\$ 376 million was spent on extending and reinforcing the electric system to meet market growth, both in terms of electric energy sales and the number of customers serviced by the eight distributors. A further R\$ 370

million was also invested in the maintenance of operating infrastructure, modernization of operating and management support systems, customer support services and in research and development programs, among others.

R\$ 11 million was invested in the Commercialization and Added Value Services segment.

Investments in the Generation segment totaled R\$ 570 million and were directed toward the projects currently under construction.

Acquisitions

▶ EPASA

On September 15 2009, CPFL Geração acquired a 51% equity stake in this company. Its aim is to develop, construct, operate and exploit two thermoelectric power plants: TPP Termoparaíba and TPP Termonordeste. Both are fuel oil-fired, with installed capacity estimated at 170.8 MW each. Construction work began in 2009 and the start-up of commercial operations is forecast for third quarter 2010.

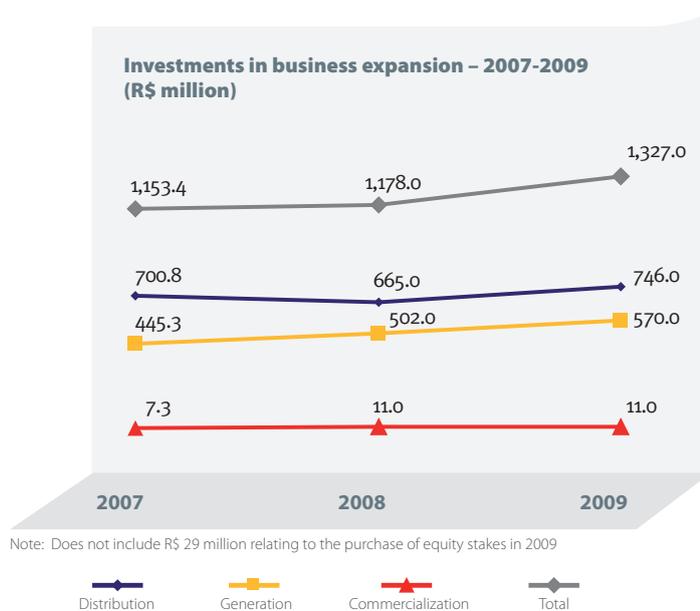
▶ Santa Clara I Energias Renováveis Ltda., Santa Clara II Energias Renováveis Ltda., Santa Clara III Energias Renováveis Ltda., Santa Clara IV Energias Renováveis Ltda., Santa Clara V Energias Renováveis Ltda., Santa Clara VI Energias Renováveis Ltda. and Eurus VI Energias Renováveis Ltda.

On September 9 2009, CPFL Geração acquired a 100% equity stake in these companies, which are engaged in investing in and acting as independent producers of energy from alternative sources, predominantly wind power. Estimated capacity of the wind farms is 188 MW, to be installed in the state of Rio Grande do Norte.



CPFL Energia is investing in wind power to diversify its generation matrix.

CAPITAL MARKETS



As a publicly traded corporation, CPFL Energia maintained its commitment to proximity to and transparency with the markets in a year marked by uncertainties over the extent and the duration of the international financial crisis that took hold in 2008, and its impact on the subsidiary companies.

The Company made a point of maintaining open communication channels with each type of investor and sought to emphasize its differentials as regards corporate governance, financial discipline, stability and dividend distribution – the foundations of the Group's strategic planning and of great importance in the context of a crisis.



Performance of ADRs and shares

As the year 2009 progressed, the effects of the international financial crisis in Brazil began to wear off, and the nascent economic recovery was also reflected in the stock market. CPFL Energia's stock, traded on the New York Stock Exchange (NYSE) and the BM&FBovespa's Securities, Commodities and Futures Exchange, in the highest governance

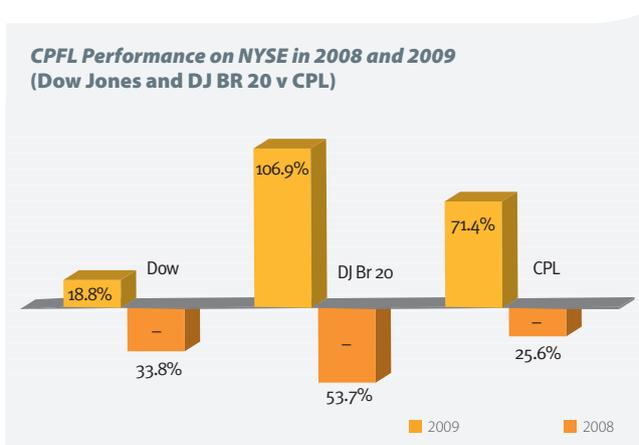
segments (Level III ADR and Novo Mercado, respectively) ended the year with gains of 71.4% (ADRs) and 26.6% (Common Shares).

Looking at the period from the IPO in September 2004 to December 2009, the performance of CPFL Energia stock was superior to leading stock indices such as the Dow Jones, the Dow Jones Brazil Titans 20 (DJ Br 20) and the IBOVESPA and was surpassed only by the Electric Energy Index (IEE).

CPFL Energia's ADR ended up gaining 71.4% in 2009, outperforming the Dow Jones (18.8%), though below the performance of the DJ BR 20 index (106.9%). This is the result of the appreciation of the Brazilian Real against the US dollar and the recovery of the Brazilian economy, which was reflected in the strong performance of most Brazilian companies' ADRs.

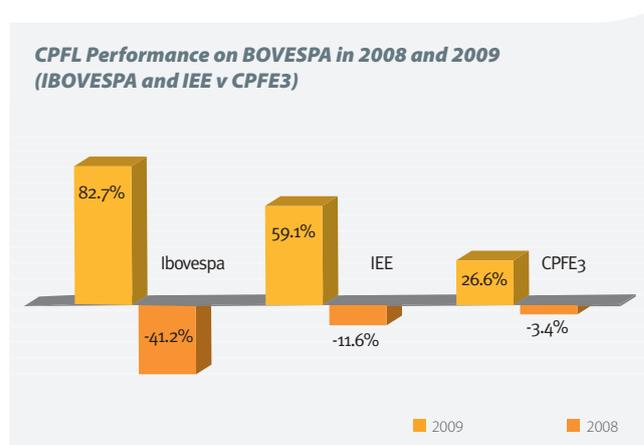
Ticker	Exchange	Type	Asset Appreciation in 2009	Asset Appreciation in 2008	Asset Appreciation in 2007	Asset Appreciation since IPO (Sept. 2004) until Dec. 2009)
CPL	Nyse	ADR*	71.4%	-25.6%	52.6%	+401.7%
CPFE3	BM&FBovespa	Common Share	26.6%	-3.4%	23.9%	+201.8%

Variations adjusted for dividends
* Each ADR corresponds to three common shares



CPFL Energia common shares ended up the year with appreciation of 26.6%, underperforming both the IBOVESPA (82.7%) and the IEE (59.1%).

It should be noted that, because of the defensive nature of its shares and of its sector, CPFL Energia stock suffered much lighter losses in 2008, the year marked by the explosion of the international financial crisis. As a result, as the markets recovered in 2009, the sectors that suffered most in 2008 were the ones that showed the greatest recovery.

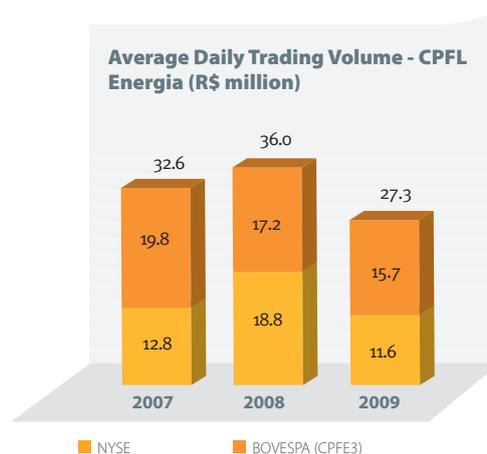


Average daily trading volume

CPFL Energia's share liquidity in 2009 was reflected in an average total daily trading volume 24.1% lower than 2008, although the average number of daily trades on BM&FBovespa grew by 48.8% in the same period, reaching R\$ 27,299 thousand and 1,366 trades, respectively.

This can be attributed to a scenario of investor risk aversion resulting from the international financial crisis that broke out in the previous year.

In addition, over the course of 2009, certain sectors of the Brazilian economy showed strong recovery: in particular those that had suffered the most the previous year (civil construction and retail). This was associated with the listing of major new corporations on the BOVESPA, contributing to a reduction in CPFL Energia share liquidity.



Dividends

CPFL Energia has a distinctive dividend payment policy aimed at creating shareholder value. The policy requires at least 50% of net income to be distributed, on a half-yearly basis.

In 2009, the Company distributed R\$ 1.2 billion in dividends, equivalent to 95% of net income for the year, a practice it has maintained since its IPO in September 2004.

Since that IPO (in second half-year 2004), CPFL Energia's dividend yield has never gone below 7.4%.***

Declared dividends* (R\$ million) v CPFE (R\$)											
	2S04	1S05	2S05	1S06	2S06	1S07	2S07	1S08	2S08	1S09	2S09
Dividends	140	401	498	612	722	842	719	602	606	572	655
Average Price for	16.58	18.85	23.33	30.05	28.25	31.74	35.99	36.11	33.38	31.55	33.02
Dividend Yield**	3.7	6.5	9.1	8.7	9.6	10.9	9.7	7.6	7.3	7.6	7.9

Note: Information for 2007 has been reclassified as a result of accounting law 11.638/07
 * Relates to declared dividends. Payout in the subsequent semester.
 ** Considers the average closing price for each semester.
 *** Closing IPO price: R\$ 17.22/ share

Market indices

In 2009, CPFL Energia's shares were a part of all the major stock indices traded on Brazilian and international capital markets. The Company's shares are also aligned with global sustainability indicators.

CPFL is one of 14 companies to have been included in the BOVESPA's Corporate Sustainability Index ever since its creation in December 2005, which is evidence of the Company's commitment to sustainability and corporate responsibility.

- ▶ IBOVESPA – BOVESPA Stock Index
- ▶ IEE – Electric Power Stock Index
- ▶ IBrX50 – Brazil Index of 50 most liquid shares
- ▶ IBrX100 – Brazil Index of 100 most liquid shares
- ▶ ISE – Corporate Sustainability Stock Index
- ▶ IGC – Special Corporate Governance Stock Index
- ▶ ITAG – Special Tag Along Stock Index
- ▶ DJ BR 20 – Dow Jones Brazil Titans 20 ADR Index
- ▶ MCSI ACWI (All Country World Index)
- ▶ MSCI Emerging Markets
- ▶ MSCI Latin America
- ▶ MSCI Brazil (MSCI Global Value Index)

Transparency toward the Markets

CPFL maintained its intensive institutional investor relations program and adhered to a systematic agenda for communication of results.

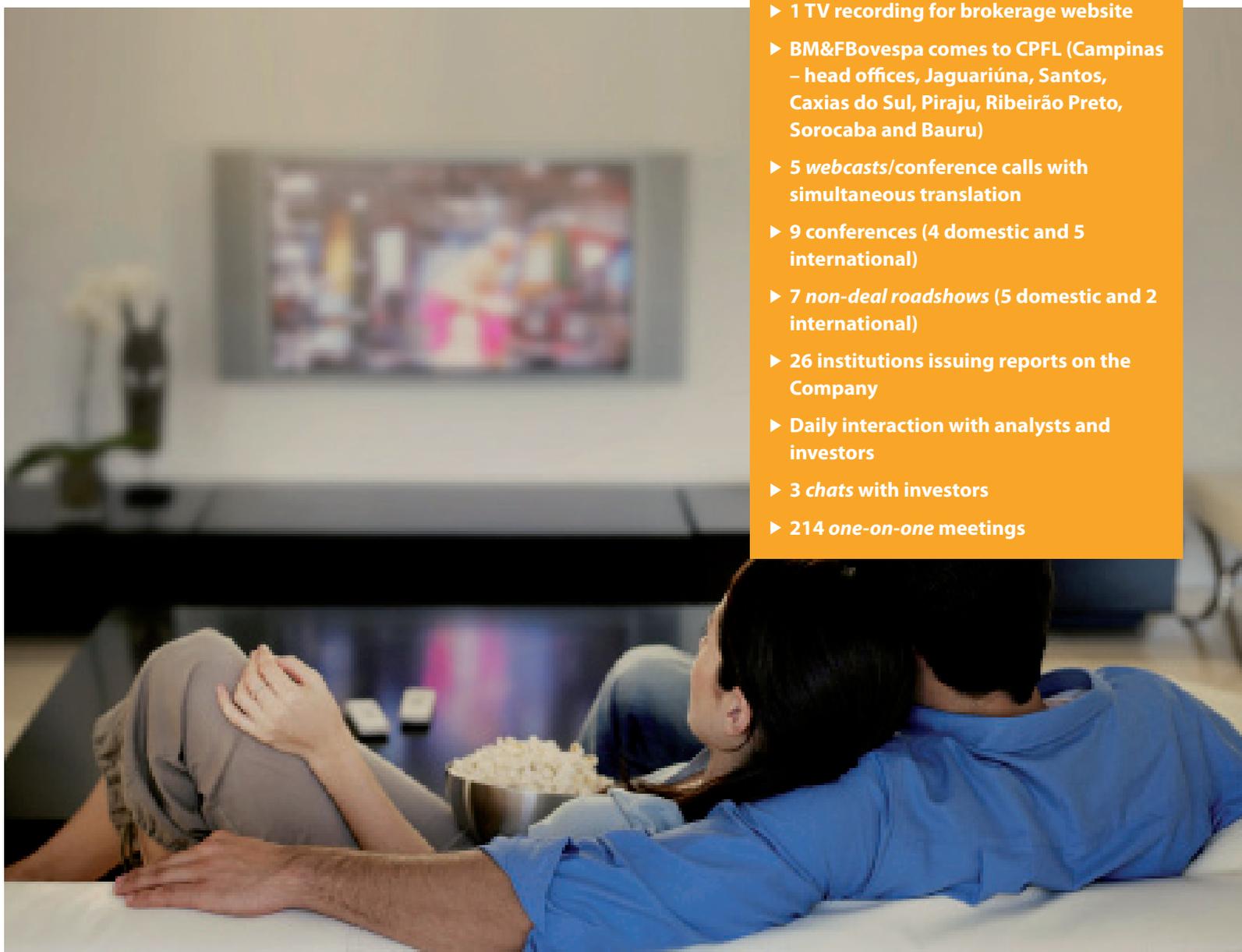
The Group's quarterly performances can be consulted and freely downloaded, in the format of PDF presentations and press releases, for any period, from the CPFL Energia website, or from the material sent on a quarterly basis to the Brazilian Securities Commission (CVM).



Find out more

<http://www.cpf.com.br/ri/>

- ▶ 3 Expo Money events (São Paulo, Rio Grande do Sul and Rio de Janeiro)
- ▶ Bimonthly "CPFL Investor" newsletter
- ▶ Commemoration of the fifth anniversary of the IPO on the BOVESPA
- ▶ 10 APIMEC (Association of Capital Market Analysts and Investment Professionals) meetings (São Paulo, Rio de Janeiro, Rio Grande do Sul, Santa Catarina, Minas Gerais, Bahia, Ceará and the Federal District) including one to commemorate five years since the IPO
- ▶ 1 INI Congress (National Institute of Investors)
- ▶ 1 TV recording for brokerage website
- ▶ BM&FBovespa comes to CPFL (Campinas – head offices, Jaguariúna, Santos, Caxias do Sul, Piraju, Ribeirão Preto, Sorocaba and Bauru)
- ▶ 5 webcasts/conference calls with simultaneous translation
- ▶ 9 conferences (4 domestic and 5 international)
- ▶ 7 non-deal roadshows (5 domestic and 2 international)
- ▶ 26 institutions issuing reports on the Company
- ▶ Daily interaction with analysts and investors
- ▶ 3 chats with investors
- ▶ 214 one-on-one meetings



► **Social Performance**

Sustainability on CPFL Energia's business agenda

CPFL Energia seeks to create value in a balanced manner for its different stakeholders through initiatives and programs based on solid ethical principles which guarantee integrity, transparency, trust and credibility in the Company's relationships with customers, shareholders, employees, suppliers, civil society organizations and the communities in its areas of operations.

The CPFL Group's current sustainability strategy is the result of a process of evolution and continual learning.

Until 1999, social actions of a philanthropic and assistentialist nature were predominant. The Company's contributions to social causes and activities occurred exclusively via the donation of resources, goods and services.

GRI 1.1

Between 2000 and 2003, the concept of corporate responsibility became one of the Company's strategic foundations and certification of the Group's processes was initiated. One of the major steps was the creation of a Corporate Responsibility and Sustainability Policy in 2002.

Between 2004 and 2006, the Company's business strategies began to incorporate its vision of sustainability, through the inclusion of this dimension in CPFL Energia's value creation agenda.

From 2006 on, the Group assumed the challenge of taking a leading role. The corporate responsibility and sustainability programs were revised with the aim of promoting the formation of networks, mobilization of society and the transfer of knowledge and technology.

In 2007, the Company structured a Corporate Responsibility and Sustainability Division (PMSR) within the Institutional Relations and Communications Department, reporting directly to the CEO's office.

This evolutionary process has led to the development

of a range of criteria which orient the Company's efforts towards creating a stronger society on three main strategic fronts:

- 1. Transfer of knowledge and technology:** contributing to the sustainability of projects, institutions and communities, adapting management platforms and systems to the reality of the sector (e.g.: health, small enterprises);
- 2. Formation of networks:** this stems from the premise that the complex problems of today's world demand solutions that are equally complex; and that these solutions can only be created by multi-sectoral groups (governments, corporations, NGOs, universities and research institutes);
- 3. Mobilization of society:** uses the private sector's skills and capillarity to promote dialog and disseminate information on issues and causes relevant to today's society (responsible consumption, sustainability, climate change, anti-corruption, education, etc).

Access www.cpfl.com.br/sustentabilidade
 To improve the dialog with its audiences and inform on its initiatives, CPFL Energia has since 2008 maintained its Corporate Responsibility and Sustainability Portal.



I CPFL ENERGIA MULTI-STAKEHOLDERS PANEL

Faced with the challenge of establishing a systematic engagement process to assert the CPFL Energia identity in its stakeholder relations, the first CPFL Energia Multi-stakeholder Panel took place on March 11 2010.

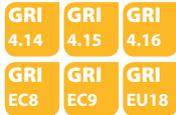
The following stakeholder groups were represented: customers, suppliers, employees, civil society, the community, academia, government, energy sector associations, investors and shareholders.

Assisted by an independent moderator, a group of 49 people analyzed the 2008 Annual Report, which followed the format of the Global Reporting Initiative's G3 version, and registered their comments and suggestions. These were taken in consideration when putting together and issuing this Report (details in the About This Report chapter).

The Company also used other interactive tools, such as customer opinion surveys, employee organizational climate surveys, forums (such as the Value Network, for suppliers), employee groups, periodic meetings with capital markets (APIMEC) and the CPFL Energia distributors' Consumer Councils (COCENS).

"We came to hear them. This interaction with the companies' stakeholders is fundamental for the development of our businesses. The letter of reply tool intended as a means of assessing earlier Reports elicited little response. Our strategy is to hold these meetings regularly. This way, we can evaluate our activities and our service and customer handling quality, so as to provide society with more timely answers."

(Augusto Rodrigues, CPFL Energia Corporate Communications Director)



Stakeholders Map

Press/Media (PM)

Communication Channels

- ▶ Press Office
- ▶ *A Cidade* newspaper (Ribeirão Preto)
- ▶ *A Tribuna* newspaper (Santos)
- ▶ *Cruzeiro do Sul* newspaper (Sorocaba)
- ▶ CPFL Energia Portal
- ▶ Ethics Network Portal
- ▶ Sustainability Portal
- ▶ Annual Report
- ▶ Management Report and Financial Statements

Main Programs

- ▶ CPFL Cultura
- ▶ Media Favorability
- ▶ Sustainable Planet
- ▶ RAC Citizen and CPFL Award
- ▶ Community in Action Award
- ▶ Citizen Solidarity Award
- ▶ RGE Citizen Award
- ▶ Institutional Visits

Suppliers (SU)

Communication Channels

- ▶ Contact Center
- ▶ Supplier Newsletter
- ▶ CPFL Energia Portal
- ▶ Ethics Network Portal
- ▶ Suppliers Portal
- ▶ Sustainability Portal
- ▶ Annual Report

Main Programs

- ▶ CPFL Cultura
- ▶ Supplier Meetings
- ▶ Value Network CEO Meetings
- ▶ CPFL More Value Award
- ▶ Value Network Award
- ▶ RGE Supplier Quality Award

Shareholders (SH)

Communication Channels

- ▶ Market presentations
- ▶ General Shareholders' Meeting
- ▶ Accounting and Fiscal Fraud Whistle Blowing Channel
- ▶ Internet chats
- ▶ Conferences and non-deal roadshows
- ▶ Financial Statements, plus Periodic/one off Reports (CVM)
- ▶ Investor Relations Department, e-mail and phone
- ▶ Investor Meetings in partnership with APIMEC/INI
- ▶ CPFL Investor Newsletter / Fact Sheet
- ▶ CPFL Energia Portal – Investor Relations
- ▶ Board of Directors Portal
- ▶ Press Releases
- ▶ Legal Publications
- ▶ Annual Report
- ▶ Institutional Meetings and Visits
- ▶ Periodic Meetings of the Board of Directors and Fiscal Council
- ▶ Conference calls

Investors (I)

Communication Channels

- ▶ Market presentations
- ▶ Accounting and Fiscal Fraud Whistle Blowing Channel
- ▶ Internet chats
- ▶ Conferences and non-deal roadshows
- ▶ Financial Statements, plus Periodic and Occasional Reports (CVM)
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- ▶ CPFL Energia Portal – Investor Relations
- ▶ Press Releases
- ▶ Legal Publications
- ▶ Annual Report
- ▶ Institutional Meetings and Visits
- ▶ Conference calls



Customers (CT)

Communication Channels

- ▶ Call Center
- ▶ Environment Channel – e-mail
- ▶ Consumer Council
- ▶ Consumer Defense Organizations - PROCONs
- ▶ Ombudsman Service
- ▶ CPFL Energia Customer Portal
- ▶ CPFL Energia Corporate Client Portal
- ▶ Energy Efficiency Portal
- ▶ Ethics Network Portal
- ▶ Sustainability Portal
- ▶ Annual Report
- ▶ Customer Service Line

Main Programs

- ▶ Urban Tree Planting
- ▶ Awareness Primers
- ▶ Electricity bills in Braille - RGE
- ▶ Electricity bills on recycled paper
- ▶ CPFL Cultura
- ▶ Industrial Energy Management (GEI)
- ▶ Customer Satisfaction Survey
- ▶ Summer Plan
- ▶ Energy Efficiency Program
- ▶ Plugged In to Customers Program
- ▶ Fácil Network / CPFL Total
- ▶ Brand Aggression Report

Government (G) and Society (S)

Communication Channels

- ▶ Activity with regulatory bodies, NGOs and sector organizations
- ▶ International Forums
- ▶ Sector Forums
- ▶ Legal Publications
- ▶ Annual Report
- ▶ Management Report and Financial Statements
- ▶ CPFL Energia Portal
- ▶ Energy Efficiency Portal
- ▶ Ethics Network Portal
- ▶ Technological Innovation Portal
- ▶ Sustainability Portal

Main Programs

- ▶ Urban Tree Planting
- ▶ Carbon Balance (Carbon Credits and Inventory/ Neutralization of Emissions)
- ▶ Corporate Commitments
- ▶ Aquatic Plant Monitoring
- ▶ CPFL Cultura
- ▶ Sustainable Dialogs
- ▶ Research & Development
- ▶ Sustainable Planet
- ▶ Summer Plan
- ▶ Fish Conservation Program (release of spawn)
- ▶ Energy Efficiency Program
- ▶ Reforestation Program
- ▶ Meetings and Partnerships with Public Entities
- ▶ Institutional Visits

Employees (EM)

Communication Channels

- ▶ Coffee/ Breakfast with the CEO
- ▶ Management Committee – Investment Plan (private pension scheme)
- ▶ CEO Blog
- ▶ News Portal
- ▶ Ethical Conduct Channel
- ▶ Accounting and Fiscal Fraud Whistle Blowing Channel
- ▶ Executive Channel
- ▶ Employee Representatives Council (CRE)
- ▶ Talk to the CEO
- ▶ CPFL Energia Portal and Intranet
- ▶ *Expresso* newspaper, *Human Development* newspaper, *Electrician's* newspaper and *CPFL & You* magazine
- ▶ Ethics Network Portal
- ▶ HR Portal
- ▶ Sustainability Portal
- ▶ Annual Report – The New CPFL
- ▶ Unions

Main Programs

- ▶ Performance Assessment
- ▶ Selective Collection
- ▶ Rational Consumption
- ▶ CPFL Cultura
- ▶ Talk To Me
- ▶ Integration of New Employees
- ▶ Organizational Climate Survey
- ▶ Strategic Planning
- ▶ Diversity Program
- ▶ Intern Program
- ▶ Ethics Development and Management System
- ▶ Opportunities Program
- ▶ Volunteer Program
- ▶ Quality of Life Program
- ▶ Learning Program
- ▶ Environment Week
- ▶ Corporate University

Communities (C)

Communication Channels

- ▶ CPFL Energia Portal
- ▶ Energy Efficiency Portal
- ▶ Ethics Network Portal
- ▶ Sustainability Portal
- ▶ Annual Report

Main Programs

- ▶ School Ship Project
- ▶ Dom Bosco Cooperative
- ▶ CPFL Cultura
- ▶ Development Funds (Campos Novos and Serra da Mesa)
- ▶ Sustainable Planet
- ▶ Summer Plan
- ▶ CPFL Volunteer Program
- ▶ Municipal Child and Adolescent Rights Councils (CMDCA's) Support Program
- ▶ Philanthropic Hospital Modernization Program
- ▶ Energy Efficiency Program
- ▶ Community Network Program
- ▶ Gaúcho Culture and Traditions Program
- ▶ Social Partnership Network - RGE
- ▶ RGE and You, Children's Friend - RGE
- ▶ RGE Movie Tour
- ▶ Environment Network



“The CPFL modernization program has generated major change in the environment, culture and management of the hospitals. It has brought back everyone’s enthusiasm for making this institution better every day and for proving to the world why it is a benchmark in its region. By combining the consultants’ knowledge with the initiative of managers and employees, we have seen significant results in little over a year of the program. We are very pleased to be taking part.”

Odete Mondini Guimarães

Managing Director of the Santa Casa de
Ribeirão Preto

“The CPFL Philanthropic Hospital Modernization Program has brought the Santa Casa de Sorocaba up to date with hospital management techniques. With the support of the consultants we have widened our vision of the future, which is rooted in the present. Today, CPFL Energia can definitely say that it is actively participating in improving health conditions. I can clearly say: CPFL Energia is a great step forward for the hospital management of the future.”

José Antonio Fasiaben

Superintendent of the Santa Casa de Sorocaba

COMMUNITY

Philanthropic Hospital Modernization Program

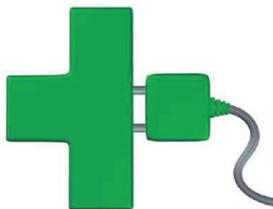


The CPFL Philanthropic Hospital Modernization Program aims to improve the management techniques of these charitable hospitals currently receiving assistance from the CPFL Energia distribution companies in the state of São Paulo, and to improve the level of service offered to the population. In addition, it offers training based on the Management Excellence Model (MEM) of the National Quality Foundation (FNQ) for hospital managers and workers.

The Program encourages the formation of networks, social mobilization, voluntary work and implements energy efficiency programs at participating institutions.

In 2009, the Program was in place at 85 hospitals located in 76 municipalities in the regions of Araraquara, Araçatuba, Piraju, the coastal Santos region, Bauru, Ribeirão Preto and Sorocaba.

From 2010 on, a further 78 institutions located in 52 municipalities in the regions of Barretos, Campinas, Marília, São José do Rio Preto and São José do Rio Pardo will join the Program. Between 2008 and 2012, a total 163 hospitals will benefit from the program, according to current plans.



**PROGRAMA CPFL
REVITALIZAÇÃO
DOS HOSPITAIS
FILANTRÓPICOS**



Access www.cpfl.com.br/sustentabilidade

to find out more about this social program and others developed by CPFL Energia and its subsidiary companies.

GRI
EC8

GRI
EN26

GRI
SO5

Support for Municipal Child and Adolescent Rights Councils

This Program supports projects for assisting children and adolescents using revenue from tax breaks – as per Law 8069/1990, the Child and Adolescent Statute (ECA).

In 2009, the CPFL Energia Group donated about R\$ 1.57 million to social organizations providing assistance for children and adolescents. This benefited 209 projects in 112 municipalities in the distributors' and power plants' areas of operation.



Find out more

Access www.cpfl.com.br/cmdca

GRI
EC8

CPFL Volunteer Program

This Program was launched in 2004 and aims at encouraging employee participation in CPFL Energia's voluntary activities, and maximizing the effectiveness of its social activities.

The Program also runs annual donation campaigns. In 2009, CPFL Energia collected over 32,504 winter clothes.

Encouragement and recognition of voluntary work

GRI
SO1

CPFL Energia, in conjunction with important media partners, has promoted a program to encourage and recognize voluntary work in its concession areas since the year 2000.

An experienced group of monitors assesses projects according to the following criteria: social, economic and environmental impacts, capacity for mobilization, commitment, innovation, replicability and alignment with the Millennium Goals.

During 2009, 95 social projects were announced in the newspapers, promoting the awards. Of these, 15 were given awards and four received honorary mentions.

Correio Popular newspaper, Campinas

22 social projects were announced, of which four were given awards and two received honorary mentions.

A Tribuna newspaper, Santos

15 social projects were announced, of which four were given awards.



Find out more

www.cpfl.com.br/sustentabilidade



VALUE CHAIN

Value Network

The Value Network was created in 2003 as a suppliers' forum for sharing know-how and preparing a joint and collaborative agenda in favor of sustainable development. AMCE Negócios Sustentáveis provides assistance in running the forum.

Since then CPFL Energia has held eight Annual Suppliers Conventions, six workshops and a Meeting of CEOs, as well as monthly meetings, each one at a different location.

During the 2009 meetings, suppliers debated the following issues: "The economic crisis and the sustainability agenda" and "Antecedents and the issues at stake at COP-15".

In addition, the Value Network's participating companies have decided to expand the group to include new suppliers, clients and energy concession holders as of 2010.

In February 2010 the VIII Suppliers Convention took place, on the theme of "The low carbon economy and the outlook following COP-15", with the participation of Tasso Azevedo, Forest and Climate Consultant for the Brazilian Environment Ministry. The event also included a lecture on the United Nations Global Compact by Vitor Seravalli, President of the Brazilian Global Compact Committee.

Cruzeiro do Sul newspaper, Sorocaba

18 social projects were announced, of which three were given awards.

Gazeta de Ribeirão newspaper, Ribeirão Preto

18 social projects were announced, of which four were given awards and two received honorary mentions.

Diário da Manhã newspaper, Passo Fundo

9 social projects were published in the newspaper, of which two were given awards and one received an honorary mention. All received a certificate of participation.

O Pioneiro newspaper, Caxias do Sul

12 social projects were announced and all received a certificate of participation.



Find out more

www.cpf.com.br/sustentabilidade



REDE DE VALOR

Sustentabilidade, Competitividade e Responsabilidade Empresarial



REFLECTION AND DEBATE

CPFL Cultura

CPFL founded CPFL Cultura in 2003 as a wide-ranging cultural program designed to stimulate reflection on the world today. It promotes meetings between well-known artists and intellectuals and a wide variety of audiences, in order to create theories, transform information into knowledge and generate understanding and experiences.

All activities are offered free of charge, creating opportunities for developing a broad, pluralistic world view and training individuals and institutions to deal with complex situations. This is an inclusive, responsible practice that contributes towards sustainability.

Installed in the cities of Campinas and São Paulo and in CPFL Energia's regional headquarters (Santos, Ribeirão Preto, Caxias do Sul, Sorocaba and Bauru), CPFL Cultura had an extensive program in 2009:

- ▶ 114 CPFL Coffee with Philosophy events in the regional headquarters, totaling an audience of over 12 thousand people;
- ▶ 49 concerts of contemporary classical music in São Paulo and Campinas with an audience of over 3 thousand people;
- ▶ 91 theatrical performances (adult and juvenile) in Campinas, seen by over 12 thousand people;
- ▶ CPFL *Coffee with Philosophy* events in Campinas and São Paulo, which are recorded and form the basis of a *TV Cultura* program, were attended by around 8 thousand people in the two cities at a total of 55 lectures. Campinas also hosted the *Invention of the Contemporary* lecture series over 28 nights, with a total audience of 1,706.



CPFL Cultura promotes the exchange of knowledge.

 Access www.cpflcultura.com.br to find out more about the CPFL Cultura program.



FORUMS PROMOTED BY CPFL ENERGIA

The aims of CPFL Energia's forums are to provoke debate and structure information, thereby transforming it into knowledge that can be applied to the electricity sector and beyond. Forums also serve to identify trends and build scenarios.

CPFL Forum: Energy for Development

The CPFL Forum: Energy for Development, took place in April 2009, in partnership with the Roberto Marinho Foundation, Canal Futura and the National Economic and Social Development Bank (BNDES). The meeting brought together Brazilian specialists from four sectors of society (private sector, public administration, NGOs and research institutes) to debate the challenges and opportunities as regards energy in Brazil, focusing on the expansion of supply from alternative sources and on the construction of low carbon and maximum efficiency economic models.

 Access www.cpfl.com.br/sustentabilidade to find out more about the CPFL Energia forums.

Participants included:

- Carlos Nobre**
INPE researcher
- Luis Roberto Silvestrin** Executive Vice President of the São Paulo State Energy Cogeneration Association
- Hermes Chipp**
CEO of the Brazilian National Grid Operator (ONS)
- Jayme Buarque de Holanda**
CEO of the Brazilian Energy Efficiency Institute
- Marco Fujihara**
FIESP Environmental Council /CEO of the Totum Institute
- Paulo Cezar Coelho Tavares**
Chief Energy Management Officer, CPFL Energia
- Paulo Itacarambi**
Executive Vice President of the Ethos Institute
- Sérgio Besserman**
Adviser to the Rio de Janeiro Mayor's Office/Lecturer at PUC-Rio de Janeiro
- Wagner Bittencourt**
Infrastructure Director, BNDES
- Ricardo Voltolini**
editor of Ideia Socioambiental and Ideia Sustentável magazines (Chair).



CPFL Energia Development Forum.



Café Aberje Campinas Edition

Café ABERJE Campinas is an initiative for promoting reflection, sharing experiences and updating as regards best corporate communication practices through a series of encounters that bring together specialists, professionals and media students.

In 2009, Café Aberje Campinas celebrated its third anniversary and held eight meetings, on the following themes:

- ▶ Female leadership in the communication area in large corporations;
- ▶ Social media;
- ▶ Communication in crises (two meetings);
- ▶ Communication for sustainability and responsible consumption;
- ▶ Investor relationship strategies;
- ▶ Events as communication strategy;
- ▶ The importance of social networks.

CPFL Energia participation in domestic and international forums

In addition to creating debate by running its own forums, CPFL Energia seeks to participate actively in the main arenas for domestic and international dialog on a range of subjects, especially those related to the development of a low carbon economy.

CPFL Energia at COP 15

“CPFL Energia’s participation as part of the Brazilian delegation at the 15th Conference of the Parties at the United Nations Climate Change Conference (COP 15) in Copenhagen shows the breadth of our commitment to the environment and is, for us, one way to help prepare the Group’s companies to face the world’s number one challenge: to guarantee the survival of future generations on earth.”

Wilson Ferreira Jr.
CEO of CPFL Energia



 Access www.cpfl.com.br/sustentabilidade to find out more about the Café Aberje program and CPFL Energia.

CPFL Energia was part of the Brazilian corporate delegation at the 15th Conference of the Parties at the United Nations Climate Change Conference (COP 15) held in Copenhagen, Denmark.

To share information concerning the issues debated at the conference, CPFL created an exclusive blog (www.cpflnacop15.com.br) with daily updates, including a summary of the main events and progress in the negotiations.

 Access www.cpflnacop15.com.br
http://www.unglobalcompact.org/Issues/Environment/Climate_Change/index.html

GRI 4.13
 GRI 4.16
 GRI 4.17
 GRI EN18
 GRI EN26
 GRI SO5

Sustainable Planet

Since 2006, CPFL Energia has supported Sustainable Planet, Brazil's largest communications platform on sustainability for discussing, informing and creating knowledge about sustainability as part of the challenge of building a better world.



Sustainable Planet is an initiative of the Abril Publishing Group and is communicated through the Group's magazines and websites. Its advisory committee is comprised of experts from a range of fields. CPFL Energia is part in the project and publishes details of its sustainability, research and development and environmental activities monthly on the project's official website:

www.planetasustentavel.com.br.

Other project participants include Banco Santander, SABESP, Petrobras and BUNGE.

+ Access
www.planetasustentavel.abril.com.br

GRI EN14

A Bag Is A Drag Campaign

In August 2009, CPFL Energia joined the A Bag Is A Drag campaign run by the Brazilian Environment Ministry. The main aim of the initiative is to promote the responsible use of plastic bags.

CPFL publicized the campaign on its electricity bills, thereby reaching around 5 million customers in 306 municipalities, distributed 11 thousand reusable bags to its employees and partners and created two audiovisual products: a TV ident and a video for distribution on the internet.

+ Access
<http://blog.mma.gov.br/sacolasplasticas/>



A Sustainable Planet event, supported by CPFL Energia.



PEOPLE

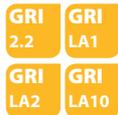
Believing in people as a competitive differential means encouraging their participation in running the company, which is one of the reasons why CPFL Energia has been included for seven years in the *Exame/Você S.A Guide* to the Best Companies to Work for in Brazil: this is a clear sign that the Company's employees consider that they work in a positive environment for professional development.

In 2009, CPFL Energia invested in best personnel management practices and in talent development as a way of ensuring the long-term survival of its businesses and creating value for all stakeholders.

As a result, CPFL Energia was placed 8th among 150 in the Best Companies to Work for award, an annual survey by the *Exame/Você S.A. Guide*.



Award ceremony for The Best Companies To Work For.



EMPLOYEE PROFILE

CPFL Energia ended the year with 7,450 employees, an almost 5% increase over 2008. Employee turnover rate was 7.8%, and the average company length of service was 11 years. The average employee age was 38.

In 2009, average hours of training per employee were 81.34, which is 18% above the 2009 Sextante Survey *benchmark* (the indicator used to monitor progress in employee training and development investments) of 69.00 hours per employee.

CPFL Energia ended the year with 210 interns who have fixed-term contracts, though they are not registered as Company employees.

Average hours of training per employee - CPFL Energia - 2007-2009		
2007	2008	2009
97.97	91.8	81.34

Note: Data are approximate and may be subject to change with the implementation of new internal control systems.

Regarding numbers of outsourced workers, CPFL Energia does not have an exact figure for this, since service outsourcing contracts do not specify an exact number of employees per activity. This is particularly notable in general and administrative service contracts.

GRI 2.2
GRI 2.8

CPFL employees by company and region				
Company	State	2009	2008	2007
CPFL Paulista	São Paulo	3,132	3,127	3,185
CPFL Piratininga	São Paulo	1,170	1,191	1,214
CPFL Geração*	São Paulo	138	132	140
BAESA	Santa Catarina	13	25	23
CERAN	Rio Grande do Sul	59	69	61
ENERCAN	Santa Catarina	34	43	33
CPFL Brasil	São Paulo	112	110	125
RGE	Rio Grande do Sul	1,470	1,466	1,490
CPFL Santa Cruz	São Paulo	266	261	386
CPFL Jaguariúna**	São Paulo	699	670	753
CPFL Atende	-	299	1	-
CPFL Energia	-	6	6	-
Foz do Chapecó	-	52	18	-
Total	-	7,450	7,119	7,410

* Includes CPFL Geração (131) and CPFL Sul Centrais (7)
** Includes CPFL Leste Paulista, CPFL Jaguari, CPFL Sul Paulista, CPFL Mococa.
Note: Figures for 2007 and 2008 include employees and outsourced workers.

The gender composition of the group responsible for managing the Company's activities remained stable. The proportion of female employees was 19% in both 2009 and 2008.

GRI LA1
GRI LA13

Employees by gender and region - 2009

Company	Statutory *		Executives		Managers		Leadership		College Graduates		Operational		Total	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CPFL Paulista	0	6	0	18	11	68	17	114	164	283	320	2,131	512	2,620
CPFL Piratininga	0	6	0	3	3	20	7	50	79	161	128	713	217	953
CPFL Geração**	0	6	0	2	0	8	0	15	23	32	7	45	30	108
CPFL Brasil	0	4	0	1	2	4	1	6	20	44	15	15	38	74
RGE	0	0	0	0	5	23	13	76	83	102	215	953	316	1,154
CPFL Santa Cruz	0	6	0	0	0	2	0	10	6	23	16	203	22	244
CPFL Jaguariúna***	0	22	0	0	0	4	1	28	18	22	33	571	52	647
CPFL Atende	0	0	0	0	0	1	10	3	0	0	197	88	207	92
CPFL Energia	0	6	0	0	0	0	0	0	0	0	0	0	0	6
Total	0	56	0	24	21	130	49	302	393	667	931	4,719	1,394	5,898

* Refers to the number of statutory positions in the companies and not to the actual number of directors.

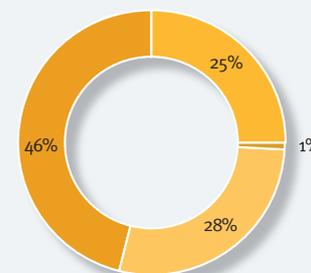
** Does not include BAESA, CERAN, ENERCAN or Foz do Chapecó.

*** Includes CPFL Leste Paulista, CPFL Jaguari, CPFL Sul Paulista and CPFL Mococa.

Definitions: Statutory Directors - CEO and Vice Presidents; Executives - Officers; Managers - Department Managers and Division Managers.

As regards age, employees between 18 and 35 represented 46% of the total, followed by the above 45 age group (28%), the 36 - 45 age group (25%) and finally, youth apprentices in the under 18 year age group, which accounted for 1% of the total.

Composition of CPFL Energia workforce - by age group (%)



■ below 18 years ■ 18-35 years ■ 36-45 years ■ above 45 year

Gender Breakdown by job category – 2009 (%)

Company	Statutory*		Executives		Managers		Leadership		College Graduates		Operational	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
CPFL Paulista	0.0	100.0	0.0	100.0	13.9	86.1	13.0	87.0	36.7	63.3	13.1	86.9
CPFL Piratininga	0.0	100.0	0.0	100.0	13.0	87.0	12.3	87.7	32.9	67.1	15.2	84.8
CPFL Geração*	0.0	100.0	0.0	100.0	0.0	100.0	0.0	100.0	41.8	58.2	13.5	86.5
CPFL Brasil	0.0	100.0	0.0	100.0	33.3	66.7	14.3	85.7	31.3	68.7	50.0	50.0
RGE	0.0	0.0	0.0	0.0	17.9	82.1	14.6	85.4	44.9	55.1	18.4	81.6
CPFL Santa Cruz	0.0	100.0	0.0	0.0	0.0	100.0	0.0	100.0	20.7	79.3	7.3	92.7
CPFL Jaguariúna**	0.0	100.0	0.0	0.0	0.0	100.0	3.4	96.6	45.0	55.0	5.5	94.5
CPFL Atende	0.0	0.0	0.0	0.0	0.0	100.0	76.9	23.1	0.0	0.0	69.1	30.9
CPFL Energia	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

* Does not include BAESA, CERAN, ENERCAN or Foz do Chapecó.

** Includes CPFL Leste Paulista, CPFL Jaguari, CPFL Sul Paulista and CPFL Mococa.

Definitions: Statutory Directors - CEO and Vice Presidents; Executives – Officers; Managers - Department Managers and Division Managers.

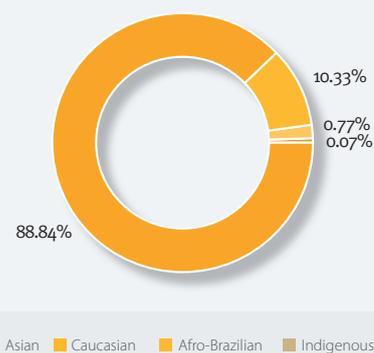
As a result of our Diversity Policy, progress was made in employee ethnic composition. The proportion of Afro-Brazilians increased in 2009 to 10.3% of total employees, up from 9.4% in 2008 and 7.8% in 2007.

The proportion of Caucasian ethnic origin was 88.8% (89.9% in 2008), Afro-Brazilians were 10.33% (9.4% in 2008), Asian remained stable compared to 2008 at 0.7%, and Indigenous went from 0.04% in 2008 to 0.07% in 2009.

In the next five years, approximately 680 employees will reach retirement age across the CPFL Energia Group companies.

GRI
EU15

Composition of CPFL Energia workforce – by ethnic group – 2008



Employees reaching retirement age in the next five years

Company	2010	2011	2012	2013	2014
CPFL Energia	196.0	92.0	119.0	139.0	133.0
CPFL Paulista	156.0	71.0	98.0	109.0	99.0
CPFL Piratininga	14.0	8.0	9.0	20.0	15.0
CPFL Geração	8.0	3.0	7.0	2.0	8.0
CPFL Brasil	2.0	0.0	1.0	2.0	1.0
RGE	11.0	10.0	4.0	5.0	4.0
CPFL Santa Cruz	3.0	0.0	0.0	0.0	1.0
CPFL Jaguariúna	2.0	0.0	0.0	1.0	5.0

Source: IBASE

GRI
ECS

Ratio between highest and lowest salary in the company – 2008-2009

Company	2008	2009
CPFL Energia consolidated	80.1	59.20
CPFL Paulista	30.9	34.13
CPFL Piratininga	19.6	20.08
CPFL Geração	22.5	30.15
CPFL Brasil	24.3	26.71
RGE	74.2	34.11
CPFL Santa Cruz	11.0	17.20
CPFL Jaguariúna	24.5	24.26

Source: IBASE

Remuneration

CPFL Energia monitors salary levels for all professional categories, to ensure they are in line with legal requirements and the market.

GRI
LA14

Average salary for women as a proportion of average salary for men, by category - 2009

Company	Statutory	Executives	Managers	Leaders	College Graduates	Operational
	Female	Female	Female	Female	Female	Female
CPFL Paulista	0%	0%	87%	93%	82%	62%
CPFL Piratininga	0%	0%	74%	104%	88%	70%
CPFL Geração	0%	0%	0%	0%	78%	83%
CPFL Sul Centrais	NA	NA	NA	0%	NA	0%
CPFL Brasil	0%	0%	97%	84%	66%	88%
RGE	NA	NA	91%	57%	69%	82%
CPFL Santa Cruz	0%	NA	0%	0%	72%	88%
CPFL Jaguari	0%	NA	0%	0%	54%	67%
CPFL Mococa	0%	NA	NA	0%	61%	110%
CPFL Leste Paulista	0%	NA	NA	0%	85%	86%
CPFL Serviços	NA	NA	0%	68%	51%	99%
CPFL Sul Paulista	0%	NA	NA	0%	72%	83%
CPFL Atende	NA	NA	0%	100%	NA	98%
CPFL Energia	0%	NA	NA	NA	NA	NA

NA – Not Applicable. There are no male and female employees for this indicator.

Note: The Job Function and Salary Table are applied to all functions in the Company, regardless of gender at hiring.

Employees represented by labor unions – 2007-2009 (%)

Company	2007	2008	2009
CPFL Paulista	83	71	72
CPFL Piratininga	48	47	47
CPFL Geração*	42	37	44
CPFL Brasil	10	10	19
RGE	39	27	25
CPFL Santa Cruz	93	65	73
CPFL Jaguariúna	23	16	16
CPFL Atende	-	0	0
CPFL Energia	-	0	0
Total	60	51	49

* Incorporated CPFL Centrais Elétricas and Semesa S.A. in 2007.

Note: The Collective Bargaining Agreements between the companies and the representative labor unions cover all the CPFL Group's employees.

GRI
4.4

GRI
4.14

GRI
HR5

GRI
LA4

Representation

All CPFL Energia employees have freedom of expression and representation, with participation in the Employee Representative Council (ERC) and the right to labor union membership. CPFL Energia also recognizes the labor unions as legal and legitimate representatives of its employees for making claims. The Group maintains Collective Bargaining Agreements with the labor unions.

GRI
LA10

GRI
EU14

HUMAN RESOURCES MANAGEMENT

CPFL Energia has implemented a series of programs, which, besides complying with its strategic plan, aim to achieve greater service excellence, expand knowledge about the energy sector and promote quality of life.

In 2009, CPFL Energia invested in a range of initiatives to enhance the team's value, the well-being of its professionals and the quality of the services it offers them.

A direct channel to senior management

GRI
4.4

GRI
4.14

GRI
4.17

One of the most wide-ranging initiatives implemented was the CEO's Blog: A Chat with Wilson. This tool is available on the internal Portal and allows employees to talk directly to the CEO of the *holding* company.

This channel is an improvement on the model of transparency that existed previously, which included monthly meetings, annual conventions, visits to Group companies and regional headquarters and an *email address* for the CEO's office as the traditional means of accessing the CEO.

In addition to inviting comment, the CEO's *Blog* stimulates debate on topics of interest to employees. It has already recorded 13 thousand accesses on one topic alone. CPFL Energia runs an ongoing communication plan to encourage even greater use of this tool among employees.



GRI EU14 GRI LA11

CORPORATE UNIVERSITY

Launched in 2008, the Corporate University exists for training and qualifying leaders, preparing internal succession and identifying initiatives for improving business conditions at the subsidiary companies.

The Corporate University is structured into three schools, whose content is organized into learning paths that can be accessed on the internal Portal. This is a new concept in organizational education. From the Portal, employees can access *e-learning* courses, articles, forums, *websites* and tips on personal development.

Employee participation in courses is monitored via a points system, which can then be used as criteria for internal promotion.



GRI SO5

CPFL OPPORTUNITIES PROGRAM

The Company believes that respect for differences increases the ability to construct sustainable relationships, guided by values that benefit both the corporate world and society.

CPFL Energia has been running its Opportunities Program for the inclusion of people with special needs since 2005. This takes the form of educational training for 150 selected participants. They spend four hours a day working at the Company and a further four at Unicamp studying a subject or a related course that complements their training. This initiative is designed to prepare them for the labor market.

In 2009, the Company commemorated Disabled Person's Day with testimonials from Program participants and Company managers. Another event was a workplace talk given by participants on the history of Disabled Person's Day and its importance. The speaker (one of the participants) was then also introduced publicly to the Company.

GRI EU14 GRI LA11

LEARNING PATHS

The learning paths establish the direction to be followed by employees over the course of their professional development. Initially, the Corporate University worked with nine trails based on the key processes of the three business units (Distribution, Generation and Energy Management), and the corporate training path for inducting new employees, which deals with the major issues concerning the business, customers, benefits, certifications, etc.

The training structure also includes a tool for consolidating material produced as output, called Support Training, which groups content to assist the other organizational processes.

GRI HR4 GRI EU14

CPFL DIVERSITY PROGRAM

The concepts underscoring the CPFL Diversity Program, implemented in 2003, are respect for differences, the value of diversity and the need to combat all forms of harassment and discrimination. From the earliest days a plan was adopted to encourage the hiring of Afro-Brazilians, women, and people with special needs, with an additional focus on people aged over 45 and unemployed for over two years.

GRI LA8 GRI EU14 GRI EU16

TALK TO ME

Implemented in 2006, the Talk to Me Program is a psycho-social support service to help with personal problems, typically those of a legal, financial, psychological or social nature. It is available to employees of CPFL Paulista, CPFL Piratininga, CPFL Brasil and CPFL Geração and their immediate families.

The Program is confidential and operates 24 hours a day via a toll-free telephone service, which directs the caller to the area for which guidance is requested. Since its implementation, over 2 thousand issues have been heard and resolved.

The Program has received very positive feedback in employee satisfaction surveys.

GRI
LA11

GRI
LA12

PERSONAL VALUE

CPFL Energia uses a 360° performance appraisal system which allows analysis of the all-round performance of CPFL Energia employees at their different levels of interaction. The system is based on organizational skills and is strongly linked to Group values. It is held annually and enables the views of 100% of employees to be heard, which provides a very complete picture of the corporation's personnel structure.



GRI
LA3

GRI
LA6

GRI
EU14

HEALTH AND SAFETY

CPFL Energia has instituted Internal Accident Prevention Commissions (IAPCs). In addition to meeting legal requirements, the Company uses the groups to disseminate workplace safety and quality of life practices. Through training sessions, talks and *workshops*, the IAPCs raise awareness and engage employees in issues related to environmental and social responsibility.

CPFL Energia ended 2009 with 43 IAPCs with 495 acting members in the following Group companies: CPFL Paulista, CPFL Piratininga, RGE, CPFL Santa Cruz, CPFL Brasil, CPFL Geração, CPFL Jaguari, CPFL Mococa, CPFL Leste Paulista and CPFL Sul Paulista.

GRI
LA3

GRI
EU14

BENEFITS PROGRAM

At CPFL Paulista, CPFL Piratininga, CPFL Geração and CPFL Brasil, employees receive fringe benefits in line with best labor market practices. They are offered a pension plan, medical insurance, food vouchers and profit sharing.

Employees at these companies who participate in the CESP Foundation receive an even broader range of benefits, from personal loans and life insurance to specific health-related reimbursements.

As part of the Quality of Life Program, employees in Campinas, Bauru, Ribeirão Preto, Caxias do Sul and Passo Fundo have at their disposal a fitness and sports center which is open for 14 uninterrupted hours a day, with sports groups for volleyball, basketball and indoor soccer, as well as workplace exercises.

At other units arrangements have been made with third party fitness centers for monthly membership at a subsidized rate. There are also special arrangements in place with universities, language institutions, several schools and commercial establishments.

CPFL Energia has created a series of benefits for temporary employees. This includes medical and hospital treatment, and meal and travel vouchers.

GRI
EC3

RGE

RGE employees receive benefits such as pension plan, medical insurance which includes dental assistance, meal and food vouchers, daycare facilities, personal loans, participation in profits, life insurance, subsidized medication and special needs assistance.

Study grants are also offered annually for technical, graduate, postgraduate, MBA and Master's degree courses.

GRI
EC3

OTHER CPFL ENERGIA COMPANIES

CPFL Santa Cruz offers a pension plan, medical, hospital and dental assistance, food and travel vouchers. In addition, employees enjoy benefits such as personal loans, personal accident insurance also extended to spouses, arrangements with pharmacies for the purchase of medication, study grants and travel assistance to and from place of study.

The distributors CPFL Jaguari, CPFL Mococa, CPFL Leste Paulista and CPFL Sul Paulista offer their employees a pension plan, medical, hospital and dental assistance, meal and food vouchers, assistance with pharmacy purchases, vacation loans, life insurance and workplace exercises. Company employees are also offered the benefit of agreements with universities and language schools.

Temporary employees have the right to medical and hospital treatment, a basic basket of goods plus travel vouchers through an intermediary company used by CPFL Energia.

At other companies in which CPFL Energia has a stake, employees are offered benefits in line with market practices which comply with all legal requirements.

GRI
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Private Pension Plans

Company	Participant Contribution			Company Contribution	Type of Plan	Plan Admin
CPFL Paulista CPFL Geração CPFL Brasil CPFL Energia	Base salary for calculating contribution (R\$)	Contribution Rate (%)	Deductable (R\$)	8.23% of Base Salary, consisting of 1.42% for Risk Benefits and 6.81% for DC. The company's contribution for base salaries above R\$ 7,214.31 (UCB) for Defined Contributions is allocated on a straight-line basis among all active participants of the pension plan.	Variable contribution, with elements of Defined Contribution (DC) and Defined Benefit (DB) plans	PPCPFL - CESP Foundation
	Up to 2,404.77	3	-			
	From 2,404.78 to 7,214.31	5	48.10			
CPFL Piratininga	70% of base salary (R\$)	Rate (%)	Deductable (R\$)	DB – Parity DC – contributes at the same percentage rate chosen by participants limited to 5% on 30% of the base salary. The value of PU (Piratininga Unit) is R\$ 1,974.69. Ceiling of R\$ 19,746.90 and contribution limited to R\$ 596.25	Defined Benefit (DB) model. The value of pension supplement is predetermined. The Plan also allows the participant to make a Defined Contribution	PSAP – CESP Foundation
	Up to 987.35	1.45	-			
	987.36 to 1,974.69	3.5	20.24			
	From 1,974.70 to 13,822.83	4.62	42.36			
	Voluntary up to 30% of base salary					
RGE	Participating salary (R\$)		Applicable Contribution (%)	150% of the base contribution made by the participant. Special contribution for those who joined between 05/01/98 and 12/31/05. Basis for calculation: normal contribution multiplied by number of months of uninterrupted service starting from 05/01/98. Monthly value is 1/72.	PGBL	RGEPREV - Bradesco
	Amount up to 1 URGE (R\$ 2,894.28)		1			
	Amount exceeding 1 URGE		7.5			
CPFL Santa Cruz	Basic contribution: whole percentage points up to 6% (six percent) according to participant's choice of applicable base salary when registering with the plan.			Company's normal contribution equals 100% of participant's base contribution limited to 6%. In cases where the participant's applicable base salary is less than 15 (fifteen) times the value of the Santa Cruz Reference Unit (R\$ 272.03 as of April '09), the company's normal contribution cannot be superior to 1.5% of the applicable base salary. 15 times the Reference Unit is R\$ 4,080.45	Defined Contribution - DC	BBPREV
CPFL Sul Centrais	Currently no plan					
CPFL Jaguari CPFL Leste Paulista CPFL Mococa CPFL Sul Paulista	Non-contributing Participants: All participants earning a salary less than 1 PRU (R\$ 3,187.23)			100% of contributing participant's base contribution, limited by the following formula $[2.0\% \times PS] + [14.0\% (PS - PRU)]$, where: PS = Participating Salary and PRU = Pension Reference Unit	Defined Contribution - DC	CMS Prev - IHPREV
	Contributing Participants: Percentage of Base Contribution: 2%;4%;6%;8%;10%;12%;14%					
CPFL Serviços	Non-contributing Participants: All participants earning a salary less than 1 PRU (R\$ 3,501.40)			100% of contributing participant's base contribution, limited by the following formula $[2.0\% \times PS] + [14.0\% (PS - PRU)]$, where: PS = Participating Salary and PRU = Pension Reference Unit	Defined Contribution - DC	CMS Prev - IHPREV
	Contributing Participants: Percentage of Base Contribution: 2%;4%;6%;8%;10%;12%;14%					
CPFL Atende	Currently no plan					
Executive Directors and Managers						
Company	Participant Contribution			Company Contribution	Type of Plan	Plan Admin
CEOs Officers Directors Managers	% Free Choice			CEO and Officers parity up to 10%, others parity up to 8.2%	PGBL	Bradesco and Brasil Prev



SAFETY

As part of its aim to guarantee employee safety, CPFL Energia is constantly monitoring the accident Frequency Rate (FR) and Degree of Severity (DS) at the Group's companies. The Frequency Rate monitors the number of accidents relative to employee numbers and the Degree of Severity measures the number of work days lost as a result of workplace accidents.

All serious accidents are investigated and analyzed by the Accidents Investigation and Analysis Group (AIAG) which aims to identify as quickly as possible,

the immediate causes, the underlying causes, and shortcomings and failures in control which contributed to the accident. It is the Group's responsibility to issue a report to management so that the causes identified can be remedied.

2009 saw the launch of the Go and Come Back Program with the aim of further improving workplace accident prevention and encouraging safer execution of daily operational tasks.

Frequency Rate and Degree of Severity – Employees – 2007-2009						
Companies	2009		2008		2007	
	FR	DS	FR	DS	FR	DS
CPFL Energia	1.32	487	1.45	118	1.79	94
CPFL Paulista	1.09	975	1.89	210	1.5	146
CPFL Piratininga	1.24	9	0.41	6	0.43	6
CPFL Geração*/**	7.67	234	0.0	0	0	0
CPFL Brasil	0	0	4.63	14	0	0
RGE	1.83	96	1.51	81	3.5	103
CPFL Santa Cruz	0	0	1.63	23	1.26	40
CPFL Jaguariúna**	0	0	0	0	2.55	22

Frequency Rate and Degree of Severity – Outsourced workers – 2007-2009						
Companies	2009		2008		2007	
	FR	DS	FR	DS	FR	DS
CPFL Paulista	7.46	1,182	5.54	1,988	6.39	188
CPFL Piratininga	4.10	149	1.08	12.44	2.18	3,303
CPFL Geração	0	0	0	0	19.8	594
CPFL Centrais Elétricas	-	-	-	-	-	-
CPFL Brasil*	0	0	-	-	-	-
RGE	10.57	2,172	14.56	2,617	15.99	4,014
CPFL Santa Cruz	4.79	895	6.64	199	0	0
CPFL Jaguariúna**	5.48	55	2.09	15	0.34	20

FR (Frequency Rate) - number of accidents relative to employee numbers

DS (Degree of Severity) - number of work days lost as a result of workplace accidents

* Figures included in CPFL Paulista.

** Includes CPFL Leste Paulista, CPFL Jaguar, CPFL Sul Paulista and CPFL Mococa.



PREVENTION IN THE COMMUNITY

CPFL Energia Group distributors monitor all accidents involving communities and have identified electric shock as the principal cause. As a result, ongoing campaigns are employed to remind the public of the risks involved in using electricity and to increase awareness of the precautions necessary for preventing accidents.

CPFL Energia Group companies are appropriately trained in the prevention of electricity-related accidents as well as the mitigation of any adverse conditions in the event of an occurrence. The Group's prevention and emergency service procedures have been formulated with the safety of all interested parties in mind: employees, service providers, consumers and the general public.

In 2009, various campaigns were run for disseminating the safe use of electricity among customers. These included messages on electricity bills and in major Brazilian newspapers communicating National Electricity Safety Week; folders (*Safety And You – General Public*); talks in communities served; child safety, especially as regards kite-flying; handling of antennae near wires; agricultural equipment under electricity lines and networks.

Number of accidents and fatalities – Community – 2007-2009						
Company	2007		2008		2009	
	Accidents	Fatalities	Accidents	Fatalities	Accidents	Fatalities
CPFL Paulista	21	3	36	10	13	3
CPFL Piratininga	4	0	8	1	13	2
RGE	3	0	13	3	19	4
CPFL Sanat Cruz	1	0	1	0	1	0
CPFL Leste Paulista	0	0	0	0	1	1
CPFL Sul Paulista	1	0	0	0	1	1
CPFL Jaguarí	0	0	1	0	1	0
CPFL Mococa	0	0	0	0	1	1

LEADERSHIP AND SOCIAL INFLUENCE

GRI
4.13

CPFL Energia and its subsidiaries are members of the following institutions and associations:

CPFL Energia

- ▶ ABDIB – Brazilian Heavy Industries and Infrastructure Association
- ▶ ABERJE – Brazilian Corporate Communication Association
- ▶ ABRASCA – Brazilian Association of Publicly Listed Companies
- ▶ ABRINQ – ABRINQ Foundation for Children Association
- ▶ FNPQ – National Quality Prize Foundation
- ▶ Acende Brasil Institute
- ▶ Akatu Institute for Responsible Consumption
- ▶ Ethos Institute for Corporate Social Responsibility

CPFL Geração

- ▶ APINE – Brazilian Association of Independent Electricity Producers
- ▶ International Hydropower Association

CPFL Brasil

- ▶ ABRACEL – Brazilian Association of Electricity Commercializers

CPFL Paulista

- ▶ ABRADEE – Brazilian Association of Electricity Distributors
- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union
- ▶ CIGRÉ-Brazil – Brazilian National Electricity Generation and Transmission Committee
- ▶ COGE Foundation

CPFL Piratininga

- ▶ ABRADEE – Brazilian Association of Electricity Distributors
- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union

RGE

- ▶ ABRADEE – Brazilian Association of Electricity Distributors
- ▶ ABERJE – Brazilian Corporate Communication Association
- ▶ FNPQ – National Quality Prize Foundation
- ▶ FEDERASUL – Rio Grande do Sul State Federation of Commercial and Service Associations

CPFL Santa Cruz

- ▶ SIESP – São Paulo State Electricity Industry Union

CPFL Leste Paulista

- ▶ ABRADEE – Brazilian Association of Electricity Distributors
- ▶ ABCE – Brazilian Association of Electricity Concessionaires
- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union

CPFL Jaguarí

- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union
- ▶ Jaguariúna Commercial and Industrial Association

CPFL Sul Paulista

- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union

CPFL Mococa

- ▶ CIESP – São Paulo State Center for Industry
- ▶ SIESP – São Paulo State Electricity Industry Union

Overview of Programs 2009

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
CPFL Cultura	EM/ SHI/ SC/ CT/ SU/ PM	6171819	To reflect on and discuss the contemporary world through lectures, debates and artistic and cultural expression in an attempt to understand the challenges and opportunities in the world today.	In progress	In 2009, CPFL Cultura achieved: <ul style="list-style-type: none"> • Over 115 CPFL Coffee with Philosophy events in the regional headquarters, totaling an audience of over 12 thousand people; • 49 concerts of contemporary classical music in São Paulo and Campinas with an audience of over 3 thousand people; • 91 theatrical performances (adult and juvenile) in Campinas, seen by over 12 thousand people; • CPFL Coffee with Philosophy events in Campinas and São Paulo, which are recorded and form the basis of a TV Cultura program, were attended by around 8 thousand people in the two cities at a total of 55 lectures. Campinas also hosted the Invention of the Contemporary lecture series over 28 nights, with a total audience of 1,706. 	TV Cultura
CPFL Philanthropic Hospitals Modernization Program	SC	11216171819110	To improve management and the quality of health services provided to the population of the concession area.	In progress	In 2009, the Program was in place at 85 hospitals located in 76 municipalities in the regions of Araraquara, Araçatuba, Piraju, the coastal Santos region, Bauru, Ribeirão Preto and Sorocaba. From 2010 on, a further 78 institutions located in 52 municipalities in the regions of Barretos, Campinas, Marília, São José do Rio Preto and São José do Rio Pardo will join the Program. Between 2008 and 2012, a total 163 hospitals will benefit from the program.	São Paulo state Santa Casa Study Center (CEALAG), Federation of Philanthropic Hospitals of the State of São Paulo (FEHOSP), the São Paulo state Health Secretariat, Commitment to Hospital Quality (CQH) and the National Quality Foundation (FNQ)
CPFL Municipal Child and Adolescent Rights Councils Support Program (CMDCA)	SC	112151718	To support Municipal Child and Adolescent Rights Councils using revenue from tax breaks – as per Law 8069/1990, the Child and Adolescent Statute (ECA)	In progress	In 2009, the CPFL Energia Group donated about R\$ 1.57 million to social organizations providing assistance for children and adolescents. This benefited 209 projects in 112 municipalities in the distributors' and power plants' areas of operation.	CMDCAs of the region served by CPFL Energia
Ethics Management and Development Program	EM/ SHI/ SC/ CT/ SU	11213141516171819110	To develop benchmarks for ethical conduct to guide the actions and decisions of CPFL Energia Group employees. A Management System was installed involving an Ethics Committee, access channels and an employee Ethics Network.	In progress	The following cultural adaptation activities were carried out in the subsidiary companies: <ul style="list-style-type: none"> • Implementation of the Code of Ethics in CPFL Santa Cruz, CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista, CPFL Mococa, CPFL Serviços and CPFL Atende. • Seminars on the Code of Ethics for executives, managers and directors of CPFL Santa Cruz, CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista and CPFL Mococa. • Seminars on the Code of Ethics for employees of CPFL Santa Cruz, CPFL Jaguari, CPFL Sul Paulista, CPFL Leste Paulista, CPFL Mococa and CPFL Serviços. 	Specialist consultancy
Value Network	SU	11213141516171819110	To share learning and construct a joint and collaborative agenda for promoting sustainable development.	In progress	At the 2009 meetings, suppliers debated the following issues: "The economic crisis and the sustainability agenda" and "Antecedents and the issues at stake at COP-15".	AMCE Negócios Sustentáveis
International Forums	SC	71819	To provoke debate and organize information so it becomes knowledge that can be applied to all economic sectors, as well as making it easier to identify trends and build scenarios.	In progress	The CPFL Forum: Energy for Development, took place in 2009. The meeting brought together Brazilian specialists from four sectors of society (private sector, public administration, NGOs and research institutes) to debate the challenges and opportunities facing the energy sector in Brazil.	Roberto Marinho Foundation, Canal Futura and the National Economic and Social Development Bank (BNDES).

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
Café ABERJE - Campinas Edition	SC	3 10	To promote reflection, to exchange and update on best corporate communication practices with specialists, professionals and media students. Café Aberje Campinas dedicates itself to the activities relating to the Campinas Aberje Chapter.	In progress	In 2009, there were eight meetings, on the following themes: Female leadership in the communication area at large corporations; Social media; Communication in crises (two meetings); Communication for sustainability and responsible consumption; Investor relationship strategies; Events as communication strategy; The importance of social networks.	Brazilian Corporate Communication Association (ABERJE)
Sustainability Committee	SC	7 8 9	To coordinate and integrate the Company's diverse activities in the areas of the environment, sustainability and corporate responsibility. Areas of activity are: Rational Consumption, Carbon Balance, Reverse Chain, Biodiversity, Power Plant Sustainability and Energy for the Future	In progress	Analysis and review of the Committee's activities, developing a proposal for revising its composition and the scope of its activities.	-
CPFL Volunteers Program	SC	1 2	To contribute to the social, cultural and environmental development of communities through the creation of opportunities for voluntary activity for employees, outsourced workers and their guests in CPFL Energia programs	In progress	Since 2005 CPFL Energia has collected over 663 thousand items of winter clothing and 16 thousand toys and brought benefits to a wide range of communities where it operates.	-
Encouragement and recognition of Voluntary Work	SC/ EM/ PM	1 2 7 8 9	To value, encourage and publicize voluntary social work carried out by organizations or groups of people in the regions of Campinas, Santos, Sorocaba, Ribeirão Preto, Passo Fundo and Caxias do Sul.	In progress	In 2009, 95 social projects were published in the newspapers sponsoring the Award. Of these, 15 were awarded distinctions and 4 obtained honorable mentions.	Rede Anhanguera de Comunicação, <i>A Tribuna</i> newspaper, <i>Cruzeiro do Sul</i> newspaper, <i>O Pioneiro</i> newspaper and <i>Diário da Manhã</i> newspaper.
Sustainable Planet	EM/ SHI/ SC/ CT/ SU/ PM	1 2 3 4 5 6 7 8 9 10	To create a pluralist environment for discussing sustainability using multiplatform communication.	In progress	Monthly publication of initiatives relating to social responsibility, environment, and other issues. Also available at: www.planetasustentavel.com.br .	Abril Group, Banco Santander, Sabesp, Petrobras and BUNGE
Social Partnership Network – RGE	SC	1 2	To carry out social welfare projects across the state of Rio Grande do Sul, covering numerous areas of social assistance and benefiting hundreds of people. The Social Partnership Network mobilizes Rio Grande do Sul's main companies for social welfare projects. This project is backed by tax breaks under Rio Grande do Sul's Solidarity Law.	In progress	In 2009, RGE partnered with the NGO Educaritá (Institute of Integral Education), headquartered in Caxias do Sul. Together, they were responsible for the New Time (Novo Tempo) project which brings together children and adolescents through its Socio-Educational Support service network and guarantees their rights as provided for by the Child and Adolescent Statute, with a focus on sustainability, in seven distinct municipalities.	Rio Grande do Sul State Justice and Development Office

Social Performance

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
RGE and You, Children's Friends	SC	1 2 5	To attract customer donations for UNICEF (United Nations Children's Fund) campaigns through electricity bills.	In progress	In 2009, donations from RGE customers totaled R\$ 862.9 thousand, the largest amount achieved in six years of partnership. For the second year running, the value of donations increased (14% more than in 2008), which shows that RGE customers are still involved in and aware of the issue of childhood in Brazil. Since 2004, R\$ 4.4 million have been raised to benefit 8.6 million families through UNICEF projects in Brazil's semi-arid and Legal Amazonia regions, as well as in working class communities in the urban centers of Rio de Janeiro and São Paulo.	UNICEF
Electricity Bills in Braille – RGE	CT/ SC	1 2	To offer visually impaired customers the choice of receiving their electricity bill in Braille. A free service and the first of its kind in the electric sector in the state of Rio Grande do Sul.	In progress	In 2009, 220 bills were issued in Braille.	Caxias do Sul Association of Parents and Friends of Visually Impaired People (APADEV)
Movie Tour (RodaCine)	CT/ SC	1 2	To offer movie screenings free of charge to the public, with programming consisting of Brazilian movies, selected according to the profile of each region. Screenings are done using a mobile unit with a projector, screen and sound system and are shown in municipalities in the state of Rio Grande do Sul that generally do not have movie theaters.	In progress	Since 2001, 360 municipalities in the state of Rio Grande do Sul have benefited from this program, with an audience of over 372 thousand. RGE began this partnership in 2003 through LIC-RS.	An initiative of the Rio Grande do Sul state government through the State Cultural Secretariat and IECINE (State Film Institute), implemented by FUNDACINE (Rio Grande do Sul Film Foundation)
Promotion of Gaúcho Culture and Traditions	CT/ SC	1 2	To support major cultural projects in numerous municipalities in RGE's concession area. These events have the effect of promoting the cities, stimulating the local economy and encouraging the development of culture and tourism.	In progress	In 2009, the following events received support: Christmas Lights in Gramado, Christmas Dream in Canela, Christmas on the Hill in Arvorezinha, Fenamilho in Santo Ângelo and the Christmas Choir in Passo Fundo.	Local government and cultural associations
School Materials	EM	1 2	To assist the education of the children of employees, guards and interns.	In progress	A total of 3,926 pre-school, primary school and high school (guards/ interns) pupils were given school materials and backpacks.	BIGNARDI (JANDAIA)
Christmas Toys	EM	1 2	Presents for employees' children.	In progress	A total of 4,075 children aged up to 12 benefited, with deliveries made to more remote locations such as Caxias dos Sul (RS), Ourinhos (SP) and Piraju (SP).	DORÉMI
Paying Tribute to Employees	EM	1 2	To congratulate employees who have worked at the Company for a significant amount of time (10, 15, 20, 25, 30 and 35 years).	In progress	Employees honored for 25, 30 and 25 years: 205. Honored for 10, 15 and 20 years: 881. Total employees honored: 1,086.	-

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
CPFL Management	EM	1 2 6	To improve managers' individual skills through the transmission of the technical and theoretical knowledge necessary for global management performance; to train executive and management teams in succession planning and development; to prepare participants for organizational changes resulting from the creation of an entrepreneurial culture	In progress	Creation of the development paths to assure adequate training and ability to meet the Group's strategic objectives.	Overlap
Personal Value	EM	1 2 3 4 5 6 7 8 9 10	To consolidate the CPFL Energia Group's strategies through performance planning and guidance for all employees.	In progress	A review of the 2009 process is planned for June 2010.	Datasul
Intern Program	EM	1 2 6	To provide the company with a young workforce with a high level of academic training; to improve work processes in different areas through the presence of young professionals with new professional standards; to create professionals equipped for working in the Company or in the labor market in general.	In progress	Hiring of interns.	SLRH
Organizational Climate Management	EM	1 2 6	To comprehend the things that have helped or hindered the Company in getting people to identify with its objectives and strategies; to identify cultural differences and similarities between areas of the Company in the search for greater organizational synergy; to understand progress and backsliding since the last survey (2006); to compare the Company's scores with market benchmarks (best practices and specific energy market); to leverage organizational performance through implementing actions for improvement.	In progress	Results serve as input for implementing improvements.	Hay Group
CPFL Opportunities Program	SC	1 2 6	Include and develop people with special needs in the Company.	Concluded	Compliance with legal quotas and skills training for people with special needs (including a Personal Marketing Course). Event held to commemorate Disabled Person Day, including testimonials from managers and people with special needs. 150 people with special needs were hired in all of the Company's regions.	Plura RH
Learning (Aprender) Program	SC	1 2 6 7 8	To train young interns for the job market.	In progress	Achievement of established goals; compliance with Minor Apprentice Law and implementation of professional training courses; themed visits; skills development. Renewal of contracts with partner organizations.	CAMPs, CIEE, AEDHAs, etc.

Social Performance

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
Diversity Program	EM/ SC	1 2 6	To raise employee awareness on the issue, especially as concerns Afro-Brazilians and women.	In progress	Commemoration of International Women's Day and Black Awareness Day	-
CPFL Corporate University	EM	1 2 6	To train employees for their functions in accordance with the Company's business objectives	In progress	Design and implementation of the project. The Corporate University launched on 11/17/2008.	Overlap
Talk To Me Program	EM	1 2	To offer support for people with personal problems, typically those of a legal, psychological, financial or social nature. Available to employees of CPFL Paulista, CPFL Piratininga, CPFL Brasil and CPFL Geração and their immediate families.	In progress	Issues were resolved in 100% of situations, 76% of cases received personal attention, 57% involved legal issues and 99.93% of program users were satisfied with the Program.	Mind Performance LTDA
CPFL Greater Value Award	SU	1 2 3 4 5 6 7 8 9 10	To recognize and award outstanding suppliers of goods and services in 2008.	In progress	In 2009, the third edition of the CPFL Greater Value Award was held (for CPFL Paulista and CPFL Piratininga) and assessed the performance of 250 suppliers of goods and services, with 20 companies being selected for awards. RGE also promotes supplier awards. The VI edition of the RGE Supplier Quality Award assessed 227 companies and awarded suppliers in nine materials categories and 17 service categories, with a focus on safety.	National Quality Foundation (FNQ). Organization responsible for the assisted self-assessment granted by CPFL to the star supplier of the year 2009 in the CPFL Greater Value Awards.
Energy Efficiency Program – CPFL Paulista	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 30,465.51 and Reduction in Peak Demand (kW) = 7,373.14.	-
Energy Efficiency Program- CPFL Piratininga	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 2,342.8 and Reduction in Peak Demand (kW) = 888.9.	-
Energy Efficiency Program– RGE	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 7,233.5 and Reduction in Peak Demand (kW) = 2,659.4.	-
Energy Efficiency Program- CPFL Santa Cruz	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 1,120.3 and Reduction in Peak Demand (kW) = 485.2	-
Energy Efficiency Program- CPFL Jaguari	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 981.5 and Reduction in Peak Demand (kW) = 681.0	-

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
Energy Efficiency Program- CPFL Leste Paulista	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 574.1 and Reduction in Peak Demand (kW) = 380,3	-
Energy Efficiency Program- CPFL Sul Paulista	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 1,217.8 and Reduction in Peak Demand (kW) = 815,8	-
Energy Efficiency Program- CPFL Mococa	CT/ SC	1 2 7 8 9 10	To encourage the rational use of electricity and combat wastage, to persuade society to reflect more on this issue, and to be active in the economic, social and environmental development of the areas in which the company is present.	In progress	Energy Saving (MWh/year) = 614.1 and Reduction in Peak Demand (kW) = 408.0	-
Environment Week	EM / SC	7 8 9	To celebrate and discuss issues relating to Environment Week with educators and specialist professionals through talks and children's activities.	In progress	Lecture entitled "Sustainability at CPFL Energia: Management for the Future" delivered to employees by Wilson P. Ferreira, Group CEO. Environment Week is an annual event. The program for Environment Week 2010 is currently being prepared.	NGOs Nature School Ship and Elo Environmental
Trading of Carbon Credits – Repowered SHPs	SHI	7 8 9	To qualify company projects as Clean Development Mechanisms in order to be able to obtain and trade carbon credits.	Sale credits obtained through 2008 completed.	14,032 carbon credits from the repowered SHPs were traded for 2008. In early 2010 a verification audit took place of carbon credits generated in 2009.	The company carrying out this project is Lumina Energia.
Trading of Carbon Credits – HPPs	SHI	7 8 9	To qualify company projects as Clean Development Mechanisms in order to be able to obtain and trade carbon credits.	Sale of Monte Claro HPP credits obtained through 2008 concluded.	Sale concluded of 93,284 CERs from HPP Monte Claro for 2008. In early 2010 a verification audit took place of carbon credits generated in 2009. Commercialization contract for credits to be generated through 2012 at HPP 14 de Julho signed. The HPP Castro Alves project is at the validation phase.	
Environmental Programs at CPFL Geração's SHPs: Fish Conservation and Waterside Forest Restoration	SC	8	To mitigate and compensate for the socio-environmental impacts of projects.	Reforestation concluded; fish spawn released: ongoing program.	Release of 58,000 fish spawn.	The company providing services is Terra Verde.
Environmental Programs at CPFL Geração's SHPs: Reforestation	SC	8	To mitigate and compensate for the socio-environmental impacts of projects. Compliance with the terms of the Environmental Responsibility Commitment (ERC).	In progress	Reforestation of 6.81 hectares in areas of permanent preservation of the SHPs.	The company providing services is CBFT.

Social Performance

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
Environmental Programs at the HPP Americana Reservoir	SC	8	Voluntary reforestation for restoration of part of the area along the reservoir banks and as a result, to improve quality of life for society and for fauna.	In progress	Continued reforestation of the reservoir banks of SHP Americana (voluntary initiative).	Nature School Ship Association
Urban Tree Planting	EM / SC	8	To donate tree seedlings suited to planting in the vicinity of the electricity distribution network.	In progress	Donation of 290,352 thousand tree seedlings.	The company providing services is Bioflora.
Aquatic Plant Control	SC	71819	To control the proliferation of aquatic plants in the Americana reservoir.	Continuation of the mechanical control process, using a system developed as part of an R&D project concluded in 2004.	Removal of 25,186 m2 of aquatic plants by November 2009, equal to 40.0 ha of infestation. Since 2004, 155,230 m2 of aquatic plants have been collected, which is equivalent to 246.3 ha of aquatic plants in the reservoir.	The company providing services is Stevannato.
Environmental Programs at Salto Grande Reservoir: Environmental Education "Nature School Ship Association"	SC	71819	To promote community environmental education.	In progress	129,564 people took part in the "Nature School Ship Association" Project in 2009.	Nature School Ship Association
Environmental Education: SHP Visits	SC	71819	To promote community environmental education.	In progress	The SHP Visits Program welcomed 936 pupils in 2009.	
Environmental Programs – HPP Barra Grande	SC	71819	To mitigate and compensate for the socio-environmental impacts of projects (environmental programs required by the Basic Environmental Project and the terms of the environmental licenses).	In progress	Development of the environmental programs that enabled the HPP Barra Grande's Operating License to be renewed. Environmental Program Monitoring Reports are sent periodically to the licensing body.	-
Environmental Programs – HPP Foz do Chapecó	SC	71819	To mitigate and compensate for the socio-environmental impacts caused by the project (environmental programs required by the Basic Environmental Project and the requirements in the environmental licenses).	In progress	Compliance with the terms of the Installation License, enabling the company to apply for an Operating License. Environmental Program Monitoring Reports are sent periodically to the licensing body.	-
Environmental Programs – HPP Campos Novos	SC	71819	To mitigate and compensate for the socio-environmental impacts of projects (environmental programs required by the Basic Environmental Project and the terms of the environmental licenses).	In progress	Development of the environmental programs that enabled the HPP Campos Novos' Operating License to be renewed. Environmental Program Monitoring Reports are sent periodically to the licensing body.	-

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
Environmental Programs - CERAN	SC	7 8 9	To mitigate and compensate for the socio-environmental impacts of projects (environmental programs required by the Basic Environmental Project and the terms of the environmental licenses).	In progress	Development of the environmental programs that enabled the Operating Licenses for HPPs Monte Claro, Castro Alves and 14 de Julho to be renewed. Environmental Program Monitoring Reports are sent periodically to the licensing body.	-
Environmental Programs - HPP Serra da Mesa	SC	7 8 9	To mitigate and compensate for the socio-environmental impacts of projects (environmental programs required by the Basic Environmental Project and the terms of the environmental licenses).	In progress	Development of the environmental programs that enabled HPP Serra da Mesa to apply for its Operating License. Environmental Program Monitoring Reports are sent periodically to the licensing body.	Furnas Centrais Elétricas S.A.
Sustainable Energy Project	SC	6 7 8 9	To make information available for members of society to form their own opinions on issues concerning the Brazilian electric sector.	In progress	V Forum "Climate Change and the Energy Sector: On The Road to Copenhagen", a forum to put the influence of power generation on climate change in Brazil and the world in its proper context, with suggestions for reducing greenhouse gas emissions and discussions on ways of achieving the objectives of Brazil's National Climate Change Plan.	Acende Brasil Institute
Environmental Management System	SC/EM/CT	1 2 3 4 5 6 7 8 9 10	To control all the variables involved in the Company's activities in order to eliminate or mitigate their environmental impacts. The management of such activities is integrated with other management benchmarks so as to optimize the scope for training and verification.	In progress	On going monitoring of the Company's activities in all the segments in which it operates.	-
Organizational Development of Greenhouse Gas Emissions and Climate Change management	SC	7 8 9	The project has led to four initiatives: I – Prior assessment of the practices currently adopted by CPFL by business segment and critical analysis of results in the Environmental Performance Report prepared by Trucost; II - Preparation of an inventory of CPFL's GHG emissions and identification of potential projects for mitigating the same; III – development of Benchmarking for the electric sector on the issue of Climate Change; IV - Definition of organizational development guidelines for greenhouse gas (GHG) management and climate change.	In progress	Data collection concluded for the greenhouse gas inventory with results disclosed in the first half of 2010.	Key Associados
COGE Foundation Award 2009	SC	7 8 9	The COGE Foundation Award exists to award and publicize successful projects and practices implemented/ adopted by companies in Brazil's electric sector. Any company in the Brazilian electric sector may take part in the COGE Foundation Award.	In progress	CPFL Energia was winner of the Award in the Environmentally Responsible Activities category for its study on "The Repowering of Small Hydro Plants and the Clean Development Mechanism".	
International Hydropower Association	SC	7 8 9	To promote and disseminate knowledge and good practice in the hydroelectric power sector.	In progress	In 2009 CPFL continued its association with the International Hydropower Association.	

Social Performance

Program/ Project	Target Audience*	Global Compact Correlation	Objectives	Situation in 2009	Results in 2009	Partners
* Shareholders/ Investors (SHI), Customers (CT), Employees (EM), Suppliers (SU), Press (PM), Society/ Community (SC).						

► Environmental Performance

Sustainability on CPFL Energia's business agenda

GRI 4.11 GRI EN14 GRI 501

In order to grow and guarantee its long-term survival, the CPFL Energia Group seeks to extract maximum benefit from its electric energy developments while causing the least environmental impact from its operations, so as to contribute to sustainable development. In 2009, environmental investments totaled R\$ 159 million.

GRI EN12

CPFL Energia's generation, distribution and transmission activities create different environmental impacts. The principal impact on biodiversity from the generation projects in which CPFL Energia is a partner is the damming of water courses and flooding of the areas necessary for the formation of reservoirs, which could alter a region's biological (fauna and flora) environment.

The principal environmental impact of energy transmission and distribution is the clearance of vegetation. This is especially the case with the installation of new projects that impact areas of native vegetation.

CPFL Energia has identified the following possible damage to ecosystems resulting from the installation and operation of its assets:

- ▶ Removal of vegetation during the building or maintenance of assets, including tree pruning and when necessary, felling. These actions can affect fauna, flora and even soil conservation, depending on their severity;
- ▶ Use of forestry products – the main consumption of wood occurs in the purchase of wood products for making cross arms.

Planning of transmission line routes prioritizes way leaves that avoid crossing areas of native vegetation so as to minimize brush clearance.

There are several stages in the process of managing and mitigating environmental impact. Prior to being granted an operating license, all projects have to go through an environmental licensing phase. This involves detailed mapping of possible impacts and requires the implementation of numerous

mitigation measures, under the supervision by the public authorities. In parallel, the Company uses its Environmental Management System (EMS) to handle and control the possible impacts of its operations.

GRI 1.2 GRI 4.11 GRI EN14 GRI EU21 GRI EN23 GRI EU28

The Environmental Management System consists of procedures for identifying and dealing with possible impacts of the Company's activities, covering both Company and outsourced teams. These issues and risks are permanently monitored through environmental programs and actions. The companies' assets and processes are subject to an annual evaluation regarding aspects such as use of materials, atmospheric emissions, effluent flows, waste and the social impact of its activities.

Any risks thus detected are assessed as to the likelihood and severity of their occurrence, making it possible to define the appropriate actions for prevention and control. Every aspect of environmental impact must be identified, registered and treated in line with the demands of the environmental licensing for the Company's various business units.

In 2009, CPFL Energia invested a total of R\$ 159 million in environmental activities and projects. There were no spillages at CPFL Energia companies during the year and only two warnings (accompanied by non-monetary sanctions) concerning vegetation clearance, not considered serious. In the last three years the Company has not been fined for any environmental misconduct.



SUSTAINABILITY COMMITTEE

Since 2007, the Sustainability Committee has been responsible for integrating the diverse activities of CPFL Energia's subsidiary companies involving the environment, sustainability and corporate responsibility.

Through this Committee, representatives of numerous business areas present projects and their respective benefits in relation to the Company's strategic plan and its sustainability and corporate responsibility policies.

The Company's sustainability planning covers six key areas of concern, in parallel with the issues monitored by the subsidiary companies' own management.



RENEWABLE ENERGY GENERATION

In 2009, CPFL Energia strengthened its position on the clean energy generation front. All its initiatives share a common theme: to make projects increasingly sustainable.

In September, CPFL Geração purchased seven wind farms, named Santa Clara I, Santa Clara II, Santa Clara III, Santa Clara IV, Santa Clara V, Santa Clara VI and Eurus VI, with an installed capacity of 188 MW and assured energy of 76 average MW. These wind parks will be built in the municipalities of João Câmara and Parazinho, in the state of Rio Grande do Norte, with start-up of operations forecast for July 2012.

As a result of the Company's investments in this area and the creation of CPFL Bioenergia, CPFL Energia sealed a partnership with Baldin Bioenergia in 2008 as part of its strategy for investing in biomass cogeneration.

An investment of R\$ 98 million was made in the construction of a thermoelectric plant fueled by sugarcane bagasse. A third of the energy generated will be used for the plant's own processes and the remainder will be traded on the free market by CPFL Brasil. (Note: in addition to Baldin, CPFL is also investing in cogeneration through CPFL Bioformosa at TPP Baía Formosa, in Rio Grande do Norte state.)

"The state of São Paulo provides favorable conditions for renewable energy generation, as is the case with energy produced from biomass sources. The state not only has large numbers of sugar and ethanol plants, but they produce sufficiently large volumes to guarantee continuous energy generation. This is without a doubt a sustainable and economically viable investment".

(Paulo Cezar Coelho Tavares, Chief Energy Management Officer)

1 – Rational Consumption

Education regarding the rational use of resources
Definition of goals for reduction in water and energy consumption
Responsible disposal of waste

2 - Carbon Balance

Diagnosis of greenhouse gas emissions
Participation in initiatives to neutralize these emissions
Formulation and implementation of Clean Development Mechanism projects (CDM)

3 - Reverse Chain

Use of the 6 Sigma Program to combine efforts to implement socio-environmental improvements in the Reverse Chain with rational corporate consumption, focused on the socio-environmental profile of the production chain

4 –Biodiversity

Urban Tree Planting Program to ensure appropriate coexistence of electricity networks alongside vegetation for improved environmental quality and the formation of ecological corridors
Use of wood with certified origin
Native fauna and flora conservation programs

5 - Power Plant Sustainability

More direct participation in the socio-environmental activities of the hydroelectric power plants, in Regional Development Funds and in the Acende Brasil Institute's Sustainable Energy Project

6 - Energy for the Future

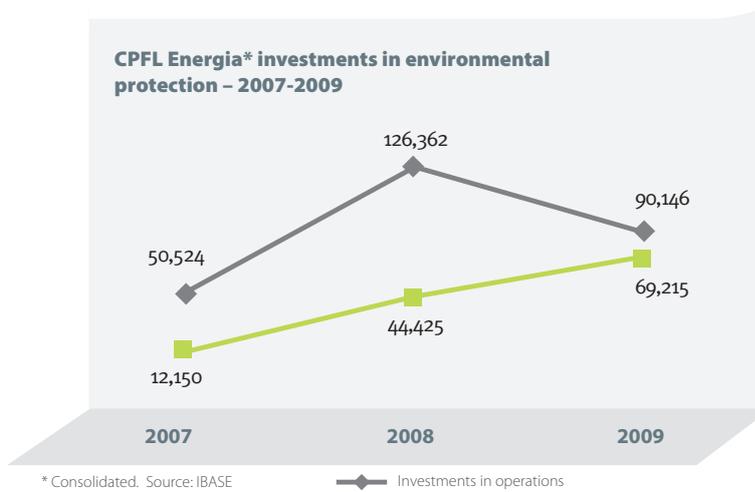
Research & Development projects focused on energy generation from alternative sources
Support for energy efficiency projects

GRI
EN30

INVESTMENTS

CPFL Energia* Investments in environmental protection – 2007-2009			
(R\$ thousand)	2007	2008	2009
Investments in its own operations	50,524	126,362	90,146
Investments in external programs and projects	12,150	44,425	69,185
Total	62,674	170,787	159,331

* Consolidated. Source: IBASE



GRI
EU6
GRI
EU18
GRI
EU23

DISTRIBUTION

Control over all the Company's electricity distribution activities, consisting of eight distributors and covering 6.6 million customers, is exercised by the Integrated Management System (IMS), part of the Environmental Management System (EMS), with a focus on process certification according to international norms and standards (ISO 9001, ISO 14001, OHSAS 18001 and SA

8000). It additionally adopts an internal system - *CPFL Padrão*.

Standardized instructions provide systematization and consistency of all procedures and activities carried out by company electricians. They stress conditions of safety and physical integrity in all maintenance work. Co-existence with green areas and careful handling of vegetation are integral elements of the technical guidelines.

The *CPFL Padrão* guidelines apply to all contracted employees of CPFL Paulista, CPFL Piratininga and RGE whose work involves direct contact with the electric network. At the Santa Cruz, CPFL Leste Paulista, CPFL Sul Paulista and CPFL Mococa distribution companies, the *CPFL Padrão* is currently being implemented with company employees.

Additionally all workers (company employees and outsourced) are trained in health and safety according to Brazilian Regulatory Standard no. 10 (NR10).



Employees receive ongoing training in distribution network maintenance.

GENERATION

The principal impact on biodiversity from the generation projects in which CPFL Energia is a partner is the damming of water courses and flooding of areas necessary for the formation of reservoirs.

These projects may alter a region's physical, biological and socio-economic environment. However, proper mitigation of and/or compensation for these impacts is always a pre-condition for the issue of the environmental license.

The impacts resulting from the construction and operation of hydroelectric plants are generally in proportion to the scale of the undertaking:

- ▶ For Small Hydro Plants (SHPs), as the reservoir flooding area is relatively small, the impact on local biodiversity is generally insignificant.
- ▶ For large-scale projects, the flooding of forest areas for reservoir formation can lead to the removal of whole habitats, with a direct impact on the diversity of the region's fauna and flora. All such undertakings however, are, by law, assessed by the relevant environmental agencies.

Generation projects that harness hydraulic power are by nature installed in permanent preservation areas (APPs) although they do not affect Conservation Units, be they federal, state or municipal.

The implementation and operation of installations which interfere with biodiversity-rich habitats have to comply with the applicable legal requirements. The required environmental investments and initiatives are designed to mitigate and sufficiently offset any adverse environmental impacts.

These environmental actions, grouped into programs, are consolidated into the Basic Environmental Project for each undertaking. The environmental protection agencies monitor implementation of the Projects during the licensing process.

GRI
EN11

Areas of primary or secondary vegetation affected by the creation of reservoirs - 2009

	HPP Barra Grande	HPP Campos Novos	HPP Monte Claro	HPP 14 de Julho	HPP Castro Alves	HPP Foz do Chapecó	HPP Serra da Mesa
Total Land Area (km)	125.8	50.5	4.2	9.5	10.3	86.1	1,755.1
Flooded area (km)	83.2	25.6	0.7	2.8	3.1	46.6	1,754.8
Area with primary vegetation (km)	20.8	-	-	-	-	-	ND
Area with secondary vegetation in medium and advanced stages of regeneration (km)	45.7	9.9	0.1	0.7	2.2	14.6	ND
Area of permanent preservation (km)	42.4	20.7	2.6	5.6	6.4	34.1	ND
Constructed Area (km)	0.2	0.2	0	0	0	0.2	30.7
Constructed Area/Total Area (%)	0.1	0.3	0.9	0.4	0.3	0.3	0.0
Installed Capacity (MW)	690	880	130	100	130	855	1,275
Installed Capacity/Reservoir Area (MW/km)	8.5	34.4	179.6	35.5	41.8	18.3	0.7

NA – not available

The CPFL Energia companies' mitigation programs and activities



**MITIGATION ACTIONS AND PROGRAMS
IMPLEMENTED BY CPFL ENERGIA COMPANIES**

Urban Tree Planting Program

This Program donates seedlings suitable for planting in the vicinity of electricity power lines and other urban infrastructure to all municipalities within the concession areas, in partnership with local government, NGOs and neighborhood associations.

The aims are to reduce the need for pruning and interfering with trees, to guarantee electricity distribution quality, to secure the benefits of a high level of tree coverage and to raise awareness and education levels regarding the importance of this issue.

To meet the needs of the Program, CPFL Energia runs two nurseries in the municipalities of Pedreira

and São Joaquim da Barra (state of São Paulo) with a production capacity of 300 thousand seedlings/year. In 2009, a third nursery was inaugurated at the Lençóis Small Hydro Plant in the municipality of Macatuba with capacity for producing and storing 160 thousand seedlings/year.

To mitigate the impacts of their operations, 35% of the electricians working directly with tree pruning in their concession areas received training in 2009 – a total of 694 employees.

In addition, representatives of local government and outsourced workers engaged in pruning services also took part in the training.

Workers trained in tree pruning – CPFL Energia - 2009

Regional company	Number of electricians trained	Total Electricians	Proportion
CPFL Santa Cruz	84	90	93.33%
CPFL Piratininga Oeste	77	252	30.56%
CPFL Piratininga Baixada	110	141	78.01%
CPFL Paulista Nordeste	43	449	9.58%
CPFL Paulista Noroeste	93	442	21.04%
CPFL Paulista Sudeste	287	362	79.28%
CPFL Jaguariúna	0	273	0.00%
CPFL Energia – total	694	2,009	34.54%



Seedling plantation at the Jaguari Pedreira Plant, São Paulo state.

In 2009, CPFL Paulista met the needs of 37% of the municipalities in its operating area through the Urban Tree Planting Program and donated 260.1 thousand seedlings. CPFL Piratininga covered 63% of its municipalities, donating 38.7 thousand seedlings. Together, CPFL Sul Paulista and CPFL Mococa served

28% of their towns through the donation of 5.1 thousand seedlings. CPFL Santa Cruz joined the Program and claims to have served 15% of the municipalities in its operating area by donating around 5.6 thousand seedlings.

Municipalities Served by the Urban Tree Planting Program - 2003-2009 (%)				
Year	CPFL Paulista	CPFL Piratininga	CPFL Jaguariúna*	CPFL Santa Cruz
2009	37	63	28	15
2008	24	26	11	-
2007	18	30	-	-
2006	14	18	-	-
2005	18	26	-	-
2004	9	15	-	-
2003	20	26	-	-

* Includes CPFL Sul Paulista and CPFL Mococa; and in 2008, CPFL Jaguari and CPFL Sul Paulista
 Note: RGE does not donate seedlings for urban tree planting but donates rare tree seedlings appropriate for planting in rural areas in its campaigns for rare hardwood tree and Paraná Pine (Araucária) reforestation.

Number of Seedlings Donated For Urban Tree Planting – 2003-2009				
Year	CPFL Paulista	CPFL Piratininga	CPFL Jaguariúna*	CPFL Santa Cruz
2009	260,100	38,700	5,100	5,600
2008	81,410	8,300	1,070	-
2007	71,577	9,300	-	-
2006	75,450	6,240	-	-
2005	110,574	12,200	-	-
2004	40,909	5,716	-	-
2003	63,646	28,660	-	-

* Includes CPFL Sul Paulista and CPFL Mococa, and in 2008 includes CPFL Jaguari and CPFL Sul Paulista.
 Note: RGE does not donate seedlings for urban tree planting but donates rare tree seedlings appropriate for planting in rural areas in its campaigns for rare hardwood trees and Paraná Pine (Araucária) reforestation.
 The distributors CPFL Sul Paulista and CPFL Mococa together served 22% of their towns, with the donation of 4.8 thousand seedlings.



Gasifier

As part of the Group's investments in renewable energy, a CPFL Paulista and CPFL Piratininga R&D project created a gasifier to generate electricity from various types of biomass waste.

Access www.cpf.com.br/parceiros_inovacao_tecnologica/

And keep up to date with the projects in the Development Research Program in partnership with ANEEL.

GRI
EN26

Environment Week

Every year, CPFL Energia runs a program of events to celebrate National Environment Week.

In partnership with educators and specialist professionals, the program consists of lectures and activities for children (future consumers) involving the discussion of significant issues, such as global warming, responsible consumption, and the rational use of natural resources, so as to encourage an interest in environmental preservation.

In 2009, the Week saw the launch of a revised edition of the *Guide to Urban Road Tree Planting*, from the Environment Department, which gives details of the Group companies' environmental practices.



River restocking program.

GRI
EN14

GRI
EN26

ENVIRONMENTAL CERTIFICATIONS

Environmental quality certifications are an important thermometer of CPFL Energia's commitments to the environment. In 2009, the Company maintained and broadened the scope of the ISO 14001 certifications of its subsidiary companies and new enterprises.

ISO 14001 Certification

RGE, CPFL Energia's company in the state of Rio Grande do Sul, maintained the certification for its electricity distribution system networks and broadened the scope to include subtransmission, and now has 16 substations and 14 transmission lines certified.

In 2009, two CPFL Energia distributors in São Paulo state, CPFL Paulista and CPFL Piratininga obtained recertification of the Environmental Management System, now in version 2004 of the ISO 14001 standard. The two companies have been certified since 2003 across the whole of their concession areas for "Coexistence between urban electricity distribution networks and the environment".

The environmental certifications of 17 Small Hydro Plants (SHPs) were also renewed, having been in place since 2003 for "Hydraulic Energy Generation".

In 2009, the Integrated Management System (IMS) in place at HPP Monte Claro and at the CERAN head offices underwent verification inspections, which recommended renewal of the ISO 14001:2004 certification.

A little over four years after initiating its energy generation operations, HPP Barra Grande gained ISO 14001 standard certification from the BSI (*British Standard Institute*), a tribute to the high level of environmental performance achieved by this plant.



ENVIRONMENTAL CONTROL ACTIONS

Permanent environmental control programs are part of the subsidiary companies' daily efforts to avoid or mitigate environmental risks in activities managed by CPFL Energia.

Program to Adapt Areas for Transformer Storage

This Program is part of the CPFL Energia companies' basic procedures and aims to control oil leakages from equipment.

During refurbishment, impermeable concrete flooring is laid for storing transformers. The floor is coupled to water and oil separation chambers which retain any oil leaks and release rainwater.

In 2009, refurbishment was carried out at 3 storage locations at a cost of R\$ 75 thousand.

Wood of certified origin

CPFL Energia endeavors to ensure that all native wood used in the construction of energy distribution equipment, such as cross arms, comes from sustainable sources.

As a result, it demands that all its registered suppliers present all the documentation required by the federal, state and municipal authorities (within their period of validity and for the entire production chain).

This procedure is part of the Group's standing instructions for contracting goods and services and is

included in all purchase contracts entered into with CPFL Energia suppliers.

Power generation sources

The power generated and consumed by CPFL Energia is essentially hydraulic in origin. The Group's decisions and actions are subject to the needs of the Brazilian National Electricity System and the National Electric Energy Agency (ANEEL), and as such energy generation is integrated and proportional to the composition of the Brazilian Energy Matrix.



Brazilian Energy Matrix – Projects in Operation

Type	Plants	kW	Monitored Power	%
Hydroelectric Power Plant	165	75,471,427	75,591,339	70.7
Thermoelectric Power Plant	1,322	28,249,767	25,504,317	23.85
Small Hydro Plant	357	3,017,339	2,973,182	2.78
Thermonuclear Plant	2	2,007,000	2,007,000	1.88
Wind Power Generator	37	662,880	659,284	0.62
Hydroelectric Generator	316	182,551	180,950	0.17
Solar Photovoltaic Generator	1	20	20	0
Total	2,200	109,590,984	106,916,092	100

Source: ANEEL.

Available at <http://www.aneel.gov.br/area.cfm?idArea=15&idPerfil=2/> accessed on January 28 2010.

GRI EN13 GRI EN14

Reducing the impacts from generation

CPFL Energia conducts activities focused on biodiversity, particularly programs to monitor and conserve fauna and flora, reforest reservoir banks and to invest resources in setting up Conservation Units.

The Company contributes technically and financially to the conservation and preservation of Brazilian species of flora and fauna in the areas in which it operates.

GRI EN15

Species Threatened With Extinction*		
Project	Fauna	Flora
HPP Campos Novos	7 mammals (IBAMA list) 12 birds (1 IBAMA*; 11 IUCN**)	2 species (2 families)
HPP Barra Grande	13 mammals (9 families) 1 amphibian (1 family) 2 reptiles (1 family) 15 birds (9 families)	1 species (1 family)
CERAN ***	9 mammals (7 families) 3 birds (3 families)	15 species (8 families)
Foz do Chapecó	There is no data for the reservoir. No threatened species or at risk of extinction were identified at the construction site.	–

*Official List of Brazilian Species Threatened with Extinction (IBAMA, 2003).
 **IUCN 2007. 2007 IUCN Red List of Threatened Species. <www.iucnredlist.org>. Downloaded on March 26 2008.
 ***List of species threatened with extinction in the state of Rio Grande do Sul (www.sema.rs.gov.br).

GRI EC8 GRI EN13
GRI EN14 GRI EN26

Fish Conservation Program

This Program operates through a fish farming station producing native fish spawn at SHPs Americana and Socorro (São Paulo state). The aim is to protect and preserve the fish population (consisting of a range of natural species) in the hydrographic basins where the small hydro plants are located.

During the plant's 30-year term of concession, over 200 thousand spawn are due to be released every year. To implement the project, Foz do Chapecó Energia donated an area of roughly 166 thousand m² and will invest over R\$ 1.9 million to sustain a new fish farming station.

In 2009, the Program released fish spawn into the rivers and reservoirs of the hydrographic basins where the Company operates. A total of 58,000 curimatá and lambari fish spawn were released.

Additionally in the area of the Foz do Chapecó dam, seven native species rescue campaigns were carried out as the building site was being set up. In all, around 34 thousand fish were rescued. This work guarantees the fish population's integrity and physical wellbeing, allowing them to continue their normal life cycle in the Uruguai River.

Foz do Chapecó Energia released 40 thousand curimatá fish spawn in the region of its operation, in a partnership between the company and the IBAMA Unit in Chapecó, with the support of the environmental police.

 Access www.fozdochapeco.com.br
 And follow all the Foz do Chapecó plant's environmental management programs.



Reforestation Program

During the construction and operation of electricity generation, transmission and distribution projects, any activities that require cutting down native flora or interfering with Areas of Permanent Preservation (APPs) require authorization from the applicable environmental agencies. These authorizations also require a commitment on the part of CPFL Energia to execute environmental restoration work, involving a commitment to reforestation.

Reforestation programs are generally directed toward areas that interlink forest fragments to form natural forest habitats and encourage the flow of genes between native flora and fauna.

In 2009, CPFL Energia companies implemented and maintained native species reforestation projects in their various municipalities where they operate, with a total of almost 110 thousand seedlings planted since 2002. All have undergone assessment and subsequent approval by CETESB (São Paulo State Environment Company).

The subsidiary companies also run two native species reforestation projects in the municipalities of Santos and Cubatão, areas of dense rain forest and coastal woodlands, respectively. Also in 2009, two reforestation programs were set up at SHPs São Joaquim and Dourados, in the municipalities of São Joaquim da Barra and Nuporanga.



COMMUNITY



The communities affected by the CPFL Energia Group's generating plants receive support through local impact mitigation programs. Each area has its local model for serving the population. In 2009, the principal actions in favor of these communities included indemnification, infrastructure works, environmental education and resettlement.

In the generating company BAESA's area of operation, 1,520 families were resettled. Of these, 959 received indemnification and 561 received support for resettlement.

While still on the topic of indemnification for populations affected by generation plants where CPFL Energia has a stake, ENERCAN indemnified 69 families per km², with total negotiations covering 362 properties and benefiting 759 families in the Campos Novos municipality (between the states of Rio Grande do Sul and Santa Catarina).

To set up the Foz do Chapecó Energia construction site, the company paid 62 cash indemnifications,

issued 36 Credit Notes, supported Collective Rural Resettlement and paid three indemnifications into court escrow accounts as a result of a non-amicable settlement between property owners and the company. Foz do Chapecó Energia also made indemnification payments to 51 landowners for lost harvests and provided social assistance equal to between 1.5 and 2.5 minimum salaries for six months for families that did not qualify for the resettlement program.

In the area surrounding HPP Monte Claro, CERAN purchased 75 properties and resettled six families. Prior to construction of HPP Castro Alves, 166 properties were purchased without the need to resettle families. At HPP 14 de Julho, 458 properties were purchased and 34 families relocated.

GRI EN13
GRI EN14
GRI EN26

Environmental Education Program

This is a ongoing program at the generating companies and involves not only employees but society in general. Since 2006, CPFL Geração has been distributing environment-themed primers to the thousands of pupils of various ages who visit the Company's plants.

During these visits, a range of environmental issues is covered, particularly those related to the conservation of water resources and hydraulic power generation.

Visitors to Environmental Education Programs								
	2002	2003	2004	2005	2006	2007	2008	2009
Installations	6,316	6,302	5,248	3,409	2,359	1,386	1,902	936
School Ship	5,734	8,244	9,714	14,013	12,980	13,204	48,054	129,564
Total	12,050	14,546	14,962	17,422	15,339	15,976	49,956	130,500

GRI EN4
GRI EN13
GRI EN14
GRI EN26

Aquatic Plant Monitoring Program

One of the fundamental requirements for the proper functioning of the generating turbines and to allow multiple uses of the reservoir is the control of aquatic plants, carried out by the company. In 2009, this involved the removal of 28,203 m³ of aquatic plants (equivalent to 44.8 ha) from the HPP Americana reservoir.

INTERNAL MANAGEMENT OF ENVIRONMENTAL IMPACTS

"An internal austerity program showed that it is possible for the companies to use their own resources more rationally. The average budget reduction goal of 11% for various costs was shown to be viable and was fully met by all." (Wilson Ferreira Jr. – CEO of CPFL Energia)

GRI EN3
GRI EN5
GRI EN14

CPFL Energia continually registers and monitors its companies' consumption of electricity, fuel and water. These indicators are analyzed and serve as a basis for planning future actions. For instance in 2008 and 2009, initiatives included illumination planning for administrative buildings and the installation of automatic faucets in restrooms at subsidiary companies' head offices. In 2009, total energy consumption fell by 0.13% compared to the previous year to 118,848 GJ.

Energy Consumption – GJ*

Company	2004	2005	2006	2007	2008	2009
CPFL Energia (total)	92,465	101,478	101,760	105,405	119,001	118,848
CPFL Paulista	66,792	66,927	69,764	72,950	74,151	72,177
CPFL Piratininga	13,704	14,380	14,270	13,453	18,736	17,891
CPFL Geração	7,018	7,722	6,655	6,841	7,026	7,530
RGE	4,951	6,357	6,929	8,003	10,465	12,814
CPFL Santa Cruz	NA	6,092	4,142	4,158	3,914	3,511
CPFL Jaguari**	NA	NA	NA	NA	NA	2,723
CPFL Leste Paulista**	NA	NA	NA	NA	NA	941
CPFL Sul Paulista**	NA	NA	NA	NA	NA	924
CPFL Mococa**	NA	NA	NA	NA	NA	337

* Energy consumption in KWh has been converted to GJ (109 J) multiplying by 0.0036.

** Consolidation of data for these companies began in March 2009.

NA – Not Available

Water consumption reflects the requirements of the Group's day-to-day administrative activities, destined exclusively to supply the basic needs of employees, for cleaning and for air conditioning.

GRI
EN8

GRI
EN9

In 2009, total water consumed was 296 thousand m³, of which 132 thousand m³ came from the public utility network and 164 thousand m³ from wells, an overall increase of 71% compared to the previous year. The increase was the result of the inclusion in the 2009 figure of water consumption from the artesian wells of the Small Hydro Plants in São Paulo state, giving greater transparency and confidence to the indicator.

11%

reduction in costs
for internal use of
resources for CPFL
Energia and its
subsidiary companies.

CPFL Energia total water consumption (m³/year) - by source

Year	Public Utility Supply (m ³ /year)	Wells (m ³ /year)	Total (m ³ /year)
2009*	132,291	164,198	296,489
2008**	160,192	13,195	173,387
2007**	157,895	18,062	175,957
2006***	173,541	0	173,541
2005****	134,025	19,430	153,455
2004*****	107,668	40,623	148,291

*Includes CPFL Brasil, CPFL Geração (with SHPs) and the eight distributors in the Group. There was an increase in the figure because this year the CPFL Geração figure includes water consumption from the SHP wells, giving greater transparency and reliability to the indicator.

** Includes CPFL Brasil, CPFL Geração, CPFL Paulista, CPFL Piratininga, RGE, CPFL Santa Cruz, CPFL Jaguariúna and CPFL Energia.

*** Consumption for CPFL Paulista, CPFL Piratininga and RGE.

**** Consumption for CPFL Paulista, CPFL Piratininga and CPFL Geração.

***** Consumption for CPFL Paulista and CPFL Piratininga.

GRI EN10

Since 2008, the Group's head office in Campinas has had a system for capturing and using rainwater, which is used for all purposes where drinking water is not required, namely the watering of gardens and the cleaning of yard areas.

The system has an area of 3,440 m²- the rooftops of two buildings and the Systems Operations Center (SOC) lake. Water is filtered and stored in a 196,900 liter tank.

GRI EN21

There is no significant generation of effluent for disposal. The Company's domestic wastewater is delivered for treatment at the sewage systems of the corresponding municipalities. At sites where there is no municipal sewage system, septic tanks are installed for the collection of effluent.

Fuel consumption as a result of the CPFL Energia Group companies' activities is also monitored and

16%
reduction in fuel consumption by the fleet of CPFL Energia and its subsidiary companies.

GRI EN7 GRI EN18

analyzed. The impacts from burning fossil fuels are assessed continually in an attempt to mitigate the effect on the environment.

In 2009, total fuel consumption fell by 16% compared to 2008. The additional consumption of fuels from renewable sources accounted for 42% of total consumption of this class of fuel.

Annual Fuel Consumption* - CPFL Energia - GJ

Year	Gasoline (L)	Diesel (L)	Alcohol	Total
2009	55,816	126,448	23,331	204,998
2008	86,339	139,598	15,963	241,901
2007	82,505	112,741	11,430	206,676

Base: 1 cal = 4.1868 J
Source: Brazilian National Energy Report 2008, page 159
Source: Brazilian National Energy Report 2008

GRI EN7 GRI EN18

Neutralization of Greenhouse Gas Emissions

In 2007 CPFL Energia became a pioneer by preparing an inventory of the direct and indirect greenhouse gas emissions from its business units. Extending this inventory is an important goal for planning future actions that will help the Company's efforts to reduce global warming.

It is of fundamental importance for CPFL Energia to reaffirm its commitment to sustainability and position itself at the forefront of activities to fight global warming. The year 2009, therefore, saw an extension of the activities designed to manage direct and indirect greenhouse gas (GHG) emissions to include activities such as benchmarking, the definition of organizational development guidelines and the preparation of an inventory of GHG emissions for the year, covering all Group companies. The inventory also covers a survey of ozone-unfriendly gases, leading CPFL to map consumption of Sulfur Hexafluoride (SF6) and hydro fluorocarbons (HFCs). Information-gathering started at the end of 2009 and the beginning of 2010 and conclusion is scheduled for the first half-year of 2010.

The aim is for the inventory to map all activities that indirectly contribute to increases in emissions, such as employees' business travel, transportation of products in vehicles not belonging to the company, the outsourcing of central activities, and disposal/waste management activities outside the limits established by the inventory.

The results of the inventory will allow the Company to: gain specific knowledge of emissions associated with its activities; develop voluntary compensation programs; identify new opportunities for Clean Development Mechanism (CDM) projects; quantify future emissions resulting from new investments and the Company's organic growth; identify opportunities for process improvement involving efficiency gains and emissions reductions; and to support corporate actions on climate change.

Clean Development Mechanisms



CPFL Energia Group companies develop projects which contribute to reductions in greenhouse gas emissions. These projects generate Carbon Emission Reduction Certificates (CERs) which can be traded under the Kyoto Protocol.

Through the SHP Repowering Program begun in 2001, which increases installed generating capacity without increasing the flooded area, CPFL Energia was able to qualify this as a CDM project and trade CERs.

In 2009, 13,751 CERs were traded relating to the year 2008, with gross invoiced sales of 173 thousand Euros.

The CERAN Complex plants in Rio Grande do Sul state were responsible for the world's first sale of CERs from a run-of-the-river hydroelectric power plant. CERAN Energia also had its CDM project for HPP 14 de Julho registered at the United Nations Framework Convention on Climate Change.



Access www.ceran.com.br

and follow all the environmental management programs of CERAN Energia's generating units.



Fleet Management

CPFL Energia runs a permanent fleet management program, consisting of a preventive maintenance plan for all vehicles and transportation equipment. It ensures the whole fleet is kept in proper working order and protects the environment.

The process includes a six-monthly control system for particulate emissions (black smoke) for the whole diesel fleet. A ratified testing company is

responsible for issuing the reports.

As a result of the decrease in fuel consumption and the increase in the use of fuel from renewable sources in 2009, there was a reduction of 2,467 tCO₂e in emissions generated through the use of fuel, compared to 2008.



Emissions generated through use of fuel - CPFL Energia - tCO₂e

Year	Gasoline	Diesel	Ethanol	TOTAL
2009	3,634.3	9,501.2	1,722.0	14,813.4
2008	5,621.7	10,489.3	1,178.2	17,289.2
2007	5,372.0	8,471.3	843.6	14,686.9
2006	5,330.0	7,956.1	630.0	13,916.1
2005	3,543.1	7,956.1	430.7	11,929.9
2004	3,643.2	6,423.8	461.8	10,528.8
2003	3,419.3	6,041.9	607.4	10,068.6

Basis for calculation (CETESB):
 1 liter of diesel oil = 2.669 kg CO₂
 1 liter of gasoline = 2.098 kg CO₂
 1 liter of ethanol = 1.575 kg CO₂

GRI EN22
GRI EN26
GRI EN29

REUSING AND RECYCLING

CPFL Energia’s waste management is designed to prevent the pollution of ecosystems. Disposal only occurs at units licensed by the applicable environmental protection agencies and subject to the issue of a final disposal certificate.

The main types of waste resulting from the Group’s different operating processes are identified and classified. For each type of waste, standards have been established for storage, transportation and the

best method for disposal according to the legislation in force.

CPFL Energia’s spent sodium-vapor and mercury-vapor public illumination bulbs are collected and sent for decontamination and recycling of component materials (mercury, aluminum and glass) by an IBAMA-licensed company in Paraná state. This process reduces the risk of landfill contamination and avoids the use of additional natural resources.

GRI EN1

Storage and Disposal of Scrap (*)			
CPFL Energia			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	76,471	250,994	0.002
2008	100,795	193,401	59.97
2007	120,000	124,208	96.61
CPFL Paulista			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	49,506	194,000	0.20
2008	100,795	149,957	77.34
2007	92,307	93,782	98.43
CPFL Piratininga			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	26,965	56,994	0
2008	0	43,444	0*
2007	27,693	30,426	91.02
RGE**			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	NA	NA	NA
2008	NA	NA	NA
2007	NA	NA	NA
CPFL Santa Cruz			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	0	0	0
2008	11,435	-	-
2007	0	46,933	0
CPFL Jaguariúna**			
Year	Bulbs Disposed	Bulbs Substituted	% Decontaminated / Substituted
2009	NA	NA	NA
2008	NA	NA	NA
2007	NA	NA	NA

* Cadri was approved in February 2009.
 ** No illumination bulb substitution executed by RGE or the distributors CPFL Jaguarui, CPFL Mococa, CPFL Leste Paulista, CPFL Sul Paulista.
 The work is undertaken by the local authorities.
 NA – Not applicable

CPFL Energia has an operating license for its hazardous waste depot, where both waste contaminated with oil and equipment containing

Polychlorinated Biphenyl (PCB) are stored and centralized prior to final disposal. This reduces operating costs.

Total equipment containing PCB (Polychlorinated Biphenyls)							
Year	CPFL Paulista			Year	CPFL Piratininga		
	Total equipment (un)	Equipment with PCB (un)	%		Total equipment (un)	Equipment with PCB (un)	%
2009	135,099	705	0.52	2009	40,597	623	1.53
2008	131,783	710	0.54	2008	39,898	366	0.92
2007	126,504	804	0.64	2007	38,959	658	1.69
2006	118,700	882	0.74	2006	39,224	793	20.20
2005	114,848	915	0.76	2005	38,367	793	2.05
2004	111,186	1,090	0.82	2004	39,224	844	2.22
Year	Total volume of oil (liters)	Volume of PCB (liters)	%	Year	Total volume of oil (liters)	Volume of PCB (liters)	%
2009	20,538,622	5,334	0.03	2009	7,008,699.20	153,648	2.19
2008	19,840,185	5,368	0.03	2008	6,896,341	2,196	0.032
2007	19,215,286	6,120	0.03	2007	6,802,222	3,948	0.06
2006	18,769,575	6,588	0.40	2006	6,598,493	4,758	0.7
2005	18,428,742	6,588	0.40	2005	6,446,221	4,758	0.7
2004	18,106,311	6,786	0.40	2004	6,346,481	5,064	0.8
Year	CPFL Jaguariúna**			Year	CPFL Santa Cruz		
	Total equipment (un)	Equipment with PCB (un)	%		Total equipment (un)	Equipment with PCB (un)	%
2009	77	11	14.28	2009	NA	NA	0
2008	77	13	16.88	2008	0	0	0
2007	78	13	16.67	2007	8,540	0	0
2006	NA	NA	0	2006	8,181	0	0
2005	NA	NA	0	2005	6,737	80	1.00
2004	NA	NA	0	2004	6,305	80	1.27
Year	Total volume of oil (liters)	Volume of PCB (liters)	%	Year	Total volume of oil (liters)	Volume of PCB (liters)	%
2009	356,518	24,498	6.87	2009	NA	NA	0
2008	356,518	23,416	6.57	2008	0	0	0
2007	350,857	26,996	7.7	2007	1,217,231	0	0
2006	NA	NA	0	2006	1,198,913	0	0
2005	NA	NA	0	2005	1,111,773	480	0
2004	NA	NA	0	2004	1,094,838	480	0

*RGE does not operate equipment containing PCB

** Includes the distributors CPFL Jaguari, CPFL Leste Paulista, CPFL Sul Paulista and CPFL Mococa.

NA – Not available.

In 2007, the CPFL Energia Group distributors began a complete new analysis of their equipment, due to the revision of NBR 13822 – “Electric isolating liquids – Determination of Polychlorinated Biphenyl (PCB) Content” by the Brazilian Technical Standards Association (ABNT). Its latest 2008 version, this specifies that PCB analyses should only be carried out via method B, or more precisely, excluding method A, which until then was the most widely used.

The CPFL Energia Group distributors’ first inventories were conducted using Analysis method A, which was allowed at the time. The change to the standard required new analysis of various pieces of equipment that showed signs of contamination. The conclusion of CPFL Piratininga’s equipment analysis, conducted

in accordance with ABNT NBR 13882, version 2008 – method B, resulted in changes in the map of the situation, with an increase in the quantity of equipment considered to be contaminated.

Values for CPFL Santa Cruz are not available as equipment analysis has not been finalized.

RGE does not operate equipment containing PCB. The last batch of equipment containing PCB was sent for incineration in 2002.



SELECTED WASTE COLLECTION

This is an agreement between CPFL Energia, the Campinas City authorities and the Dom Bosco Cooperative of ex-garbage pickers, which has successfully implemented procedures for the separation, storage and disposal of recyclable waste. It also receives support from other companies in the region.

The Program has been instrumental in increasing the incomes of cooperative members. The aim is for other units of the Company to gradually implement selected collection programs. In 2009,

about 118 metric tons of recyclable materials were delivered to the Dom Bosco Cooperative in the Campinas region.

CPFL Energia also sorts material removed from the distribution network and transmission lines and recovers them. This reduces costs and consumption of natural resources. This process also allows the Company to keep track of recovered materials.

In 2009, 48% of all the transformers examined were recovered.

Unusable materials sold as scrap							
Year	Iron and other metals (t)	Distribution transformers (un)	Lights (un)	Cross arms (un)	Wooden and concrete poles (un)	Iron poles (un)	Ladders (un)
CPFL Paulista							
2009	934	1,261	18,383	30,865	16,531	348	139
2008	836	1,025	39,879	30,225	17,724	421	100
2007	1,146	1,033	62,748	22,735	14,563	471	154
CPFL Piratininga							
2009	778	2,317	4,783	10,319	5,544	14	24
2008	713	2,131	19,365	13,859	7,406	24	31
2007	1,192	569	22,374	7,707	3,821	30	47
RGE*							
2009	455	549	NAP	16,148	35,991	NAP	-
2008	711	334	NAP	16,155	21,576	NAP	-
2007	711	604	NAP	18,281	21,627	NAP	-
CPFL Santa Cruz							
2009	NAP	NAP	NAP	NAP	NAP	NAP	NAP
2008	NA	NA	NA	NA	NA	NA	NA
2007	NA	NA	NA	NA	NA	NA	NA
CPFL Jaguariúna**							
2009	142	25	NAP	750	410	10	0
2008	86	38	NAP	140	81	0	0
2007	99	12	NAP	873	638	16	8

* RGE does not install or maintain public illumination. Local government carries out this activity in the concession areas, including management of purchase and disposal of materials. RGE's Reverse Logistics project is responsible for dispatching about 120 tons/month of damaged equipment and material from its electricity system for recovery or recycling.

** Includes distribution companies CPFL Jaguari, CPFL Leste Paulista, CPFL Sul Paulista and CPFL Mococa.

Note: In 2008, CPFL Paulista sold 37 thousand iron and other metal items and CPFL Piratininga sold a further 287 thousand iron and other metal items. CPFL Jaguariúna does not install or maintain public lighting, a responsibility of the local authorities, which includes the purchase and disposal of materials.

NAP – Not applicable
NA – Not available

Materials used by weight or volume*

Year	Distribution transformers (un)	Concrete poles (un)	Cables (m)	Cables (kg)	Meters (un)	Public lighting units** (un)
CPFL Paulista						
2009	6,130	40,632	3,902,718	385,684	175,014	442,592
2008	7,113	36,439	4,219,468	449,356	211,327	518,885
2007	5,570	37,003	4,269,473	328,213	194,365	541,956
2006	5,353	33,356	3,971,462	399,025	219,318	625,280
2005	5,885	35,152	3,492,738	358,407	191,974	778,468
2004	3,949	22,444	2,705,843	350,124	175,004	678,728
2003	3,970	20,222	837,313	631,557	163,450	337,513
CPFL Piratininga						
2009	2,322	15,944	1,750,012	129,811	82,772	141,452
2008	2,513	14,602	2,189,753	127,617	109,750	203,595
2007	2,278	15,073	2,649,747	147,402	118,733	147,777
2006	2,102	11,845	2,203,959	151,910	110,774	234,781
2005	2,134	12,709	2,153,223	170,552	97,738	267,780
2004	2,170	10,622	1,814,429	221,138	86,854	181,942
2003	1,922	7,170	1,201,824	149,682	78,330	136,535
RGE***						
2009	NA	NA	NA	NA	NA	NA
2008	5,938	51,282	2,048,209	591,142	109,282	NAP
2007	4,195	40,979	2,295,814	500,867	124,636	NAP
2006	5,913	46,622	1,721,796	598,031	92,196	NAP
2005	3,602	25,270	1,529,449	433,383	58,371	NAP
2004	1,977	12,157	1,205,568	368,384	96,291	NAP
2003	1,154	7,960	1,157,423	304,140	53,190	NAP
CPFL Santa Cruz						
2009****	6,939	40,116	1,505,304	341,113	107,033	NAP
2008	160	1,724	99,662	95,643	10,268	13,581
2007	297	1,967	234,273	177,815	4,653	35,364
2006	888	6,181	278,081	161,009	5,896	41,466
2005	896	6,549	228,434	167,561	5,644	47,924
2004	420	4,205	246,525	161,869	4,957	47,547
2003	458	5,509	250,951	231,312	6,441	29,988
CPFL Jaguariúna****						
2009****	NA	NA	NA	NA	NA	NA
2008	707	3,845	521,028	36,552	13,262	NAP
2007	695	4,978	292,652	43,317	11,486	NAP
2006	868	7,008	134,051	56,171	3,327	NAP
2005	210	3,815	104,799	81,661	1,859	NAP
2004	93	2,685	53,310	59,623	1,289	NAP
2003	56	1,499	162,385	56,465	1,908	NAP

* The above table contains the principal items of inventory purchased by the Company, representing 80% of the value of materials consumed. The materials shown are used in the maintenance and expansion of the electricity distribution system. ** Bulbs, relays, reactors and reflectors *** RGE does not install or maintain public lighting. Local government carries out this activity in the concession areas, including management of purchase and disposal of materials. **** CPFL Jaguariúna does not install or maintain public lighting. Local government carries out this activity in the concession areas, including management of purchase and disposal of materials. Includes the distributors: CPFL Jaguar, CPFL Leste Paulista, CPFL Sul Paulista and CPFL Mococa. ***** Data are not available for 2009 due to the change in management software from Data Sul to SAP. The data were not migrated to the new system. NA – Not Available. NAP – Not Applicable.

Plant seedling nurseries are used in environmental education initiatives.



POWER PLANT ENVIRONMENTAL ACTIVITY

Various programs and initiatives for conserving the environment and mitigating environmental impacts have been implemented at the various generation projects in which CPFL Energia has a stake.

These programs represent commitments made at the time the environmental licenses were granted: The main actions refer to the recovery and preservation of local biodiversity. Examples include:

- ▶ Recovery and preservation of biodiversity in Permanent Preservation Areas along the margins of hydroelectric plant reservoirs, including initiatives for collecting seeds, production of seedlings and the implementation and maintenance of reforestation projects;
- ▶ Implementation of the Environmental Conservation and Usage Plan for the reservoir margin areas, with a view to their conservation;
- ▶ Monitoring and conservation of the flora and fauna in the areas under the influence of the projects to preserve their diversity and genetic variety, through the recovery and conservation of germoplasm in situ and ex situ. The aim is to reproduce and reintroduce rare, endemic or threatened species;
- ▶ Investment in the creation and maintenance of conservation units, an environmental compensation mechanism for significant impacts to the environment and quality of life which cannot be completely remedied.

ENERCAN runs its Flora and Fauna Monitoring and Conservation Program, divided into six projects,

which range from planting a forest seedling nursery to monitoring flora and fauna in the region to developing specific environmental education projects. A highlight of this program is the replanting of 240 thousand native seedlings in the Area of Permanent Preservation around the reservoir.

At UHE Barra Grande, flora conservation occurs through the collection of seeds, seedlings, and plant cuttings which are used for reforestation of affected areas. To manage this effort, BAESA has built a seedling nursery next to the HPP Barra Grande dam, with a total of 2 thousand square meters used for cultivating native species of the region. The objective is to produce 100 thousand seedlings a year.

One of the most significant flora conservation projects involved the reintroduction of the *Dyckia distachya* bromeliad, a potentially endangered plant. Existing samples of the plant were collected from the Pelotas river rapids and replanted in other locations before the formation of the plant's reservoir.

Three years on, the *Dyckia distachya* has adapted to its new locations and produced seeds, forming new colonies of the plant. The conservation efforts have reduced its vulnerability and created new scientific bases for its preservation.

As regards fauna, BAESA and the Zoology Department of Rio Grande do Sul Federal University are carrying out a Fauna Monitoring project in the mountain ranges of Santa Catarina and Rio Grande

do Sul states to ensure the preservation of animals inhabiting these areas.

The project was initiated in 2006, and specialists are carrying out studies on each class of animal (birds, mammals, amphibians and reptiles). Termination is scheduled for 2010. During this time, researchers have been monitoring the habits of selected species, including alimentation, reproduction and other relevant information to assure their preservation and to provide information for scientific research.

This monitoring starts through the laying of a range of traps to capture animals for the purpose of installing radio transmitters. These will allow information to be obtained on their movements and behavior. After a specified time period, these animals are recaptured, which enables an analysis of the data collected, such as growth, movement patterns, geographical location, and so on.

The monitoring also included detailed studies of various threatened species, such as the howler monkey, mountain lion, and the otter, or those that play a key role in the food chain, such as sparrow hawks, lizards, grasshopper hoppers and tree frogs.

These studies will provide more detailed knowledge of the region's fauna and its interaction with the environment. In addition, the results will help define strategies for preserving local biodiversity, contributing to the conservation of animal and plant life and helping maintain their habitat.

Another important measure is the investment of resources for the creation and consolidation of conservation units, an environmental compensation mechanism for significant impacts caused to the natural environment and to quality of life, which cannot be completely eliminated.

As an environmental compensation measure for the construction of HPP Campos Novos, ENERCAN contributed towards the establishment of the *Canoas River State Park* by purchasing an area of 12 km² which it donated to the Santa Catarina State Government. Before buying the area, ENERCAN undertook an environmental assessment which identified

characteristics that made it ideal for setting up the park. They included the presence of endangered plant species such as the Paraná Pine (*araucária*), Brazilian walnut (*imbuia*) and tree fern (*xaxim*) and over 350 animal species.

BAESA donated resources for the installation and consolidation of conservation units in the states of Santa Catarina and Rio Grande do Sul. The money has been invested in a range of projects, from financing research into areas of environmental interest, such as the Mata da Capitulina in Vacaria, Rio Grande do Sul state, to executing works and services in environmental reserves and parks. This includes indemnification of landowners in the São Joaquim National Park, created in 1961 but whose land titles are only now being regularized, thanks to BAESA's donation to the Federal Government.

Over the year, BAESA spent a total R\$ 854 thousand on purchasing land located in the *Aratinga Ecological Station* in the municipality of São Francisco de Paula in Rio Grande do Sul state. This is the first time land has been purchased for the purpose of land title regularization. A total of 207 hectares were purchased.

In addition to the funds already earmarked, BAESA is going to donate R\$ 410 thousand for investments in environmental education, the execution of infrastructure works and further land purchases. In all, the Company will spend R\$ 1.2 million on its support project for communities affected by the dam.

Other conservation units in the Group's concession areas in the states of Rio Grande do Sul and Santa Catarina are benefiting from works, services and resources included in the environmental compensation plan.

One highlight is the São Joaquim National Park, which gained a renovation of its administrative head office, a 4x4 truck for monitoring the Park's area and a total of R\$ 12.5 million for land title regularization.

GRI
EN14

GRI
EN26

GRI
EU20

Serra da Mesa

At HPP Serra da Mesa, projects went forward in partnership with the Development Fund for the North-Northeast region of the State of Goiás, a joint initiative with the IDB (Inter-American Development Bank), the MME (Ministry of Mines and Energy), Furnas, Tractebel Energia and SEBRAE/GO (Brazilian Small and Medium-Sized Companies Support Service) in the state of Goiás. Another two projects were begun for training in horticulture and fish farming in the municipality of Minaçu.

Find out more about the environmental actions of the CPFL Energia Group's other generating plants on these *websites*:



ENERCAN
www.enercan.com.br

BAESA
www.baesa.com.br

CERAN
www.ceran.com.br

Foz do Chapecó Energia
www.fozdochapeco.com.br

DISCUSSIONS ON SUSTAINABILITY

CPFL Energia has taken an active role in social networks which discuss approaches and solutions for society's environmental issues. Climate change, for instance, may bring consequences for the electric sector, which depends on natural resources such as water, sun and wind for power generation. Alternatives are sought to the current development model on the road to a cleaner and more efficient future.

GRI
EN26

GRI
SO5

Socio-Environmental Code of Ethics

In 2009, CPFL Energia took part in the V Forum "Climate Change and the Energy Sector: On The Road to Copenhagen" organized by the Acende Brazil Institute, an NGO specializing in Brazilian electric sector issues. This meeting between Brazil's largest private sector electric energy operators helped to contextualize the influence of power generation on climate change. In addition, alternative options were suggested for reconciling power generation and a reduction in greenhouse gas emissions. Discussions also covered possible ways of achieving the objectives of Brazil's National Climate Change Plan.

As a result of this meeting, the private sector companies drew up a joint Socio-environmental Code of Ethics, a collection of principles and commitments which sets out how the power plants for which they are responsible should be constructed and operated, respecting the three dimensions of sustainability: social, environmental and economic.

The aim of the Code is to share with Brazilian society the values that orient these companies, the vision that inspires them and their mission to reconcile the generation of sustainable value for their different stakeholders.



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ao Código de Ética
Socioambiental



Access

www.acendebrasil.com.br

► Extras

Awards and recognition

GRI
2.10

The CPFL Energia Group and its subsidiary companies received a range of significant awards in 2009, in recognition of their constant quest for management excellence and commitment to the development and wellbeing of society.

HIGHLIGHTS

CPFL Piratininga receives the National Quality Award® (PNQ)

CPFL Piratininga was recognized as a world-class organization for its management practices and its constant search for business excellence by winning the National Quality Award® (PNQ). In Rio Grande do Sul state, RGE distinguished itself as a finalist.

The PNQ® is seen as one of the four most significant management quality awards in the world, with a status similar to awards such as the Baldrige National Quality Program (USA), the European Quality Award (Europe) and the Deming Prize (Japan), as well as being considered the highest recognition of management quality for companies headquartered in Brazil.

CPFL Paulista had previously received the award in 2005 and 2008.

CPFL Energia among the 10 Best Companies to Work For in Brazil according to the *Você S/A – Exame Guide*

A CPFL Energia was ranked for the first time among the ten best companies to work for in Brazil in a *Você S/A – Exame Guide* survey conducted by Editora Abril.

More than 1,000 companies applied for inclusion in the survey. One of the key factors behind this achievement was the record participation of those employees selected to answer the survey, one of the stages in the Guide's selection process.

This shows our employees' commitment to making the Company an enjoyable, inspiring and motivating place to work.

The survey recorded the opinions of over 6,000 employees spread across 568 municipalities in the states of São Paulo, Rio Grande do Sul, Minas Gerais and Paraná.

CPFL Mococa wins the IASC/ANEEL award for Best Electricity Distributor in the 30 thousand to 400 thousand consumer units category in Brazil's South and Southeast regions

In the opinion of consumers, CPFL Mococa is the best electricity distributor in the 30 thousand to 400 thousand consumer units category in Brazil's South and Southeast regions, according to the results of the IASC Award (ANEEL Customer Satisfaction Index).

CPFL Mococa was placed first with an index of 77.26, while two other CPFL Energia Group distributors, CPFL Leste Paulista and CPFL Sul Paulista, were finalists in the same category, with 74.74 and 69.42 points respectively. These three companies competed with a further eleven; the IASC average for the category was 67.39.

ABRADEE Award for CPFL Paulista and RGE

For the fifth time in nine years, CPFL Paulista was recognized as the best electricity distributor in Brazil by the Brazilian Electricity Distributors Association (ABRADEE), also winning the award for best quality of management. RGE received the award for best electricity distributor in Brazil's South region and for the country's best social responsibility program.

The ABRADÉE award is given to the electricity concessionaires with the best management practices in Brazil's electricity distribution segment. In 2009, awards were given to nine distinct categories, which were evaluated using Economic Research Institute Foundation (FIPE) methodology.

CPFL Energia is a model company in sustainability according to the *Exame Guide*

CPFL Energia confirmed its place among Brazil's 20 model companies in questions of sustainability and corporate social responsibility according to the *Exame Sustainability Guide 2009* ranking published by Editora Abril.

In its tenth edition, the Guide is part of an Exame magazine annual publication and aims to identify, publicize and encourage better sustainability and corporate responsibility practices.

A total of 210 medium-sized and large companies across Brazil applied to take part in the *Exame Guide* survey, which assessed them on issues relating to corporate governance, transparency and commitment, in addition to their economic, financial, social and environmental dimensions.

Initial analysis of the results excluded organizations performing below the average in any of these dimensions. Finally, following statistical analysis and assessment by journalists, 32 corporations were evaluated by a group of six members of the report's decision-making board to reach the 20 model companies in the Guide.

Most sustainable company in Latin America according to Management & Excellence Consultancy

For the second year running, CPFL Energia came first in a sustainability ranking of the 50 largest companies in Latin America, according to the Management & Excellence (M&E) international consultancy and published by *Latin Finance* magazine. CPFL Energia met 91.24% of the 140 required criteria.

In 2008, the study focused on corporate governance, which is the first criterion the foreign investor looks for when making an investment. In 2009 however, in view of the international crisis, M&E widened the scope of the survey to look at transparency in companies' activities.

See the complete list of awards received by CPFL Energia and its subsidiary companies.

See the complete list of awards received by CPFL Energia and its subsidiary companies.

AWARDS AND RECOGNITION:

CPFL ENERGIA		
AWARD	GRANTED BY	CATEGORY
Most Sustainable Company in Latin America – 2nd year running	Latin Finance Magazine / Management & Excellence consultancy	Sustainability
Best Company To Work For in Brazil	<i>Você S/A - Exame Guide</i> – The 150 Best Companies to Work for in Brazil	8th Best Company To Work for in Brazil
HR Corporate Citizenship	Gestão & RH Magazine Special Edition	Company of the year
Agência Estado Corporate Stars	Agência Estado	Best corporate governance practices
2nd place in “Transparency and Sustainability among IBOVESPA Companies 2009”	Management & Excellence (M&E)	“Transparency and Sustainability among IBOVESPA Companies 2009”
Proteção Brasil Award	<i>Proteção</i> magazine	Best Quality of Life case study
Proteção Brasil Award	<i>Proteção</i> magazine	Best Southeast Region case
ABERJE Award - National	Brazilian Corporate Communication Association (ABERJE)	Corporate Communication Company of the Year
ABERJE Award - National	Brazilian Corporate Communication Association (ABERJE)	Communication in Corporate Crises, with the case study “Brand Aggression Mapping: communication as both compass and strategy in corporate management”
ABERJE Award – São Paulo region	Brazilian Corporate Communication Association - ABERJE	Communication in Corporate Crises
XIII ANEFAC Award – Transparency Trophy 2009	ANEFAC, FIPECAFI, SERASA Experian	Financial Statements 2008 – Category: Publicly Listed Companies with billings in excess of 4 billion
The Top 10 Brazilian Companies in Organizational Human Development Indicators (IDHO)	<i>Gestão & RH</i> magazine	Organizational human development in five dimensions: Human Capital, Corporate Governance, Sustainability, Transparency and Corporate Citizenship
Model Sustainability Company	<i>Exame</i> magazine <i>Sustainability Guide</i> – Editora Abril	Model Company
Capital Aberto Ranking – 3rd Place	Capital Aberto Magazine	Best Companies for Shareholders – Category: Market Value above R\$ 15 billion
50 Psychologically Healthy Companies Award – EPS 2009	Gestão & RH magazine	Employee recognition

Distribution Companies

CPFL PAULISTA		
AWARD	GRANTED BY	CATEGORY
ABRADEE	Brazilian Electricity Distributors Association (ABRADEE)	Best Distributor - National
ABRADEE	Brazilian Electricity Distributors Association (ABRADEE)	Management Quality - National
Eletricidade Moderna	<i>Eletricidade Moderna</i> magazine	Best company in Brazil; Lowest loss index (Brazil); Best operating performance (Brazil); Best company in Southeast region
ABT Award	Brazilian Teleservices Association	Best Talent – Operator – Maria Cristina da Silva, ex-Call Center operator, transferred to Customer Handling Services and Management Division
São Paulo State Quality Management Award	São Paulo State Quality Excellence Institute (PEG)	Large Companies - São Paulo State PNQ Awards 2008

CPFL PIRATINIGA		
AWARD	GRANTED BY	CATEGORY
“Medalha Eloy Chaves” Award	Brazilian Electricity Concessionaires Association (ABCE)	Gold – Predominantly distribution companies with over 2,000 employees
National Quality Award® (PNQ) 2009	National Quality Foundation (FNQ)	Award-winning
TOP Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Silver

RGE		
AWARD	GRANTED BY	CATEGORY
National Quality Award® (PNQ) 2009	National Quality Foundation (FNQ)	Finalist
ABRADEE	Brazilian Electricity Distributors Association (ABRADEE)	Best Distributor – South region
ABRADEE	Brazilian Electricity Distributors Association (ABRADEE)	Social responsibility – National
CIER Award	Brazilian Committee of the Energy Integration Commission	Silver for Customer Satisfaction 2009 – Companies with over 500 thousand consumers
ABRAFAC Award for Best Of The Year	Brazilian Facilities Association (ABRAFAC)	Accessibility for All
Eletricidade Moderna Award	<i>Eletricidade Moderna</i> magazine	Best company in South region; Best progress in Southern region
Metering International Excellence Award	<i>Metering American International</i> magazine	Revenue protection in South America
Expressão Ecology Award	Expressão publisher	Environmental Management – Electric sector
Highlight of the Year in Human Resources	ARH Serrana	Socially Responsible Company
Top Consumer Award 2009	National Consumer and Citizen Education Institute	Respect for the consumer

CPFL SANTA CRUZ		
AWARD	GRANTED BY	CATEGORY
“Medalha Eloy Chaves” Award	Brazilian Electricity Concessionaires Association (ABCE)	Silver – Predominantly distribution companies with 501 to 2,000 employees
Top Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Silver

CPFL JAGUARI		
AWARD	GRANTED BY	CATEGORY
Eletricidade Moderna	<i>Eletricidade Moderna</i> magazine	Best company with up to 40 thousand customers in Brazil
Top Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Bronze

CPFL LESTE PAULISTA		
AWARD	GRANTED BY	CATEGORY
“Medalha Eloy Chaves” Award	Brazilian Electricity Concessionaires Association (ABCE)	Silver – Predominantly distribution companies with up to 500 employees
Eletricidade Moderna	<i>Eletricidade Moderna</i> magazine	Best engineering performance
Top Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Bronze

CPFL SUL PAULISTA		
AWARD	GRANTED BY	CATEGORY
“Medalha Eloy Chaves” Award	Brazilian Electricity Concessionaires Association (ABCE)	Gold – Predominantly distribution companies with up to 500 employees

CPFL MOCOCA		
AWARD	GRANTED BY	CATEGORY
IASC 2009 – ANEEL Customer Satisfaction Index	National Electric Energy Agency (ANEEL)	Best Electricity Distributor – South and Southeast Region – between 30 thousand and 400 thousand consumer units
Eletricidade Moderna	<i>Eletricidade Moderna</i> magazine	Best engineering performance – Companies with up to 40 thousand customers
Top Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Bronze

Generation Companies

CPFL GERAÇÃO		
AWARD	GRANTED BY	CATEGORY
"Medalha Eloy Chaves" Award	Brazilian Electricity Concessionaires Association (ABCE)	Gold – Predominantly generation / transmission companies irrespective of employee numbers
Top Award for Occupational Health and Safety Management	Brazilian Safety Agency (ABS)	Silver
COGE Foundation Award	COGE Foundation	Environmentally responsible activities: "The repowering of the Small Hydro Plants and the Clean Development Mechanism"

BAESA (ENERGÉTICA BARRA GRANDE)		
AWARD	GRANTED BY	CATEGORY
Fritz Müller Award 2009	The FATMA Environmental Foundation, Santa Catarina state	Socio-environmental management case studies: BAESA Sustainability Program, Clean Water Program and Reintroduction of the <i>Dyckia distachya</i> plant
Human Being Award - Santa Catarina state 2009	Brazilian Human Resources Association (ABRH) Santa Catarina state	
Socially Responsible Company Award	Sales and Marketing Directors Association (ADVB) Santa Catarina state	Community involvement
Proteção Brasil Award for Occupational Health and Safety Management	<i>Proteção</i> magazine	South region: case study on the Safe Community Program
Proteção Brasil Award for Occupational Health and Safety Management – Jury's Special Award	<i>Proteção</i> magazine	Workplace Health and Safety Policy: Safe Community Program
Corporate Friend of the Child Award 2008	ABRINQ Foundation for the Rights of Children and Adolescents	Respect for children and adolescents

ENERCAN (ENERGÉTICA BARRA GRANDE)		
AWARD	GRANTED BY	CATEGORY
Socially Responsible Company Award	Sales and Marketing Directors Association (ADVB) Santa Catarina state	Community involvement in the Rural Development Fund
Fritz Müller Award 2009	FATMA Environmental Foundation Santa Catarina state	Sustainable agriculture

CERAN		
AWARD	GRANTED BY	CATEGORY
Environmental Responsibility Award for Rio Grande do Sul State	<i>Borboleta Azul</i> Latin American Institute for Environmental Protection and the Government of Rio Grande do Sul State	Environment

Commercialization companies

CPFL BRASIL		
AWARD	GRANTED BY	CATEGORY
FGV Corporate Excellence Award	Getúlio Vargas Foundation – FGV	Most profitable company in 2008

OTHER HIGHLIGHTS		
AWARD	GRANTED BY	CATEGORY
ABERJE Award - National	Brazilian Corporate Communication Association (ABERJE)	Corporate Communication Personality of the Year – Augusto Rodrigues
"Successful Market Forces 2009" Awards	<i>Banco Hoje</i> magazine	Services – Ethical Market Behavior – Wilson Ferreira Jr.
XIII ANEFAC Award – Transparency Trophy 2009	ANEFAC, FIPECAFI, SERASA Experian	Accounting Professional – Transparency in Financial Statements 2008 – Antônio Carlos Bassalo
"The Most Admired HRs in Brazil" Award	<i>Gestão & RH</i> magazine	The 10 Most Admired HRs in Brazil – Arlindo Casagrande Filho
Top Companies for Leaders Award	RH Hewitt Associates	José Antonio de Almeida Filippo

NBCT 15

Information of a Social and Environmental Nature - Brazilian Accounting Standards (NBCT 15) - Federal Accounting Council of Brazil CFC 1003/04 NBCT 15

COMPANY: CPFL ENERGIA S.A.

15.2.1 - DVA

Total Value Added to be distributed (R\$ thousand):	2009: 7,628,657	2008: 7,408,500
Distribution of Added Value (DAV):	66.37% government 16.02% shareholders 0.84% retained	64.56% government 16.30% shareholders 0.92% retained
	6.90% employees 9.87% third parties	5.62% employees 12.60% third parties

15.2.2 - HUMAN RESOURCES

	2009 VALUE (R\$ THOUSAND)	2008 VALUE (R\$ THOUSAND)
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GROSS REMUNERATION SEGREGATED BY:

Employees	464,645	429,674
Management	16,930	12,374
Outsourced labor	2,576	2,282
Self-employed	14	116
Ratio of highest to lowest compensation in the company – employees and management	59.20	80.09
Mandatory social charges	129,432	117,929
Nutrition	39,269	35,371
Transportation	1,531	1,445
Private Pension Plan	25,140	25,159
Healthcare	27,564	29,593
Occupational safety and medicine	1,801	2,964
Education (excluding environmental education)	1,884	2,157
Culture	-	-
Training and professional development	7,331	9,333
Daycare/allowance	1,118	958
Participation in profits and results	37,710	34,091

WORKFORCE INDICATORS	2009	2008
Total employees at end of period	7,450	7,119
Employees hired during period	1,068	944
Employees dismissed during period	771	909
Total trainees at end of period	210	185
Total employees with special needs at end of period	294	298
Total outsourced service providers at end of period	-	4,730

TOTAL EMPLOYEES BY GENDER:

Men	6,036	5,911
Women	1,440	1,129

TOTAL EMPLOYEES BY AGE GROUP, IN THE FOLLOWING AGE BRACKETS:

Less than 18	38	1
From 18 to 35	3,500	3,247
From 36 to 60	3,889	3,857
More than 60	23	14

TOTAL EMPLOYEES BY EDUCATION LEVEL:

Illiterate	-	-
Primary school education	792	707
High school education	4,070	2,957
Technical education	561	1,294
College education	1,611	1,733
Postgraduate education	416	428

PERCENTAGE OF MANAGEMENT POSITIONS HELD BY GENDER:

Men	90.57%	89.86%
Women	9.43%	10.14%

INFORMATION REGARDING LABOR LAWSUITS FILED BY EMPLOYEES AGAINST THE COMPANY

Note: Lawsuits ruled partially favorably or concluded by agreement should be considered as upheld.

Number of lawsuits filed against the company	632	306
Number of lawsuits upheld	228	295
Number of lawsuits not upheld	312	217
Total value of indemnities and fines paid by court order	9,382	11,892

15.2.3 - INTERACTION OF THE COMPANY WITH THE EXTERNAL ENVIRONMENT	2009 VALUE (R\$ THOUSAND)	2008 VALUE (R\$ THOUSAND)
Education (except of an environmental nature)	1,858	1,870
Culture	7,879	10,847
Health and sanitation	834	982
Sport and leisure (not considering sponsorships for advertising purposes)	1,333	1,213
Housing	-	-
Nutrition	-	-

INFORMATION REGARDING INTERACTION WITH CUSTOMERS

Number of complaints received directly by company	801,942	857,013
Number of complaints received through consumer protection and defense agencies	1,440	1,888
Number of complaints received through the law courts	2,532	2,127
Number of complaints attended in each listed instance	-	-
Amount in fines and indemnities, ordered by consumer protection agencies or the law courts	-	-
Actions taken to resolve or minimize the causes of complaints	Ombudsman	Ombudsman

IN THE SELECTION OF SUPPLIERS, THE SAME STANDARDS OF ETHICS AND SOCIAL AND ENVIRONMENTAL RESPONSIBILITY ADOPTED BY THE COMPANY:

<input type="checkbox"/> ARE NOT CONSIDERED	<input type="checkbox"/> ARE SUGGESTED	<input checked="" type="checkbox"/> ARE REQUIRED	<input type="checkbox"/> ARE NOT CONSIDERED	<input type="checkbox"/> ARE SUGGESTED	<input checked="" type="checkbox"/> ARE REQUIRED
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15.2.4 - INTERACTION WITH THE ENVIRONMENT	2009 VALUE (R\$ THOUSAND)	2008 VALUE (R\$ THOUSAND)
Investments and expenditures on maintenance of operating processes for environmental improvement	90,167	126,362
Investments and expenditures on preservation and/or recovery of degraded areas	-	-
Investments and expenditures on environmental education for employees, outsourced labor, self-employed labor and company management	-	-
Investments and expenditures on environmental education for the community	-	-
Investments and expenditures on other environmental projects	69,215	44,425
Number of environmental, civil and legal actions filed against the company	-	-
Value of fines and indemnities with respect to environmental matters, ordered administratively and/or judicially	-	-
Environmental liabilities and contingencies	-	-

15.3 - FINAL PROVISIONS

Consolidated Information	In the case of consolidated financial information, the applicable percentage equity participations have been applied. Overall figures are used for other information such as the number of employees and lawsuits.
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Responsible for figures: Antônio Carlos Bassalo, telephone +55 (19) 3756 8018, bassalo@cpfl.com.br

(*) Information not reviewed by the independent auditors. Data with respect to the labor force have been revised in the course of the limited certification of the Annual Report.

(**) Although the Company has in previous years given information on the estimated number of outsourced service providers, it has decided not to continue making this estimate, as it outsources several different services (maintenance, operations, administration etc.) without quantification of the workforces involved.

IBASE

Social Report 2009
Brazilian Institute of Social and Economic Analysis (IBASE)



Annual Social Report 2009 (*)

COMPANY: CPFL ENERGIA S.A.

1 - Basis for Calculation	2009 VALUE (R\$ THOUSAND)			2008 VALUE (R\$ THOUSAND)		
Net Revenues (NR)	10,565,982			9,681,866		
Operating Result (OR)	1,884,524			1,921,699		
Gross Payroll (GP)	484,165			444,446		
2 - Internal Social Indicators	VALUE (R\$ THOUSAND)	% OF GP	% OF NR	VALUE (R\$ THOUSAND)	% OF GP	% OF NR
Food	39,269	8.11%	0.37%	35,371	7.96%	0.37%
Mandatory payroll taxes	129,432	26.73%	1.22%	117,929	26.53%	1.22%
Private Pension plan	25,140	5.19%	0.24%	25,159	5.66%	0.26%
Health	27,564	5.69%	0.26%	29,593	6.66%	0.31%
Occupational health and safety	1,801	0.37%	0.02%	2,964	0.67%	0.03%
Education	1,884	0.39%	0.02%	2,157	0.49%	0.02%
Culture	0	0.00%	0.00%	0	0.00%	0.00%
Training and professional development	7,331	1.51%	0.07%	9,333	2.10%	0.10%
Day-care/ allowance	1,118	0.23%	0.01%	958	0.22%	0.01%
Profit/ results sharing	37,710	7.79%	0.36%	34,091	7.67%	0.35%
Others	3,881	0.80%	0.04%	6,020	1.35%	0.06%
Total - Internal social indicators	275,430	56.81%	2.61%	263,575	59.31%	2.73%
3 - External Social Indicators	VALUE (R\$ THOUSAND)	% OF GP	% OF NR	VALUE (R\$ THOUSAND)	% OF GP	% OF NR
Education	1,858	0.10%	0.02%	1,870	0.10%	0.02%
Culture	7,879	0.42%	0.07%	10,847	0.56%	0.11%
Health and Sanitation	834	0.04%	0.01%	982	0.05%	0.01%
Sport	1,333	0.07%	0.01%	1,213	0.06%	0.01%
Prevention of hunger and malnutrition	0	0.00%	0.00%	0	0.00%	0.00%
Others	2,856	0.15%	0.03%	2,420	0.13%	0.02%
Total Contributions to Society	14,760	0.78%	0.14%	17,332	0.90%	0.17%
Taxes (excluding payroll taxes)	4,939,031	262.08%	46.74%	4,598,530	239.30%	47.50%
Total - External social indicators	4,953,791	262.86%	46.88%	4,615,862	240.20%	47.67%
4 - Environmental Indicators	VALUE (R\$ THOUSAND)	% OF GP	% OF NR	VALUE (R\$ THOUSAND)	% OF GP	% OF NR
Investments related to Company production/ operation	90,167	4.78%	0.85%	126,362	6.58%	1.31%
Investments in external projects/ programs	69,215	3.67%	0.66%	44,425	2.31%	0.46%
Total Environment Investment	159,382	8.45%	1.51%	170,787	8.89%	1.77%
Regarding annual targets for reducing waste, volume of resources used in / operation and increased efficiency in the use of natural resources, the Company:	<input type="checkbox"/> has no targets <input type="checkbox"/> fulfilled 51 to 75% <input type="checkbox"/> fulfilled 0 to 50% <input checked="" type="checkbox"/> fulfilled 76 to 100%			<input type="checkbox"/> has no targets <input type="checkbox"/> fulfilled 51 to 75% <input type="checkbox"/> fulfilled 0 to 50% <input checked="" type="checkbox"/> fulfilled 76 to 100%		

5 - Staff Indicators	2009	2008
Employees at end of period	7,450	7,119
Employees hired during period	1,068	944
Outsourced employees**	-	4,730
Interns	210	185
Employees over 45	2,060	1,584
Women working at the company	1,440	1,129
% management positions occupied by woman	9.43%	10.14%
Afro-Brazilian employees working at the company	758	664
% management positions occupied by Afro-Brazilian employees	1.27%	0.61%
Employees with disabilities or special needs	294	298

6 - Information on Business Responsibility	2009			2008		
Ratio of highest to lowest compensation in the Company	59.20			80.09		
Total number of work-related accidents	18			76		
Company-sponsored social and environmental projects were decided upon by:	<input type="checkbox"/> executive officers	<input checked="" type="checkbox"/> executive officers and managers	<input type="checkbox"/> all employees	<input type="checkbox"/> executive officers	<input checked="" type="checkbox"/> executive officers and managers	<input type="checkbox"/> all employees
Health and safety standards in the workplace were set by:	<input type="checkbox"/> executive officers and managers	<input type="checkbox"/> all employees	<input checked="" type="checkbox"/> all + CIPA	<input type="checkbox"/> executive officers and managers	<input type="checkbox"/> all employees	<input checked="" type="checkbox"/> all + CIPA
With respect to labor union freedom, the right to collective bargaining, and internal employee representation, the Company:	<input type="checkbox"/> does not become involved	<input type="checkbox"/> adheres to ILO standards	<input checked="" type="checkbox"/> encourages and adheres to ILO standards	<input type="checkbox"/> does not become involved	<input type="checkbox"/> adheres to ILO standards	<input checked="" type="checkbox"/> encourages and adheres to ILO standards
Company pension plan covers:	<input type="checkbox"/> executive officers	<input type="checkbox"/> executive officers and managers	<input checked="" type="checkbox"/> all employees	<input type="checkbox"/> executive officers	<input type="checkbox"/> executive officers and managers	<input checked="" type="checkbox"/> all employees
Profit/ results sharing program covers:	<input type="checkbox"/> executive officers	<input type="checkbox"/> executive officers and management	<input checked="" type="checkbox"/> all employees	<input type="checkbox"/> executive officers	<input type="checkbox"/> executive officers and management	<input checked="" type="checkbox"/> all employees
In the selection of suppliers, the same ethical and social/ environmental responsibility standards adopted by the Company are:	<input type="checkbox"/> not considered	<input type="checkbox"/> suggested	<input checked="" type="checkbox"/> required	<input type="checkbox"/> not considered	<input type="checkbox"/> suggested	<input checked="" type="checkbox"/> required
In relation to volunteer work by employees, the Company:	<input type="checkbox"/> does not get involved	<input type="checkbox"/> supports it	<input checked="" type="checkbox"/> organizes and encourages it	<input type="checkbox"/> does not get involved	<input type="checkbox"/> supports it	<input checked="" type="checkbox"/> organizes and encourages it
Total number of customer complaints/ criticisms:	to the Company 801,942	to PROCON 1,440	to the law courts 2,532	to the Company 857,013	to PROCON 1,298	to the law courts 2,127
% of complaints and criticisms attended or solved:	to the Company 100%	to PROCON 100%	to the law courts 46.95%	to the Company 100%	to PROCON 100%	to the law courts 56.93%
Total Value added to be distributed (R\$ thousand):	7,628,657			7,408,500		
Distribution of Value Added (DVA):	66.37% government 16.02% shareholders 0.84% retained			64.56% government 16.30% shareholders 0.92% retained		

7 - Other Information

Consolidated Information:

In the financial items, percentage equity participations have been applied. For other information, such as the number of employees and legal suits, overall figures have been used.

Responsible for figures: Antônio Carlos Bassalo, telephone +55 (19) 37568018, bassalo@cpfl.com.br

(*) Information not reviewed by the independent auditors. Data with respect to the labor force have been revised in the course of the limited certification of the Annual Report.

(**) Although the Company has in previous years provided information on the estimated number of outsourced service providers, it has decided not to continue making this estimate, as it outsources several different services (maintenance, operations, administration etc.) without quantification of the workforces involved.

About this Report



CPFL Energia's Annual Report aims to detail, in a transparent, balanced and objective manner, the activities carried out and results obtained for 2009, including the targets set for all the Group companies.

Written in accordance with the latest Global Reporting Initiative (GRI) guidelines (G3 version) and the GRI Electricity Industry Sectoral Supplement, it is structured to allow comparisons in line with internationally accepted criteria and standards. CPFL Energia uses this format to render accounts for its activities in the economic, social and environmental fields to all its stakeholders: shareholders, investors, market analysts, clients, consumers, suppliers, employees, regulatory bodies, authorities and communities in its areas of operation.

Prior to determining the contents of the Report, the GRI indicators were presented to CPFL Energia's I Multi-stakeholders Panel, held on March 31 2010 at the Hotel Tryp in Campinas, São Paulo state. The aim was to create a space for dialog and to get the

opinions of the strategic audiences present (investors, shareholders, employees, suppliers, clients, civil society representatives, communities, authorities, academia and sector organizations) on the 2008 Annual Report and the issues each participant considered to be of greatest importance.

The common ground between strategic aspects of CPFL Energia's sustainability management and the demands made by *stakeholders* led to the following subjects being considered material (in alphabetical order): climate change, community relationships, customer relationships, energy efficiency, safety and quality of life, transparency, and the value chain.

The dialog with *stakeholders* also generated suggestions for improving the format and content of CPFL Energia's Annual Report. The list below presents the principal suggestions from participants, which have already been taken into account in this publication.

PRINCIPAL STAKEHOLDER DEMANDS FOR THE ANNUAL REPORT 2009

1. Reduce the size of the Report

Met.

The PDF version of the 2009 Annual Report has approximately 30% fewer pages than the 2008 Annual Report.

In addition, in the online format it is possible to select chapters of the report, offering readers greater focus.

2. Use more accessible language

Met.

The objective of the Annual Report's blog format is specifically to allow reporting in language that is less technical and easier to read.

3. Improve the GRI Indicator index

Met.

The GRI Indicator index is meant to facilitate the reader's understanding, identification and navigation when seeking and locating particular indicators of interest. It indicates the pages where indicators can be found in the PDF version for download, which will permit faster location of desired indicators. Similarly, for the purposes of comparisons between electric sector companies and to highlight the reporting of operations in relation to the triple bottom line, the sector indicators have been organized along the same lines as the sections of the Report. In other words, if they complement profile information, they are in the Profile chapter; if they deal with economic performance they are in Economic Performance, and so on. It should also be noted that sector indicators are highlighted in the Index in *BLUE*; essential indicators in *GREY*; and additional ones in *RED*.

4. Broader circulation and greater accessibility

Met.

The 2009 Annual Report will be circulated through a structured external and internal communications plan that aims to reach the highest number of readers and CPFL Energia stakeholders.

In the CPFL Energia 2009 Annual Report we have tried to improve navigation for the visually impaired by making adjustments to the virtual pages that make it possible to read using Screen Readers – software that navigates websites and reads them aloud. Shortcuts have been introduced with direct links to the menu, which makes for easier access to specific areas of the website. We have also taken special care with the programming's semantic code, which is designed to simplify navigation and make it more concise. Another improvement is in the images, which now have descriptive codes for reading aloud by Screen Readers. Without these explanations, photographs and graphs would simply not exist for the visually impaired, thereby affecting their comprehension of the content.

5. Develop a systematic process for dialog

Met.

The blog format allows ongoing contact between the reader and CPFL Energia.

In addition, an objective has been set to hold annual panels for dialog with CPFL Energia's stakeholders.

6. Improve the balance between strong and weak points

Met.

In its 2009 Annual Report, CPFL has begun reporting on indicators GRI 4.3, GRI 4.5, GRI 4.7, GRI LA14, GRI EU25, GRI PR6 and GRI PR7, which were not included in the previous year. Indicators that still need to be improved for future reports include: GRI LA2, GRI LA7, GRI LA10, GRO HR8, GRI EU17, GRI EU27 and GRI EU15.

7. Bring forward the Report's publication date

Met.

The 2009 Annual Report was published approximately 30 days before the publication date of the 2008 Annual Report.

This present Report also includes Social Indicators in accordance with the Brazilian Institute for Social and Economic Analysis (IBASE) model and the Information of a Social and Environmental Nature in line with the Brazilian Accounting Standards (NBCT 15) of the Federal Accounting Council of Brazil. It also makes a correlation between the 10 principles of the Global Compact and the Group's activities. This Report has been self-declared level A+ by CPFL Energia in accordance with GRI guidelines.

The economic and financial indicators have been audited by KPMG and the social and environmental indicators forming the GRI section of this Report have been externally verified by KPMG.

		C	C+	B	B+	A	A+
Required	Self-declared						
	Checked by third parties		With external verification		With external verification		With external verification
Optional	Checked by GRI						

United Nations (UN) Global Compact

Human Rights



Principle 1:
Businesses should support and respect the protection of internationally proclaimed human rights



Principle 2:
They should make sure that they are not complicit with human rights abuse and violations

Labor Standards



Principle 3:
Businesses should support the freedom of association and the effective recognition of the right to collective bargaining



Principle 4:
The elimination of all forms of forced and compulsory labor



Principle 5:
The effective abolition of child labor



Principle 6:
The elimination of discrimination with respect to employees and positions

Environment



Principle 7:
Businesses should adopt a preventive approach to environmental challenges



Principle 8:
Undertake initiatives to promote greater environmental responsibility



Principle 9:
Encourage the development and implementation of environmentally friendly technologies



Principle 10:
Businesses should commit to fight corruption in all its forms

Anti-Corruption

Independent Auditors' Limited Assurance Report

To The Board of Directors, Shareholders and Other Stakeholders of CPFL Energia S.A. Campinas - SP

Introduction

We have been engaged for the purpose of applying Limited Assurance Procedures on CPFL's Annual Report 2009, related to the calendar year ended December 31st, 2009, which was prepared under the responsibility of CPFL Energia S.A.. Our responsibility is to issue a Limited Assurance Report on this Annual Report.

Procedures of Limited Assurance

The limited assurance procedures were performed in accordance with Rule NBC TO 3000, issued by the Brazilian Accounting Federal Council – CFC and with the International Standard on Assurance Engagements (ISAE 3000), issued by the International Auditing and Assurance Standards Board, both related to Assurance Engagements other than Audits or Reviews of Historical Financial Information.

The procedures comprised: (a) the planning of the work, considering the importance, coherence, volume of quantitative and qualitative information and operational and internal control systems that served as a basis for the preparation of CPFL's Annual Report 2009; (b) the understanding of the calculation methodology and the consolidation of the performance indicators through interviews with the personnel responsible for the preparation of information; (c) the comparison, on a sample basis, of the quantitative and qualitative information with the performance indicators disclosed in CPFL's Annual Report 2009; and (d) the comparison of the financial indicators with the financial statements and/or accounting records..

Reporting criteria

The information of CPFL's Annual Report 2009 from CPFL Energia S.A. was prepared according to the Global Reporting Initiative guidelines (GRI-G3).

Scope and limitations

The objective of our work was to issue a Limited Assurance Report on information related to Management's Approach and Sustainability

Performance Indicators of CPFL Energia S.A.. It does not include any evaluation of their policies, practices and sustainability performance.

The applied procedures do not represent an examination in accordance with the audit rules for financial statements. In addition, our report does not provide limited assurance on the achievability of future information (such as targets, expectations and ambitions) nor on qualitative information that is under subjective evaluation.

GRI – G3 Application Level

According to the GRI-G3 guidelines, CPFL Energia S.A. declares an Application Level A+ to CPFL's Annual Report 2009, related to the calendar year ended December 31st, 2009.

CPFL's Annual Report 2009 addresses all required information related to its structure, to all core performance indicators and to indicators of the Electric Utility Sector Supplement. As a result, the procedures applied were considered sufficient to agree that the application level declared by CPFL Energia S.A. complies with the Global Reporting Initiative guidelines (GRI-G3).

Conclusion

Based on our review we have not identified any relevant modification that should be performed on CPFL's Annual Report 2009, related to the calendar year ended December 31st, 2009, to agree with the GRI-G3 guidelines and with the records and files prepared by CPFL Energia S.A. and that were made available for our analysis.

May 17th, 2010



KPMG Auditores Independentes

CRC 2SP014428/O-6

Jarib Brisola Duarte Fogaça

CRC 1SP125991/O-0

Partner



Global Compact

Global Reporting Initiative (GRI) Reference Indicators

GRI Indicator		Pages
Strategy and Analysis		
1.1	Statement from the CEO about the relevance of sustainability and his strategy regarding the same	1-3, 22, 23, 35-39, 84
1.2	Description of key impacts, risks, and opportunities	1-3, 116
Organizational Profile		
2.1	Name of the organization	7, 9, 10, 13, 19, 149, 163
2.2	Principal brands, products, and/or services	7, 9, 10, 13, 19, 20, 95, 96, 163
2.3	Operational structure of the organization	7, 9, 10, 13, 19, 20, 163
2.4	Location of headquarters	CPFL Energia's management headquarters are in Campinas, São Paulo state, Brazil. 163
2.5	Number and names of countries where the organization operates	7, 9, 10, 13, 15, 20
2.6	Nature of ownership and legal form	8, 47, 163
2.7	Markets served	7, 9, 10, 13, 15, 20, 56
2.8	Size of the reporting organization	8-10, 13, 15, 20, 47, 56, 96
2.9	Significant changes during the reporting period	1-3, 47
2.10	Awards received in the reporting period	138,
EU1	Installed capacity, by source and by regulatory regime	13, 14, 69
EU2	Net energy output broken down by primary energy source and by regulatory regime	In 2009, energy output/ billed by CPFL Energia was predominantly of hydraulic origin and totaled 41,105 GWh, not including own consumption. 13, 123
EU3	Number of residential, industrial and commercial customer accounts	9, 57
EU4	Length of transmission and distribution lines by voltage	58
EU5	CO2 emissions trading licenses	129
Report Profile		
3.1	Reporting period	This report covers the CPFL Energia Group's results and activities for the period from January to December 2009. Introduction, 149
3.2	Date of most recent previous report	The Annual Report based on GRI-G3 guidelines preceding this one was based on figures and results achieved in 2008.
3.3	Reporting cycle	Annual 149
3.4	Contact point for questions regarding the report or its contents	In addition to using the normal channels, comments, criticisms and suggestions can be sent to relatorioanual@cpfl.com.br 168
Scope and Boundary of the Report		
3.5	Process for defining report content	149
3.6	Scope of the report	Introduction, 8, 47
3.7	Statement on any specific limitations on the scope of the report	149
3.8	Basis for reporting (joint ventures, subsidiaries, and other entities)	6-9, 13, 15, 47

GRI Indicator		Pages
3.9	Data measurement techniques and the basis for calculation	The Key Indicators were used as the basis for calculation and figures were measured according to Brazilian and regulatory accepted standards for the sector (for rare exceptions, footnotes explain the methodology and alterations). In 2008, accounting information for 2006 and 2007 was reclassified as a result of Brazilian Law nº 11.638/07.
3.10	Explanation of any re-statements of information provided in earlier reports	Where necessary, explanatory notes explain re-statements
3.11	Significant changes in scope or measurement methods	Where necessary, explanatory notes explain re-statements
3.12	Table of GRI Reporting	This Reference Index
3.13	External verification for the report	149, 152
Governance, Commitments and Engagement		
Governance		
4.1	Governance structure, including committees	47-49, 149
4.2	Indicate whether the Chairman of the highest governance body is also an executive officer	The Chairman of the Board of Directors is not the Chief Executive Officer of CPFL Energia.
4.3	The number of members of the highest governance body that are independent or non-executive members	The definition of Independent Board Member of the CPFL Energia Board of Directors follows the regulations for listing of the BM&FBovespa Novo Mercado and the Company's Corporate Bylaws. For more information see the Corporate Governance Guidelines of CPFL Energia S.A. available at http://www.cpf.com.br/diretrizes/port/index.htm ; and the Bylaws of the Board of Directors available at http://www.cpf.com.br/diretrizes/port/download/CPFL_Regimento_Interno_Conselho_Administracao.pdf#view=Fit
4.4	Mechanisms for giving recommendations or guidance to the highest governance body	Manual for Participation in Shareholders' Meetings, available at http://www.mzweb.com.br/cpf/web/arquivos/CPFL_Energia_Manual_Assembleia_Geral_Extraordinaria_2009_port.pdf
4.5	Linkage between compensation for members of the highest governance body (senior managers and executives) and the organization's performance (including social and environmental performance)	Total compensation for the Board of Executive Officers and Board of Directors, and individual compensation for Fiscal Council members are established at the General Shareholders' Meetings, which take place before April 30 of each year. In addition, it is in the Board of Directors' responsibility to fix individual monthly remuneration for Executive Officers, within the overall total established at the General Shareholders' Meeting.
4.6	Processes in the highest governance body for ensuring that conflicts of interest are avoided	The Related Parties Committee is an advisory committee to the Board of Directors and is responsible for analyzing transactions involving related parties, which are submitted to the Board to ensure that normal market conditions are being observed and to avoid conflicts of interest. In addition, the Company has Policies for Securities Trading and Reporting Material Events or Facts which require the reporting of any material information and prohibit the use of privileged information by controlling shareholders, members of the Board of Directors and Fiscal Council, members of Committees and Commissions, Statutory Directors and other executives, and any persons who, as a result of the position they hold, have access to privileged information, available at http://www.cpf.com.br/diretrizes/port/05.htm
4.7	Process for determining the qualifications and expertise of the members of the highest governance body	In accordance with articles 146 and 147 of the Brazilian Stock Corporations Act, every member of the Board of Directors should be an individual, a shareholder of CPFL Energia and have an untarnished reputation. In accordance with CPFL Energia's corporate governance guidelines, they must be senior executives with experience in their areas of activity.
4.8	Vision, Mission, Principles and Code of Conduct	24, 25
4.9	Procedures for identifying, supervising and managing economic, environmental, and social performance	33, 48, 49, 50, 117

GRI Indicator		Pages
4.10	Processes for evaluating the highest governance body's own performance	The self-assessment process for members responsible for Corporate Governance is managed by the Board of Directors with the support of the Personnel Management Committee. The Board of Directors manages the Board of Executive Officers' remuneration, performance appraisal and succession planning. 19, 48, 117
Commitments to External Initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	35-39, 49, 116
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	42-44
4.13	Memberships of associations	94, 105
4.14	List of stakeholder groups with which the organization engages	85, 86, 98, 99
4.15	<i>Basis for identification and selection of stakeholders</i>	85, 86
4.16	Approach to engagement with stakeholders, including frequency of engagement	67, 85, 86, 90, 92, 93, 94
4.17	Key topics and concerns that have been raised through engagement with stakeholders, and the measures adopted by the organization to address them	61, 63, 67, 85, 90, 94, 99
Economic Performance Indicators		
Economic Performance		
EC1	Direct economic value generated and distributed	76
EC2	Financial implications and other risks and opportunities caused by climate change	117, 129
EC3	Coverage of the organization's benefit plan obligations	101, 102
EC4	Significant financial assistance received from government	Financial assistance received from the government concerns subsidies for the Low Income Program which in 2009 totaled R\$ 33,290 thousand; in 2008, R\$ 46,980 thousand; and in 2007, R\$ 13,934 thousand (consolidated figures).
Availability and Safety		
EU6	Management planning to ensure electricity availability and reliability	68, 71, 72, 118
Management of Consumption		
EU7	Demand-side management programs	61, 63
Research and Development		
EU8	Research and development activity	61, 121
Suspension of Nuclear Unit		
EU9	Provisions for decommissioning of nuclear power sites	Not applicable. CPFL Energia does not generate power from nuclear sources.
Market Presence		
EC5	Ratio of lowest wage to local minimum wage	IBASE 98, 147
EC6	Policy, practices, and proportion of spending on locally-based suppliers	Despite having a range of supplier-related policies and practices, CPFL Energia does not possess a policy of orienting expenditures towards suppliers classified as "local", due to the characteristics of the electric sector and the extent of its concession area and that of its subsidiary companies. 35, 90
EC7	Procedures for local hiring and proportion of senior management hired from the local community	The CPFL Energia Group does not have a policy of hiring from the local community or from the areas of its subsidiary companies' operations. The Group companies' hiring procedures take into account professional ability to carry out the job independent of the applicant's area of origin.

GRI Indicator		Pages
Indirect Economic Impacts		
EC8	Development and impact of infrastructure investments and services provided for the benefit of the public through commercial, in kind, or pro bono means	61, 63, 73, 86, 88, 89, 91, 120, 124
EC9	Significant indirect economic impacts	Table of Programs 73, 86
Availability and Safety		
EU10	Planned capacity (MW) against projected electricity demand	As this is one of CPFL Energia's strategic indicators, projected demand data is not disclosed. 68
Management of Consumption		
EU11	Average generation efficiency in thermoelectric plants	In 2009, CPFL Energia did not operate any thermoelectric plants. 70
System Efficiency		
EU12	Efficiency in transmission and distribution operations	As this is one of CPFL Energia's strategic indicators, we have decided against reporting it.
Environmental Performance Indicators		
Materials		
EN1	Materials used by weight or volume	130, 133
EN2	Percentage of materials used that are recycled materials	The use of recycled materials is not relevant to the operations of CPFL Energia 132
Energy		
EN3	Direct energy consumption by primary energy source	123, 126
EN4	Indirect energy consumption by primary source	In accordance with sector legislation, the distribution companies do not have the power to choose the source from which they purchase the power needed to meet market demand. This decision is exclusively a government one. We therefore feel it does not make sense to declare the sources for the CPFL Energia Group companies' market (electricity sales).
EN5	Energy saved due to conservation and efficiency improvements	126
EN6	Initiatives for providing energy-efficient products and services	61, 63, 72, 117
EN7	Initiatives for reducing indirect energy consumption and reductions achieved	128, 129
Water		
EN8	Total water consumption by source	127
EN9	Water sources significantly affected by water consumption	127
EN10	Percentage and total volume of water recycled and reused	128
Biodiversity		
EN11	Location and size of land owned, leased, managed in protected areas	119
EN12	Impacts of activities, products, and services on biodiversity in protected areas	116, 125
EN13	Habitats protected or restored	116, 124-126, 134
EN14	Management of impacts on biodiversity	29, 61, 63, 73, 94, 116, 117, 120-126, 129, 134, 136

GRI Indicator		Pages
EN15	IUCN Red List species and national conservation list species with habitats in areas affected by operations	CPFL Energia's operations include programs to manage and mitigate its possible impacts, always respecting the applicable environmental law. 124
EU13	Change in biodiversity in recovered habitats	134
Emissions, Effluents and Waste		
EN16	Total direct and indirect greenhouse gas emissions by weight	In 2009 CPFL Energia began a new inventory of GHG emissions for all Group companies. Begun at the end of 2009, it is scheduled for completion in the first half of 2010. The CPFL Energia inventory does not calculate emissions in flooded areas, as there is no one universal market methodology, allowing for comparisons, for measuring this indicator. However CPFL Energia has decided to try to find a single methodology and contributes toward research to this end through participation in a Research and Development project.
EN17	Other relevant indirect greenhouse gas emissions by weight	73, 129
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	61, 73, 92, 94, 117, 128, 129
EN19	Emissions of ozone-depleting substances by weight	In 2009 CPFL Energia began a new inventory of GHG emissions for all Group companies. Begun at the end of 2009, it is scheduled for completion in the first half of 2010.
EN20	NO, SO, and other significant air emissions by type and weight	Due to the characteristics of its operations, there were no significant emissions of gases of this nature.
EN21	Total water discharge by quality and destination	The Company's domestic wastewater is delivered for treatment at the sewage systems of the corresponding municipalities. At sites where there is no municipal sewage system, septic tanks are installed for the collection of effluents. 128
EN22	Total weight of waste by type and disposal method	CPFL Energia does not monitor usage of batteries, however it conditions the purchase of new batteries on the adequate disposal of old batteries, in line with legislation on this matter. 130, 132
EN23	Total number and volume of significant spills	116
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous	Not applicable
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats	Not applicable
Products and Services		
EN26	Initiatives for mitigating the environmental impact of products and services	CPFL Energia manages in such a way as to demobilize in areas where there is a possible risk of environmental impact, including to underground water reserves. 29, 61, 63, 73, 89, 91, 92, 94, 117, 120-126, 130, 132, 134, 136
EN27	Percentage of products and their packaging materials that are recovered	Not applicable, due to the characteristics of the electric sector and the services it provides.
Conformity		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	116
Transportation		
EN29	Environmental impacts from transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	129, 130
General		
EN30	Total environmental protection expenditures and investments by type	118

GRI Indicator		Pages
Social Performance Indicators		
Labor Practices and Decent Work Performance Indicators		
Employment		
LA1	Total workforce by employment type, employment contract, and region	95, 96
LA2	Total number and rate of employee turnover by age group, gender, and region	Information on turnover by gender and age range is not available in the HR system. Similarly, there is no data on the average time served for employees leaving the company, by gender or age range. 95
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	101, 102
LA4	Percentage of employees covered by collective bargaining agreements	CPFL Energia companies follow and respect the labor legislation with respect to collective agreements. All employees are covered by Collective Agreements. 98
LA5	Minimum prior notification of operational changes, including whether this is specified in collective agreements	CPFL Energia companies follow and respect labor law regarding transfers. This notice period is not covered by the Collective Agreement, but CPFL Energia, by legal means and through the Collective Agreement, guarantees the transferred employee payment of 2 monthly base salaries, reimbursement for transportation, accommodation and meal costs for a period of 60 days, moving costs, reimbursement for registration (for self and for dependents) in normal training courses, and a house rent contract guarantee. In the case of transfers resulting from internal recruitment, the guarantees, also covered in the Collective Agreement, include reimbursement for transportation costs, accommodation and meals for 30 days, payment of moving costs and a house rent contract guarantee.
EU14	Processes to ensure the retention and training of a skilled workforce	91, 99-101
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Information on job category of employees eligible for retirement is not available in the HR system, only those eligible by company and region. 97
EU16	Policies and requirements regarding health and safety of employees and contracted and outsourced workers	100, 103
EU17	Days worked by contractor and outsourced employees involved in construction, operation and maintenance activities	Although the Company has in previous years provided information on an estimated workforce employed by outsourced service providers, it has decided not to continue making this estimate as it outsources various different kinds of services (maintenance, operations, administration etc.) without asking the size of the workforce involved.
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	86, 118
Occupational Health and Safety		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	CPFL Energia has committees and programs with worker representation. 101
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	Information on lost days, absenteeism, and work-related fatalities, by region, is not available in the HR system. 103

GRI Indicator		Pages
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	There is no identification of specific diseases resulting from the activities of electricity generation, distribution and commercialization. 100
LA9	Health and safety topics covered in formal agreements with trade unions	CPFL Energia respects the legislation and collective agreements.
Training and Education		
LA10	Average hours of training per year per employee by employee category	Information on employee category is not available in the HR system. 95, 99
LA11	Programs for skills management and ongoing training that support the continued employability of employees and help them manage the termination of their careers	100, 101
LA12	Percentage of employees receiving performance and career development reviews	101
Diversity and Equality of Opportunity		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	The composition of the group responsible for corporate governance is 100% male, above 45, of Caucasian origin. 96
LA14	Ratio of basic salary of men to women by employee category	98
Human Rights Performance Indicators		
Investment and Procurement Practices		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	All significant investment agreements include human rights clauses.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and associated actions	All CPFL Energia supplier company contracts contain clauses on commitments to not using child labor, forced labor or infringing human rights in their activities. In 2009, no contracted or supplier company had its contract revoked or rejected through infringement of these clauses. 34
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to their activities, including the percentage of employees trained	CPFL Energia does not possess information on hours of employee training on policies and procedures concerning aspects of human rights relevant to employees' activities. 33
Non-discrimination		
HR4	Total number of incidents of discrimination and actions taken	32, 100, 101
Freedom of Association and Collective Bargaining		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	CPFL Energia supports all forms of collective bargaining and union representation and guarantees electricity supply services to its customers in case of strike/ paralysis of its employees, in accordance with legislation covering the supply of services considered essential. 98
Child Labor		
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	All CPFL Energia Group company contracts include clauses which forbid child and forced labor. In 2009 no operations were identified as having significant risk for incidents of child labor. 34

GRI Indicator		Pages
Forced and Compulsory Labor		
HR7	Operations identified as having significant risk of entailing forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	All CPFL Energia Group company contracts include clauses which forbid forced labor. In 2009 no operations were identified as having significant risk for incidents of forced or compulsory labor. 34
Security Practices		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	This number is not available, however all employees and contracted companies, as they are being contracted, receive the Code of Ethics and Corporate Conduct which describes all policies relating to human rights which must be respected and complied with.
Indigenous Rights		
HR9	Any incidents of violations involving rights of indigenous people and actions taken	CPFL Energia does not violate the rights of indigenous peoples.
Society Performance Indicators		
Community		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including delivery, transformation and dispatching of materials	32, 61, 63, 89, 93, 104, 116
EU19	Process for stakeholder participation in the preparation and execution of decisions and planning regarding the power supply and infrastructure	67, 85
EU20	Management of the impacts of involuntary displacement	125, 136
EU21	Contingency planning measures for disaster/emergency	38, 116
EU22	Number of people displaced, by new or expansion projects	125
Corruption		
SO2	Percentage and total number of business units analyzed for corruption-related risks	32, 33, 35-39, 42, 43
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	32
SO4	Actions taken in response to incidents of corruption	In 2009 no cases of corruption were registered.
Public Policies		
SO5	Positions on public policy and participation in public policy development and lobbying	42-44, 61, 63, 88, 89, 92-94, 100, 134, 136
SO6	Total value of financial contributions to political parties, politicians, and related institutions	CPFL Energia Group companies do not make contributions to political parties. See the Code of Ethics for more on this issue, at www.cpfle.com.br/etica .
Anti-Competitive Behavior		
SO7	Lawsuits for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	CPFL Energia and its subsidiary companies rigorously follow legislation and the rules established in their concessions contracts with the relevant Licensing Authority.

GRI Indicator		Pages
Conformity		
S08	Significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	No significant fines were registered during the period.
Product Responsibility Performance Indicators		
Access		
EU23	Programs for improving or maintaining access to services	57, 59, 118
Information to Customers		
EU24	Practices for overcoming barriers to accessing and safely using services	104
Customer Health and Safety		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	The services provided by CPFL Energia are subject to the standards and resolutions of ANEEL, which regulates the sector and its relationship with the communities in the concession areas. All services and activities are subject to regulation, including quality and reliability of services, reasonability of tariffs, safety of supply and the communication of information on its usage, clarity and transparency of information supplied, access channels to the company, etc. Therefore, the distributors fulfill their respective concession contracts by investing constantly in ongoing improvements to services, through Research and Development and Energy Efficiency Programs, for instance. Additionally, the distributors also invest in communications, forums, and cultural, social and environmental activities. All these programs aim to provide constant improvements to the services provided and to the safety of communities and employees.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	No instances of non-compliance were registered during the period.
EU25	Number of injuries and fatalities to the public involving company assets	104
Product and Service Labeling		
PR3	Type of product and service information required by labeling procedures, and percentage of significant products and services subject to such information requirements	The CPFL Energia Distributors comply fully with the requirements of their respective concession contracts for power distribution services with respect to information that must be contained in electricity bills, in accordance with Resolution 456 of the Brazilian National Electric Energy Agency (ANEEL).
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcome	Not applicable
PR5	Practices related to customer satisfaction, including results of surveys	67
Marketing Communications		
PR6	Programs for compliance with the applicable laws, standards and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	One of the Social Responsibility Management and Corporate Ethics Committee's principal functions is to assess CPFL Energia's advertising campaigns. All and any communication strictly follows the guidelines set by the Code of Ethics and Corporate Conduct.

GRI Indicator		Pages
PR7	Total incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcome	CPFL Energia does not violate and has no record of violation or non-conformity with advertising regulations relating to its advertising and communication activities, and rigorously follows the requirements of its Code of Ethics and Corporate Conduct, particularly with respect to item 4.9 on Publicity, Campaigns and Concession of Sponsorship: "The CPFL Group undertakes to comply with its Sponsorship and Donations Policy, not approving any campaigns, publicity insertions and or the sponsorships for events that encourage the consumption of alcoholic beverages, tobacco and narcotics, that expose children and adolescents in a prejudiced or biased light, that cause embarrassment, humiliation, exclusion or highlight the vulnerability of individuals and groups, that provoke ill-treatment to animals or that may trigger or induce environmental damage."
Conformity		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	In 2009, the CPFL Energia distribution and commercialization companies had no registered complaints regarding breaches of customer privacy or losses of customer data.
Compliance		
PR9	Monetary value of (significant) fines for non-compliance with laws and regulations concerning the provision and use of products and services	There were no significant fines in the period.
Access		
EU26	Percentage of population not served in urban and rural areas	57
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection	This indicator is not available as the Company's current system is not currently set up to allow extraction of this data. In 2010, a request was made to systems development for the creation of this indicator for CPFL Paulista and CPFL Piratininga.
EU28	Power outage frequency	65, 116
EU29	Average power outage duration	65
EU30	Average plant availability factor	72

Corporate Information on subsidiaries or companies in which CPFL Energia has a stake



Holding Company

CPFL Energia – CPFL Energia S.A.

Rua Gomes de Carvalho, 1.510 | 14º andar | conjunto 1402
Vila Olímpia | São Paulo | SP | CEP: 04547-005
CNPJ: 02.429.144/0001-93
IE: not applicable
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

CPFL Jaguariúna – CPFL Jaguariúna S.A.

Rua Vigato, 1.620 | 1º andar | sala 8 | Jaguariúna | São Paulo |
SP | CEP: 13820-000
CNPJ: 02.150.569/0001-69
IE: not applicable
Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
Website: www.cpfl.com.br

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Rua Gomes de Carvalho, 1.510 | 14º andar | conjunto 1402 | Sala 06
Vila Olímpia | São Paulo | SP | CEP: 04547-005
CNPJ: 08.971.542/0001-13
IE: not applicable
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Electricity Distribution

CPFL Paulista – Companhia Paulista de

Força e Luz

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana |
Campinas | SP | CEP: 13088-900
CNPJ: 33.050.196/0001-88
IE: 244.163.955.115
Telephone: (19) 3756-8844 | Fax: (19) 3756-8040
Website: www.cpfl.com.br

CPFL Piratininga – Companhia Piratininga de

Força e Luz

Rodovia Campinas-Mogi Mirim, Km 2,5 | parte | Jardim Santana
| Campinas | SP | CEP: 13088-900
CNPJ: 04.172.213/0001-51
IE: 244.946.329.113
Telephone: (19) 3756-8844 | Fax: (19) 3756-8040
Website: www.cpfl.com.br

RGE – Rio Grande Energia S.A.

Rua Mário de Boni, 1902 | Loteamento Sanvitto | Bairro Floresta
| Caxias do Sul | RS | CEP: 95012-580
CNPJ: 02.016.439/0001-38
IE: 029/0487447
Telephone: (54) 3206-3102 | Fax: (54) 3206-3161
Website: www.rge-rs.com.br

CPFL Santa Cruz – Companhia Luz e Força

Santa Cruz

Rua Gomes de Carvalho, 1.510 | 14º andar | conjunto 1402 | Sala 02
Vila Olímpia | São Paulo | SP | CEP 04547-005
CNPJ: 61.116.265/0001-44
IE: 148.526.500119
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

CPFL Leste Paulista – Companhia Leste Paulista de Energia

Rua Vigato, 1.620 | 1º andar | sala 1 | Jaguariúna | São Paulo |
SP | CEP 13820-000
CNPJ: 61.015.582/0001-74
IE: 395.088.358.112
Telephone: (19) 3847-5945 | Fax: (19) 3837-4570
Website: www.cpfl.com.br

CPFL Jaguari – Companhia Jaguari de Energia

Rua Vigato, 1.620 | térreo | Jaguariúna | São Paulo |
SP | CEP 13820-000
CNPJ: 53.859.112/0001-69
IE: 395.088.376.114
Telephone: (19) 3847-5945 | Fax: (19) 3837-4570
Website: www.cpfl.com.br

CPFL Sul Paulista – Companhia Sul Paulista de Energia

Rua Vigato, 1.620 | 1º andar | sala 2 | Jaguariúna | São Paulo |
SP | CEP 13820-000
CNPJ: 60.855.608/0001-20
IE: 395.088.367.113
Telephone: (19) 3847-5945 | Fax: (19) 3837-4570
Website: www.cpfl.com.br

CPFL Mococa – Companhia Luz e Força de Mococa

Rua Vigato, 1.620 | 1º andar | sala 3 | Jaguariúna | São Paulo | SP | CEP 13820-000
 CNPJ: 52.503.802/0001-18
 IE: 395.088.631.114
 Telephone: (19) 3847-5945 | Fax: (19) 3837-4570
 Website: www.cpfl.com.br

Electricity Generation

CPFL Geração – CPFL Geração de Energia S.A.

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana | Campinas | SP | CEP: 13088-900
 CNPJ: 03.953.509/0001-47
 IE: 244.858.020.116
 Telephone: (19) 3756-8844 | Fax: (19) 3756-8040
 Website: www.cpfl.com.br

CPFL Bioenergia – CPFL Bioenergia S.A.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala 04 | Vila Olímpia | São Paulo | SP | CEP: 04547-005
 CNPJ: 07.693.890/0001-03
 IE: 148.317.992.111
 Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515

CPFL Sul Centrais – CPFL Sul Centrais Elétricas S.A. LTDA

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana | Campinas | SP | CEP: 13088-900
 CNPJ: 05.441.551/001-04
 IE: 244.793.833.114
 Telephone: (19) 3756-8844 | Fax: (19) 3756-8040
 Website: www.cpfl.com.br

CERAN – Companhia Energética Rio das Antas S.A.

Av. Carlos Gomes, 300 | 8º andar | Bairro Boa Vista | Porto Alegre | RS | CEP: 90480-000
 CNPJ: 04.237.975/0001-99
 IE: 096/2854360
 Telephone: (51) 3025-6700 | Fax: (51) 3025-6701
 Website: www.ceran.com.br

BAESA – Energética Barra Grande S.A.

Rua R Li São Jorge, s/nº, Zona Rural | Pinhal da Serra | RS | CEP: 95.390-000
 CNPJ: 04.781.143/0001-39
 IE: 488/0001910
 Telephone: (48) 3331-0003 | Fax: (48) 3331-0031
 Website: www.baesa.com.br

ENERCAN – Campos Novos Energia S.A.

Faz. Aranha, s/nº, 1º subdistrito, bairro Interior | Campos Novos | SC | CEP: 89620-000
 CNPJ: 03.356.967/0001-07
 IE: 253.966.078
 Telephone: (48) 3331-0003 | Fax: (48) 3331-0031
 Website: www.enercan.com.br

Chapecoense –Chapecoense Geração S.A.

Rua Tenente Silveira, 225 | 10º andar | Florianópolis | SC | CEP: 88010-300
 CNPJ: 07.829.836/0001-42
 IE: not applicable
 Telephone: (48) 30295076
 Website: www.cpfl.com.br

Foz do Chapecó Energia S.A.

Rua Tenente Silveira, 225 | 10º andar | Florianópolis | SC | CEP: 88010-300
 CNPJ: 04.591.168/0001-70
 IE: not applicable
 Telephone: (48) 30295076
 Website: www.fozdochapeco.com.br

Jaguari de Geração – Companhia Jaguari de Geração de Energia

Rua Vigato, 1.620 | térreo | sala 2 | Jaguariúna | São Paulo | SP | CEP 13820-000
 CNPJ: 07.137.154/0001-79
 IE: 395.093.565.112
 Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
 Website: www.cpfl.com.br

Paulista Lajeado (PLE) – Paulista Lajeado Energia S.A.

Rua Vigato, 1.620 | 1º andar | sala 4 | Jaguariúna | São Paulo | SP | CEP 13820-000
 CNPJ: 03.491.603/0001-21
 IE: 395.101.735.110
 Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
 Website: www.cpfl.com.br

CPFL Bio Formosa - CPFL Bio Formosa S.A.

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana | Campinas | SP | CEP: 13088-900
 CNPJ: 11.352.989/0001-19
 IE: 795.022.537
 Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
 Website: www.cpfl.com.br

CPFL Bio Pedra - CPFL Bio Pedra S.A.

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Campinas | SP | CEP: 13088-900
CNPJ: 11.631.680/0001-68
IE: 795.040.359.117
Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
Website: www.cpfl.com.br

CPFL Bio Ipê - CPFL Bio Ipê S.A.

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana |
Campinas | SP | CEP: 13088-900
CNPJ: 11.631.679/0001-33
IE: 795.040.359.117
Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
Website: www.cpfl.com.br

CPFL Bio Buriti - CPFL Bio Buriti S.A.

Rodovia Campinas-Mogi Mirim, Km 2,5 | Jardim Santana |
Campinas | SP | CEP: 13088-900
CNPJ: 11.631.681/0001-02
IE: 795.040.368.118
Telephone: (19) 3847-5910 | Fax: (19) 3837-4567
Website: www.cpfl.com.br

Centrais Elétricas da Paraíba S.A. - EPASA

Avenida Fernando Simões Barbosa, 266 | Boa Viagem |
CEP: 51020-390 | Recife | Pernambuco |
CNPJ: 10.366.780/0001-41
IE: 37.088.106
Telephone: (19) 3756 8844 | Fax: (19) 3756 8040

Santa Clara I Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
01 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.899/0001-79
IE: 148.585.808.111
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Santa Clara II Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
05 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.908/0001-21
IE: 148.585.880.119
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Santa Clara III Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
07 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.910/0001-09
IE: 148.585.905.116
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Santa Clara IV Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
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CNPJ: 10.797.907/0001-87
IE: 148.585.871.118
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Santa Clara V Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
09 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.909/0001-76
IE: 148.585.890.113
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Santa Clara VI Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
10 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.906/0001-32
IE: 148.585.862.117
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Eurus VI Energias Renováveis Ltda.

Rua Gomes de Carvalho, nº 1510 | 14º andar | Conjunto 1402 | Sala
11 | Vila Olímpia | São Paulo | SP | CEP: 04.547-005
CNPJ: 10.797.905/0001-98
IE: 148.585.853.116
Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
Website: www.cpfl.com.br

Electricity Distribution**CPFL Brasil – CPFL Comercialização Brasil S.A.**

Rodovia Campinas-Mogi Mirim, Km 2,5 | parte | Jardim Santana
| Campinas | SP | CEP: 13088-900
CNPJ: 04.973.790/0001-42
IE: 244.925.224.119
Telephone: (19) 3756-8844 | Fax: (19) 3756-8040
Website: www.cpfl.com.br

CPFL Meridional – Clion Assessoria e Comercialização de Energia Elétrica Ltda.

Rua Mário de Boni, 1902 | Loteamento Sanvitto | Bairro Floresta | Caxias do Sul | RS | CEP: 95012-580
 CNPJ: 04.785.914/0001-66
 IE: 096/2949191
 Telephone: (19) 3756 8844 | Fax: (19) 3756 8040
 Website: www.cpfl.com.br

CPFL Sul Geradora – Sul Geradora Participações S.A.

Rua Gomes de Carvalho, 1.510 | 14º andar | conjunto 1.402 | Vila Olímpia | São Paulo | SP | CEP 04547-005
 CNPJ: 02.689.862/0001-07
 IE: 116.344.665.111
 Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
 Website: www.cpfl.com.br

CPFL Cone Sul – CPFL Comercialização Cone Sul S.A.

Rua Gomes de Carvalho, 1.510 | 14º andar | conjunto 1402 | sala 3 | Vila Olímpia | São Paulo | SP | CEP 04547-005
 CNPJ: 02.190.883/0001-75
 IE: 116.828.547.116
 Telephone: (11) 3841-8507 | Fax: (11) 3841-8516 / 8515
 Website: www.cpfl.com.br

CPFL Planalto – CPFL Planalto Ltda.

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 CNPJ: 02.150.562/0001-47
 IE: 395.090.478.113
 Telephone: (19) 3847-5910 | Fax: (19) 3837 4567
 Website: www.cpfl.com.br

CPFL Serviços – CPFL Serviços, Equipamentos, Indústria e Comércio S.A.

Avenida dos Bragheta, 364 | São José do Rio Pardo | SP | CEP 13720-000
 CNPJ: 58.635.517/0001-37
 IE: 646.020.134.111
 Telephone: (19) 3687 8200 | Fax: (19) 3687 8200
 Website: www.cpfl.com.br

Other Business

CCPFL Atende – CPFL Atende Centro de Contatos e Atendimento Ltda.

Rua Antonio Carlos Mori, 677 | sala B | Ourinhos | SP | CEP: 19.900-080
 CNPJ: 09.606.475/0001-09
 IE: not applicable
 Telephone: (19) 3756-8844 | Fax: (19) 3756-8040

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