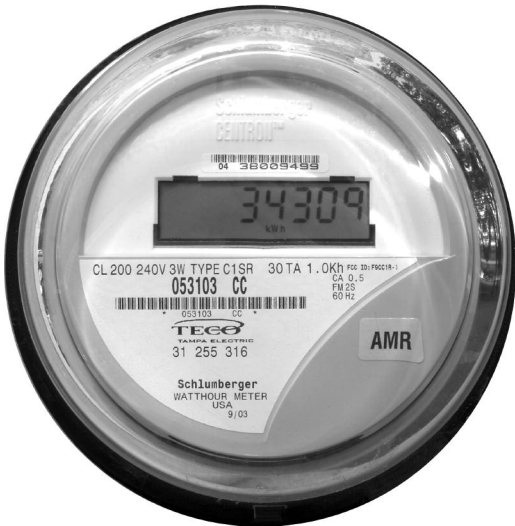


We're shifting to Automated Meter Reading



Over the next few months, Tampa Electric representatives will be installing digital automated meters at approximately 55,000 customer locations throughout the Brandon and Valrico areas.

Automated Meter Reading (AMR) is a proven method of remotely reading meters using advanced communication technology that allows for increased privacy and convenience and also reduces human errors.

Take a minute to review the back of this insert to see answers to our most frequently asked questions about the benefits of AMR technology.

Note: If Tampa Electric has already installed an AMR meter at your location, please disregard this insert.

Frequently Asked Questions about Automated Meter Reading (AMR)

Q. What are automated meters or AMR?

A. Automated meters are electrical meters that allow meters to be read remotely using advanced communications technology.

Q. How do automated meters work?

A. The meters transmit a radio signal, allowing Tampa Electric field personnel to read them via computer as they drive or walk past.

Q. How does AMR benefit me?

A. AMR eliminates the need for a meter reader to enter your property to read the meter each month. This increases privacy and convenience. AMR also reduces human errors and ensures that you receive an accurate bill each month.

Q. I have both gas and electric. Will both meters be replaced?

A. Currently only the electric meter will be replaced.

Q. Who will be installing my new meter?

A. Tampa Electric representatives will perform all new meter installations. All representatives will carry photo identification.

Q. Will I have to be present during the installation?

A. No. As long as there is access to your meter, you do not need to be available for the installation.

Q. What number should I call if I have questions about the installation of my new meter?

A. Please call Tampa Electric's Customer Service department at one of the telephone numbers listed below and they will direct you to the appropriate meter department.



(Hillsborough County) (813) 223-0800

(Polk County) (863) 299-0800

(All other counties and out-of-state) 1-888-223-0800

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