



LIFE RUNS ON ENERGY®

TAMPA ELECTRIC

Need to contact us?

Your time is valuable and Tampa Electric wants to make doing business with us as convenient as possible.

Our automated phone system includes:

- Interactive, quick response menus
- Navigation to repeat, go back and start over
- Confirmation numbers for automated transactions
- Information about our energy-efficiency programs

What can you do?

Here are some of the most common requests that can be handled through the automated phone system:

- Account balance
- Last payment received
- Outage reporting
- Payment mailing address
- Pay by phone
- Service reconnect
- Payment arrangements
- Authorized pay locations

Remember these helpful tips when using our automated system:

Press * to repeat
Press # to go back
Press 8 to start over

And be sure to have your **Account Number** handy (see back).

Do you need to speak with a representative?

For requests that require a representative, following the correct menu options will ensure prompt and accurate service from a representative specifically trained to handle your request. So that we may ensure efficient service and in fairness to all customers, selecting zero will not bypass the automated system.

Effective April 1, 2010, hours of operation will be 7:30 a.m. to 6:00 p.m., Monday through Friday.

We're ready to serve you

Tampa Electric offers these dedicated phone numbers for your specific needs:



Residential Customer Care:

Hillsborough County: (813) 223-0800

Polk County: (863) 299-0800

Other counties: 1-888-223-0800

Power Outages:

1-877-588-1010

Remember to keep your phone number current, by updating your account with both a primary and alternate phone number at tampaelectric.com. Select *Residential* then *Customer Service* and click on *Update Your Phone Number*.

Your request can be handled most efficiently by having your account number handy – enter your account number below and keep this insert in a convenient location.

Your Account Number:

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Visit tampaelectric.com

We make it easy for you to pay your bill, turn service on or off, report a power outage, change your mailing address, or update your phone number – all from the convenience of your computer, 24 hours a day. Visit tampaelectric.com to learn more.