

Tampa Electric announces 25-megawatt solar agreement

Tampa Electric has signed an agreement with Energy 5.0, a Florida-based energy solutions company, to purchase all the renewable energy produced from a planned 25-megawatt (MW) solar facility. When built in early 2011, the Energy 5.0-owned unit will be one of the largest solar energy arrays in the United States, generating enough energy to power 3,400 homes. Over the proposed 25-year contract term, the electricity generated by the array could prevent the release of 1.45 million tons of carbon dioxide.

With Florida Public Service Commission approval, the 25-MW array would be built at a 200- to 400-acre location to be determined in Polk County. In addition to solar power for the electric grid, the project will provide the basis for significant new local investment, economic development and job creation.

The 25-MW array will provide clean, renewable energy similar to Tampa Electric's own solar arrays, located in

Tampa at the Museum of Science and Industry and Middleton High School; in Apollo Beach at the Manatee Viewing Center; and in Odessa at Walker Middle School.

Solar power is just one part of Tampa Electric's commitment to renewable energy. Our Renewable Energy program, which also uses biomass (plant materials) as fuel to help reduce emissions, is another key component of the company's overall commitment to the environment and clean energy.

At tampaelectric.com, click *Environmental* and *Renewable Energy* to learn about the program and how you can purchase a portion of your electricity generated from renewable sources. You'll also find the news release about the 25-MW array.

[»» Learn More ««](http://tampaelectric.com/environmental)

tampaelectric.com/environmental

An update on your electric base rates

In March, Tampa Electric received approval from the Florida Public Service Commission (FPSC) to increase base rates for the first time since 1993. Beginning May 7, it is estimated that the rate case impact for the average residential customer using 1,000 kilowatt-hours (kWh) per month will be an increase of about three dollars. This would be more than offset by the company's request to lower the fuel portion of its rates by about \$16 per month for a 1,000 kWh customer, which also begins May 7. The FPSC also approved our request for an energy efficiency-focused inverted residential rate that offers a lower charge for the first 1,000 kWh used each month.

For more information, see the insert in this month's bill, *Fuel rate adjustment: Tampa Electric seeks to lower your fuel costs* and visit tampaelectric.com, where you can learn about our energy-efficiency programs.

Tampa Electric can help you save energy

To help you manage your energy costs, Tampa Electric offers a wide range of energy-efficiency programs. Our recently expanded and enhanced programs include these and others:

Energy PlannerSM: Part of our commitment to the Smart Grid – a system of two-way communications and intelligent devices for enhanced reliability and better customer service – Energy Planner uses an advanced programmable thermostat, installed by Tampa Electric at no cost to you. This thermostat enables you to control the operation of one or more central heating and cooling systems, electric water heaters and pool pumps when varying prices for electricity are lower than the standard price most residential customers pay today. There is no cost to participate in the program.

The Low-Income Weatherization Program: Households that qualify can receive free energy-efficient home upgrades and items

including eight free energy-efficient compact fluorescent light (CFL) bulbs. To find out if you qualify, call **813-228-4488** and follow the voice prompts to leave a message. A representative from The Centre for Women, our partner in this initiative, will contact you within five business days.

Free Energy Audits: With an energy audit, you'll learn how your home is losing energy and what you can do to prevent this. Energy audits are available at **tampaelectric.com** by clicking *Residential* and then *Save Energy*, or over the phone by calling the number for your area in the gray box on page 3. To schedule a free In-Home Energy Audit, contact us online or by phone and a trained energy analyst will inspect your home to find ways you can save energy. Energy Audit participants also receive a free pack of eight CFLs.

>> Learn More <<

tampaelectric.com/saveenergy

Putting a community commitment into action

Donna Johnson-Griffin, an accountant in our Fuels department, shows community commitment through her work with the Brandon Junior Women's



Club. Among her many activities with the club since 2003, she's served as coordinator of a drive that in 2008 collected 300 boxes worth of donations for U.S. troops stationed overseas.

She has also coordinated the club's "Bunco for Education" fundraiser, in which proceeds from Bunco, a popular dice game, go in part to scholarships for high school girls who volunteer in the community. Other proceeds go toward backpacks and school supplies for the group's adoptive school in need, Kenly Elementary in Tampa. The club also provides Christmas gifts to approximately 85 children in the Brandon area annually through other fundraising efforts.

"The personal reward is overwhelming at times and drives me to continue giving my time to help others," Johnson-Griffin said.

Handle your account-related needs with speed and convenience

Tampa Electric's commitment to customer service includes using your feedback to develop and further enhance our Web site and automated phone system. Our goal is to provide fast and convenient options for handling your account-related needs.

At **tampaelectric.com**, you can handle a wide range of account-related needs when it's most convenient for you – 24 hours a day, seven days a week. This includes service turn-on, turn-off or transfer requests; paying your bill (see the chart on page 4 for payment options); reporting a dangerous power line situation and much more.

Our recently enhanced automated phone system also lets you manage your account. When calling the telephone number for your area listed under Customer Care in the gray box on this page, you'll find an easier-to-navigate, more conversational system through which to handle your account needs. See the automated phone system insert with this

month's bill for more information, and keep it handy by your phone for reference.

At both **tampaelectric.com** and over the phone, we've made it easy for you to update your customer information. It's important that we have your primary and secondary phone numbers on file when you call **1-877-588-1010** to report a power outage. Our automated system recognizes the number you're calling from, enabling us to pinpoint the outage location faster.

Online and over the phone, we also provide you with information about how our energy-efficiency programs can help you manage your energy costs, as well as tips for saving energy right now. To access this information at our Web site, go to **tampaelectric.com**, click *Residential* and then *Save Energy*.

» » Learn More « «

tampaelectric.com

WELLNESS TIP

The National Institute on Alcohol Abuse and Alcoholism recommends no more than four alcoholic drinks in a day (no more than 14 per week) for healthy men up to age 65 and no more than three alcoholic drinks per day (no more than seven per week) for healthy women up to age 65 and for men over 65. Depending on your health status, your doctor may advise you to drink less or abstain.

Source: niaaa.nih.gov

To search for job openings, visit **tampaelectric.com** and click *Careers*.

We're here to serve you:

Remember, you can handle almost all your account needs and hear a list of payment agencies by using our automated phone system. Just follow the voice options when you call – it's easy.

Customer Care:

Hillsborough: 813-223-0800
Polk: 863-299-0800
Others: 1-888-223-0800

Power

Outages: **1-877-588-1010**

Open Lines is also available online at **tampaelectric.com**. All offers are redeemable with a printed copy of this issue.

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PAY AS YOU PLEASE

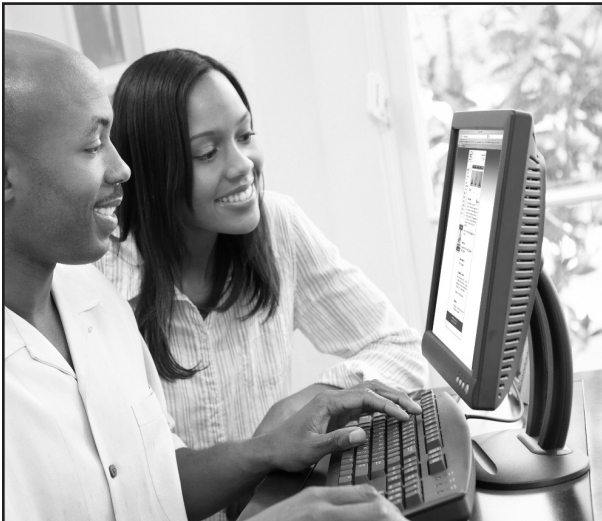
Tampa Electric offers a variety of options that make it easy for you to pay your monthly electric bill. Besides the traditional method of mailing your bill payment, you can also pay online, over the phone, or at one of our authorized payment locations. Find out which one is right for you.

Payment Options	Receive Paper Bill	Receive Monthly E-Mail Alert	View Bill Online	Make Multiple Payments	Schedule Automatic Payments	Choose Payment Date	Cost Associated
e-Bill	No, online	Yes	Yes	Yes	Yes	No	Free
Automatic Bank Draft	Yes*	No*	No*	No	Yes	Yes	Free
Pay Locations	Yes*	No*	No*	Yes	No	No	Most are free; some vendors charge a service fee/transaction
Just Pay It®	Yes*	No*	No*	Yes	No	No	Vendor charges a \$4.95 convenience fee/transaction
By Mail	Yes*	No*	No*	Yes	No	No	Free

* Unless you are enrolled in Tampa Electric's convenient and free e-Bill service.



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Convenience is at your fingertips at tampaelectric.com

- Check out our free bill payment options like e-Bill, or make payments right away with Just Pay It®.
- Learn about all the ways Tampa Electric can help you save energy at your home and business.
- Get account forms, update your address, let us know about a malfunctioning streetlight and request a copy of your bill.
- And much, much more.

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