

## Community partners commit to smart energy usage

Tampa Electric makes it a top priority to encourage smart energy usage for all of its customers, residential and commercial. The Tampa Convention Center is our latest customer working with us to use energy wisely by reducing demand through our new Networked Demand Response program.

By participating in the program, the Tampa Convention Center joins other businesses including Green Fiber, Mainsail Suites, Rooms to Go, Tampa Bay Water and Tampa Marriott Waterside Hotel. The program enables participating businesses to reduce their power consumption during unusually high peak-demand times through measures such as dimming lights, reducing air conditioning and heating, or limiting the use of manufacturing or distribution equipment.

Smart energy usage is something that can benefit everyone. Tampa Electric launched its energy efficiency program initiatives in the late 1970s, prior to any federal or state requirements. From 1981 through 2007, our energy efficiency programs have offset the need to generate enough electricity to serve 575,000 average size homes over a 12-month period. Reducing demand helps to lower electric system peaks and thereby delays the need to build new power plants. You can read more about our Networked Demand Response energy efficiency program at [tampaelectric.com/news](http://tampaelectric.com/news). Also on our Web site, you can find a full listing of the new and improved energy saving programs we've recently unveiled for residential customers.

>> Learn More <<

[tampaelectric.com/residential](http://tampaelectric.com/residential)

## Helping soldiers' families

Tampa Electric team member **Kristy Eames**, data warehouse specialist in our Energy Management Services department, also serves as secretary of the North Tampa Chamber of Commerce, a role that enables her to work with charities, including Operation Helping Hand. An initiative of the Tampa Chapter of Military Officers Association of America, the program helps families of wounded active-duty soldiers undergoing treatment for their injuries.



With her fellow chamber members, Eames has raised money and helped solicit donations for Operation Helping Hand. Her son, an ROTC recruit who will be commissioned in the U.S. Army this month, gives Eames a personal connection to the idea of support for our country's military personnel.

"Operation Helping Hand is about helping those who have risked their lives for our country," Eames said. "It's so important to show the soldiers they have our support."

## COMMUNITY

**Link-Up Florida and Lifeline Assistance programs**

These programs help make residential telephone service affordable to low-income customers. **Link-Up Florida** gives a 50 percent rebate on the telephone connection charge (up to \$30), and **Lifeline Assistance** gives a \$13.50 credit per month on local phone bills. To learn more, call the Florida Public Service Commission at **1-800-342-3552** or visit [floridapsc.com/utilities/telecomm](http://floridapsc.com/utilities/telecomm) and click *Link-Up and Lifeline Assistance Program Florida*.

**Keep Hillsborough County Beautiful's Coastal Cleanup**

Join your neighbors Saturday, Sept. 20, from 8 a.m. to noon to collect trash along coastal areas as part of a worldwide coordinated volunteer effort. Last year, 3,455 volunteers cleaned 107 miles of shoreline and collected 67,782 pounds of trash in Hillsborough County alone. For additional information on cleanup sites, how to register and more, visit [khcbonline.org](http://khcbonline.org) or call **813-960-5121**.

# Students help restore a protected habitat

Students from two local schools recently visited the Manatee Viewing Center, Tampa Electric's environmental education facility, to learn about habitat restoration by helping Tampa Electric team members plant shoreline grasses.

Students from Ruskin Elementary School came to the center in April, while students from RCMA Academy visited in May. In total, nearly 200 students learned about the protected Newman Branch Creek habitat located south of the Manatee Viewing Center and Big Bend Power Station in Apollo Beach. Tampa Electric is working with environmental partner organizations to restore the habitat.



*Students from RCMA Academy study a horseshoe crab at Newman Branch Creek.*

The Manatee Viewing Center features educational movies, the South Shore Café, Florida-friendly and native plant gardens and

manatee observation areas. Manatees come to Big Bend Power Station's clean, warm water reservoir when the water temperature of Tampa Bay

drops below 68 degrees Fahrenheit. The center, accessible to people with disabilities, is open daily from 10 a.m. to 5 p.m., Nov. 1 through April 15 each year, with free parking and admission.

[» Learn More «](#)

[tampaelectric.com/environmental](http://tampaelectric.com/environmental)

# Tampa Electric's proactive tree trimming effort is focused on reliability

As part of our commitment to providing reliable service for our customers, Tampa Electric works proactively to trim vegetation that may cause outages by coming into contact with our power lines. This is part of our 10-point storm hardening plan, developed in cooperation with the Florida Public Service Commission.

Our staff of line clearance-certified contractors trims trees in accordance with the American National Standards Institute's best practices. This means trimming trees proactively to enhance reliability while minimizing the impact on the trees' overall health. The crews, guided by specific procedures for notifying customers verbally or by door hanger, do not trim trees for aesthetics. Aesthetic trimming is the responsibility of the owner of the tree, and should only be done by qualified professionals. Tampa Electric can respond only to customer tree

trimming requests if a tree is touching a power line or is in imminent danger of coming into contact with our electric lines.

At **tampaelectric.com**, click *Residential* and then *Smart and Safe* to access our interactive tree planting guide. The guide offers recommendations on selecting trees ideal for Florida's climate. It also provides guidelines for planting trees safe distances from power lines.

If you see a tree in contact with a power line, please complete the online form you can find at **tampaelectric.com** by clicking *Residential*, *Customer Service*, *Products and Services* and then *Tree Trimming*. You may also call us at the number for your area under Customer Care in the gray box to the right.

**>> Learn More <<**

[tampaelectric.com/residential](http://tampaelectric.com/residential)

## WELLNESS TIP

Visit the Web site for the Centers for Disease Control and Prevention to find downloadable immunization schedules for children, adolescents and adults. At **cdc.gov**, click on *Healthy Living* and then the *Vaccines & Immunizations* link.

Source: Centers for Disease Control and Prevention, **cdc.gov**

To search for job openings, visit **tecoenergy.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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