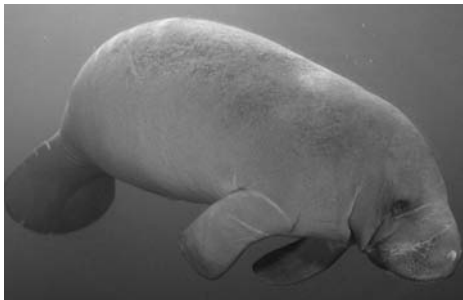


The Manatee Viewing Center: Free for the whole family and better than ever

Since 1986, the Manatee Viewing Center has welcomed nearly 2.7 million visitors to Apollo Beach to see natural Florida plant life and wildlife – especially manatees – up close. This year, the center offers visitors even more to see and do with new educational exhibits about the manatee and its habitat, about how Tampa Electric provides its customers with electricity and much more.

In addition to a tidal walkway that showcases vibrant Florida plants and birds, the center's remodeled educational building features educational games for kids and a manatee skeletal display. Below the education building, a new hurricane simulator gives guests an idea of how hurricane-force winds might feel.



The average adult manatee is about 10 feet long and weighs approximately 1,000 pounds.

Visitors also can view a butterfly garden.

Manatees gather in the clean, warm water discharge canal of Tampa Electric's Big Bend Power Station, adjacent to the center, when the water temperature of Tampa Bay

falls below 68 degrees Fahrenheit. Observers have counted more than 300 manatees in the canal at one time!

For driving directions to the center, hours of operation and more, visit tampaelectric.com/manatee or call the center's information line at **813-228-4289**. The center is open annually from November 1 through April 15. Parking and admission are free.

Making a difference on the job and in the community

Josh Ellwein, a principal engineer with Tampa Electric's Environmental, Health & Safety department, recently won the prestigious Young Professional of the Year Award from the Florida Air & Waste Management Association. In addition to his devotion to serving Tampa Electric's customers by working for a cleaner environment, he also makes time for other causes that help the community.



A former member of the Peace Corps, he volunteers with the Boy Scouts of America and has participated in Tampa Electric-sponsored events, such as the Hillsborough County Public Schools Teachers Workshop on Air Quality and Newman Branch Creek & Estuary Restoration.

"It's great to have a job that I love doing, and even more fulfilling to spend time on other activities that help the community too," Ellwein said.

COMMUNITY

Updated Hillsborough County flood maps

Hillsborough County is a qualifying community under the Federal Emergency Management Agency's National Flood Insurance Program Community Rating System, giving residents the ability to obtain federal flood insurance.

For more information, including updated Hillsborough County flood maps, visit hillsboroughcounty.org and click *A-Z Index* and then *Flood Maps*. You also may call **813-307-4441**.

Call 2-1-1

If you or someone you are caring for needs financial assistance or advice, the **Florida 2-1-1 Network** – a confidential statewide resource and referral service – may be able to help.

Call **2-1-1** or visit 211florida.org to connect with trained and supportive professionals who can provide more information.

Upcoming changes to your monthly electric bill

Starting January 2010, your electric bill will reflect new cost recovery charges, including fuel, as well as base energy rates associated with new peak-load generating units and solid fuel rail unloading facilities at our Big Bend Power Station. Tampa Electric expects the effect of these changes, based upon Florida Public Service Commission (FPSC) approval, to lower the overall 1,000 kilowatt-hour (kWh) residential monthly bill by about \$1.90. Non-demand commercial monthly bills are expected to be about \$1.75 lower for usage of 1,000 kWh.

Fuel costs, passed through from fuel suppliers to our customers with no mark up or profit to Tampa Electric, are revised each January and make up nearly half of your bill. Last month, the FPSC approved a lower customer fuel cost recovery charge for 2010. Lower fuel costs will mean a savings for Tampa Electric customers.

In addition to the fuel cost recovery charge, your bill also includes an energy charge, which is made up of the electric base rate and the conservation, environmental and capacity cost recovery charges.

Tampa Electric is committed to helping you manage your energy costs through the energy-efficiency programs you can learn more about at tampaelectric.com – click *Residential* and then *Save Energy*.

On the *Rate Changes* section of tampaelectric.com, you can learn more about Tampa Electric's rates and charges. You will also receive additional details in next month's bill insert, *Important Rate Information for Residential and Non-Demand Customers*.

>> Learn More <<

tampaelectric.com/ratechanges

Customers agree: Energy Planner equals savings

Darrell Robertson is one of a growing number of Tampa Electric customers to discover how the company's new Energy PlannerSM program has saved them an average of 8 percent to 10 percent annually on energy costs. Robertson has saved up to 15 percent.



Tampa Electric customer Darrell Robertson adjusts his Energy Planner thermostat.

"Energy Planner has been great for my wife and I," Robertson said. "It's easy to use, and I can't say enough about the support we received from Tampa Electric – our rep made sure he was always available."

When you sign up for Energy Planner, Tampa Electric installs a programmable thermostat in your home* for free. This thermostat lets you take advantage of electricity rates that are lower than what you pay for electricity today. The lower rates are available 87 percent of the time – including all times during weekends and holidays.

Energy Planner has four pricing rates: Low, Medium, High and Critical. Each rate corresponds to a time of day and day of the week.

By programming your thermostat to operate your central heating and cooling system, water heater and/or pool pump during the Low and Medium time periods – available approximately 87 percent of the time – you pay a lower rate for your electricity. The Critical rate will not exceed 1.5 percent of the total hours in a year.

"The key thing for me is that Energy Planner makes us focus on how we utilize energy," Robertson said. "We've really managed to get control of our energy expenses."

* Customers' homes must have telephone landlines to participate in Energy Planner. Due to equipment compatibility limitations, the program is not currently available for multifamily, mobile and manufactured homes.

>> Learn More <<

tampaelectric.com/saveenergy

WELLNESS TIP

Reduce your risk of getting H1N1, also called swine flu, by thoroughly washing your hands, especially after sneezing and coughing. Avoid touching your eyes, nose and mouth, cover your mouth with a tissue when you cough and make frequent use of hand sanitizer. Stay home if you experience flu-like symptoms and at least 24 hours after symptoms end.

Source: cdc.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
Toll Free

Power Outages:

1-877-588-1010
Toll Free

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

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EcoFriendly

Heather Santana
Energy Analyst

We can help you find the balance between comfort and conservation.

Balancing the comforts of life with the need to save energy is easier with Tampa Electric's free Home Energy Audit. Just for participating, you'll receive eight free compact fluorescent light bulbs. Learn more at tampaelectric.com.



LIFE RUNS ON ENERGY.™

tampaelectric.com

Working with the community to keep our streets bright

At Tampa Electric, we're working with our customers and the community to help ensure malfunctioning lights are working again as quickly as possible. How can you help? Simple.

If you see a malfunctioning streetlight:

- Write down the six- or 10-digit light ID tag number on the light pole, or write down the nearest street address or intersection to the light.
- Complete the convenient Lights Out form on tampaelectric.com.
- Or call: **813-223-0800** (in Hillsborough County), **863-299-0800** (in Polk County) or **1-888-223-0800** (outside of Hillsborough or Polk counties). Press option 4 for streetlights.

When you report a malfunctioning streetlight, it is important that you provide the location of the streetlight so that technicians are sent to the correct location, and that you provide your contact information so that we may acknowledge your request.

By working together, we can all help keep our streets bright.

LIFE RUNS ON ENERGY.™
tampaelectric.com