

Get energy savings and more from these programs

At Tampa Electric, helping customers save energy is a top priority. In 2008 we're giving you more reasons than ever to use our energy-saving programs, including bigger incentives, rebates and free energy-efficient light bulbs.

With our **Heating and Cooling Rebate** program, you may be eligible for \$275 for replacing your old, inefficient air conditioning system (which includes electric resistance or natural gas heat) with a new, energy-efficient heat pump that meets our standards.

When you complete a free **Home Energy Audit**, Tampa Electric will give you a pack of eight free energy-efficient, compact fluorescent light bulbs. Schedule an appointment for one of our energy analysts to inspect your home to see how



improvements and smart energy usage may help you save energy.

For added convenience, you may want to try our free **Online Home Energy Audit**, from which you get energy conservation advice when you complete and submit a form at **tampaelectric.com** about your home energy usage.

If an inspection reveals that you could save energy with new ceiling insulation, you may want to check out our **Ceiling Insulation** program.

You may be eligible for up to \$200 when you add insulation that meets qualifying standards to your home.

Visit **tampaelectric.com**, choose *Residential* and then click *Save Energy* for a full listing of the many ways we can help you save energy.

>> Learn More <<

tampaelectric.com/residential

WELLNESS TIP

In addition to eating right, an important part of staying healthy is physical activity. If possible, try to be active at least 30 minutes most days of the week. Children and teenagers should spend about an hour every day engaged in physical activity, as should adults who want to lose weight or maintain a healthy weight. Talk to your doctor to find out how much and what kind of physical activity is right for you.



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

CONSERVATION TIP

On cool winter nights, lower your home thermostat setting to save approximately three to five percent per degree on heating costs.

>> Learn More <<

tampaelectric.com/residential

NEED TO KNOW

See a malfunctioning streetlight? We want to know.

If you see a malfunctioning streetlight, we want to know about it. You can identify a streetlight by writing down the light's ID tag number on the pole (which is six or ten digits). If the light does not have an ID number, it may not be owned or maintained by Tampa Electric. If you can't read the ID number, simply note the street location of the light and the nearest cross street.

After you have the streetlight's ID number or its location, go to the *Lights Out* link at tampaelectric.com. Please include your contact information so that we can reach you if more information is needed about the light's location. You can also alert us to a malfunctioning streetlight by calling the Customer Care phone number for your area as listed in the gray box on page three of *Open Lines*.



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Tampa Electric team member Luis de la Torre leads our United Way effort

As the coordinator of inventory management in our Corporate Purchasing and Contract Services department, Tampa Electric team member **Luis de la Torre** focuses on helping make sure the company has the materials and equipment it needs to provide reliable service for our customers. This includes planning for storm season and looking ahead to purchases the company must make to grow our infrastructure.



Another important role de la Torre serves is as chairman of the United Way campaign for TECO Energy, Tampa Electric's parent company. Under his leadership, and with the help of his committee members, TECO Energy team member contributions to the United Way are up 10 percent over the past year.

The United Way's mission is to work to inspire leaders and partners and mobilize resources to make a measurable difference in the lives of people in the community. That includes assisting low-income families with child care, fostering adult education, helping house the homeless and more.

"As a father and as part of the Tampa Bay community, it's important to me to know that the work that my fellow team members and I do can help others in need," de la Torre said. "We encourage team members to make a contribution that the company in turn donates to the United Way to address a whole host of social concerns."

Visit uwtb.org to find out more about the United Way of Tampa Bay and to learn how you can help build on the work of people like Luis de la Torre.

Tampa Electric is taking energy efficiency to the streets with hybrid vehicles

Tampa Electric's commitment to saving energy is one we're always looking to expand upon across our company. That's why we're adding energy-efficient hybrid vehicles to our fleet of service trucks.

Tampa Electric safety team members and energy analysts will soon be using

13 Ford Escape hybrid SUVs. Our safety team, on call 24 hours a day, checks on our electrical infrastructure throughout the communities we serve. Energy analysts go to customers' homes to conduct energy efficiency inspections. Both teams spend a lot of time on the road, which is why fuel-efficient vehicles make sense for our fleet.

The Ford Escape hybrid runs on two electric motors and a gasoline

engine. One electric motor drives the wheels and the other turns over the 2.3-liter, four-cylinder gas engine. In city driving, this lets the Ford Escape run up to 30 miles per hour on electric power before the gas engine kicks in. With

about 30 miles per gallon fuel efficiency, the Ford Escape

meets strict federal Super Ultra Low Emission Vehicle (SULEV II) and Advanced Technology-Partial Zero Emission Vehicle (AT-PZEV) standards.

As we consider future vehicle purchases to help us meet the needs of our growing customer base, we're keeping a focus on energy efficiency.



The Ford Escape hybrid SUV supports Tampa Electric's dedication to energy efficiency by getting approximately 30 miles to the gallon.

QUESTIONS ANSWERED

Q I'm moving within Tampa Electric's service area, and I have electric service at my current residence. Will there be a service charge for transferring electric service to my new address?

A There is a \$16 service charge to transfer service from your current location to a new address. There is a \$38 service charge if you are moving to a newly built home that previously had no electric service.

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

We're here to serve you:

Remember, you can handle almost all of 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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Paying your electric bill is fast and convenient with Just Pay It®. Pay over the phone or online without a wait for just a \$4.95 service convenience fee, charged by Just Pay It®, the processing vendor.

- Pay monthly statements up to \$500*.
- Pay from your checking account or credit card (VISA®, MasterCard®, Discover® or American Express®).
- Pay at tampaelectric.com or by calling **1-866-300-3069**.

*The fee is applied to each payment increment of \$500 or less and is charged solely by Just Pay It®, not by Tampa Electric.

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