

Tampa Electric's continuing focus on service

By the end of 2008, Tampa Electric estimates we'll be serving about 12,000 new residential and business customers, and nearly 700,000 customers overall. Our commitment to serving current and future customers reliably means finding the best ways to expand our infrastructure and upgrade our system. We're also dedicated to serving customers in an environmentally responsible way, which is the focus of our \$1.2 billion environmental improvement plan to dramatically reduce emissions from the company's existing generating fleet.

Another important part of serving you is helping you save energy. In 2007 we created a new lineup of energy saving programs. These programs, some of which are available now, will continue to roll out through 2008.

We're also looking forward to a big year for our Renewable Energy program, which lets you join us in

the support of energy sources found in nature like the sun and biomass (mulch-like yard clippings), which do not produce greenhouse gases. In 2007 the program achieved several major milestones, including 600,000 kilowatt-hours (kWh) of electricity generated and 2,000 customers participating in the program.

You can sign up for a "block" of renewable energy that equals 200 kWh of electricity on the electric grid – this offsets the same amount of carbon dioxide as not driving an average passenger car for three months – and it only costs \$5 per month, conveniently added to your electric bill. You can sign up for as many blocks as you like.

Visit tampaelectric.com to see how you can make 2008 a year for using energy wisely, and a year for doing something good for the environment.

>> Learn More <<

tampaelectric.com/environmental

WELLNESS TIP

Winter isn't just flu season; it's a time when many of us are sniffing and sneezing with colds. One of the easiest ways to guard against getting sick is by washing your hands. Use soap and warm water if available, lathering your hands for about 15 to 20 seconds. After rinsing, dry your hands with a paper towel or air dryer. If possible, turn off the sink using your paper towel. Alcohol-based hand sanitizer is another good way to reduce germs.

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

CONSERVATION TIP

Let the sun help heat your home naturally during cooler months – keep blinds open on windows that receive sunlight in the winter. This can help you save on home heating costs.

>> Learn More <<

tampaelectric.com/residential

COMMUNITY

The 2008 Florida State Fair

Feb. 7-18 in Tampa

Save up to 40% on tickets purchased through Feb. 6 for adults (discounted price: \$6) and children ages 6-11 (discounted price: \$4). Visit floridastatefair.com for advance ticket sale locations, as well as for more information on these deals and other special discount days at the Fair.

Additional advance discounts are available for ride tickets, Pepsi® Armbands, Family Fun Pack, and group sales packages.

1-800-345-FAIR (3247)
or **813-621-7821**

Publix® Super Markets 2008 Gasparilla Distance Classic Race Weekend

Friday, February 8: *8 On Your Side* Health & Fitness Expo (free)

Saturday, February 9: 15K and 5K races

Sunday, February 10: Marathon and Half Marathon

Call **813-254-7866** or visit tampabayrun.com for locations, registration details and more.

Tampa Electric team member Diane Ferguson's volunteerism helps others

At work, Tampa Electric team member **Diane Ferguson** spends most of her time helping make sure the more than 200,000 streetlights the company maintains are shining bright. When an order comes in about a malfunctioning light, she coordinates the maintenance crews that handle repairs. You can help her by going to tampaelectric.com to report a malfunctioning streetlight you see.

If she isn't at work, there's a good chance she's giving her time back to the community. On top of an already-busy schedule, Ferguson donates her time to a multitude of events and organizations: Bowl for Kids' Sake (an annual Big Brothers Big Sisters fundraiser); the Special Olympics; SHARE (a non-profit organization that donates food to

the needy); Adopt a Family; the American Heart Walk; The Spring of Tampa Bay (a domestic violence shelter); and the Joshua House (a shelter for abused, abandoned and neglected children). She's also given her time to Metropolitan Ministries, Paint Your Heart Out, Tampa! and the United Way.

Ferguson said, "I've always believed it's better to give than to receive – and you never know when you may be that person in need. I'm always encouraging my son and the people I work with to join me, because trying to make a difference for someone less fortunate is a big job."

Whether on or off the job, Ferguson is one of many Tampa Electric team members working to make a difference people can see in their lives.



Students bring their hard work to the Manatee Viewing Center

The Manatee Viewing Center, Tampa Electric's environmental education facility, welcomed about 50 students from Tampa's Dowdell Middle Magnet School for a major planting project on November 5.



Dowdell Middle Magnet School students adding plants they raised at their school to a wetlands area just south of the Manatee Viewing Center.

The students, in sixth through eighth grades, grew approximately 2,000 native plants in their school nursery as part of an environmental studies program. With the help of teachers and Manatee Viewing Center staff members, the students added their plants to a sensitive wetlands area just south of the center, near Apollo Beach in southern Hillsborough County. The project helped the students learn about wetland habitats and native plant

species while assisting the center's critical habitat restoration efforts.

In addition to gardens showcasing butterfly-attracting, Florida-friendly and native plants, the Manatee Viewing Center features educational movies, the

South Shore Café and manatee observation areas. The mammals come to the clean, warm water reservoir of Tampa Electric's Big Bend Power Station 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. through April 15, with free parking and admission.

[»» Learn More ««](#)

tampaelectric.com/environmental

QUESTIONS ANSWERED

Q How can I find the balance due on my account?

A You may call our Customer Care center at the telephone number for your area, listed in the gray box below. Listen to the prompts to use the automated phone system. To receive balance information, you'll need your 11-digit Tampa Electric account number and the last four digits of the account holder's social security number.

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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TAKE THE SURVEY. REAP THE SAVINGS.

At tampaelectric.com, take 15 minutes for a free Online Home Energy Survey and find out how to start saving money on your electric bill right away. You'll get a detailed report with:

- Easy-to-read charts and graphs about your energy use.
- Customized recommendations on how to conserve electricity and reduce your utility bills.
- Links to information on the current energy-efficiency programs offered by Tampa Electric.



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PUT THE "E" IN EASIER BILL PAYMENTS

Make paying your electric bill more convenient than ever with e-Bill. Sign up today at tampaelectric.com.

What makes Tampa Electric's e-Bill right for you?

- It's free!
- Schedule automatic payments
- Make multiple payments
- See your bill online
- Get monthly e-mail notification
- Avoid dealing with a paper bill

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