

## Enhanced reliability through pinpoint electric system information

Tampa Electric's implementation in June of a new initiative called a geographic information system (GIS) helps us provide enhanced reliability for the almost 667,000 customers we serve.

GIS is a single database that offers pinpoint information on our entire electrical transmission and distribution network, including our substations, power lines, streetlights and more. With GIS, we can see exactly where a malfunction in our system is located so that we are able to more efficiently dispatch our crews to make adjustments or repairs. In the event of a hurricane or tropical storm, when it's crucial to know where severe weather-related damage is located, GIS will be especially helpful.

GIS is one of many projects we've

implemented recently to provide enhanced reliability. The system is part of our 10-point storm hardening plan, developed in conjunction with the Florida Public Service Commission. Tampa Electric expects to spend about \$20 million each year on its 10-point storm hardening plan. The plan includes power pole inspection and replacement when necessary, proactive trimming of trees that may cause outages by coming into contact with power lines, and other measures we're taking to fulfill our commitment to providing you with reliable service.

Go to [tampaelectric.com/news](http://tampaelectric.com/news) to read our hurricane season press release, where you can find more information about our 10-point storm hardening plan.

## Tampa Electric team member Laurie Filardo's Odyssey for education

For **Laurie Filardo**, a business analyst in our environmental, health & safety department, helping her son in a school program led her to a 20-year role promoting the educational development of children.



Odyssey of the Mind is an international program for students in kindergarten through high school. In her spare time, Filardo is a regional director for the program, coordinating teams of five to seven students who compete in creative problem-solving that involves topics from engineering to literature. Three of the teams Filardo has supervised have gone on to the Odyssey of the Mind world championships.

"The kids in Odyssey of the Mind are our future leaders," Filardo said. "When I see them get so much out of the program, I feel so fortunate that I've been able to contribute."

# Proposed Changes to Your Base Electric Rate

On June 12, 2008, Tampa Electric notified the Florida Public Service Commission (FPSC) that it plans to request an increase to customer base rates, the first such request made by the company in 16 years. The proposed new rates will reflect the cost of investments the company has made to add environmentally responsible power generation and meet new reliability standards, as well as increased costs of commodities essential to the production and delivery of electricity. If approved by the FPSC, the bill for a Tampa Electric residential customer using 1,000 kilowatt-hours of electricity per month would increase by 9 to 10 percent, starting in May 2009.

Tampa Electric now serves 200,000 more customers than it did at its last base rate adjustment in 1992, with peak demand up nearly 50 percent. The company has made investments to reliably serve that additional demand, while at the same time dramatically reducing air emissions, including carbon dioxide.

The efforts of the entire Tampa Electric team to run the business as

efficiently as possible have enabled the company to avoid adjusting its base rates for 16 years, but the costs of producing and delivering electricity have soared since the company's base rates were last addressed. Commodities essential to our business, including labor, concrete and steel, have increased by more than 70 percent each.

## Infrastructure investments benefiting reliability and the environment

From Tampa Electric's last rate adjustment in 1992 through 2009, the company's investment in system infrastructure will total \$3.4 billion. Included in that \$3.4 billion is \$1.7 billion invested in 1,700 megawatts of environmentally responsible generating capacity, and \$1.5 billion in other system infrastructure, including transmission and distribution facilities.

The company has also invested to meet new requirements for reliability. These requirements include "storm hardening" guidelines enacted by the FPSC

following the 2004 and 2005 hurricane seasons, and federal transmission standards enacted following the 2003 Northeast blackout. To help ensure reliable service to its customers and address growth in its service territory, Tampa Electric has added 100 net miles of transmission to its system since 1992.

## Energy efficiency: in partnership with our customers

Sensible energy consumption can help customers manage energy costs and care for the environment. Tampa Electric has a variety of energy efficiency programs available to customers, including 12 new programs, which you can learn more about at [tampaelectric.com/saveenergy](http://tampaelectric.com/saveenergy). For more information on Tampa Electric's proposed changes to your base electric rate, visit the Rate Changes section of [tampaelectric.com](http://tampaelectric.com).

[» Learn More «](#)

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

## SURGE PROTECTION

### Protect electronic appliances with Zap Cap Systems®

Tampa Electric's Zap Cap Systems provides a double defense against damaging power surges with a meter-based primary unit and plug-in protectors for electronic appliances. Zap Cap Systems is covered by a manufacturer's warranty for repair or fair market value compensation of any damaged appliance or equipment connected to the system. The \$44.95 plus tax installation fee and low monthly cost of \$6.95 plus tax are conveniently added to your electric bill.

>> Learn More <<

tampaelectric.com/surgeprotection

## WELLNESS TIP

You can work to maintain a healthy weight by balancing the calories in the food you eat with the calories you use for physical activity. Talk to your doctor to find out more about how you can find the proper calorie intake for you, and the best kind of daily physical activity for you.

Source: Centers for Disease Control and Prevention, [cdc.gov](http://cdc.gov)

## COMMUNITY

### TBARTA community workshops

The Tampa Bay Area Regional Transportation Authority (TBARTA) will host informational community workshops about future mass transit options in seven regional counties. For more information, including additional workshop dates and locations, as well as how to participate in an online workshop, visit [tbarta.com](http://tbarta.com).

#### Hillsborough County

Tuesday, August 5  
5:30 p.m. – 7:30 p.m.  
Doubletree Hotel  
4500 W. Cypress Street, Tampa

#### Pinellas County

Thursday, August 7  
5:30 p.m. – 7:30 p.m.  
Largo Cultural Center  
105 Central Park Drive, Largo

### Be ready to vote

The Hillsborough County Supervisor of Elections Office encourages citizens to make sure they are registered and have up-to-date voter information. To cast an absentee ballot, see a video demonstration of Hillsborough

County's new optical scan voting equipment, check early voting locations or to learn more, visit [votehillsborough.org](http://votehillsborough.org) or call **813-744-5900**. General Election: November 4, 2008 (deadline to register, October 6) Early Voting: October 20 – November 1.

Voting information for other counties served by Tampa Electric can be found at [polkelections.com](http://polkelections.com), [pascovotes.com](http://pascovotes.com) and [votepinellas.com](http://votepinellas.com).

To search for job openings, visit [tecoenergy.com](http://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](http://tampaelectric.com). All offers are redeemable with a printed copy of this issue.

Tampa Electric is an Equal Opportunity Company. All rights reserved.

## 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:

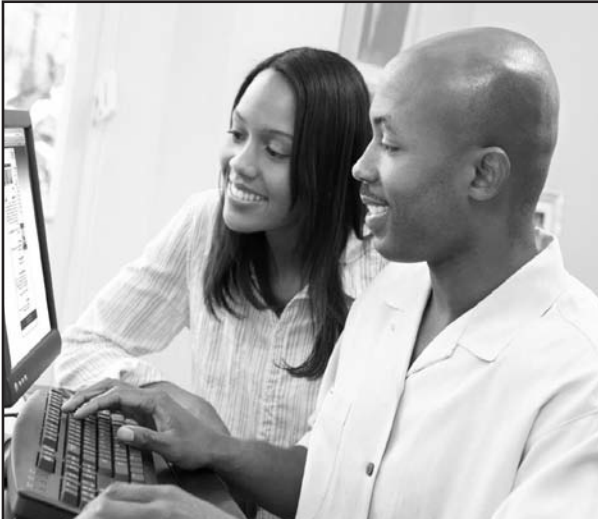
- Write down the six- or 10-digit light ID tag number on the light pole, or write down the nearest street address or intersection to the light.
- Complete the convenient *Lights Out* form on [tampaelectric.com](http://tampaelectric.com).
- Or call: **813-223-0800** (in Hillsborough County), **863-299-0800** (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<sup>SM</sup>  
[tampaelectric.com](http://tampaelectric.com)



## MORE THAN JUST EASY - E-BILL IS ENVIRONMENTALLY FRIENDLY!

Make a choice that reduces paper consumption by signing up for e-Bill at [tampaelectric.com](http://tampaelectric.com). Because e-Bill saves a paper bill from being printed, you help save resources.

What else 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 notifications
- Receive payment reminders

LIFE RUNS ON ENERGY<sup>SM</sup>  
[tampaelectric.com](http://tampaelectric.com)

