

## Enhanced power reliability through new peaking units

Both in and out of hurricane season, Tampa Electric is committed to delivering reliable electricity to our customers. As part of this commitment, the company recently installed two new 60-megawatt natural gas-fired peaking units at the existing H.L. Culbreath Bayside Power Station in Tampa.

The new units will provide power during periods of peak customer demand and will generate enough electricity to serve 65,000 homes. They'll also be able to play a vital role in the event catastrophic weather causes the electric grid to lose power. By using environmentally responsible natural gas, the new peaking units support Tampa Electric's 10-year, \$1.2 billion plan to reduce emissions across its fleet of power stations.

The two new units are part of a project that includes three additional peaking units – two at H.L. Culbreath Bayside Power Station and one at Big Bend Power Station in Apollo Beach – scheduled for full completion later this summer. When the process is complete, Tampa Electric will have a

total of five new peaking units in service.

In addition to providing peak-demand energy, the new units can provide “black start” capability, which is important if a hurricane or major storm causes the community's electric grid to lose power, or go “black.” Should this happen, Tampa Electric team members will be able to start the new peaking units with power from a small engine-driven generator. When one of the new units is up and running, it can then provide the amount of power needed to start its power station's larger generating units. This enables us to restore the rest of our generating units to service faster than if we were to rely on importing power to our system.

Learn more about the new peaking units at [tampaelectric.com](http://tampaelectric.com), where you can also find out more about our commitment to reliability during hurricane season.

[» Learn More «](http://tampaelectric.com)

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

## Making a difference for families of young hospital patients

For Tampa Electric, **Heather Vitrano** is a construction services coordinator. For the Ronald McDonald House – a charity organization with houses around the world for out-of-town families of pediatric patients undergoing nearby hospital treatment – she volunteers her time as weekend manager.



In a role Vitrano has held for 10 years, she handles Ronald McDonald House facility maintenance, managing other volunteers and working with families and hospital staff to schedule family housing. Her sister is also a weekend manager at the Ronald McDonald House.

“One never knows what life will throw their way,” Vitrano said. “My sister and I both find it very rewarding to help provide a home away from home for families going through a bad experience, to enable them to be there for their loved ones.”

## Help for customers with special needs

Tampa Electric urges all of its customers to have a hurricane season plan. For customers with special needs, the company's Medical Watch program may be useful as part of their severe weather planning year-round.

Medical Watch identifies to us residential customers who use electrically powered, life-sustaining equipment. We encourage these customers to notify Tampa Electric of their situations so that special procedures regarding their electric service can be implemented if needed. This can be valuable in the event of severe weather.

Participation in the Medical Watch program does not guarantee uninterrupted electric service. The program does not automatically extend electric service payment options, nor does it provide priority restoration. Customers are solely responsible for any backup equipment or power supply that they need. Tampa Electric recommends that all customers have a well-planned course of action should an interruption of service occur. To learn more about Medical Watch, call **813-225-5051**

in Hillsborough County, **863-298-6051** in Polk County and **1-888-223-0800** in all other locations.

### *Special-needs registry*

In addition to Tampa Electric's Medical Watch program, we encourage our special-needs customers to pre-register with their county's response team. These teams provide aid to persons who require special assistance during evacuations and sheltering because of physical, mental or sensory disabilities.

For more information, please call the special-needs registry in your area:

**813-272-5900** (Hillsborough County)

**863-534-5600** (Polk County)

**727-847-8959** (Pasco County)

**727-464-3800** (Pinellas County)

**>> Learn More <<**

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

## Update your phone numbers with Tampa Electric for storm season

Tampa Electric executes a comprehensive, year-round effort to prepare for the impact of severe weather. We offer our customers a toll-free phone number to help rapidly report power outages. That number, **1-877-588-1010**, is part of an automated system that can match your telephone number or Tampa Electric account number to your service address, helping us pinpoint the outage location.

To best utilize this system, we ask our customers to update their primary phone number and an alternate phone number with the easy-to-use form at **[tampaelectric.com](http://tampaelectric.com)**.

To access the form, click on the *Residential* and *Customer Service* links, and then go to the *Update Your Phone Number* link under *Your Account*.

**>> Learn More <<**

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

# Energy Planner: Balance comfort and savings

Electricity available for your home at a lower cost – it's why a growing number of Tampa Electric customers are using our new Energy Planner<sup>SM</sup> program. With Energy Planner, you can take advantage of electric rates that are less than the amount residential customers pay under the normal residential service rates. The lower rates are available 87 percent of the total hours in a year. Signing up for Energy Planner is free.

When you participate in Energy Planner, Tampa Electric will install a free, easy-to-use, programmable thermostat in your home. The thermostat will let you choose how to run your central heating and cooling system, your electric water heater and pool pump to take advantage of lower rates for electricity.

Energy Planner has four pricing rates for electricity: Low, Medium, High and Critical. Your usage, the time of day and the day of the week affect the price you pay. By programming your pool pump and water heater to only run during the Low and Medium rates, and by

programming your air conditioning and heating equipment to run a little less during higher-cost periods, you can save money. You can also program your air conditioning and heating settings to automatically adjust throughout the day according to your desired comfort level and the pricing rates. The Critical rate cannot be used more than 1.5 percent of the total hours in a year. As a pilot program, Energy Planner helped participating customers save up to 10 percent annually on energy costs.

Learn more about Energy Planner at [tampaelectric.com](http://tampaelectric.com) by clicking *Residential* and then *Save Energy*. To sign up, call the phone number for Tampa Electric Customer Care that serves your area listed in the gray box to the right (select *Home Account*, then *Energy Saving Programs* to reach the Energy Management Services Department).

>> Learn More <<

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

## WELLNESS TIP

Help protect yourself from the sun with the following actions: Wear sunscreen with UVA and UVB protection with a sun protective factor (SPF) of 15 or higher; wear light but substantial clothing, such as a long-sleeved shirt and long pants with a tight weave; and try to remain in the shade from 10 a.m. to 4 p.m., when damaging UV rays are at their strongest.

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

To search for job openings, visit [tampaelectric.com](http://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

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.

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## 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](http://tampaelectric.com).



LIFE RUNS ON ENERGY.™

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



## PUT A CAP ON POWER SURGES

Summer storms mean it's time for surge protection for your valued electric appliances and electronics. Order online at [tampaelectric.com](http://tampaelectric.com) or call toll-free 1-877-SURGE-22 (1-877-787-4322) and we'll help you set up a double line of defense with Zap Cap Systems®.



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