

Protecting critical community facilities during severe weather

A new Tampa Electric pilot project to harden electrical infrastructure at St. Joseph's Hospital and the Port of Tampa will improve reliability during severe weather at two facilities critical to people both in and beyond the communities we serve.

The project includes replacing electrical transmission and distribution lines at both locations to meet National Electric Safety Code standards for extreme winds. St. Joseph's Hospital was selected because of its status as a Level II trauma center – with 24-hour patient access to all essential specialties, equipment and personnel – located outside of a storm surge zone.

The Port of Tampa is the largest port in Florida in both cargo tonnage (approximately 50 million annually) as well as acreage (more than 5,000). The 14th largest port

in the United States, it is the point of entry for nearly all of the petroleum used in central and west Florida. Many other important items used day to day by Tampa Bay area residents come through the port, making it critical that it receives reliable electricity.

Tampa Electric plans to finish the St. Joseph's Hospital part of the pilot storm hardening project by the end of this year. With the Port of Tampa work divided into three phases, we expect to finish this work by December 2010.

This pilot project is in addition to the requirements of a 10-point plan developed by Florida's investor-owned electric utilities in conjunction with the Florida Public Service Commission (FPSC). The FPSC 10-point plan to harden electrical infrastructure includes trimming trees that may cause

outages by contacting power lines; power pole inspection and replacement; improved coordination with local governments; and more. Tampa Electric expects to spend in excess of \$20 million annually to harden infrastructure in accordance with the FPSC plan in the communities we serve.

As we follow our comprehensive emergency plan during hurricane season, prioritizing safety and service, we recommend you have a severe weather plan in place for your household. Visit us online to find out more about what we've done to get ready for hurricane season and what you can do, too.

>> Learn More <<

tampaelectric.com/weatherwatch

Tampa Electric's Erica Mandelbaum named a Global Hero

Tampa Electric's **Erica Mandelbaum**, a senior coordinator for marketing and customer communications, hasn't let Parkinson's disease slow her down. She raises funds for Parkinson's research and other causes, and she continues to do something she loves: run.



In January, she ran the Gasparilla half marathon, raising nearly \$2,000 for cancer research. This October, she'll raise funds as a Medtronic Global Hero by running in the Medtronic Twin Cities 10K, a race for runners with medical devices. (Mandelbaum uses a device called a deep brain stimulator as part of her Parkinson's treatment.) For Mandelbaum's participation, Medtronic will donate \$1,000 on her behalf to a non-profit organization that educates and supports people who live with Parkinson's.

"My true beacon of strength is my family," said Mandelbaum. "I made a promise to my son and daughter that I would fight back."

An opportunity for customers to SHARE

Tampa Electric's SHARE program, a partnership between Tampa Electric and the Salvation Army, enables you to help low-income elderly and disabled customers pay their energy-related bills.

Customers who qualify for SHARE benefits must be age 60 or over or have permanent or temporary disabilities.

Families who have suffered an unavoidable, unpredictable emergency may also qualify.

(Eligibility is determined by the Salvation Army.) Money contributed to the SHARE program helps pay home energy-related costs, including natural gas, bottled gas, oil and electric bills. Every dollar donated goes directly to SHARE.

If you would like to help others through the SHARE program,

making a donation is easy. With your Tampa Electric bill payment, simply enclose a check or money order for any amount you choose, payable to Salvation Army SHARE, c/o Tampa Electric, P.O. Box 111, Tampa, Florida 33601. A form is also available at tampaelectric.com/community.



You may make a tax-deductible monthly or one-time donation. Tampa Electric will send you a record of your previous year's SHARE contribution after you have received your final electric bill of the year. To determine if you or someone you know qualifies to receive assistance through

SHARE, call the Salvation Army of Hillsborough County at **(813) 226-0055**.

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

tampaelectric.com/community

Save energy at home

Tampa Electric wants to help your home become more energy-efficient with new and enhanced energy-saving programs, which can enable you to save money on your electric bill.

With an **Energy Audit**, you'll receive an inspection of your home to find out how you may be losing energy. Tampa Electric offers three types of audits, all free: our **Online Energy Audit**, our **Telephone Audit** and our **In-Home Energy Audit**. With each, we'll make eight free, energy-efficient, compact fluorescent light bulbs available to you for participating.

Take advantage of our **Building Envelope Improvement Program** and you can earn incentives for implementing stand-alone measures in your home that meet our energy-efficiency standards. These measures, designed to decrease energy costs, include adding ceiling and wall insulation, installing new windows and applying new window film.

Our **Heating and Cooling Program** allows you to earn a rebate of up to \$275 for replacing your old, inefficient air conditioning system

with a new, energy-efficient heat pump that meets our energy-saving standards.

In addition to these and other programs, which you can learn more about at tampaelectric.com, here are some helpful energy-saving tips:

- In the summer, set your thermostat at 78 degrees or higher and use ceiling fans in occupied rooms only.
- Turn off your air conditioning when away from home for four hours or more.
- Have your air conditioning system inspected and serviced once a year.
- Ensure an adequate insulation level in your attic.
- Check or replace home air conditioning filters monthly.
- Limit running pool pumps to eight hours per day in summer.

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

tampaelectric.com/saveenergy

WELLNESS TIP

Remember to protect yourself from the sun's damaging rays this summer. Try to stay in the shade from 10 a.m. to 4 p.m. daily, when UV rays are at their strongest. When you do go out in the sun, wear sunscreen with a sun protective factor (SPF) of 15 or higher to protect against UVA and UVB rays.

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

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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SEAL IN THE SAVINGS

Schedule a Ductwork appointment to discover how you could save up to 20 percent on your annual heating and cooling expenses.

Trained contractors will seal the existing leaks in your ductwork and help minimize future leaks for only \$50**.

Visit tampaelectric.com for more details or call: (813) 223-0800 (Hillsborough County), (863) 299-0800 (Polk County), or 1-888-223-0800 (All other counties and out-of-state)

* Actual savings are a result of many factors including lifestyle, weather and equipment. Your savings may vary.

**Extensive repairs or replacement of existing ductwork will increase customer payment.

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tampaelectric.com



PAY AS YOU PLEASE

Tampa Electric offers a variety of options that make it easy for you to pay your monthly electric bill. Besides the traditional method of mailing your bill payment, you can also pay online, over the phone, or at one of our authorized payment locations. Find out which one is right for you.

Payment Options	Receive Paper Bill	Receive Monthly E-Mail Alert	View Bill Online	Make Multiple Payments	Schedule Automatic Payments	Choose Payment Date	Cost Associated
e-Bill	No, Online	Yes	Yes	Yes	Yes	No	Free
Automatic Bank Draft	Yes*	No*	No*	No	Yes	Yes	Free
Pay Locations and Automated Payment Machines	Yes*	No*	No*	Yes	No	No	Most are free; some vendors charge a service fee/transaction
Just Pay It [®]	Yes*	No*	No*	Yes	No	No	Vendor charges a \$4.95 convenience fee/transaction
By Mail	Yes*	No*	No*	Yes	No	No	Free

* Unless you are enrolled in Tampa Electric's convenient and free e-Bill service.



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