

Tampa Electric achieves a milestone in greenhouse gas reduction

Tampa Electric is generating power in compliance with the most rigorous standards for greenhouse gas emissions available in North America today. That's according to the Chicago Climate Exchange (CCX), the world's first and North America's only active voluntary, legally binding, integrated trading system to reduce emissions of all six major greenhouse gases.

Tampa Electric, a member of CCX through parent company TECO Energy since 2004, has just completed its Chicago Climate Exchange Phase I greenhouse gas reduction commitment of achieving 4 percent below the baseline (this is the average of the company's emissions during the 1998-2001 period). In fact, with a reduction of 20 percent, Tampa Electric far surpassed its objective.

Emissions reduction across Tampa Electric's generating fleet is the cornerstone of the \$1.2 billion environmental commitment we made in 1999. Compared to 1998

levels, we've reduced overall sulfur dioxide emissions by 93 percent and nitrogen oxide emissions by 60 percent (90 percent by 2010). By the same comparison, we've also reduced overall mercury and particulate matter emissions by more than 70 percent. These reductions, in addition to the fact that we've cut carbon dioxide emissions by more than 20 percent since 1998, have helped establish Tampa Electric as an industry leader in emissions reductions in the United States.

With a continued focus on emissions reductions, and with Tampa Electric's recent commitment to CCX Phase II for an additional 2 percent reduction in greenhouse gas emissions by 2010, we remain dedicated to generating reliable and environmentally responsible electricity for our customers.

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WELLNESS TIP

Make skin cancer prevention a year-round priority. If you're going to be spending a lot of time outside, try to stay in the shade from 10 a.m. to 4 p.m., when potentially harmful ultraviolet rays are strongest. Wear a hat and clothing to cover your skin and look for sunglasses that will help keep out both UVA and UVB rays. Also, always wear sunscreen with sun protective factor (SPF) of 15 or higher.



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

CONSERVATION TIP

Apply fresh caulking to the windows and doors of your home to save up to 4 percent annually on heating and cooling costs.

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Choose Renewable Energy for the environment

Tampa Electric's Renewable Energy program makes it easy for you to do something positive for the environment. The program uses natural resources like sunlight and biomass (plant materials) as fuels that help reduce emissions in electricity generation.

A "block" subscription in the Renewable Energy program (available for only \$5 a month, conveniently added to your electric bill), equals 200 kilowatt-hours of electricity on the electric grid. Compare the difference your participation in Tampa Electric's Renewable Energy program can make:

- One block offsets the same amount of carbon dioxide as not driving an average passenger car for three months.
- Three blocks offset the same amount of carbon dioxide as planting an acre and a half of trees.
- Four blocks offset the same amount of carbon dioxide as removing an average passenger car from the road for one year.

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Tampa Electric team member Hayward Brooks journeys far for charity

For Tampa Electric's Hayward Brooks, fleet supervisor at our Big Bend Power Station and part of the management and administration team there, helping others takes him to Haiti. He's been to the island nation four times in the past year to work for those in need, using his own vacation time and money for the trips.



It was an American businesswoman who had sold everything to move to Haiti and help the poor there who inspired Brooks in 2006 to donate time and money to the island's needy. Brooks knew he could make a difference through teaching and by offering hands-on help. He shipped his own repair tools and other supplies to the island so that he could teach carpentry, plumbing and electrical work to young men and women there,

helping them develop skills they could use for practical purposes.

On his most recent trip, Brooks helped residents build a large concrete tank to raise 700 tilapia fish for food and for sale. He also collected clothing and household items to send to the island – nine crates worth, weighing 5,900 pounds. Brooks drove the crates

down to Miami himself and even paid the costs for customs and shipping to Haiti.

Brooks' wife, meanwhile, spent two weeks in Haiti on their last trip, teaching girls there to sew. "We have so much we can offer in America, so much we can do for others," Brooks said. "We're all human beings together on this planet, and one person working hard can help many people in the process."

New electricity generation peaking units to help ensure reliability

At Tampa Electric, our commitment to reliability means planning for customer growth by making necessary improvements to our infrastructure. Five new 60-megawatt (MW) electricity generation peaking units scheduled to begin operation in 2009 – four at H. L. Culbreath Bayside Power Station in Tampa and one at Big Bend Power Station in Apollo Beach – will help us further this commitment.

On days that are especially hot or cold, when more customers want to use their air conditioning or heating for comfort, electricity usage goes up. The new units will help ensure power is available during periods of peak customer demand. This is part of our ongoing effort to enhance reliability. In the past 15 years, Tampa Electric has added nearly 1,700 megawatts of generating capacity, 17 substations and more than 100 miles of transmission line to meet the needs of our growing communities and to continue to provide our customers with the reliable service they have come to expect.

Our 10-year, \$1.2 billion agreement to reduce emissions across our generating fleet is another top priority for Tampa Electric in our infrastructure expansion efforts. The new peaking units at the approximately 1,800-MW Bayside Power Station, like the main generating units there, will use clean-burning natural gas.

Big Bend Power Station's new peaking unit will use natural gas with fuel oil as a backup, which complements the installation of state-of-the-art selective catalytic reduction (SCR) equipment to further reduce the plant's emission levels. When the SCR project is completed in 2010, the approximately 1,700-MW Big Bend Power Station will be one of the cleanest pulverized coal power plants in the United States.

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QUESTIONS ANSWERED

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

A Call our Customer Care center at the number for your area listed in the gray box below. Listen to the prompts and select these menu options: Press 3 for residential customers; press 1 for billing information; press 1 for account balance and last payment received. You'll need either your 11-digit account number or your telephone 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

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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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- And much, much more.

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