

## Our commitment to hurricane season readiness

In recent years, we've all seen the importance of being ready for hurricane season, which runs from June 1 to November 30. As part of our overall emergency management program, Tampa Electric follows a comprehensive hurricane season plan. This guides our company-wide preparation for a fast and safe response to electrical infrastructure damage from severe weather.

### *Our preparations*

Each Tampa Electric team member plays a vital role in our hurricane preparedness and response planning – from coordinating with emergency officials to conducting prioritized restoration based on critical community needs. Before hurricane season, we review each team member's storm assignment. We inspect our circuits, power lines and poles on an ongoing basis to ensure that the system is reliable and in good repair. We also proactively trim trees that may cause outages by contacting power lines.



**by Chuck Black**  
president -  
Tampa Electric

Using mock storm exercises, we work to improve our response times, and we involve public officials in our planning coordination. In addition, we review our established staging areas in Florida and Georgia to ensure that they will be able to handle large-scale restoration efforts.

### *The restoration process*

When conditions are safe for our crews to work, our restoration effort begins with facilities critical to public health and safety. After that, we repair circuits that will restore power to the largest number of customers in the shortest amount of time. As a member of the Southeastern Electric Exchange – an organization of utilities that aid each other in the event of severe

weather – we partner with companies that share our commitment to a safe and efficient restoration effort.

### *We urge you to be prepared, too*

We strongly encourage you to create an emergency plan for your household and to know the location of the appropriate storm shelter. We also recommend that you update your primary telephone number at **tampaelectric.com**. This helps us identify outage areas faster when you call **1-877-588-1010**, our automated power outage reporting system that matches your address to your phone number or Tampa Electric account number. Please see page two for additional safety guidance. Before and during the 2008 hurricane season, we urge you to join us in making preparation and safety top priorities.

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

## Tampa Electric's Christine Kirkman commits to a cause

**Christine Kirkman**, customer service professional at our Plant City call center, vowed to help families battling cancer after losing her daughter, Christal, to the disease 18 months ago. In doing so, she has raised thousands of dollars for St. Jude Children's Hospital, which treated her daughter.



With help from family and friends, Kirkman coordinates a team that runs each year in the St. Jude Marathon in Memphis, Tenn. In just two years, the team has raised more than \$40,000 for the hospital. Kirkman also coordinates a recycling effort in her office, with proceeds also going to St. Jude.

"For all families faced with a situation like Christal's, you want to know there's a place of hope, and that's what St. Jude is," Kirkman said. "Every little bit of help means so much to the kids."

## Important hurricane season guidance from Tampa Electric

- **Stay away from downed power lines.** Always assume that a downed power line is energized, and move away to safety.
- **Stay out of floodwaters.** Floodwaters can hide energized power lines or other hazards, or put you at risk of drowning.
- **Caution: Use portable generators safely.** DO NOT connect your portable generator to your home's circuits. Plug your appliances directly into the generator. Connecting your generator to your home's circuits may cause power to flow to outside lines, posing life-threatening danger to power restoration crews. Also, portable generators must NOT be operated near air conditioning ducts or in residences or any enclosed space (including a closed garage) where deadly carbon monoxide gases could build up.
- **Update your primary phone number at [tampaelectric.com](http://tampaelectric.com).** Our automated power outage system, which you can access

at **1-877-588-1010**, identifies an outage at your residence or business by recognizing your phone number or Tampa Electric account number and matching it to the address we have on record for that number. Your primary number is the phone number most frequently associated with your home or business service address, and it must be updated with us for the system to benefit you.

- **Help for special needs customers:** Counties provide shelter programs for those requiring special medical care. Special needs shelters are available for persons requiring more skilled medical care than is available in a public shelter, but not requiring an acute care facility, such as a hospital. To register for this kind of shelter care, please call the special needs registry in your area.  
Hillsborough: **813-272-5900**;  
Polk: **863-534-5600**;  
Pasco: **727-847-8137**; and  
Pinellas: **727-464-3800**.

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

# Helping all of our customers save energy

Tampa Electric constantly strives to make saving energy easier for all of our customers. With our new Low-Income Weatherization Program, low-income customers who qualify can receive free energy-saving items and services.

The program launched in April, when 100 low-income Tampa Electric customers received energy-efficiency upgrades to their homes as part of a campaign by Tampa Electric and Paint Your Heart Out, Tampa! – an organization of volunteers who paint the homes of low-income, elderly citizens. Volunteers from Tampa Electric, The Centre for Women and Sam's Club helped deliver and install the energy-efficiency items.

Tampa Electric customers are qualified for the Low-Income Weatherization Program through The Centre for Women. For more information, go to



*A Tampa Electric team member installs an energy-efficient compact fluorescent light bulb in the home of a Low-Income Weatherization Program participant on April 4 as part of the program's launch.*

**tampaelectric.com**, click *Residential* and then *Save Energy*. If you meet the program's qualifications, you'll receive free energy-saving items (up to a \$200 value), including:

- Eight energy-efficient compact fluorescent light bulbs
- A one-year supply of air filters
- Weatherization measures, including weatherstripping for windows and doors
- Low-flow showerheads and aerators
- Wall thermometer
- And more energy-saving items

Visit our Web site to learn about our many other energy-saving programs and to find tips that can help you use energy more efficiently.

## Report a malfunctioning streetlight

Identify a malfunctioning streetlight by the ID number on its pole or by the light's street location. (If there is no six- or 10-digit ID number, the light may not be owned or maintained by Tampa Electric.) Enter this information into the *Lights Out* form at **tampaelectric.com**.

When you fill out the form, please include your contact information in case we need to reach you to find the light's location. You may also call us at the number for your area listed under Customer Care below.

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



## 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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## BILL PAYMENTS ARE EASY WITH JUST PAY IT<sup>®</sup>

Paying your electric bill is fast and convenient with Just Pay It<sup>®</sup>. Pay over the phone or online without a wait for just a \$4.95 service convenience fee, charged by Just Pay It<sup>®</sup>, the processing vendor.

- Pay monthly statements up to \$500\*.
- Pay from your checking account or credit card (VISA<sup>®</sup>, MasterCard<sup>®</sup>, Discover<sup>®</sup> or American Express<sup>®</sup>).
- Pay at [tampaelectric.com](http://tampaelectric.com) or by calling **1-866-300-3069**.

\*The fee is applied to each payment increment of \$500 or less and is charged solely by Just Pay It<sup>®</sup>, not by Tampa Electric.

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