

## Making hurricane season readiness a top priority

For each Tampa Electric team member, being ready for hurricane season – which runs from June 1 to November 30 – is a year-round effort. It includes company-wide hurricane drills. We conduct power line clearance through proactive vegetation management. To enhance reliability, we implement infrastructure improvements and new technology. We also communicate with our customers about how to stay safe during and after severe weather.

### *Our severe weather procedures*

Should severe weather impact our area, our crews will begin restoration operations as soon as conditions are safe. Our first priority is to restore power to critical public health and safety facilities. We then focus on repairs that will restore power to the largest number of customers in the shortest amount of time. Our participation in the Southeastern Electric Exchange means that our partner utilities will aid us after severe weather if needed, as we will help them should they need it.



**by Chuck Black**  
president -  
Tampa Electric

### *Preparedness through infrastructure enhancements and new technology*

Over the past year, we've made major progress on the 10-point storm hardening project developed by Florida's investor-owned electric utilities in conjunction with the Florida Public Service Commission. We recently completed the first phase of project work to harden the transmission and distribution facilities to certain critical circuits, including the Port of Tampa.

Starting this month, H.L. Culbreath Bayside Power Station is scheduled to have two new 60-megawatt peaking units in operation with "black start" capability. This enables power from the peaking units to start the station's other large generating units should power from the system not be readily available.

Our new Mutual Assistance Routing System (MARS) enables customer service representatives from other utilities to help our customers with seamless service in the event our call center must evacuate. MARS allows us to help other utilities' customers across the country the same way. This is in addition to our dedicated power outage number, **1-877-588-1010**, which lets us automatically identify the location of your outage when you call. On page 4, you can learn more about how this system can help you when you update your primary telephone number with us.

### *Prioritize your safety*

As we make safety our top priority, we ask you to do the same with an emergency plan for your household. For more hurricane season safety guidance, see page 4 and visit **tampaelectric.com**. With your preparation and ours, we can do our best to manage hurricane season's challenges together.

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

## Florida Public Service Commission-approved Tampa Electric base rates and fuel charges to result in lower bills

In April, the Florida Public Service Commission (FPSC) approved Tampa Electric's requests to increase electric base rates and service charges, and to lower fuel charges, reducing total bills for all customer classes, effective May 7.

A residential customer using 1,000 kilowatt-hours per month will see an increase of \$2.15, and a significant fuel charge decrease of \$16.17. The overall 1,000-kilowatt-hour bill will decrease \$14.38, or 11.20 percent, to \$114.06 from \$128.44, excluding franchise fees and local taxes but including the gross receipts tax. The residential base rate reflects Tampa Electric's new FPSC-approved two-tier, or inverted, rate structure designed to encourage the efficient use of energy through a lower rate for the first 1,000 kilowatt-hours of usage. An inverted fuel rate structure has been in effect for residential customers since January.

Under Florida law, a utility's base rates include the costs to build, maintain and operate the electrical system. The fuel charge primarily reflects the cost of fuel to produce

electricity and is passed through to customers by Tampa Electric without mark-up or profit. The FPSC's approval of Tampa Electric's request to reduce its fuel charge is based on lower forecasted fuel prices, primarily natural gas, for the remainder of 2009 and overrecovered costs from 2008.

To help customers use energy wisely, the company offers many comprehensive energy-efficiency programs. Our Energy Planner™ program enables residential participants to take advantage of near real-time prices for electricity through the use of a programmable thermostat, installed by Tampa Electric at no cost to the customer.

Learn more about our energy-efficiency programs at [tampaelectric.com](http://tampaelectric.com), where you'll also find information about your new rates. See also the insert in this month's bill, *Important Rate Information for Residential and Non-Demand Customers*.

>> Learn More <<

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

## Alert us if you see a malfunctioning streetlight

Part of our commitment to serving you includes maintaining our more than 72,000 streetlights. If you see a streetlight that is not working properly, we ask you to let us know so that we can repair it as quickly as possible. To identify a streetlight, simply read the ID number listed on its pole or note its street location. If there is no ID number on the pole, it may not be a Tampa Electric-maintained light.

At [tampaelectric.com](http://tampaelectric.com), you can use our convenient *Lights Out* form to submit this information. We ask you to include your name and telephone number in case we need to know more about the light's location. To report a malfunctioning streetlight by telephone, refer to the number for your area listed under Customer Care on page 3.



>> Learn More <<

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

# Tampa Electric and partners mark Earth Week with new solar project

A new project from Tampa Electric, the University of South Florida's Power Center for Utility Explorations and Tampa's Lowry Park Zoo will bring to the zoo a 15-kilowatt (kW) solar array capable of generating enough renewable energy to power the zoo's Treetop Skyfari sky ride. As a source of electricity for the electric grid, the overall project will also include a Renewable Energy Learning Center at the zoo. The project partners officially kicked off the project as part of April's Earth Week celebrations.

The project is part of Tampa Electric's commitment to the Smart Grid, a system of two-way communications and intelligent devices for enhanced electric system reliability.

The solar, or photovoltaic (PV), array will serve as a showcase for technology that allows customers who generate their own solar energy to send excess energy to the electric grid. Tampa Electric is funding the project, with a grant also provided by the Florida High Tech Corridor.

In addition to providing a source of clean energy for the community's electric grid, the project will provide educational opportunities for students and researchers. The Renewable Energy Learning Center will help teach the zoo's more than one million annual visitors about the benefits of solar energy.

Solar energy is part of Tampa Electric's Renewable Energy program, which enables customers to pay for a portion of their electricity generated from renewable sources. The program offers monthly subscriptions of \$5 per 200 kilowatt-hour block of electricity, as well as a single-event purchase option.

Learn more about the program, including Tampa Electric's other solar arrays in the community, at [tampaelectric.com](http://tampaelectric.com) by clicking *Environmental* and then *Renewable Energy*.

» » Learn More « «

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

## WELLNESS TIP

At the Web site for the Substance Abuse and Mental Health Services Administration's National Mental Health Information Center, [nimh.nih.gov](http://nimh.nih.gov), you can find a listing of local agencies specializing in the treatment of depression, substance abuse and other mental health issues for adults and children. The center also offers a toll-free mental health helpline, **1-800-789-2647**, weekdays from 8:30 a.m. to 12 a.m.

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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## Important hurricane season guidance from Tampa Electric

- **Stay away from downed power lines and avoid floodwaters.** Always assume that a downed power line is energized, and move away to safety. 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: **863-534-5606**  
Pasco: **727-847-8137**  
Pinellas: **727-464-3800**
- **Determine your flood zone status.** To see if you live in an area expected to experience heavy flooding in the event of severe weather, visit [hillsboroughcounty.org/pgm/pdpr](http://hillsboroughcounty.org/pgm/pdpr)

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

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## Helping through horses

**Debra Sanford**, a technical consultant with our Application Development and Support team, helps those with special needs as a North American Riding for the Handicapped Association-registered instructor with the Sarasota Manatee Association for Riding Therapy (SMART). She helps SMART participants develop physically, emotionally and cognitively through horseback riding and carriage driving. This month, she's assisting SMART at the Equestrian Special Olympics in Tampa.



With her love of horses, Sanford says she's found the perfect way to help people with autism, cerebral palsy and other conditions through SMART, a partner agency of the United Way of Manatee County.

"The benefits of riding horses for people with special needs can be immense," Sanford said. "I'm fortunate to be able to work to enrich the lives of SMART participants."