

An update on fuel costs and proposed changes to your electric base rate

In October, Tampa Electric revised its fuel filing with the Florida Public Service Commission (FPSC) to reflect lower projected natural gas prices for 2008 and 2009. The bill for a residential customer using 1,000 kilowatt-hours (kWh) of electricity is now projected to be almost \$11 less than originally expected.

The fuel charge, collected from customers by Tampa Electric at cost, goes to fuel suppliers with no mark-up by the utility. In addition to being responsive to market prices for natural gas, we work to reduce the impact of fuel costs on customers by maximizing our use of more affordable coal in an environmentally responsible manner.

The fuel filing is separate from our electric base rate filing, which occurred in August. To encourage

energy efficiency and benefit lower-income customers, our FPSC request includes tiered base and fuel rates. With tiered rates, the first 1,000 kilowatt-hours (kWh) you use would be billed at one rate, and any usage above that 1,000 kWh would be billed at a slightly higher rate. If approved, tiered fuel rates will take effect in January 2009, with tiered base rates to follow in May 2009. With FPSC approval of proposed base rates, the overall increase for a Tampa Electric residential customer using 1,000 kWh per month is anticipated to be approximately 8 percent, effective May 2009.

At tampaelectric.com, click *Residential* and then *Save Energy* to learn how our new and enhanced programs can help you manage energy costs.

Sample base rate charges under proposed tiered rate structure

Under Tampa Electric's proposed tiered rate structure, beginning in May 2009, a residential customer would be billed at a lower rate for the first 1,000 kWh of energy usage, and at a higher rate for the amount over 1,000 kWh.

The sample tiered energy charges* shown below for 1,250 kWh of usage are solely to illustrate the proposed tiered base rate structure and do not represent a customer's entire electric bill: added to the base rate would be amounts for fuel, customer charge, state taxes; and if applicable, franchise fees and local taxes.

| Energy Usage | Proposed Rate | Total Energy Charge* |
|----------------|---------------|----------------------|
| 1,000 kWh | X 6.055 cents | \$60.55 |
| <u>250 kWh</u> | X 7.055 cents | <u>\$17.64</u> |
| 1,250 kWh | | \$78.19 |

*Energy charge includes conservation, environmental and capacity cost recovery charges.

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tampaelectric.com/ratechanges

COMMUNITY

27th Annual Victorian Christmas Stroll

Henry B. Plant Museum
Dec. 1-23, 10 a.m. to 8 p.m.

Admission: \$10/adults,
\$4/children 12 and under

Mondays and Tuesdays (Dec. 1, 2, 8, 9, 15 and 16)

are discount days : \$6/adults,
\$3/children 12 and under

813-254-1891
plantmuseum.com

Updated Hillsborough County flood maps

Hillsborough County is a qualifying community under the Federal Emergency Management Agency's National Flood Insurance Program Community Rating System, giving residents the ability to obtain federal flood insurance. For more information, including updated Hillsborough County flood maps, visit **hillsboroughcounty.org** and click *A-Z Index* and then *Flood Maps*. You may also call **813-307-4510**.

Holiday lighting safety tips

- Only use holiday lights and cords in good condition (no broken lights or frayed cords).
- Never string holiday lights on or near power lines.
- Never use indoor lights outside.
- Be sure to turn all holiday lights off before going to bed or leaving home.
- Never place electric cords under a rug or door, or around a sharp edge or corner.
- Don't overload electrical outlets.
- Make sure a reliable testing laboratory, like the Underwriter's Laboratory, has inspected your holiday wiring (look for the UL sticker).
- Keep all cords away from "traffic lanes" in your home.



>> Learn More <<

tampaelectric.com/residential

Sharing time with the community

Tampa Electric's **Debbie Kinser**, program support assistant in our Energy Management Services department, has for the past 12 years volunteered for SHARE Florida Food Network. SHARE encourages volunteerism by making high-quality food affordable to participants who donate their time to the community through SHARE or other community organizations. Kinser's volunteer time includes cooking meals, distributing food and cleaning warehouse facilities. She's also organized co-workers to support SHARE.



In addition to SHARE, Kinser donates time to Horses for Handicapped at Baka's Equestrian Center, a ranch in north Tampa that provides recreational horse riding opportunities for children and adults with disabilities.

"I'm fortunate I've had the chance to devote so much time to volunteer causes – and with SHARE, now is a time when healthy, affordable food and community involvement seem more important than ever," Kinser said.

Making energy efficiency easier for all households

Tampa Electric, in partnership with the Centre for Women, a local non-profit charity, offers a program designed to make it easier for our lower-income customers to become more energy efficient as a way to help manage home energy costs.

The Low-Income Weatherization Program makes energy efficiency items and services available to customers who qualify. The Centre for Women determines eligibility for Tampa Electric customers who are interested in participating. To benefit from the Low-Income Weatherization Program, participants must own their home, and the household must meet 80 percent of the federal low income guidelines. For more information and to find out if your household qualifies, customers can leave their contact information for the Centre for Women at **813-228-4488**.

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 and caulk around windows and doors, and foam sealant for gaps around plumbing and other large openings.
- Low-flow showerheads and aerators.
- Wall thermometer.

At **tampaelectric.com**, Tampa Electric offers more energy efficiency programs that include our free Energy Audits (Online, In-Home and Phone-Assisted), our Heating & Cooling Rebate and others. In addition, you'll find tips that can help you lower your energy costs by creating a more energy-efficient home.

>> Learn More <<

tampaelectric.com/saveenergy

WELLNESS TIP

For smokers, quitting can be a major step toward a longer, healthier life. The government's Web site dedicated to smoking cessation, **smokefree.gov**, recommends smokers follow its START plan: **Set** a date to quit; **Tell** family and friends you plan to quit; **Anticipate** challenges you may face; **Remove** tobacco products from your home and work spaces; and **Talk** to your doctor about getting help to quit.

To search for job openings, visit **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**. All offers are redeemable with a printed copy of this issue.

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EcoFriendly

Heather Santana
Energy Analyst

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.



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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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