

STAY INFORMED ABOUT OUTAGES AND RESTORATION



Log in to or create your online account at TECOaccount.com and turn on text, email or phone outage notifications.

We make it easy to report an outage and get restoration updates. You can:



Go to and bookmark TampaElectric.com/Outage



Scan this code



Text **OUT, UPDATE** or **STATUS** to **27079***



Call **877-588-1010**.
Add us to your contacts.

Write down your 12-digit Tampa Electric account number for future reference.

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** Message and data rates may apply. For new registrations, please have your 12-digit account number and zip code ready.*

BE PREPARED FOR HURRICANE SEASON

Visit FloridaDisaster.org or your county's emergency management website for emergency plans, evacuation and flood zones, emergency shelter locations, government alerts, flood insurance, property protection and more.

PLAN FOR BACKUP POWER

Customers are responsible for any needed backup power. Those who rely on continuous electricity for medical devices should join their county's Special Needs Registry and apply for Tampa Electric's Medical Watch program. Medical Watch provides potential outage alerts but does not provide priority power restoration. Learn more at TampaElectric.com/MedicalWatch.

Get Storm-Related Electricity Tips and Information



TampaElectric.com/StormCenter



(800) 223-0800

TOGETHER, WE CAN POWER THROUGH ANY STORM.

Prepare for hurricane season with these tips and resources.



AT TAMPA ELECTRIC, WE WORK YEAR-ROUND TO PREPARE FOR SEVERE WEATHER. WE URGE YOU TO PREPARE TOO.

Follow these tips to stay safe and protected.



AVOID POWER LINES

Avoid downed or damaged power lines. Stay as far away as possible. **DO NOT** touch anything the power lines are touching.

DO NOT trim trees or vegetation touching or near power lines. Contact a professional to avoid injury.

DO NOT fly drones near power lines. If a drone gets entangled with the power lines, **DO NOT** try to retrieve it.

If a downed power line contacts any part of your vehicle, stay inside and tell others to stay away until the line is safely removed and power is turned off. If you must leave the car due to a life-threatening situation, **DO NOT** touch the car while getting out. Jump clear of the car and land on both feet. When your feet hit the ground, shuffle or hop away from the vehicle to a safe area. No part of your body should be touching the car when your feet hit the ground.

To report a downed or damaged power line, call 911, then call Tampa Electric at 877-588-1010.



OPERATE PORTABLE GENERATORS SAFELY

DO NOT connect portable generators to home circuits, a breaker panel, fuse box or meter box. Doing so can create hazards for utility line workers. Plug appliances directly into the generator using heavy-duty, outdoor-rated cords with a wire gauge adequate for the appliance load. It is always best to consult a licensed electrician.

DO NOT operate portable generators indoors, in closed garages, near AC ducts, or in other enclosed areas.

Locate generators away from doors, windows and other building openings. Operating a portable generator in a residence or enclosed space can create deadly carbon monoxide gas.

DO NOT run an uncovered portable generator in the rain. Operate it in a dry outdoor location.



AVOID DOWNED OR DAMAGED SOLAR PANELS

Do NOT touch downed or damaged solar panels, wiring and components. Stay as far away as possible and call **911** for assistance.



STAY OUT OF FLOODWATER AND STORM SURGE

Floodwater can hide energized power lines and other hazards. **DO NOT** enter or drive through floodwater.

Before A Storm: If you're leaving for an extended time or flooding is likely, turn off the electricity while your home is still dry. Switch off each circuit breaker individually, then shut off the main breaker to reduce fire risk.

After A Storm: If your breaker box is outside or in standing water, **DO NOT** shut off the power yourself. Contact Tampa Electric to shut off the power at the meter. When you return home after flooding, **DO NOT** turn the power back on yourself. Have a licensed electrician inspect your home and re-energize your circuits.



SECURE YOUR EV PROPERLY

DO NOT store the vehicle indoors or near other cars. Submerged vehicles may pose a safety hazard and should be inspected by an authorized service technician.



SMELL GAS? ACT FAST!

Smell rotten eggs? This may indicate a gas leak. Move to safety. Call **911**, then call Peoples Gas at **877-832-6747**.

For more essential safety tips and resources, visit [TampaElectric.com/StormCenter](https://www.tampaelectric.com/StormCenter).