



# NEED TO CONTACT US?

**FOLLOW THESE TIPS FOR FAST, EASY ASSISTANCE**



## **BEFORE YOU CALL**

Have the last four digits of the account holder's social security number and at least two of the following forms of identification. When prompted, enter your information to help our system locate your account as quickly as possible.

- Account number
- Phone number
- Meter number
- Tax payer ID



## **DURING YOUR CALL**

**Listen carefully and follow all the menu prompts.** This helps us route your call to a representative specifically trained to handle your request.



## **FOR EVEN QUICKER PHONE SERVICE**

**Reach us 24/7.** Follow the tips above to perform these requests without speaking with a representative.

- Receive your account balance
- Make a payment
- Reconnect service
- Check last payment received
- Report an outage
- Get our mailing address
- Get your account number
- Find a payment location

# DID YOU KNOW?

## **We often receive up to 20,000 calls a day!**

While we strive to provide the best possible service to everyone who calls, some calls take longer than others. As a result, you may experience an extended time on hold based on the volume of incoming calls. Please know you are important to us, and we'll handle your request as soon as we can.

**If your call is not urgent**, we recommend calling Tuesday through Thursday when call volume is usually lower.

### **Customer Care**

Monday – Friday • 7:30 a.m. to 6:00 p.m.

### **Power Outages**

**877-588-1010 Or Text *OUT* to 35069**

Hillsborough County: **813-223-0800**

Polk County: **863-299-0800**

Other counties: **888-223-0800**

TTY Hearing Impaired: **711**

### **Energy-Efficiency Programs**

Monday – Friday • 8:00 a.m. to 4:00 p.m.

**813-275-3909**

### **Go Online**

You can report an outage, make a payment, find a payment location and much more at

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



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