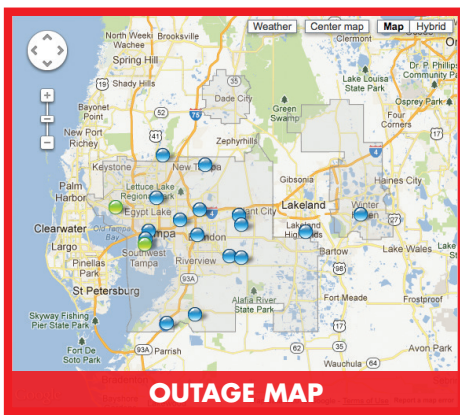


Tampa Electric reminds you to be ready for hurricane season

Your safety and reliable service – and our fast restoration response for you after severe weather – are more than just top priorities for us; we work year-round on new and better ways to be ready for hurricane season's challenges. Since we're in this together with you, we urge you to keep the following critical things in mind, and visit tamapelectric.com/safety for more.

Tools to help you be ready for hurricane season

Update your contact information (phone number and email address) at tecoaccount.com to help us serve you better. Our automated system will match your information to your service address when you call or go online to report an outage.



Report an outage by using any of these convenient options:

- Log into tecoaccount.com, and report your outage with one click.
- Report your outage online at tamapelectric.com/outage using your phone number, account number or meter number.
- Text OUT to 35069*.
- Call 1-877-588-1010 to report your outage at any time.

**If the phone number you enter is not recognized in our system, you may text OUT followed by your account number or meter number (found on your billing statement).*



Get the latest updates about the status of your electric service by using one of these convenient options:

- Sign up for **Power Updates*** through tecoaccount.com. When you sign up, you can let us know how you'd like us to contact you. You can receive texts, emails and/or phone calls regarding your service and other important information.
- Text UPDATE to 35069.
- Visit our Outage Map at tamapelectric.com/outagemap to track outages in your neighborhood. This handy tool self-updates every five minutes to show you the size and location of outages and estimated restoration times.

**Message and data rates may apply.*

Use our social media channels: Find us at:

- twitter.com/tamapelectric
- facebook.com/tamapelectric
- youtube.com/tecoenergyinc
- tamapelectricblog.com.

For more, view the "Need to contact us?" insert at tamapelectric.com/contact.

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, DO NOT operate portable generators inside or near air conditioning ducts or in any enclosed space (including a closed garage) where deadly carbon monoxide gases could build up.

- **Help for special-needs customers.**

Counties provide shelter programs for those requiring special medical care. Special-needs shelters are available for people 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: 813-307-8063
- Polk: 863-298-7027
- Pasco: 727-847-8137
- Pinellas: 727-464-3800

- Determine your flood zone. At gisweb.hillsboroughcounty.org, click *Planning and Growth Management - Flood Maps* in the navigation menu to see if you live in an area expected to experience heavy flooding in the event of severe weather.

