You're a priority on our bucket list.

Your safety and reliable service - and our fast restoration for you after severe weather - are more than just top priorities; we work year-round to be ready for hurricane season. We’re in this together, and we urge you to keep the following tips in mind.

Be ready before the storm
Take these steps to help us ensure a faster response and timely updates for you if severe weather results in power outages:

• Register in advance on tecaccount.com to create an online profile and better manage your account online.

• Once registered, update your contact information (phone number and email address) at tecaccount.com. Our automated system will match your information to your service address when you call or go online to report an outage so that we can serve you better.

• Go to tecaccount.com/communication and sign up for free Power Updates*. Once enrolled, you’ll be able to receive updates on the status of your service as you wish - text, email and/or phone calls.

• Bookmark our Outage Map page at tampaelectric.com/outagemap. Here, you’ll be able to search for an address to see the location of a power outage and estimated restoration time.

Report a power outage
Use any of these convenient options:

• Log into tecaccount.com and report your outage with one click; or

• Visit tampaelectric.com/outage and report your outage. You’ll need your meter or account number (found on your billing statement); or

• *Text OUT to 35069; or

• Call 1-877-588-1010.

* If the phone number you enter is not recognized in our system, you may text OUT followed by your account number or meter number. Message and data rates may apply.

Safety & preparedness tips
• Stay a safe distance away from downed power lines and avoid floodwaters. Always assume that a downed power line is energized and move a safe distance away to safety. Floodwaters can hide energized power lines or other hazards or put you at risk of drowning.

• 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.

• Register for special needs disaster assistance. If you or someone in your home have special needs and may require help locating a shelter and transportation, now is the time to contact your county’s emergency management agency to arrange for assistance.

• Determine your flood zone by visiting your county’s emergency management website to find out if your property is in a high or low risk flood zone or floodway and what your hurricane evacuation zone is. Remember flood zones and evacuation zones are different.

Additional resources
Visit our storm safety and social media pages for more about our restoration process, safety and preparedness tips, the latest restoration updates and more.

• Storm safety page: tampaelectric.com/stormsafety
• Facebook: facebook.com/tampaelectric
• Twitter: twitter.com/tampaelectric