

## Contact Information

### Residential Customer Care

813-223-0800 (Hillsborough County)  
863-299-0800 (Polk County)  
888-223-0800 (All other counties)

### Commercial Customer Care

866-832-6249

### Hearing Impaired/TTY

711

### Power Outages

877-588-1010

### Energy-Saving Programs

813-275-3909

### Mail Payments to

TECO  
P.O. Box 31318  
Tampa, FL 33631-3318

### All Other Correspondence

Tampa Electric  
P.O. Box 111  
Tampa, FL 33601-0111

## Understanding Your Electric Charges

**Average kWh per day** – The average amount of electricity purchased per day.

**Basic Service Charge** – A fixed monthly amount to cover the cost of providing service to your location.

**Bright Choices<sup>SM</sup>** – The number of light fixtures and/or poles leased from Tampa Electric, and associated fees and charges.

**Budget Billing** – Optional program takes the highs and lows out of monthly electric bills. This “leveling” billing program averages your last 12 monthly billing periods so you can pay the same amount for your service each month, despite seasonal variability.

**Energy Charge** – The cost (except fuel) of producing the electricity you purchased, including conservation, environmental and capacity cost recovery charges.

**Estimated** – If Tampa Electric was unable to read your meter, “ESTIMATED” will appear. Your electric use has been estimated based on previous usage. The meter is scheduled to be read next month, and any difference between the estimate and actual use will be adjusted accordingly.

**Florida Gross Receipts Tax** – A tax is imposed on gross receipts from utility services that are delivered to retail customers in Florida, in accordance with Chapter 203 of the Florida Statutes. The tax is levied on utility companies, which collect the tax from all customers, unless exempt, and remit to the state.

**Florida State Tax** – A privilege tax imposed on every person who engages in the business of selling or renting tangible personal property at retail in the state, in accordance with Chapter 212 of the Florida Statutes.

**Franchise Fee** – A fee levied by a municipality for the right to utilize public property for the purpose of providing electric service. Like taxes, the fee is collected by Tampa Electric and is paid to the municipality.

**Fuel Charge** – Cost of fuel used to produce electricity you purchased. Fuel costs are passed through from fuel suppliers to our customers with no markup or profit to Tampa Electric.

**Kilowatt-Hours (kWh)** – The basic measurement of electric energy use.

**Late Payment Charge** – For past due amounts more than \$10, the late payment charge is the greater of \$5 or 1.5% of the past due amount. For past due amounts of \$10 or less, the late payment charge is 1.5% of the past due amount.

**Municipal Public Service Tax** – In addition to the Franchise Fee, many municipalities levy a tax on the electricity you use. It is collected by Tampa Electric and paid to the municipality.

**Past Due** – Previous charges that are past due are subject to a late payment charge fee and may result in disconnection.

**Rate Schedule** – The amount (rate) you pay depends on your customer category. The cost of providing service varies with the customer group.

**Renewable Energy<sup>SM</sup>** – The amount of electricity purchased from renewable sources.

**Share** – A program co-sponsored by Tampa Electric and the Salvation Army where customers can help pay the energy bills of customers in need. A one-time contribution can be made, or your monthly elected contribution will appear on your bill. Your contribution is tax deductible and is matched by Tampa Electric.

**Total Amount Due** – This month’s charges will be past due after the date shown. **THIS DATE DOES NOT EXTEND THE DATE ON ANY PREVIOUS BALANCE.** It is important that you pay your bill before this date in order to avoid interruption of service.

**Zap Cap Systems®** – Surge protection for your home or business sold separately as a non-energy charge.

For more information about your bill, please visit [tampaelectric.com](http://tampaelectric.com).

### Your payment options are:

- Schedule free one-time or recurring payments at [tecoaccount.com](http://tecoaccount.com) using a checking or savings account.
- Mail your payment in the enclosed envelope. Please allow sufficient time for delivery.
- Pay in person at a local authorized payment agent. For a listing of authorized payment agents, visit [tampaelectric.com](http://tampaelectric.com) or call Customer Care at the number listed above.
- Pay by credit or debit card using Quick Pay at [tecoaccount.com](http://tecoaccount.com) or call **866-689-6469**.  
(A convenience fee will be charged to your bank account or credit card.)

When making your payment, please have your bill or account number available.

**Please note:** If you choose to pay your bill at a location not listed on our website or provided by Tampa Electric, you are paying someone who is not authorized to act as a payment agent of Tampa Electric. You bear the risk that this unauthorized party will relay the payment to Tampa Electric and do so in a timely fashion. Tampa Electric is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.

Por favor, visite [tampaelectric.com](http://tampaelectric.com) para ver esta información en español.