

Helping Customers When They Need It Most

As we all look forward with hope and optimism to the future, we know that many of our friends, neighbors and community members continue to have their resilience tested by the series of unprecedented events that began in 2020.

At Tampa Electric, we are reaching out to our most vulnerable customers and are finding ways to get them the help they need.

We do this through direct assistance, working together with other businesses, and connecting customers in need with government and charitable assistance. Here are some examples and resources:

Direct Assistance:

- We started out 2021 by providing \$1 million in bill credits to customers in need. The bill credits are one-time \$85 bill credits for residential customers who have received certain federal low-income assistance during 2020, including the Low-Income Home Energy Assistance Program (LIHEAP) and Emergency Home Energy Assistance for the Elderly Program (EHEAP).
- \$500,000 from Tampa Electric and Peoples Gas to the Share Program which supports customers who struggle with paying their utility bills and our employees and other generous customer contributed additional support to approximately 5,000 customers in need.
- \$500,000 to other charitable partner organizations working on the front lines of the pandemic, providing critical support to our communities through meals, housing and other assistance.

- Tampa Electric also temporarily suspended disconnections for residential and commercial customers during a portion of 2020.
- Tampa Electric employees volunteered more than 28,670 hours in 2020.

Working together:

We partnered with the Tampa Bay Lightning, the Tampa Bay Buccaneers and the Salvation Army to support the Share program. Share is administered by the Salvation Army, specifically to provide utility bill assistance to people facing financial hardship. In addition to funds provided by TECO and great community partners like the Tampa Bay Lightning, Share is funded by the generosity of our own employees and customers just like you.

www.tampaelectric.com/company/community/share/

We are also proud to partner with the United Way, donating \$200,000 towards their assistance to those who have lost income. We have provided a \$25,000 donation to Florida Virtual School (FLVS), supporting the growing demand for online learning, and another \$275,000 to other charitable organizations helping those struggling with meals and housing.

www.efsp.unitedway.org/



Connecting vulnerable customers with resources:

If you or someone you are caring for needs advice or financial assistance with their energy bills, the following organizations may be able to help.

2-1-1

211 Network

Dial 211 or go to <http://211.org/> and you will be connected with trained, supportive professionals who can provide assistance and more information about public and private health and human services.



Share

Share, a program we co-sponsor with the Salvation Army, helps pay basic home energy expenses for customers who qualify. The Salvation Army determines eligibility. <https://www.tampaelectric.com/company/community/share/>

LIHEAP.org

LIHEAP

Low Income Home Energy Assistance Program (LIHEAP) assists low income households in meeting immediate home energy needs. Find your local service center here: <http://www.floridajobs.org/LIHEAP>

EHEAP

EHEAP

The Emergency Home Energy Assistance for the Elderly Program (EHEAP) assists low-income households in which there is at least one person age 60 or older experiencing a home energy crisis. <http://elderaffairs.state.fl.us/doea/eheap.php>



FEMA

FEMA - Emergency Food and Shelter Program (EFSP)

The Emergency Food and Shelter Program was created by Congress to help meet the needs of hungry and homeless people throughout the United States and its territories by allocating federal funds for the provision of food and shelter. <http://www.efsp.unitedway.org/>

Special Needs Registry

In addition to Tampa Electric's Medical Watch program, we encourage our special-needs customers to pre-register with their county's response team that provides aid to persons who require special assistance during evacuations and sheltering because of physical, mental or sensory disabilities.

For more information, please call the special-needs registry in your area:

Hillsborough County 813-272-5900

Pasco County 727-847-8959

Pinellas County 727-464-3800

Polk County 863-534-5600

