

Tampa Electric reminds you to be ready for hurricane season

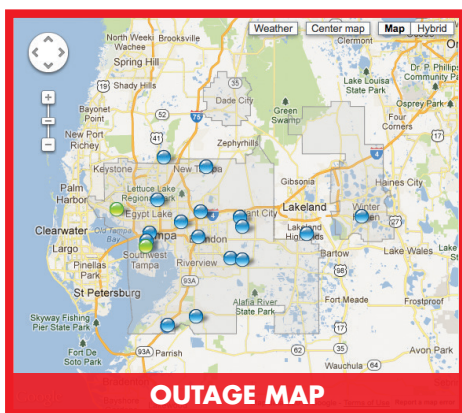
Your safety and reliable service – and our fast restoration response for you after severe weather – are more than just top priorities for us; we work year-round on new and better ways to be ready for hurricane season's challenges. Since we're in this together with you, we urge you to keep the following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



Tools to help you be ready for hurricane season

Power Updates® will keep you informed about your electric service. You can receive texts, emails, and/or phone calls regarding your service. Learn more at tamapelectric.com/powerupdates and sign up by logging into your account at tecoaccount.com.

Our **Outage Map**, at tamapelectric.com/outagemap, self-updates every 10 minutes to show you the size and location of outages; learn the cause of outages, status and estimated restoration times.



Report an outage: Call 1-877-588-1010; go to tamapelectric.com or text **OUT** to 35069. If you have a Power Updates profile, you can report your outage online.

Sign up for free e-News Updates at tamapelectric.com/emailsignup and receive updates straight into your inbox.

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.

• **Update your primary phone number at tamapelectric.com.** Our automated power outage system, which you can access at 1-877-588-1010, identifies an outage at your residence or business by recognizing your phone number or Tampa Electric account number and matching it to the address we have on record for that number. Your primary number is the phone number most frequently associated with your home or business service address. It must be updated with us for the system to benefit you.

• **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.

