



RELIABLE SERVICE IN BLUE SKIES AND GRAY.

Tampa Electric is committed to delivering safe, reliable and affordable power to more than 830,000 customers across 2,000 square miles of West Central Florida. We do this by investing \$150 million annually in our Storm Protection Plan. This plan strengthens our system against severe weather, ensures service reliability and reduces storm restoration time and costs by:

- Converting vulnerable overhead lines to underground, up to 100 miles per year
- Trimming more than 2,000 miles of vegetation a year
- Making substations more resilient by raising equipment or building flood walls
- Installing stronger, more storm-resistant poles and improved technology on certain power lines

We also install smart “self-healing” technology that minimizes outages, helps locate outages electronically and speeds restoration times.

Self-healing technology automatically reroutes electric service around outages.



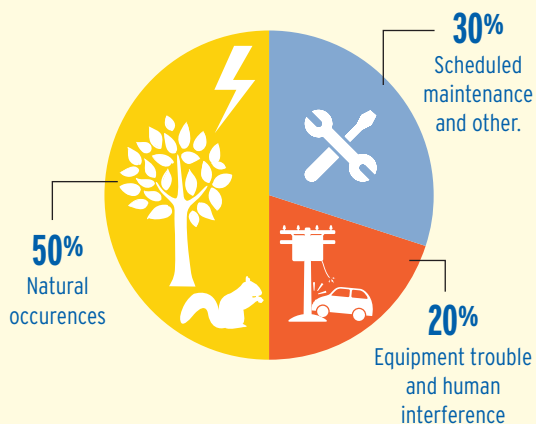
Where installed, outages and momentary flickers have been reduced **50 – 60** percent.



Why does the power still go out?

Although we work year-round to deliver reliable service, severe weather, birds, squirrels, nature and other factors can still damage our equipment and cause outages. To help protect animals and reduce outages, we build “safe platforms” and “squirrel deterrents” on our power lines.

What causes power outages?



Why does your clock blink?

Safety devices or breakers are another cause of power outages. They open and close quickly to automatically reset equipment after a tree limb or other object touches a power line. This can cause a momentary interruption but help prevent a longer outage.



How can you minimize the effects of power interruptions?

- Keep portable electronics fully charged
- Purchase electronics with batteries for backup power
- Get surge protection via our meter-based Zap Cap Systems®
- Use an uninterruptible power supply with built-in batteries for your computer, modem, and other electronics, also available through Zap Cap Systems®
- Save computer files frequently, and regularly back up files to protect your work
- Install a standby generator or use a portable generator if necessary

What should you do if the power goes out?

If you experience an outage, report it! Our goal is to restore your service as quickly and safely as possible. To stay up to date on your services, enroll in free outage notifications at TECOaccount.com/Notifications.



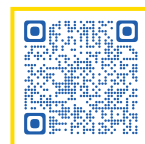
Sign up for an online account at TECOaccount.com



Text **OUT**, **UPDATE** or **STATUS** to **27079***



Go to and bookmark TampaElectric.com/Outage



Scan this code to our outage map



Call **877-588-1010** and add to your contacts for future use.

** Message and data rates may apply. For new registrations, please have your 12-digit account number and zip code ready.*