



ONLINE PAYMENT GUIDE

Looking for a quick and easy way to pay your bill?

Tampa Electric offers several convenient ways to pay your bill online - saving stamps, paper, time and money. With online payments, you'll reduce risks from lost payments, receive electronic payment confirmations and enjoy real-time transactions that help improve cash flow and budgeting.

Choose to pay your bill with:

- A credit card, debit card, Apple Pay or Google Pay.
- Your checking or savings account.

To get started, you'll need a Tampa Electric [online account](#). If you don't already have an online account, it's easy to register one at TECOaccount.com with your account number and zip code.

To make an online payment for a single account:

- 1 Log in to your [online account](#).
- 2 Then select the "Pay Now" button.
- 4 Choose a payment date at the bottom of the screen.
- 5 Add or select a bank account or pay with a credit card.
- 6 Select "Next" to pay with a bank account or select "Pay with KUBRA EZ-PAY" to pay with a card*.

The screenshot shows the TECO online account dashboard. The 'CURRENT BILL' section displays the following information:

Item	Amount
Current month's charges	\$272.92
Total amount due:	\$272.92

The 'BILL HISTORY' table shows:

Bill date	Amount	Due date	View bill
08/22/2024	\$272.92	09/12/2024	View
07/24/2024	\$295.37	08/14/2024	View
06/25/2024	\$332.87	07/16/2024	View
05/31/2024	\$168.26	06/21/2024	View

The 'PAYMENT HISTORY' table shows:

Amount paid	Date
\$295.37	08/14/2024
\$332.87	07/16/2024
\$168.26	06/21/2024

The 'Pay Now' button is highlighted with a red box.

- 3 Review any pending payments and verify the payment amount before proceeding.

The screenshot shows the 'Make a Payment' screen. The 'Pay with bank account' section is active, showing the following information:

Current Balance: \$272.92
Pending Payments: \$0.00

Buttons: [View Bill](#), [Pay Multiple Accounts](#)

Pay Amount: \$ 272.92

Payment Date: 9/11/2024

Bank Account: Chase

Buttons: [Next](#), [Add bank account](#)

The 'Next' button is highlighted with a red box.

The 'Pay with credit card' section is also visible, with a 'Pay Now with KUBRA EZ-PAY' button.

*Convenience fee applied.



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To make an online payment for a single account:

- 7 Review the payment confirmation screen for accuracy.
- 8 Select "Submit Payment."

The screenshot shows the 'Payment Confirmation' page on the TECO website. At the top, there are navigation links for 'RESIDENTIAL', 'BUSINESS', and 'COMPANY', along with 'HELP' and 'CONTACT US'. The page title is 'Payment Confirmation' and it says 'Hello, TECO Customer | Log off'. Below this, there's a section for 'Account Details' with fields for 'Account #', 'Address', and 'Status: Active'. A 'Change Account' link is also present. The main content area asks the user to confirm the payment amount, date, and bank account. The payment amount is \$272.92, the date is 09/11/2024, and the bank account is Chase. Below this, there's a 'Things you should know' section with instructions on what happens when the user clicks 'Submit'. At the bottom of the main content area, there are two buttons: 'Submit Payment' (highlighted with a red box) and 'Cancel'. The footer contains links for 'COMMUNITY', 'SAFETY', and 'CONTACT US'.

- 9 Do not press the back button while your payment is processing.

The screenshot shows a banner with a yellow circular progress indicator in the center. The text reads: 'Payment is in progress' and 'Do not press the back button while the payment is being submitted.'

- 10 Once processed, you will see a "Payment Successful" banner at the top of the screen and receive a confirmation email with your payment information.

Your payment has been successfully submitted! An email confirmation will arrive shortly. Please do not resubmit your payment. If you are making a payment to reconnect gas service, please call us to schedule an appointment. 877-832-6747