

# Helping Customers When They Need It Most

We know there is never a good time to raise rates, and we are committed to helping our customers. That's why we've developed programs to help customers manage their bills and partnerships to offer utility bill assistance for those in need.

## We strive to help you manage your energy usage and spending with:

- **Energy-Saving Programs:** We offer nearly 30 energy-saving programs to help you save energy and money. These include time-of-day and interruptible-energy programs, online and in-person energy audits and rebates on select energy-efficient equipment. For a comprehensive list of available programs visit [TampaElectric.com/Save](https://TampaElectric.com/Save) (Residential) and [TampaElectric.com/BizSave](https://TampaElectric.com/BizSave) (Business).
- **Savings Tips:** There are simple actions you can take to help lower your electric bill. For hot and cold weather tips, as well as everyday energy-saving tips, check out our energy-efficiency tips at [TampaElectric.com/SavingsTips](https://TampaElectric.com/SavingsTips) (Residential) and [TampaElectric.com/BizSavingsTips](https://TampaElectric.com/BizSavingsTips) (Business).
- **Interactive Bill:** Access personalized insights on your bill, available at [TECOaccount.com](https://TECOaccount.com). With our interactive bill, you can view and compare daily, monthly and yearly usage comparison with actionable recommendations on how to save money and energy, customized for you.
- **Budget Billing:** Get a more predictable monthly electric bill with our free Budget Billing program. It's designed to help you manage your energy costs, reduce seasonal bill shocks and maintain your

budget. With Budget Billing, your monthly electric bill payment is no longer the total of your actual charges. Instead, it is based on the average amount of your electric bills from the previous 12 months, so your payment will be about the same every month - regardless of seasonal weather changes. Learn more at [TampaElectric.com/BudgetBilling](https://TampaElectric.com/BudgetBilling).

## We want to help our customers who are facing hardships, which is why we:

- Offer flexible payment extensions to qualifying customers in need, allowing customers more time to pay their bills. To request a payment arrangement, please log in to [TECOaccount.com](https://TECOaccount.com) and click on Payment Arrangement to complete our request form. If you need additional assistance, please call us at **888-223-0800** (Residential) or **866-832-6249** (Business) on weekdays from 7:30 a.m. to 6 p.m. to discuss available payment options.
- Help qualified residential customers pay past-due bills via our Share Program. We donated \$1 million to this program in 2023. If you are in need of assistance, call **211**. In addition to funds provided by TECO, which are paid by shareholders and do not affect customer bills, Share is funded by the generosity of our own employees, customers and community partners. For every contribution made, Tampa Electric will match it dollar-for-dollar. Learn more at [TampaElectric.com/Share](https://TampaElectric.com/Share).
- Partner with many community agencies to connect qualified customers to assistance with household expenses and utility bills. To learn about local organizations and resources that are available, visit [TampaElectric.com/PayAssist](https://TampaElectric.com/PayAssist) (Residential) and [TampaElectric.com/BizPayAssist](https://TampaElectric.com/BizPayAssist) (Business)

For more information, visit [TampaElectric.com/Rates](https://TampaElectric.com/Rates).

