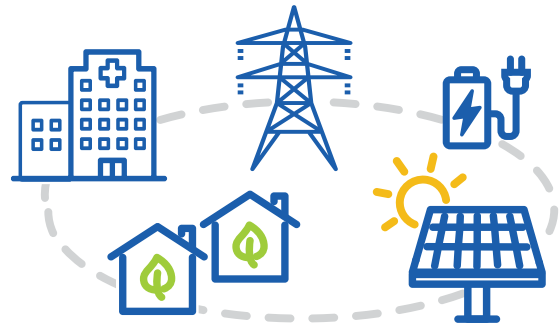


Enhancing reliability, resiliency and security



Tampa Electric's highest priority and responsibility is providing safe and reliable electricity to our customers. To continue delivering 99.98 percent service reliability to our growing region, ongoing investments that strengthen our resiliency to extreme weather events and other risks are essential. Looking toward the future, we're investing in technologies and enhancements that deliver the service and reliability our customers deserve while maintaining close control of costs. Our investments aim to:

- **Reduce power outage durations and restoration costs.** We're investing in technology and enhancements to our communication systems that enable the automatic and remote restoration of service. Where more in-depth repairs are needed, these technologies allow us to diagnose and repair problems more quickly, reducing the time and cost to restore service.
- **Ensure service reliability by improving the safety and security of critical company facilities.** To be better prepared for extreme weather and cyberattacks that can disrupt the reliable flow of electricity, we're moving our key facilities and critical energy control operations further inland, away from potential storm surge and flooding. We are also upgrading our critical energy management systems, which are used to deliver energy to customers. These proactive measures allow us to meet increasing security expectations and requirements, strengthen our defenses against severe weather and mitigate potential system damage.
- **Improve community safety with more advanced and reliable lighting.** We're improving and exploring technology that helps us to ensure the reliability of our lighting to help keep our roadways safe and reduce crime. This technology includes smart network controls, which allow faster repairs and reduce maintenance costs by automatically notifying us when a light goes out. Other technologies include smart city applications and solar-powered streetlights that remain operational during outages and after extreme weather conditions, delivering lighting our community can count on.

Since 2021, we've added about 50,000 customers for a total of 854,000. During the same period, we invested in system improvements that:

- Increased the reliability of our service by more than 28 percent.
- Reduced the frequency of power outages by more than 23 percent.
- Shortened the duration of those outages by almost 32 percent.

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

