

## STAY INFORMED ABOUT OUTAGES AND RESTORATION



Log in to or create your online account at **TECOaccount.com** and turn on text, email or phone outage notifications.

We make it easy to report an outage and get restoration updates. You can:



Go to and bookmark **TampaElectric.com/Outage**



Scan this code



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



Call **877-588-1010**.  
Add us to your contacts.

Write down your 12-digit Tampa Electric  
account number for future reference



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

## PLAN AHEAD FOR BACKUP POWER

Customers are responsible for their own backup power. Those who rely on electricity for medical devices should prepare for outages and join their county's Special Needs Registry for support before the height of storm season. We strongly encourage these customers to apply for our Medical Watch program, which alerts participants to potential service interruptions so they can plan ahead. Medical Watch does not provide priority power restoration. Learn more at **TampaElectric.com/MedicalWatch**.



Scan this code or visit  
**TampaElectric.com/StormCenter**  
for critical information and tips to help  
you reduce risk, avoid hazards and  
recover quickly when storms strike.

# TOGETHER, WE CAN POWER THROUGH ANY STORM.

Prepare for hurricane  
season with these tips  
and resources.



(800) 223-0800



# AT TAMPA ELECTRIC, WE WORK YEAR-ROUND TO PREPARE FOR SEVERE WEATHER. WE URGE YOU TO PREPARE TOO.

## Follow these tips to stay safe and protected.



### AVOID POWER LINES

Avoid downed or damaged power lines. Stay as far away as possible. **DO NOT** touch anything the power lines are touching.

**DO NOT** trim trees or vegetation touching or near power lines. Contact a professional to avoid injury.

**DO NOT** fly drones near power lines. If a drone gets entangled with the power lines, **DO NOT** try to retrieve it.

If a downed power line contacts any part of your vehicle, stay inside and tell others to stay away until the line is safely removed and power is turned off. If you must leave the car due to a life-threatening situation, **DO NOT** touch the car while getting out. Jump clear of the car and land on both feet. When your feet hit the ground, shuffle or hop away from the vehicle to a safe area. No part of your body should be touching the car when your feet hit the ground.

**To report a downed or damaged power line, call 911, then call Tampa Electric at 877-588-1010.**



### OPERATE PORTABLE GENERATORS SAFELY

**DO NOT** connect portable generators to home circuits, a breaker panel, fuse box or meter box. Doing so can create hazards for utility line workers. Plug appliances directly into the generator using heavy-duty, outdoor-rated cords with a wire gauge adequate for the appliance load. It is always best to consult a licensed electrician.

**DO NOT** operate portable generators indoors, in closed garages near AC ducts, or in other enclosed areas.

Locate generators away from doors, windows and other building openings. Operating a portable generator in a residence or enclosed space can create deadly carbon monoxide gas.

**DO NOT** run an uncovered portable generator in the rain. Operate it in a dry outdoor location.



### AVOID DOWNED OR DAMAGED SOLAR PANELS

**Do NOT** touch downed or damaged solar panels, wiring and components. Stay as far away as possible and call **911** for assistance.



### STAY OUT OF FLOODWATER AND STORM SURGE

Floodwater can hide energized power lines and other hazards. **DO NOT** enter or drive through floodwater.

**Before A Storm:** If you're leaving for an extended time or flooding is likely, turn off the electricity while your home is still dry. Switch off each circuit breaker individually, then shut off the main breaker to reduce fire risk.

**After A Storm:** If your breaker box is outside or in standing water, **DO NOT** shut off the power yourself. Contact Tampa Electric to shut off the power at the meter. When you return home after flooding, **DO NOT** turn the power back on yourself. Have a licensed electrician inspect your home and re-energize your circuits.



### SECURE YOUR EV PROPERLY

**DO NOT** store the vehicle indoors or near other cars. Submerged vehicles may pose a safety hazard and should be inspected by an authorized service technician.



### SMELL GAS? ACT FAST!

Smell rotten eggs? This may indicate a gas leak. Move to safety. Call **911**, then call Peoples Gas at **877-832-6747**.

For more essential safety tips and resources, visit [TampaElectric.com/Storm Center](https://www.tampaelectric.com/storm-center).