

# UPGRADES COMING TO PROVIDE MORE OPTIONS FOR YOU



In **early 2017**, we're introducing upgraded customer information and billing systems and doing everything we can to ensure a smooth transition for you.

## Beginning in January 2017, you'll see a new bill design and other changes, including:

### 24/7 online access to your account from the device of your choice

- View and pay your bill, report outages, enroll in programs and manage communication preferences.

### Modified billing programs

- If you're an **e-Bill paperless billing** customer, you will continue to receive monthly email notifications about your new statements. You'll need to create an online account profile at **tecoaccount.com** to view bill details or to pay your bills online. Don't worry – we'll include the website link and some helpful instructions!
- Tampa Electric's **Levelized Payment Plan** will become **Budget Billing**. If you participate in this program, you'll see a consistent payment amount each month.

### Adjustments to automatic recurring payments

- If you're enrolled in **automatic recurring payments**, your bank account **will be drafted on your statement due date** beginning in January. We'll send you a reminder about this change.



### New account number


- When you receive your January bill statement, please make note of your new account number – you'll need it when you establish your online account next year.
- If you make payments through your bank, we suggest you update your banking information with this account number when you receive your January bill.

Thank you for your business as we work to deliver you more mobility, control and convenience.

Visit **[tampaelectric.com/more](http://tampaelectric.com/more)** to learn more.

# Sneak peek of what your new bill will look like in January 2017

Your enhanced billing statement was designed with you in mind. Here's a snapshot of the front page.



TECO  
TAMPA ELECTRIC  
AN EMERA COMPANY

JOHN SMITH  
C/O JANE SMITH  
SUNRISE PLACE  
123 MAIN STREET  
TAMPA, FL 33602-1234

## ACCOUNT STATEMENT

tampaelectric.com | [f](#) [t](#) [p](#) [g](#) [in](#)


Statement Date: 10/16/2016  
Account: 8888888888

Current month's charges:	\$173.89
Total amount due:	\$173.89
Current month's charges due:	11/06/2016

### Your Electric Account Summary

Previous amount due	\$ 273.16
Payment(s) received since last statement	-\$ 273.16
<b>Current month's charges due by 11/06/2016</b>	<b>\$ 173.89</b>
<b>Total amount due</b>	<b>\$173.89</b>

Hey! Your computer here. Did you know I can help you save energy and money with Tampa Electric's Energy Planner™ program? Check out [tampaelectric.com/save](#) for all the details.




Amount not paid by due date may be assessed a late payment charge and an additional deposit.

### Billing and payments made easy!

We offer many convenient and free ways to receive and pay your electric bill, such as e-Bill and Direct Debit. For more on our convenient options, log into [tecoaccount.com](#) or visit [tampaelectric.com/residential](#) and select Pay Your Bill.





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TAMPA, FL 33602-1234

WAYS TO PAY YOUR BILL

mail phone online pay agent  
See reverse side for more information

Account: 8888888888

Current month's charges:	\$173.89
Total amount due:	\$173.89
Current month's charges due:	11/06/2016

Amount Enclosed \$ \_\_\_\_\_

987654321012

MAIL PAYMENT TO:  
TECO  
P.O. BOX 31318  
TAMPA, FL 33631-3318

9876543210128888888888800000173891

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For a more detailed look, view the video at [tampaelectric.com/more](http://tampaelectric.com/more).

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