

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
CO-JANE SMITH
SUNRISE PLACE
123 MAIN STREET
TAMPA, FL 33602-1234

ACCOUNT STATEMENT
tampaelectric.com | f t p s in

Statement Date: 10/06/2016
Account: 9989988899

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

Hi! Your computer here. Did you know I can help you save energy and money with Tampa Electric's Energy Playor™ program? Check out tampaelectric.com/save for all the details!

Billing and payments made easy!

We offer many convenient and easy ways to receive and pay your electric bill, such as a Bill and Collect Card. For more on our convenient options, log into tecoaccount.com or visit tampaelectric.com/easylifeit and select My Your Bill.

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WAYS TO PAY YOUR BILL

Account: 9989988899

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

Amount Enclosed \$ _____

9876543210

For a more detailed look, view the video at tampaelectric.com/more.

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

TECO
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TE092916 CRM Bill Insert_TEC_Dec 2016.indd 1

10/10/16 11:10 AM

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 at tecoaccount.com

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

Ability to have all the services at your address consolidated into a single, combined bill

- Including electricity, natural gas and lighting.

New account number

- When you receive your January bill, please make note of your new account number – you'll need it when you register your account online or when you're calling us about your service.
- If you make payments through your bank, we suggest you update your banking information with this account number when you receive your January bill.

Modified billing programs

- If you're an **e-Bill paperless billing** customer, you will continue to receive email notifications about your new statements, but you will need to create an online account profile at **tecoaccount.com** to view bill details or to pay your bills online. We'll send you emails about where to go to log in.
- 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.

Updates to account information

- We've cleaned up the data in our systems, so you may notice minor changes to your account. If you see a discrepancy, call us and we'll make sure we have it right.

Thank you for your business as we work to deliver more for you.

Visit **tampaelectric.com/more** to learn more about your new bill and upcoming improvements.