

Contact Information

Residential Customer Care

813-223-0800 (Tampa)
863-299-0800 (Lakeland)
352-622-0111 (Ocala)
954-453-0777 (Broward)
305-940-0139 (Miami)
727-826-3333 (St. Petersburg)
407-425-4662 (Orlando)
904-739-1211 (Jacksonville)
877-832-6747 (All other areas)

Commercial Customer Care

866-832-6249

Hearing Impaired/TTY

711

Natural Gas Outages

877-832-6747

Natural Gas Energy Conservation Rebates

877-832-6747

Mail Payments to

TECO
P.O. Box 31318
Tampa, FL 33631-3318

All Other Correspondence

Peoples Gas
P.O. Box 111
Tampa, FL 33601-0111

Understanding Your Natural Gas Charges

BTU – British thermal unit – a unit of heat measurement.

Budget Billing – Optional program takes the highs and lows out of monthly natural gas bills. This "leveling" billing program averages your last 12 monthly billing periods so you can pay the same amount for your service each month, despite seasonal variability.

Buried Piping Notification – Federal regulations require that Peoples Gas notify our customers who own buried piping of the following:

1) When excavating near buried gas piping, the piping should be located in advance; 2) The gas supplier does not own or maintain the customer's buried piping; 3) Buried piping that is not maintained may be subject to corrosion and/or leakage. Buried piping should be inspected periodically and any unsafe conditions repaired. Licensed plumbers, heating and air conditioning contractors, or Peoples Gas can conduct inspections.

Conversion Factor – This factor is used to adjust for variations from standard delivery pressure and standard delivery temperature where applicable.

Customer Charge – A fixed monthly amount to cover the cost of providing gas service. This charge is billed monthly regardless if any gas is used.

Distribution Charge – Covers the costs of moving gas from its source to your premise, other than the cost of gas itself.

Estimated – If Peoples Gas was unable to read your gas meter, "ESTIMATED" will appear. Your gas use has been estimated based on previous usage. The meter is scheduled to be read next month, and any difference between the estimate and actual use will be adjusted accordingly.

Florida Gross Receipts Tax – A tax is imposed on gross receipts from utility services that are delivered to retail customers in Florida, in accordance with Chapter 203 of the Florida Statutes. The tax is levied on utility companies, which collect the tax from all customers, unless exempt, and remit to the state.

Florida State Tax – A privilege tax imposed on every person who engages in the business of selling or renting tangible personal property at retail in the state, in accordance with Chapter 212 of the Florida Statutes.

For more information about your bill, please visit peoplesgas.com.

Your payment options are:

- Schedule free one-time or recurring payments at tecoaccount.com using a checking or savings account.
- Mail your payment in the enclosed envelope. Please allow sufficient time for delivery.
- Pay in person at a local payment agent. For a listing of authorized payment agents, visit peoplesgas.com or call Customer Care at the number listed above.
- Pay by credit or debit card using Quick Pay at tecoaccount.com or call **866-689-6469**.
(A convenience fee will be charged to your bank account or credit card.)

When making your payment, please have your bill or account number available.

Please note: If you choose to pay your bill at a location not listed on our website or provided by Peoples Gas, you are paying someone who is not authorized to act as a payment agent of Peoples Gas. You bear the risk that this unauthorized party will relay the payment to Peoples Gas and do so in a timely fashion. Peoples Gas is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.

Por favor, visite peoplesgas.com para ver esta información en español.

Franchise Fee – A fee levied by a municipality for the right to utilize public property for the purpose of providing gas service. Like taxes, the fee is collected by Peoples Gas and is paid to the municipality.

Late Payment Charge – The late payment charge is 1.5% of the past due amount.

Main Extension Charge – A flat monthly fee to recover the cost of extending mains to a particular area when the cost exceeds the maximum allowable construction cost.

Measured Volume – Your natural gas usage in CCF (one hundred cubic feet) or MCF (one thousand cubic feet). These are the standard units of gas measurement.

Municipal Public Service Tax – In addition to the Franchise Fee, many municipalities levy a tax on the gas you use. It is collected by Peoples Gas and paid to the municipality.

PGA Charge – Purchased Gas Adjustment – the cost of gas purchased for you by Peoples Gas and delivered to your premises.

Rate Schedule – The amount (rate) you pay depends on your customer category. The cost of providing service varies with the customer group.

Share – A program co-sponsored by Peoples Gas and the Salvation Army where customers can help pay the energy bills of customers in need. A one-time contribution can be made, or your monthly elected contribution will appear on your bill. Your contribution is tax deductible and is matched by Peoples Gas.

Swing Charge – Covers the costs that are incurred by Peoples Gas to balance the difference between a customer's actual daily usage and the gas delivered by your gas supplier (pool manager).

Therm – A unit of heat equal to one hundred thousand (100,000) BTUs.

Total Amount Due – This month's charges will be past due after the date shown. THIS DATE DOES NOT EXTEND THE DATE ON ANY PREVIOUS BALANCE. It is important that you pay your bill before this date in order to avoid interruption of service.