



Need to Contact Us?

FOLLOW THESE TIPS FOR FAST, EASY ASSISTANCE

Before You Call

Please have the last four digits of the Tampa Electric and/or TECO Peoples Gas account holder's social security number and at least two of the following forms of identification.

When prompted, enter your information to help our system locate your account as quickly as possible.

- Account number
- Phone number
- Meter number
- Tax payer ID



During Your Call

Listen carefully and follow all the menu prompts. This helps us route your call to a representative specifically trained to handle your request.



24/7 Phone Service

Follow the tips above to perform the following requests without speaking to a representative:

- Receive your account balance or other account information
- Make a payment, check last payment received and/or find a payment location
- Reconnect service
- Report an electrical outage or a natural gas disruption
- Get our mailing address



CUSTOMER CARE

Weekdays from 7:30 a.m. to 6:00 p.m.

- **Residential:** 888.223.0800
- **Business:** 866.832.6249

• **Report a Natural Gas Leak:** 877.832.6747

• **Report a Power Outage:** 877.588.1010



DID YOU KNOW?

Online Resources, Available 24/7/365

Skip the phone and conduct business online.

Once your account is registered, you can:

- Report a power outage
- Start or stop service
- Pay your bill
- Sign up for programs and services
- Manage your notification preferences
- And so much more ...
- Register and learn more at tecoaccount.com

Report a Power Outage

Use any of these convenient options:

- Log into tecoaccount.com and report your outage with one click.
- Visit tampaelectric.com/outage to report your outage using your account number, meter number, address or phone number associated with your account.
- **Text OUT to 27079** to report an outage*.
Text UPDATE or STATUS for updates on your reported outage.**
- **Call 877.588.1010**

* Message and data rates may apply.

** If the phone number you text from is not recognized, you will be prompted to follow steps to register so you can report your outage and receive outage updates. Please have your 12-digit account number and zip code available to complete the registration. Once your registration is complete, you may text OUT or UPDATE followed by the account number. Example: OUT212000000000 or UPDATE 212000000000.

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