

# TCLP NEWSLETTER

March 2024



[www.tclp.org](http://www.tclp.org)



## A message from our Executive Director

### A Bright Start to 2024: Innovating for a Sustainable Tomorrow

#### Dear TCLP Communities,

As we embark on a new year, we're filled with optimism and excitement for what lies ahead. The journey we're on together is not just about providing energy but about redefining what it means to be a utility in today's rapidly evolving world. 2023 was a year of remarkable achievements, and as we step into 2024, we're more committed than ever to leading the charge toward a sustainable, connected future.

#### Innovation in Action

Last year, we made significant strides in operationalizing our Climate Action Plan. Our efforts in decarbonization and transitioning to sustainable energy sources are just the beginning. We're moving from theory to practice, proving that a commitment to the planet and our community is the cornerstone of true innovation.

#### The Power of Connection

2024 marks a significant milestone for TCLP as we further integrate TCLPfiber into our operations. This initiative is more than just an expansion of services—it's a testament to our belief in the transformative power of connectivity. A connected community is an empowered community, and through TCLPfiber, we're building stronger, more resilient connections every day.

#### Your Voice, Our Compass

Your feedback and engagement have been pivotal in shaping our path forward. As we navigate the challenges and opportunities of 2024, your voice remains our most valuable guide. We're eager to share more about our plans and progress in the months ahead, and we invite you to continue this conversation with us.

#### Looking Ahead

The start of a new year is a time for renewal and recommitment. At TCLP, we're renewing our pledge to not just meet but exceed our goals for energy sustainability, operational excellence, and community support. Together, we're not just facing the future—we're creating it.

Thank you for being an integral part of our journey. Here's to a year of innovation, growth, and stronger community bonds. Together, let's light up 2024 with positive energy and purpose.

Warm regards,  
Brandie Ekren, Executive Director

## Top News

- New Year New Newsletter look!
- TCLP's Strategic Plan coming soon!

## Upcoming Projects

Reconstruction of the alley north of Front St. from Pine St. to Cass St. This project is set to start early this spring and includes replacing old wire and transformers to ensure continued reliability downtown.

## GO GREEN IN 2024

Traverse City Light and Power offers a variety of ways to help improve your energy efficiency, keeping costs low, and the planet healthy. To learn more visit, [Go Green](http://www.tclp.org/Links/GoGreen) at [www.tclp.org/Links/GoGreen](http://www.tclp.org/Links/GoGreen).



### Voluntary Green Pricing Program

TCLP customers can voluntarily participate in this program. Customers can specify the amount of electricity they use that will be renewable energy.



### On-Bill Financing

TCLP customers can access a program designed to help improve their home's efficiency while saving them money on their utility bills.



### Energy Saving Program

TCLP offers rebates on a variety of energy-saving products. This program is designed to help customers save money, energy, and the environment.

## Celebrate Earth Day with us!

Join us and others for Earth Day on April 20th from 10:00 am to 2:00 pm at Howe Arena at the Grand Traverse County Civic Center. We will have our pedal-a-watt bike and informational material including a look at our upcoming Strategic Plan.



**Holiday Closures:** Good Friday, March 29th | Memorial Day, Monday, May 27th



## MDOT CONSTRUCTION 2024

*What you can expect from TCLP during the reconstruction of Grandview Parkway/Front Street:*

MDOT is reconstructing Grandview Parkway from Division St to Garfield Ave, which includes road widening. In this area, TCLP is responsible for street lighting. With the change in road design, many of the existing lights have to be relocated, and additional lights need to be installed. TCLP will be moving and installing streetlights as well as a few other electrical facilities along the road to accommodate the changes. This project will be completely reimbursed by MDOT.

### RECENT UPDATES TO TCLP'S RELIABILITY

In December TCLP completed upgrades to the Grand Traverse substation. This substation feeds the main transmission lines going into the city and utilizes equipment that is over 40 years old. TCLP replaced this old equipment to ensure the main power feed into the city remains reliable into the future.



SCAN THE QR CODE

### TAKE OUR SURVEY!

TCLP is striving to enhance our services and contribute to a greener future through **electrification**. Your feedback is crucial in this journey. Please use the QR code and take a moment to complete our brief electrification survey. Your insights will help us tailor our offerings to better meet your needs and advance sustainability.

*Participants will be entered into a drawing to win one of three \$100 downtown give certificates.*

### RESIDENTIAL ASSISTANCE & SHUT-OFF PROTECTIONS

**Assistance:** Utility customers may be eligible for economic assistance from the Michigan Department of Health and Human Services (MDHHS) by calling 231-941-3900.

**Medical Emergency Protections:** Critical care customers (individuals who require home medical equipment or a life support system) or utility customers with a medical emergency (a medical condition that will be aggravated by the lack of utility service). Medical documentation from a licensed physician is required to determine eligibility.

**Military Shut-Off Protections:** Customers that are on military active duty. Verification of active duty is required to determine eligibility.

**Low-Income Protections:** Utility customers with household incomes that do not exceed 150% of the poverty level or are participants in assistance from a state emergency relief program, food assistance, or Medicaid. Income tax documentation or verification of enrollment in programs is required to determine eligibility.

**Senior Citizen Protections:** During the heating and cooling seasons, seniors will not be shut off in the winter or if the summer temperatures exceed 95 degrees. Seniors are required to notify the utility and sign an affidavit to be eligible for this protection.

*For more information, please call Customer Service at 231-922-4940.*



TRAVERSE CITY  
LIGHT & POWER

1131 Hastings St. | Traverse City, MI 49686  
Outages and 24-Hour Service: 231-922-4940  
TCLPfiber Service and Sign-Up: 231-922-4940  
Billing and Accounting Questions: 231-922-4940



TCLPfiber  
Your Community Network



**PROUDLY SERVING OUR COMMUNITY FOR 112 YEARS!**

*This organization is an equal opportunity provider and employer.*