

MyMeter

USER GUIDE

Usage awareness & tracking makes it easy to understand your home or business



Data & alerts where you are

Alerts and meter data are accessible across lots of different devices and our mobile alert system keeps you up-to-date even when you're on the road.



Track & compare your usage

Track your usage against weather conditions and see how you compare to your own usage from previous years.



Customizable markers

Track important events and monitor associated energy changes with handy markers. Using markers helps the system know how and when to provide important alerts.



Energy Challenge

Set an energy savings goal and track your progress over time.



TRAVERSE CITY
LIGHT & POWER



Welcome to the MyMeter Dashboard

What is the MyMeter Dashboard?

It is a customer portal that integrates with the recently installed advanced meters giving customers more timely information on energy/water use. With that, utility customers can now access a customized online dashboard that can help track and compare your energy/water usage by day, week, month or year.

The MyMeter Dashboard is a great tool to learn more about your usage patterns and how what you do can drive an increase in your usage. When you know more you can do more. By accessing and monitoring your detailed usage data you can take steps to make changes.

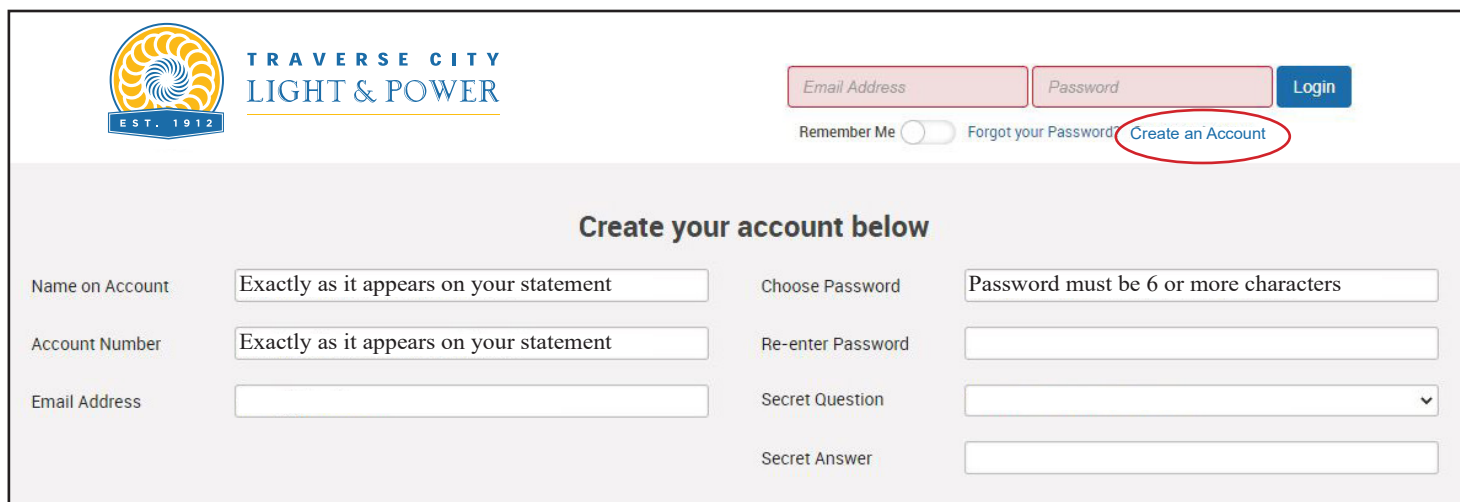
How to Access the MyMeter Dashboard?

To get started, customers will log in to meter.tclp.org.

First time customers will need to **CREATE AN ACCOUNT**. You will need:

- **Name as it appears exactly on your statement**
- **Account number as it appears exactly on your statement**
- **Email Address**

You will also be prompted to create a unique PASSWORD and select a SECRET QUESTION and ANSWER as an alternative method of verification if you cannot remember your password.



The screenshot shows the login and account creation interface for Traverse City Light & Power. At the top left is the logo with the text "TRAVERSE CITY LIGHT & POWER" and "EST. 1912". To the right are input fields for "Email Address" and "Password", a "Remember Me" checkbox, a "Forgot your Password?" link, and a "Login" button. A "Create an Account" link is circled in red. Below this is a section titled "Create your account below" with the following fields:

Create your account below			
Name on Account	Exactly as it appears on your statement	Choose Password	Password must be 6 or more characters
Account Number	Exactly as it appears on your statement	Re-enter Password	
Email Address		Secret Question	
		Secret Answer	

After you register the first time, you will simply **log in** with your username and password to start using the MyMeter Portal.

If you need assistance please call Customer Service at **231-922-4431**.

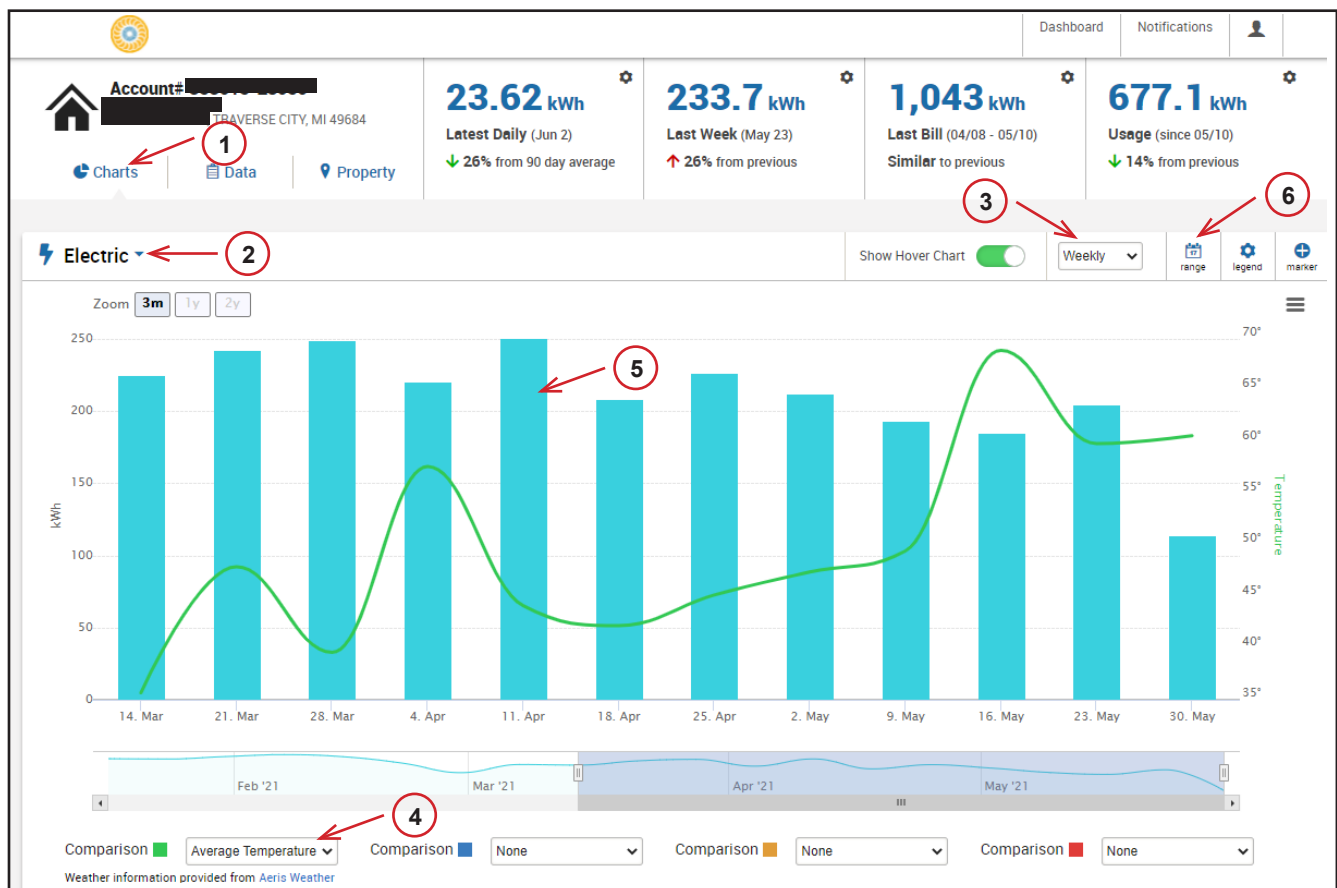
Navigating the Dashboard

The MyMeter Dashboard offers many features and benefits.

What is “Charts” view?

In “Charts View,” you are able to track and compare your usage in several views.

- 1 Click on “Charts”
- 2 Type of utility (Electric or Water)
- 3 By increments such as hourly, daily or weekly
- 4 How your energy/water use compares to your local weather conditions
- 5 Hover over a specific time period to take a closer look at a specific date range or day
- 6 Over time, as the information accumulates in your MyMeter Dashboard, you will have the ability to compare changes in your energy/water usage over a selected date range

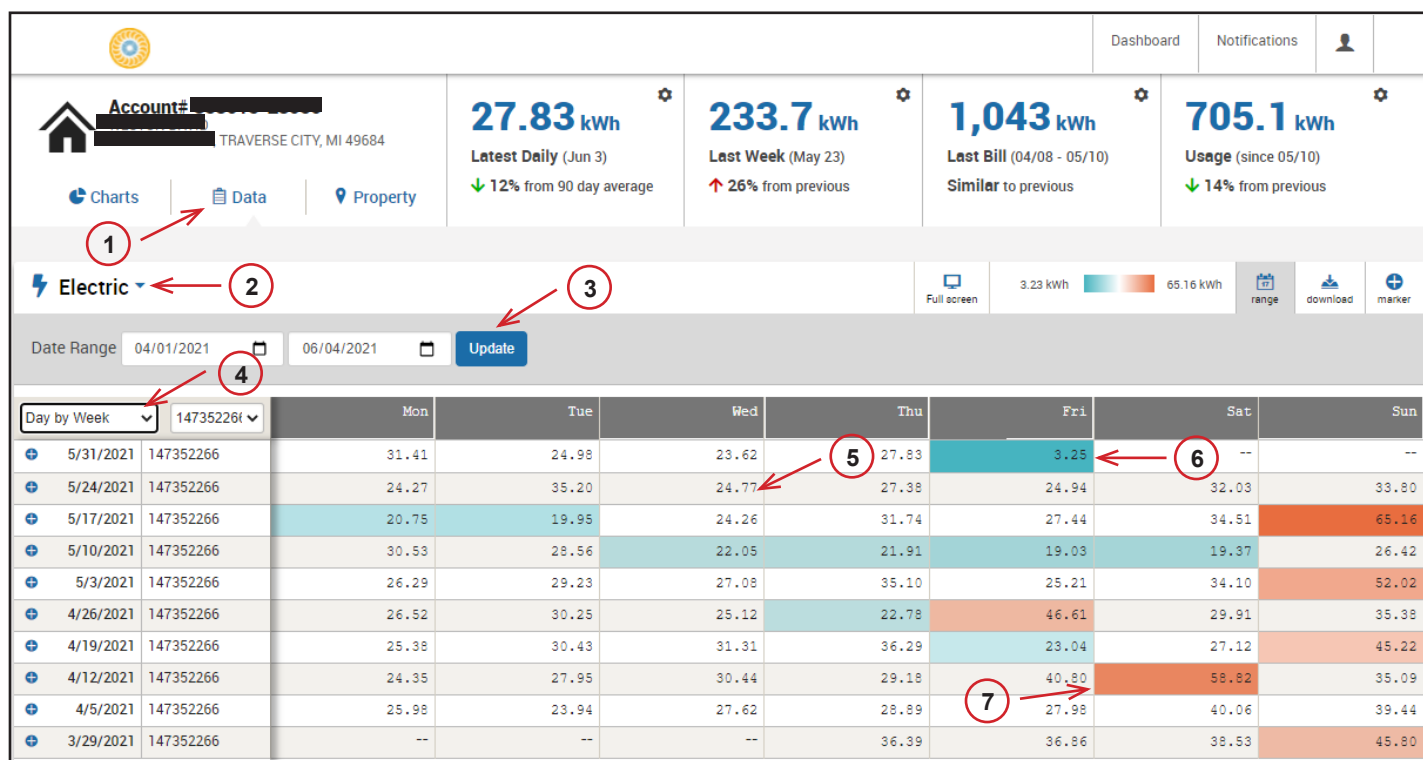


Navigating the Dashboard

What is “Data” view?

Data View’s unique heat map feature will compare how your usage fluctuates over a period of time using this calendar-style format.

- 1 Click on “Data”
- 2 Select type of utility (Electric or Water)
- 3 Select date range
- 4 Select 1/4 hour increments by day, hour by day or day by week or month
- 5 Hover over a specific time period to take a closer look at more detailed information
- 6 Blue-shaded indicates when your usage is lower than average
- 7 Red-shaded indicates when your usage is higher than average



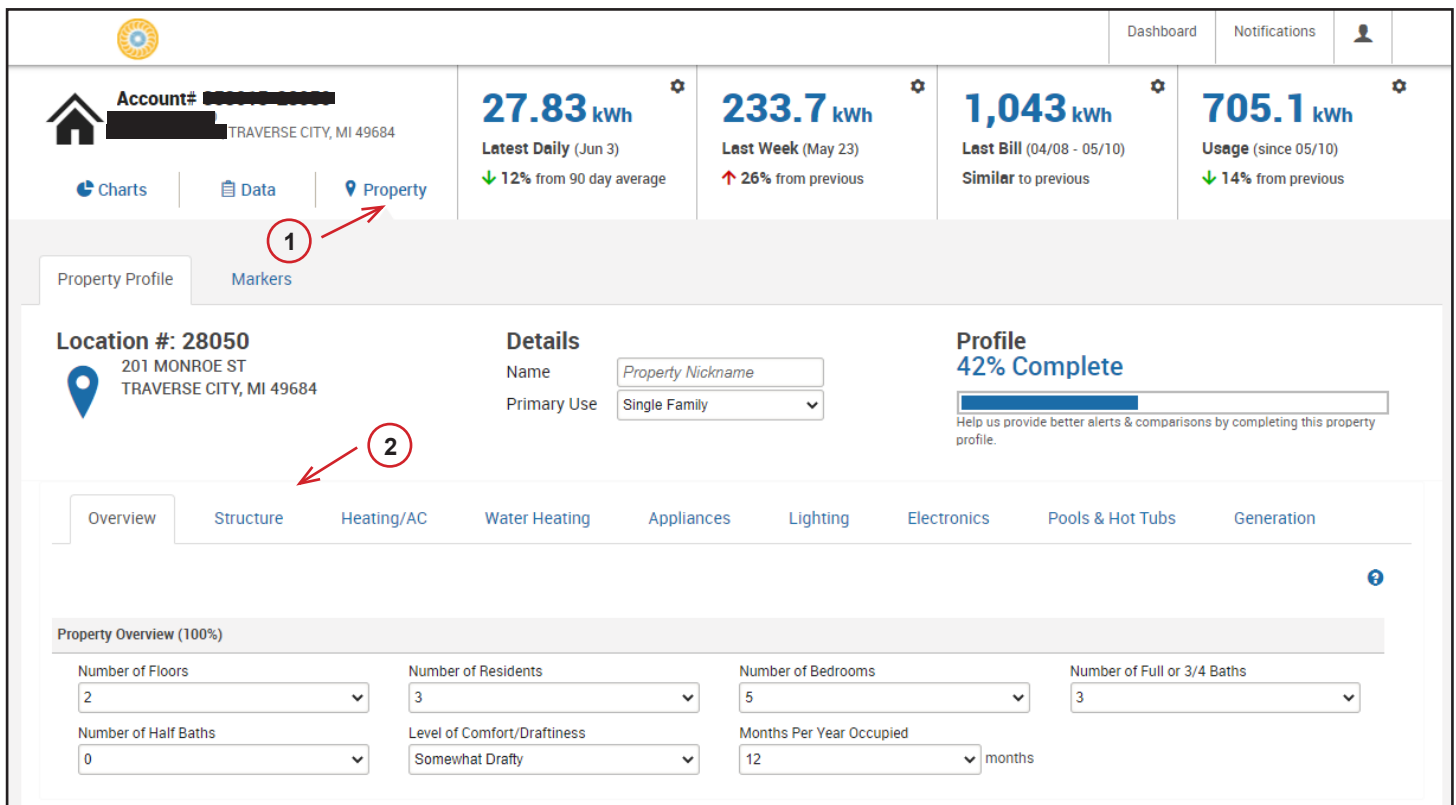
Navigating the Dashboard

What is “Property” profile?

By providing basic information about your property – such as size, age of construction and types of appliances – you can create a more customized experience and gain more insight into your usage.

You may update this information at any time if you make changes or improvements that could impact your energy/water use. Your profile information is specific to your MyMeter dashboard only.

- 1 Click on “Property”
- 2 Information specifics



The screenshot displays the MyMeter dashboard interface. At the top, there's a navigation bar with 'Dashboard', 'Notifications', and a user profile icon. Below this, the main dashboard area shows account information (Account# [REDACTED], TRAVERSE CITY, MI 49684) and four energy usage cards: Latest Daily (27.83 kWh, down 12% from 90-day average), Last Week (233.7 kWh, up 26% from previous), Last Bill (1,043 kWh, similar to previous), and Usage (705.1 kWh, down 14% from previous). A 'Property' link is highlighted in the top navigation bar with a red arrow and a circled '1'. Below the dashboard, the 'Property Profile' section is active, showing 'Location #: 28050' (201 MONROE ST, TRAVERSE CITY, MI 49684) and 'Details' (Name: Property Nickname, Primary Use: Single Family). A 'Profile 42% Complete' progress bar is shown. A red arrow and a circled '2' point to the 'Structure' tab in the property profile section. The 'Structure' tab is selected, showing 'Property Overview (100%)' with dropdown menus for Number of Floors (2), Number of Residents (3), Number of Bedrooms (5), Number of Full or 3/4 Baths (3), Number of Half Baths (0), Level of Comfort/Draftiness (Somewhat Drafty), and Months Per Year Occupied (12 months).

Navigating the Dashboard

What is the “Markers” function?

The “Marker” function allows customers the ability to track activities that can impact usage like a home improvement project, purchasing a new energy-efficient appliance or a day when you accidentally left a door or window open.

- 1 Click on “Property”
- 2 Select the “Markers” tab
- 3 Add a marker
- 4 Select type of activity

The screenshot displays a dashboard interface for a utility company. At the top, there are navigation links for 'Dashboard', 'Notifications', and a user profile icon. Below this, a header section shows account information and four energy usage cards: 'Latest Daily (Jun 6)' at 64.82 kWh (up 104% from 90-day average), 'Last Week (May 30)' at 222.7 kWh (down 5% from previous), 'Last Bill (04/08 - 05/10)' at 1,043 kWh (similar to previous), and 'Usage (since 05/10)' at 852.9 kWh (down 6% from previous). A 'Property' tab is highlighted with a red circle and arrow labeled '1'. Below the header, there are tabs for 'Property Profile' and 'Markers', with the 'Markers' tab selected and labeled with a red circle and arrow labeled '2'. The 'Energy Markers' section shows a message: 'There are currently no markers for this property or service.' A red circle and arrow labeled '3' points to a '+ marker' button. A red circle and arrow labeled '4' points to the 'Type' dropdown menu, which is currently set to 'Remodel'. Below the 'Type' dropdown are toggle switches for 'Water' and 'Electric', a 'Date' field set to '06/07/2021', a 'Start Time' field, and a 'Description' text area. At the bottom of the form are buttons for 'View All', 'Cancel', and 'Add Marker'.

Dashboard Notifications

Account# [REDACTED] ST, TRAVERSE CITY, MI 49684

Charts Data Property

Property Profile Markers

Energy Markers

There are currently no markers for this property or service.

Contact Traverse City Light and Power Privacy Policy

Select

Type: Remodel

Water Electric

Date: 06/07/2021

Start Time: --:--

Description: [REDACTED]

View All Cancel Add Marker

Navigating the Dashboard

What are “Alerts”?

This allows you to schedule MyMeter notifications under “Communication Preferences” to receive customized updates about your usage by text or email. By setting threshold limits, you can request and receive a MyMeter notification when you’ve reached your desired limit.

- 1 Click and select “Communication Preferences” under the drop down menu
- 2 Add a notification
- 3 Input the threshold details
- 4 Select contact method - either email or text message

The image shows a two-part screenshot of a web application. The top part is the 'Communication Preferences' dashboard, and the bottom part is a modal window for adding threshold notifications.

Communication Preferences Dashboard:

- At the top right, there are tabs for 'Dashboard', 'Notifications', and a user profile icon. A red circle with the number '1' is around the user profile icon, with an arrow pointing to it.
- Below the tabs is the 'Communication Preferences' header.
- Under the header is a '+ Add Notification' button. A red circle with the number '2' is around this button, with an arrow pointing to it.
- Below the button is a table with columns: 'Type', 'Description', 'Enabled', and 'Edit/Delete'.
- The table has two rows:
 - The first row is for a 'System' notification: 'I agree to receive emails from Traverse City Light and Power about programs, offers, or promotions that I may be eligible for.' The 'Enabled' toggle is turned on.
 - The second row is for a 'Threshold' notification: 'Send me Threshold messages for Meter # [redacted] when Daily Consumption is Over 40 kWh, at [redacted]'. The 'Enabled' toggle is turned on. There are edit and delete icons to the right.

Add Threshold Notifications Modal:

- The modal has a title 'Add Threshold Notifications' and a close button 'x'.
- Under 'Notification Details', there are three dropdown menus: 'Location' (Account #353015-28050), 'Service Type' (Electric), and 'Meter' (Meter #147352266 (R)).
- Under 'Threshold Details', there are three fields: 'Notify me when' (15-Minute), 'usage is' (Over), and a value field (0) with a unit dropdown (kWh). A red circle with the number '3' is around the 'Notify me when' dropdown, with an arrow pointing to it.
- Below the threshold details, there is a text line: 'You currently average 31.04 kWh per day, 217.27 kWh per week, and 931.17 kWh per month on meter 147352266 (R)'.
- Under 'Recipient Details', there is a 'Contact Method' dropdown (Email) and an 'Email Address' field. A red circle with the number '4' is around the 'Contact Method' dropdown, with an arrow pointing to it.
- At the bottom right of the modal is a green 'Add Recipient +' button.
- At the very bottom of the modal are 'Close' and 'Save Changes' buttons.