

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.

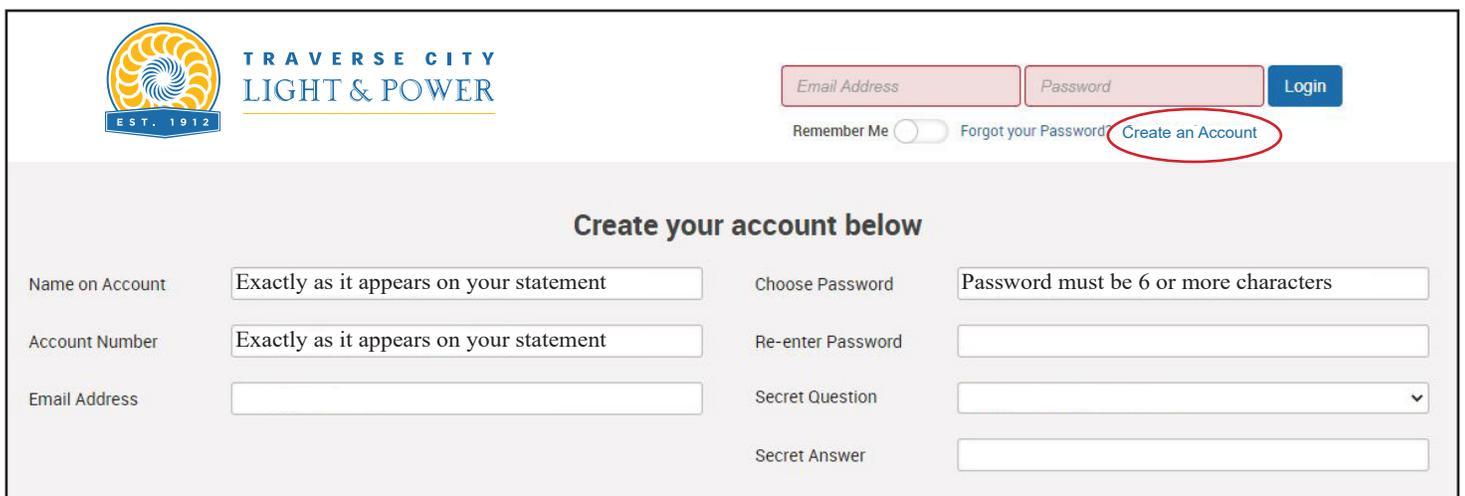
How to Access the MyMeter Dashboard?

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 registration page for the MyMeter Dashboard. At the top left is the Traverse City Light & Power logo, which includes a stylized sun/wave icon and the text "TRAVERSE CITY LIGHT & POWER" and "EST. 1912". To the right of the logo are input fields for "Email Address" and "Password", a "Login" button, and a "Remember Me" checkbox. Below these is a "Forgot your Password" link and a "Create an Account" link, which is circled in red. The main section is titled "Create your account below" and contains several input fields: "Name on Account" (with a placeholder "Exactly as it appears on your statement"), "Account Number" (with a placeholder "Exactly as it appears on your statement"), "Email Address", "Choose Password" (with a placeholder "Password must be 6 or more characters"), "Re-enter Password", "Secret Question" (a dropdown menu), and "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**.

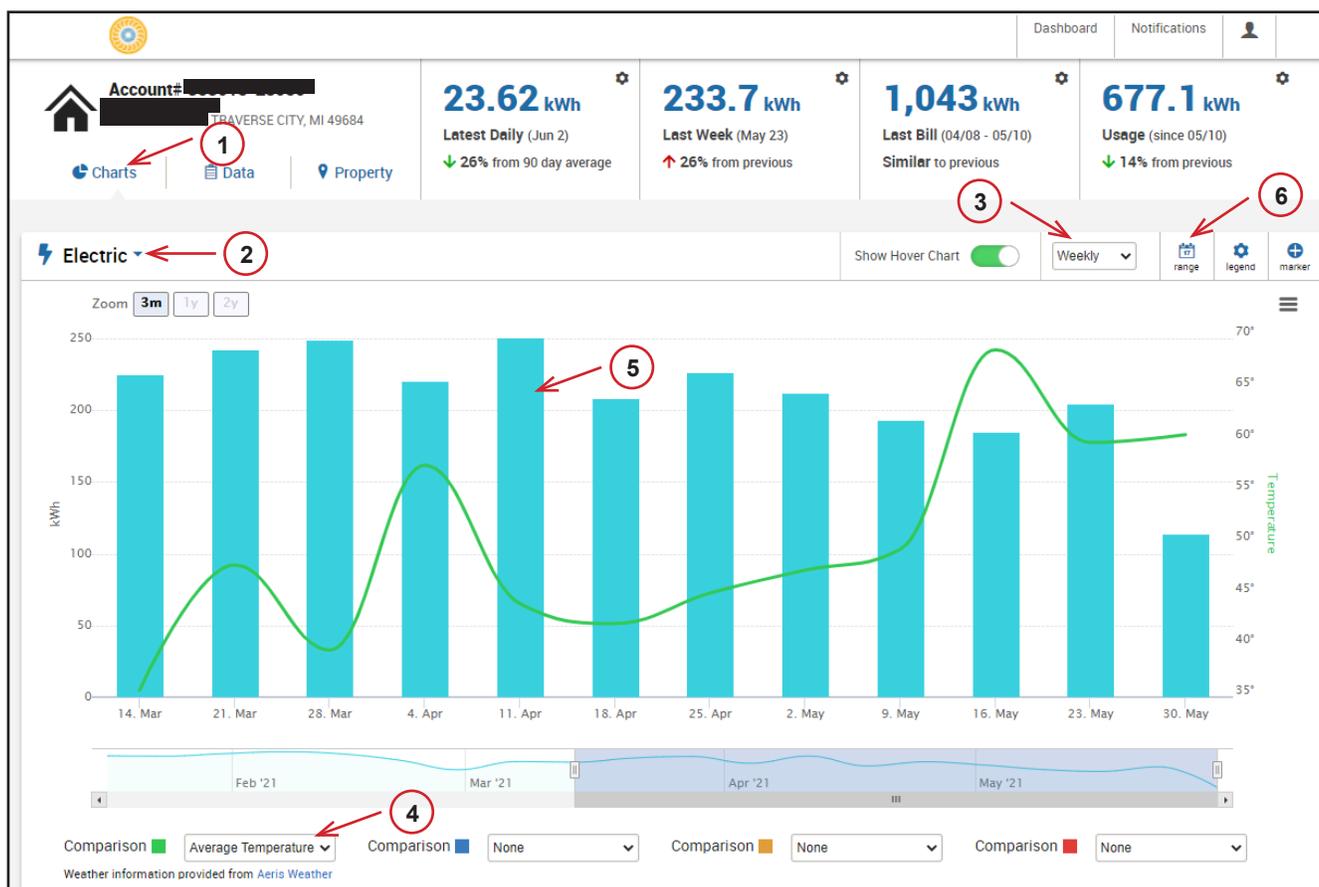
Navigating the Dashboard

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

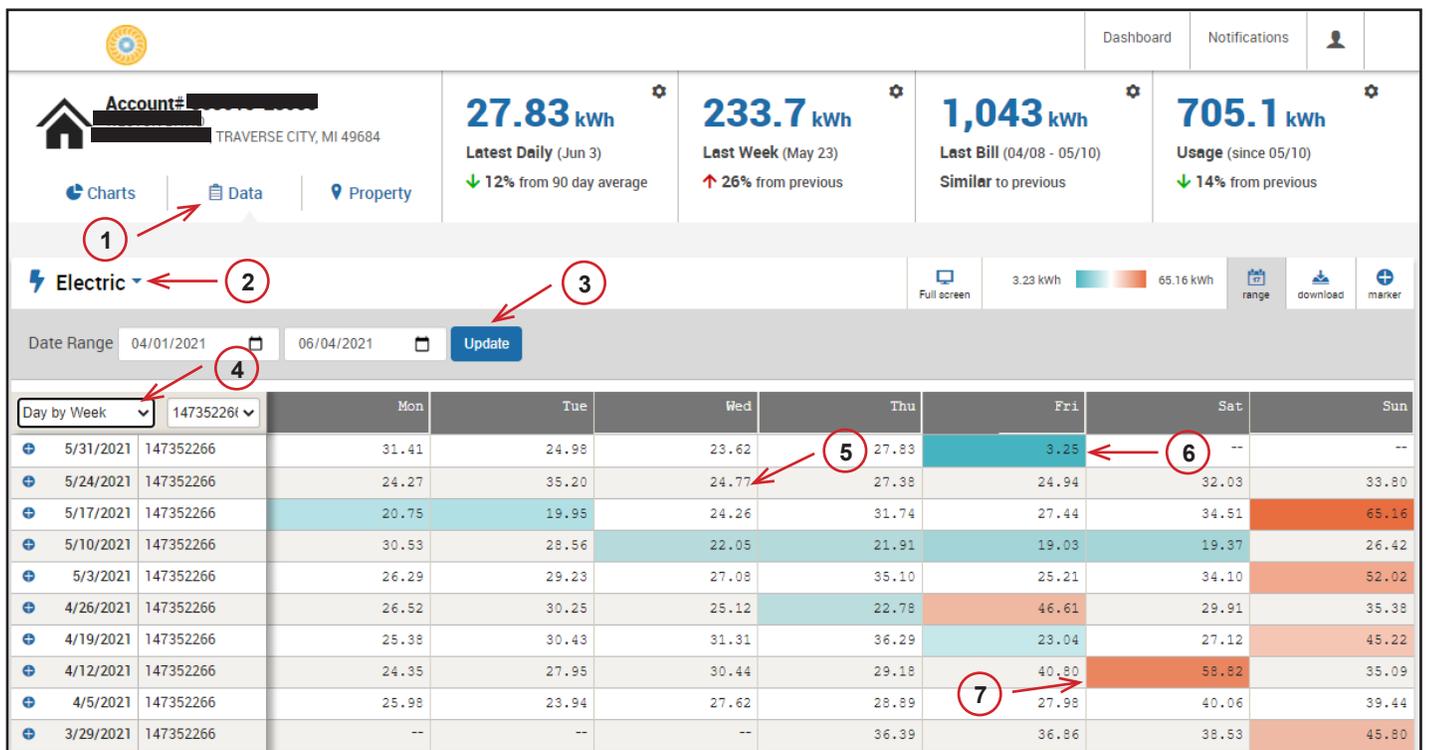


Navigating the Dashboard

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 are navigation links for 'Dashboard', 'Notifications', and a user profile icon. Below this, the account information is shown: 'Account# [REDACTED]' and '201 MONROE ST TRVERSE CITY, MI 49684'. Energy usage statistics are presented in four columns: 'Latest Daily (Jun 3)' at 27.83 kWh (12% decrease), 'Last Week (May 23)' at 233.7 kWh (26% increase), 'Last Bill (04/08 - 05/10)' at 1,043 kWh (similar to previous), and 'Usage (since 05/10)' at 705.1 kWh (14% decrease). Navigation tabs for 'Charts', 'Data', and 'Property' are visible. The 'Property' tab is selected, and a red circle with the number '1' and an arrow points to it. Below the navigation, the 'Property Profile' section is active, with a sub-tab 'Markers'. The 'Location #' is 28050, and the address is 201 MONROE ST, TRVERSE CITY, MI 49684. The 'Details' section includes a 'Name' field with 'Property Nickname' and a 'Primary Use' dropdown set to 'Single Family'. The 'Profile' section shows '42% Complete' with a progress bar and a note: 'Help us provide better alerts & comparisons by completing this property profile.' Below this, a horizontal menu of tabs includes 'Overview', 'Structure', 'Heating/AC', 'Water Heating', 'Appliances', 'Lighting', 'Electronics', 'Pools & Hot Tubs', and 'Generation'. The 'Structure' tab is selected, and a red circle with the number '2' and an arrow points to it. The 'Property Overview (100%)' section contains several dropdown menus for property details: 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 provider. At the top, there are navigation links for 'Dashboard', 'Notifications', and a user profile icon. Below this, the account information is shown, including the account number and address. The main section features 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). Below the cards, there are tabs for 'Property Profile' and 'Markers'. The 'Markers' tab is selected, and a modal window is open for adding a new marker. The modal has a 'Type' dropdown menu set to 'Remodel', 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 modal are buttons for 'View All', 'Cancel', and 'Add Marker'. Red callouts with numbers 1 through 4 point to the 'Property' tab, the 'Markers' tab, the 'Add Marker' button, and the 'Type' dropdown menu, respectively.

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 screenshot shows the 'Communication Preferences' page. At the top right, there is a navigation bar with '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 navigation bar, the page title 'Communication Preferences' is displayed. On the left side, there 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 contains two rows: a 'System' notification and a 'Threshold' notification. The 'Threshold' notification row has a red circle with the number '3' around the 'Description' column, which contains the text: 'Send me Threshold messages for Meter # [redacted] when Daily Consumption is Over 40 kWh, at [redacted]'. The 'Enabled' column for this row has a green toggle switch.

The screenshot shows the 'Add Threshold Notifications' modal form. It has a title bar with a close button. The form is divided into several sections: 'Notification Details', 'Threshold Details', 'Recipient Details', and 'Delivery Method'. In the 'Notification Details' section, there are three dropdown menus for 'Location', 'Service Type', and 'Meter'. A red circle with the number '3' is around the 'Meter' dropdown menu. In the 'Threshold Details' section, there are three dropdown menus for 'Notify me when', 'usage is', and 'kWh'. A red circle with the number '4' is around the 'Notify me when' dropdown menu. In the 'Recipient Details' section, there is a 'Contact Method' dropdown menu set to 'Email'. A red circle with the number '4' is around this dropdown menu. Below the 'Contact Method' dropdown is an 'Email Address' input field and a 'Previous Emails' dropdown. At the bottom right of the form is a green 'Add Recipient +' button. At the very bottom of the modal are 'Close' and 'Save Changes' buttons.