

# USER GUIDE

## MY ACCOUNT



Log In

Username

Password

Log In

Don't have an account? Register here ->  
Forgot your password?



# CREATE AN ACCOUNT ONLINE!



## STEP 1

Visit the online customer portal at [myaccount.tclp.org](https://myaccount.tclp.org)

## STEP 2

Follow the steps to create a username and password



## STEP 3

Sign in to view your new account

## STEP 4

View your bill and account at anytime

## 3 REASONS WHY:

1

Pay your bill online

2

View your account at anytime



3

Go paperless!

Call the Customer Service Department  
at 231-922-4940 for assistance.

## OVERVIEW

Overall snapshot of the details found in the following pages within this user guide.

WELCOME, ██████████  

### Overview

DASHBOARD

Overview
Usage
Invoices
Directory
Pay Bill
Auto Pay
Payment History

ACCOUNT
Settings
Trouble Ticket
Log Out

Account 0013██████-5 Summary


\$119.29
Current Balance

-

\$0.00
Pending

=



\$119.29
Amount Due June 14


 **Auto Pay**  
[Manage Auto Pay](#)

Next Auto Pay  
Scheduled Jun 10, 2023

**Unpaid**  
[View Bill Summary](#)

Current Usage Summary




*Info* Dates & times represented in **Eastern** time. Usage as of May 22<sup>nd</sup> 8:24 AM.

Electric Residential Service

1473██████6

Jun 9<sup>th</sup>

16 day(s)

 Charges	Amount
Residential Consumption - Tiered by Day <i>Info</i>	\$30.00
Green Rate 100	\$1.04
Power Service Cost Recovery	\$5.90
Net Metering-Residential	\$0.00

## USAGE BROKEN DOWN

Snapshot of the details found in the pages below.

### 1 TRENDING GRAPH

Click on the 3 lines to see a snapshot trending graph of the last 12 months worth of your consumption history.

### 2 BILL CYCLE DATE

The number of days within the current bill cycle.

Usage

Summary

Detail

Home

Trending

☰

Dates & times represented in Eastern time. Usage as of 8:27 AM.

Electric Residential Service

Jun 9<sup>th</sup>  
15 day(s)

Charges

Amount

Residential Consumption - Tiered by Day

Green Rate 100

Power Service Cost Recovery

Net Metering-Residential

\$36.05

\$1.24

\$7.07

\$0.00

1

2

4

Current amount charged for consumption to date.

3

Click here to see consumption breakdown.

Summary

Detail

Electric

Consumption

15

10

5

0

May 15 2022

Jun 14

Jul 19

Aug 11

Sep 8

Oct 9

Nov 10

Dec 9

Jan

Feb

Mar

Apr

May 9 2023

Charges

Usage

2023 May 9<sup>th</sup>

2023 Apr 9<sup>th</sup>

2023 Mar 9<sup>th</sup>

2023 Feb 9<sup>th</sup>

2023 Jan 9<sup>th</sup>

2022 Dec 9<sup>th</sup>

2022 Nov 10<sup>th</sup>

2022 Oct 9<sup>th</sup>

\$44.36

\$104.20

\$114.65

\$98.35

\$112.82

\$147.32

\$131.74

\$0.00

369 kwh

859 kwh

979 kwh

842 kwh

992 kwh

1304 kwh

1168 kwh

756 kwh

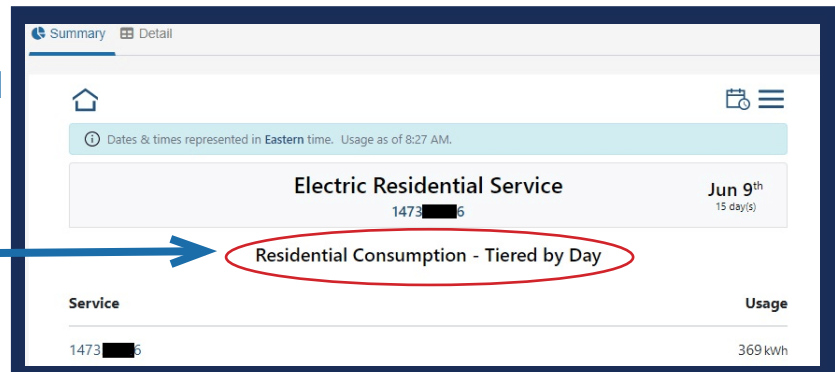


## USAGE BROKEN DOWN

Usage summary details broken down.

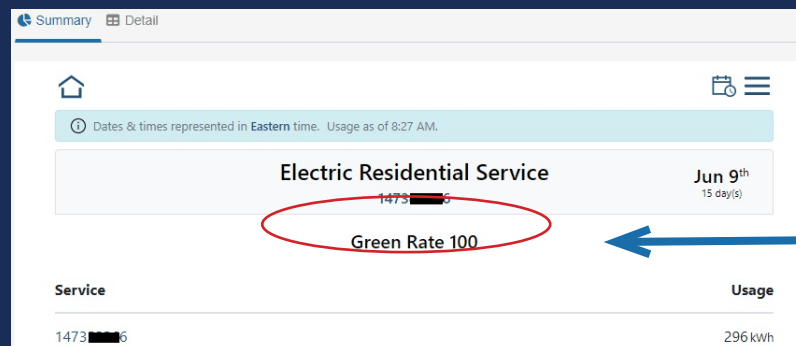
### 1 RESIDENTIAL CONSUMPTION

Current amount of consumption to date.



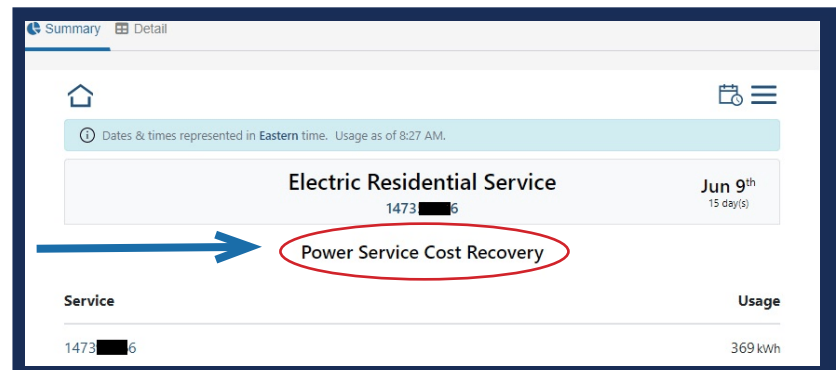
### 2 GREEN RATIO 100

This will show if you have signed up for the **optional** Voluntary Green Pricing Program. Visit our website under Go Green for more information on this program and how to sign up.



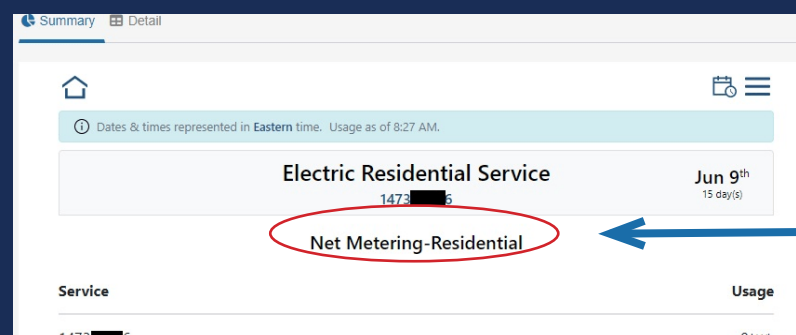
### 3 POWER SERVICE COST RECOVERY

The cost to supply power to the customer from the energy source to your home and will fluctuate based on consumption and market conditions. The Power Service Cost Recovery (PSCR) is a pass-through cost. TCLP does not profit from this charge.



### 4 NET METERING

This will show if you have signed up for our **optional** Net Metering Program. Visit our website if you would like to learn more about this program and how to sign up.



## INVOICE

Snapshot of the details found in the pages below.

### 1 INVOICE MONTH

View past monthly invoices. Click download to view.

### 2 CURRENT INVOICE ESTIMATE

Current invoice estimate only shows recurring service charge and taxes to date. Consumption is found under usage tab.

The screenshot shows the 'Invoices' section of a user account. At the top, there's a 'WELCOME' message and a user profile icon. Below this is the 'Invoices' heading. The 'Past Invoices' section features an 'Invoice Month' dropdown menu currently set to 'May-2023'. To the right of this menu are two buttons: 'Download Invoice PDF' and 'Download Invoice Charges CSV'. A blue arrow labeled '1' points to the 'Download Invoice PDF' button. Below the 'Past Invoices' section is the 'Current Invoice Estimate' section, which includes a light blue warning box stating: 'This is only an estimate. Your actual bill may vary. Usage overages are not included in the calculation.' Underneath the warning box, there are two sections: 'Services' and 'Taxes, Fees, and Surcharges'. The 'Services' section lists 'Electric Service (147-66)' with a price of '\$10.50' and a right-pointing arrow. The 'Taxes, Fees, and Surcharges' section lists 'Taxes, Fees, and Surcharges' with a price of '\$0.42' and a right-pointing arrow. At the bottom, a blue bar displays the 'Total' amount as '\$10.92'. A blue arrow labeled '2' points to the 'Current Invoice Estimate' section header.

WELCOME [User Name]

## Invoices

Past Invoices

Invoice Month: May-2023

Download Invoice PDF

Download Invoice Charges CSV

Current Invoice Estimate

This is only an estimate. Your actual bill may vary. Usage overages are not included in the calculation.

Services

Electric Service (147-66)	\$10.50	>
---------------------------	---------	---

Taxes, Fees, and Surcharges

Taxes, Fees, and Surcharges	\$0.42	>
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Total \$10.92

## ONE TIME ONLY PAYMENT

This tab is for one-time only payments. If you would like to enroll in Auto Pay that can be done in the tab below.

### 2 PAYMENT AMOUNT

Enter your card number and information.

### 3 CONTINUE

Click on continue to upload and review your payment information.

### 5 REVIEW

Click submit payment. This will pay for the current bill.

\* NOTE: This will NOT save your card information. If you would like to have your card saved you can enroll in Auto Pay in the tab below.

**1** Current amount due.

**2** Payment Amount

**3** Continue

**4** Due date indicated on invoice.  
Due date on invoice is the current due date.

**5** Review

WELCOME, [REDACTED]

### Pay Bill

Auto Pay scheduled for the 10th using Credit Card ending in [REDACTED]

\$119.29	-	\$0.00	=	\$119.29
Current Balance		Pending		Amount Due June 14

**Payment Amount**

☒ Total Amount

\$ 119.29

☐ Other Amount

\$

**Select a Payment Option**

☒ Master Card [REDACTED] ☐ Auto Pay

Expires 06/2025

Manage Payment Methods

### Review

Today's Date	5/24/2023
Payment Date	5/24/2023

**Customer Information**

Customer Name	[REDACTED]
Web User	[REDACTED]@charter.net
Account Number	001[REDACTED]5
Payment Company	TC Light & Power

**Balance Information**

Balance Before Payment	\$119.29
Pending Payment(s)	\$0.00
Payment Amount	\$119.29
Balance After Payment	\$0.00

**Payment Method**

Payment Type	MasterCard [REDACTED]
Expiration Date	06/2025
Card Billing Zip Code	49684

**Payment Authorization**

Please review and accept the Terms and Conditions below.

**Terms and Conditions**

By continuing, you authorize TC Light & Power to initiate an electronic payment of \$119.29 from the credit card specified above. You also authorize your financial institution to honor this payment.

☐ I agree to the Terms and Conditions

## AUTO PAY

Auto pay can be set up through a Credit/Debit card or a bank account.

### 1 AUTO PAY

Add your card information or bank account information and click continue.

WELCOME [REDACTED]

### Recurring Payments

Auto Pay scheduled for the 10th using Credit Card ending in [REDACTED]

Select a Payment Option

☒ Master Card [REDACTED] Auto Pay

Expires 06/2025

Manage Payment Methods

New Credit Card New Bank Account

Payment Day

10

Disable Auto Pay Continue >

## PAYMENT HISTORY

View your past 12 months of payment history.

WELCOME [REDACTED]

### Payment History

Pending Payments

No Pending Payments

Payments made in the last 12 months

Payment Date	Type of Payment	Amount
4/24/2023	Credit Card (Online Payment)	\$130.15
4/10/2023	Credit Card	\$113.20
3/10/2023	Credit Card	\$128.25
2/10/2023	Credit Card	\$164.14
1/10/2023	Credit Card	\$147.93



## MANAGE YOUR SETTINGS: ACCOUNT

Your account information is important to remain up to date.

### 1 CONTACT INFORMATION

Add your contact information.

### 2 ADD NEW CONTACT

Add a secondary contact person. This person will be allowed access to your account.

\*NOTE: We cannot give access to someone unless their information is added to the account.

Manage Your Settings

Account General Payment

Contact Information

Account Contacts

(Primary Account Owner)

Add New Contact

(Billing)

Contact Information

Primary Phone (231) Type Mobile Allow Texting

Secondary Phone (231) Type Work

Email Address @charter.net

Billing Address

Street

Apartment, suite, unit, building, floor, etc.

City State Postal Code

Traverse City Michigan 49684-2116

Web Access

Username @charter.net

Status Enabled

Save Changes

### 3 WEB ACCESS

Indicates it is enabled and your username is your email on your electric account.

Add New Account Contact

Contact Name

First Name Last Name

Contact Type

Secondary

Contact Information

Primary Phone Type Home

Secondary Phone Type Home

Email Address

Billing Address

Street

Street and number, P.O. box, etc.

Apartment, suite, unit, building, floor, etc.

City State Postal Code

City Alabama #####

Web Access

Configure Web Access

Save Cancel

Your account information is important to remain up to date.

If a person has multiple accounts with TCLP you can add the accounts under one customer portal account.

## MANAGE YOUR SETTINGS: GENERAL

Select how you would like to receive your invoice.

## 2 CHANGE PASSWORD

Provide a new password to change.