

TCLP NEWSLETTER



September 2024

www.tclp.org
231-922-4940

UPCOMING EVENTS

PUBLIC POWER WEEK:

Join TCLP in celebrating Public Power Week from **October 6th - 12th**.

- Public Power Coloring Contest ends September 20th. For more information see page 3.
- The new Hall Street Grand Opening October 10th from 11:00 - 1:30 pm. Open to the public. More details to come.

CAREERS IN ENERGY WEEK

Join TCLP in celebrating Careers in Energy during the week of **October 21st - 25th**. This week is set aside to highlight and promote careers in the energy field. Interested in learning more about a career in energy? Scan the QR code.



INTRODUCING TCLP'S NEW ENERGY PROGRAM

Traverse City Light and Power (TCLP) is excited to announce the launch of "My Clean Choice," a program designed to empower individuals and our community to make environmentally friendly choices in their daily lives.

As part of our ongoing commitment to sustainability, My Clean Choice offers a comprehensive set of tools, resources, and incentives to help participants reduce their carbon footprint, conserve resources, and embrace a greener lifestyle. The program is open to all TCLP customers and aims to create a positive impact on the environment through collective action.

Key Features of the My Clean Choice Program:

- Rebate Programs
- On-Bill Financing
- Net Metering
- Voluntary Green Pricing
- Time of Use

Scan the QR code to learn more about the My Clean Choice programs.



MY CLEAN CHOICE
Traverse City Light & Power

FRESH COAST QUARTERLY CLUB BLOCK PARTY

TCLP is sponsoring and participating in the Fresh Coast Quarterly Club Block Party on **September 19th**. Come say Hi, we will be available to answer any questions you might have.

- **WHEN:** Thursday, September 19 from 5:00-9:00 p.m.
- **WHERE:** Warehouse District, downtown Traverse City
- **WHAT:** During the event, you will have the opportunity to participate in a QR Code Scavenger Hunt between the participating "Staycation Destinations" around the District. Simply check-in at each of the locations, and you will be entered to win a gift basket chock full of goodies - think an overnight stay at Hotel Indigo, movie night at Waara Technologies, and more to create your very own staycation experience!

HOLIDAY CLOSURES

Labor Day
September 2nd

Veterans Day
November 11th

Thanksgiving Day & Day After
November 28th & November 29th

Christmas Eve & Christmas Day
December 24th & December 25th

GET TO KNOW THE TCLP BOARD

Suzannah Tobin is the most recent board member, starting in May of 2024. She received a Bachelor of Science in Architecture from the University of Michigan and a Master of Architecture from the University of Illinois at Chicago.



SUZANNAH TOBIN ANSWERS TCLP'S 5 QUESTIONS:

Why did you choose to live in TC?

"Actually, my parents chose to move here from Guam in 1970 when my dad's service in the Navy ended. And then I moved back as an adult...I missed it!"

What do you like to do for fun in TC?

"I like to appreciate our access to nature and revel in it."

Where is your favorite restaurant in TC?

"Farm Club."

What is your favorite My Clean Choice program (previously known as Going Green) that TCLP offers?

"The Voluntary Green Pricing (VGP) program. It's an easy first step to engage with and support TCLP's transition to renewable energy."

What is one thing you want customers to know about TCLP?

"That TCLP is moving forward with best practices to ensure we all have the power we need in the most sustainable way possible."

A MESSAGE FROM THE EXECUTIVE DIRECTOR

As we begin our new fiscal year (July 1, 2024 - June 30, 2025), I'm excited to share our focus on advancing reliable, innovative, and sustainable energy solutions. This year, two key priorities guide our efforts: enriching the community and enhancing your experience.

We've heard your feedback, and one major improvement is the upgrade of our electric vehicle (EV) charging network. By switching to a new service provider, we aim to deliver a more reliable and accessible network, along with expanded options like rebates for e-bikes and other vehicle alternatives.

We also understand that the energy transition and electrification can seem daunting. Please know that we are here to support you every step of the way. Our goal is to make this journey as smooth as possible, ensuring that everything we do not only meets our commitment to reliability and environmental responsibility but also enhances your experience.

Thank you for trusting us as your energy partner. We're dedicated to creating a brighter, more sustainable future for our community.

Sincerely,
Brandie Ekren



TCLP RELIABILITY UPDATES

Seventh St Conversion: TCLP crews have converted several spans of inaccessible overhead distribution in the back yards of customers in order to prevent outages due to vegetation along the creek.

Reliability: While TCLP customers generally see some of the best reliability in the region, we are experiencing significantly good numbers halfway through the year; the average number of minutes out and average number of outages per customer are **72-74% lower** than goals. These numbers are a result of consistent investment into reliability projects, improvements in vegetation management, as well as a full system inspection and maintenance program that started in 2020.

PUBLIC POWER WEEK COLORING CONTEST

TCLP invites you to join us in celebrating Public Power Week, **October 6-12**. Through the Public Power Coloring Contest, we wish to engage students and the community in a way that will enhance interest and understanding of the role that efficient, safe, reliable, and affordable electricity plays in powering our community. The contest **winner will receive a \$50 Amazon gift card** and may be featured in MMEA's Currents magazine! Check it out at MIpublicpower.org.

The contest is open to participants in grades 1st – 3rd as of the Fall of 2024. The Submission must be received by Friday, September 20, 2024. For more information and to apply visit TCLP's website at www.tclp.org or scan the QR code.



NEW INSTANT REBATE ON ELECTRIC BIKES!

Electric bikes provide an eco-friendly, efficient, and enjoyable way to navigate Traverse City. Plus, TCLP is now offering incentives!

How it Works:

TCLP is partnering with our fantastic local bike shops to provide instant discounts on high-quality e-bikes. Rebates are only available through our participating local shops.

- Bring a copy of your most recent TCLP bill (paper or electronic) and a valid ID to any of the participating bike shops.
- Receive an instant \$300 discount on any of the top-quality e-bikes.
- Enjoy your commute, avoid traffic, be happy.

* Limit two rebates per service address per year *

Participating Retailers:

- City Bike Shop
- Brick Wheels
- Einstein Cycles
- McLain Cycle and Fitness
- Wildcard Cycle Works
- Pedego
- Suttons Bay Bikes

INSTANT

\$300

REBATE

WHY CHOOSE AN ELECTRIC BICYCLE?

- Environmental Impact
- Cost-Effective
- Convenient
- Health Benefit

GET TO KNOW THE TCLP BOARD



Mi Stanley has been a board member since November of 2023. Mi attended Northwestern Michigan College and later transferred to Michigan State University. She is currently the Communications and Marketing Manager for Traverse Health Clinic.

MI STANLEY ANSWERS TCLP'S 5 QUESTIONS:

Why did you choose to live in TC?

"I'm a TC boomerang, attended TCAPS schools, and graduated from NMC. I moved away for education and returned to my hometown in 2017 to be close to family."

What do you like to do for fun in TC?

"I enjoy being on the water, hiking one of the many nature preserves, or going for a walk through our beautiful neighborhoods."

Where is your favorite restaurant in TC?

"We have great dining options here! I love sharing small plates at Modern Bird and also recently discovered the amazing soul food at Bushell's Kitchen + Cocktails."

What is your favorite My Clean Choice program (previously known as Going Green Programs) that TCLP offers?

"On bill financing — such a great way to pay for home energy upgrades!"

What is one thing you want customers to know about TCLP?

"You'll find TCLP's commitment to our community at every level of the organization. Being a municipal utility with a 100+ year track record of service and innovation speaks for itself."

TC FIRE DEPARTMENT OPEN HOUSE

WHEN: Saturday, **September 21st**
from Noon to 3:00 pm.

WHERE: Fire Department Station 1,
500 W. Front Street.

WHAT: Join TCLP and the Fire Department for this free, fun, family event to learn about fire safety. There will be games, fire truck rides and more.

CUSTOMER PORTAL GUIDE

A user guide that helps customers understand the online customer portal is located under the "Billing Questions" tab on our website.

To learn more scan the QR code or visit **Billing Questions** at www.tclp.org/billing-questions/.



1131 Hastings St. | Traverse City, MI 49686
Outages and 24-Hour Service: 231-922-4940
TCLP fiber Service and Sign-Up: 231-922-4940
Billing and Accounting Questions: 231-922-4940
Website: www.tclp.org



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

LET'S PUT AN END TO PAPER BILLS

Paper in the U.S. represents one of the biggest components of solid waste in landfills. By opting out of receiving paper bills you can reduce our dependence on paper and help the environment.

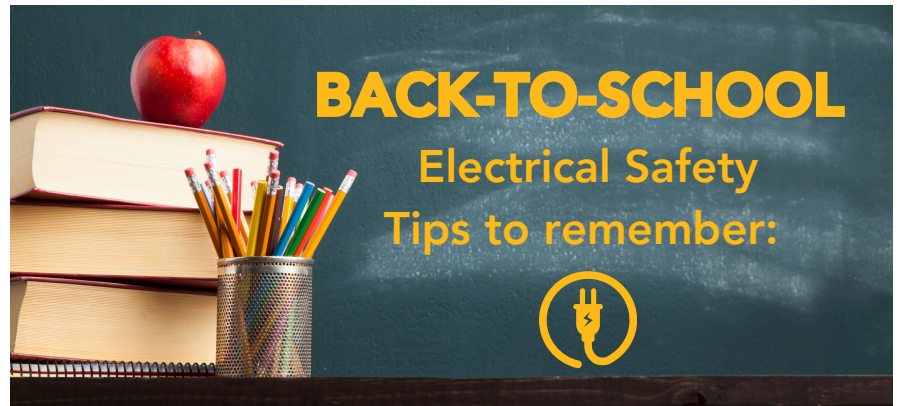
Simplify your life by removing paper clutter and saving on postage costs by signing up for Bill E-Notifications.

You can enroll in one of the following ways:

1. When updating your contact information via the online form on our website, mark the box indicating paperless billing
2. Call Customer Service at 231-922-4940
3. Email Customer Service at customerservice@tclp.org

Even if you choose to switch to paperless billing, you still have the ability to access your account online and print a physical copy.

Thank you for doing your part in helping reduce paper waste.



1. **Inspect Cords and Plugs:** Before plugging in devices, inspect power cords and plugs for any signs of wear or damage. Frayed or cracked cords can pose serious fire hazards.
2. **Avoid Overloading Outlets:** Do not plug too many devices into a single outlet or power strip, as it can lead to overheating and potentially cause an electrical fire.
3. **Use Power Strips with Surge Protectors:** When using multiple devices like laptops, chargers, and lamps, choose a power strip that has built-in surge protection to protect against power spikes.