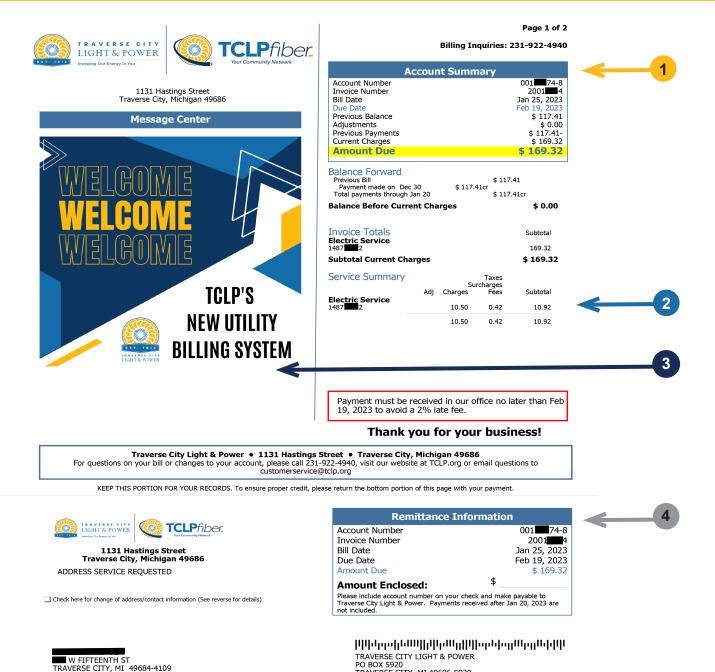


USER GUIDE

How To Read Your Bill

TCLP UTILITY BILLING SYSTEM

HOW TO READ YOUR BILL



1). Account Summary

This is a concise listing of previous account history, including recent balances, payments, credits and additional charges.

2). Service Summary

Provides a snapshot of your fixed monthly service charge.

3). Message Center

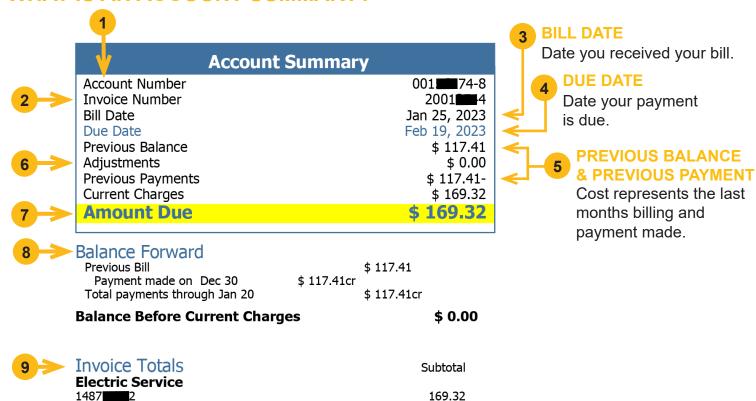
TRAVERSE CITY, MI 49696-5920

This area contains important information about your account, or changes and events that may be taking place.

4). Remittance Information

This section must be included with your payment via mail or in-person. Be sure the address shows in the return envelope window.

WHAT IS AN ACCOUNT SUMMARY?



1 ACCOUNT NUMBER

Subtotal Current Charges

Your customer account number is a ten-digit number and appears at the top and bottom of your bill. It is good to have this handy if you need to call us about your bill. This number never changes.

\$ 169.32

2 INVOICE NUMBER

This number is associated to the billing period and will change for every bill.

6 ADJUSTMENTS

Includes credits or additional billing that may have been added since your last bill date.

7 AMOUNT DUE

This is the total amount due. If there is a previous amount unpaid, this will also be included in this total.

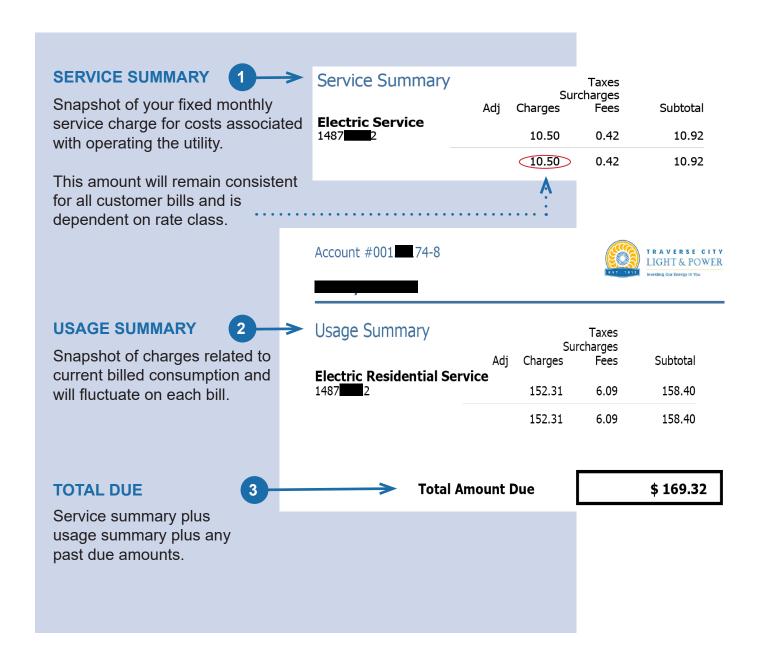
8 BALANCE FORWARD

Payment activity associated with your previous bill.

9 INVOICE TOTAL

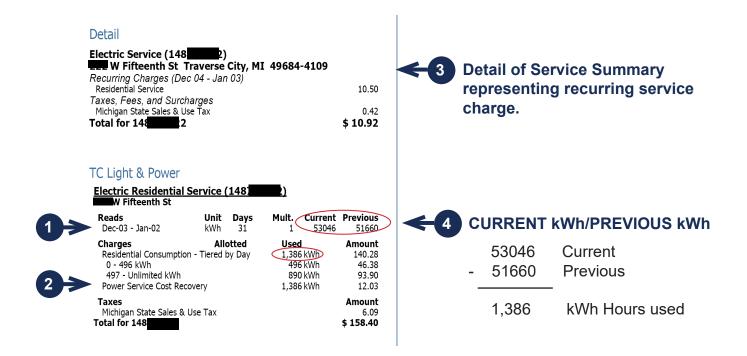
This is your CURRENT month's billing total. It does not include any past due amounts.

WHAT IS A SERVICE & USAGE SUMMARY?



WHAT ARE THE BILL CHARGES BROKEN DOWN?

This area contains the breakdown of the service summary and usage summary. This section may require additional pages depending on the services.



1 READS

Date range that consumption was recorded. Reads are uploaded every 15 minutes.

2 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.

Customers can expect to see fluctuations due to the changing market conditions. The higher the cost to supply power (i.e. increase in natural gas prices), the higher the PSC.

Customers can lessen the impact by using less energy in their homes, including turning off lights and unplugging outlets after use.