



TRAVERSE CITY
LIGHT & POWER

Investing Our Energy In You

USER GUIDE

My Account Access

T C L P O N L I N E A C C O U N T

CREATE AN ACCOUNT ONLINE!



STEP 1

Visit the online customer portal at 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.

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




WELCOME [REDACTED]

Overview

DASHBOARD

Overview

Usage

Invoices

Directory

Pay Bill

Auto Pay

Payment History

ACCOUNT

Settings

Trouble Ticket

Log Out

Account 0013[REDACTED]-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

🏠

📈

📅

Dates & times represented in Eastern time. Usage as of May 22nd 8:24 AM.

Electric Residential Service

1473[REDACTED]6

Jun 9th
16 day(s)

💰

Charges

Amount

Residential Consumption - Tiered by Day ⓘ

\$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 9th
15 day(s)

Charges

	Amount
Residential Consumption - Tiered by Day	\$36.05
Green Rate 100	\$1.24
Power Service Cost Recovery	\$7.07
Net Metering-Residential	\$0.00

3

Click here to see consumption breakdown.

4

Current amount charged for consumption to date.

Summary

Detail

Electric

Consumption

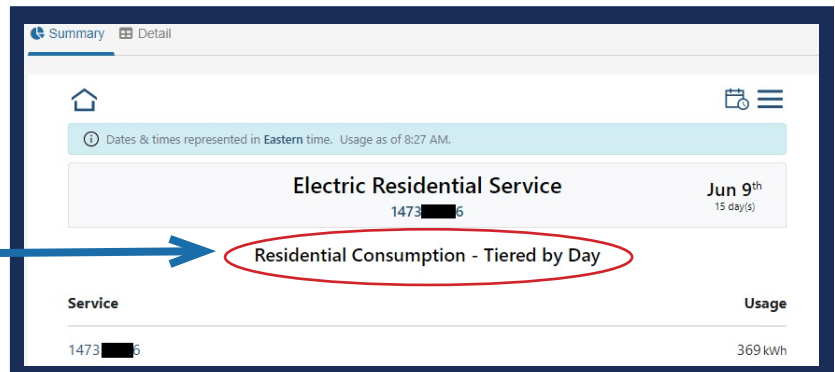
	Charges	Usage
2023 May 9 th	\$44.36	369 kWh
2023 Apr 9 th	\$104.20	859 kWh
2023 Mar 9 th	\$114.65	979 kWh
2023 Feb 9 th	\$98.35	842 kWh
2023 Jan 9 th	\$112.82	992 kWh
2022 Dec 9 th	\$147.32	1304 kWh
2022 Nov 10 th	\$131.74	1168 kWh
2022 Oct 9 th	\$0.00	756 kWh

USAGE BROKEN DOWN

Usage summary details broken down.

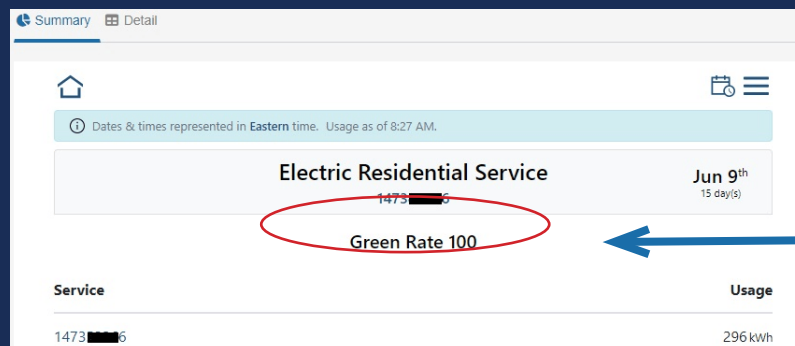
1 RESIDENTIAL CONSUMPTION

Current amount of consumption to date.



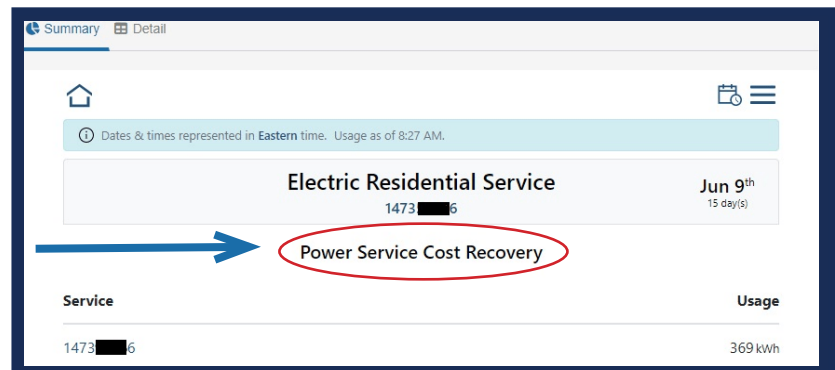
2 GREEN RATIO 100

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.



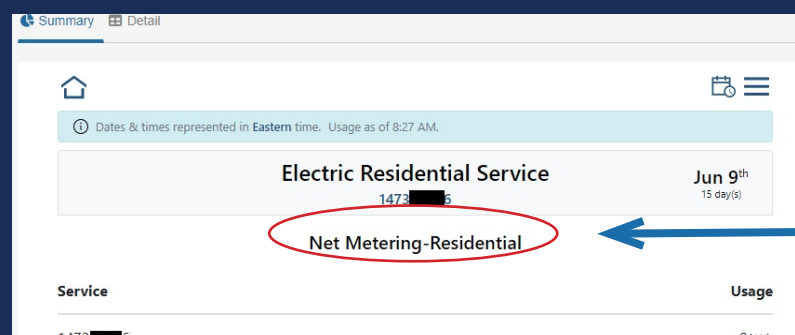
3 POWER SERVICE COST RECOVERY

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. It features a 'Past Invoices' section with a dropdown menu for 'Invoice Month' set to 'May-2023'. Below this 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 disclaimer: 'This is only an estimate. Your actual bill may vary. Usage overages are not included in the calculation.' Below the disclaimer are two sections: 'Services' and 'Taxes, Fees, and Surcharges'. The 'Services' section lists 'Electric Service (147-66)' for '\$10.50'. The 'Taxes, Fees, and Surcharges' section lists 'Taxes, Fees, and Surcharges' for '\$0.42'. At the bottom, a blue bar shows the 'Total' as '\$10.92'. A blue arrow labeled '2' points to the 'Current Invoice Estimate' section header.

WELCOME [REDACTED]

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

3

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

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

3 WEB ACCESS

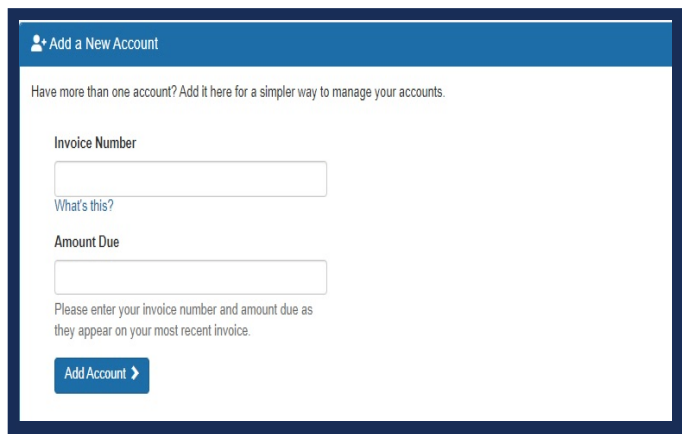
Indicates it is enabled and your username is your email on your electric account.

MANAGE YOUR SETTINGS: ACCOUNT

Your account information is important to remain up to date.

1 ADD NEW ACCOUNT

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

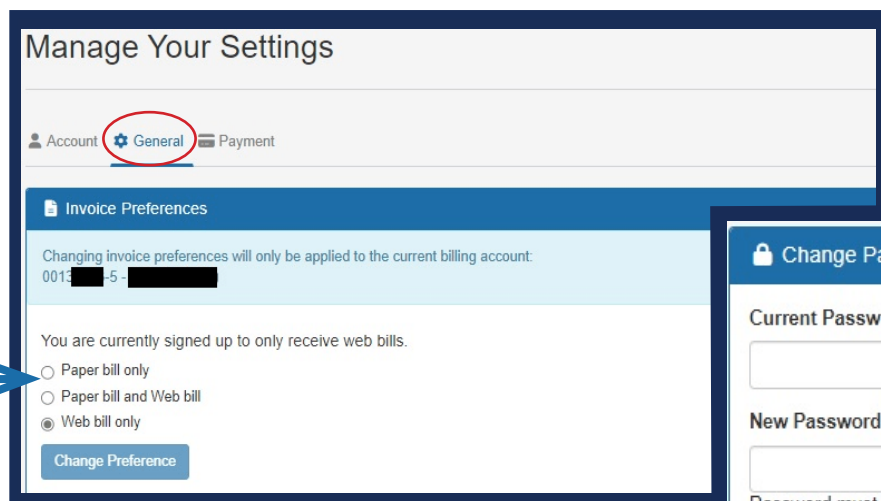


The screenshot shows a form titled "Add a New Account" with a sub-header "Have more than one account? Add it here for a simpler way to manage your accounts." Below this, there are two input fields: "Invoice Number" and "Amount Due". A link "What's this?" is positioned between the two fields. Below the "Amount Due" field, there is a note: "Please enter your invoice number and amount due as they appear on your most recent invoice." At the bottom of the form is a blue button labeled "Add Account >".

MANAGE YOUR SETTINGS: GENERAL

1 INVOICE PREFERENCE

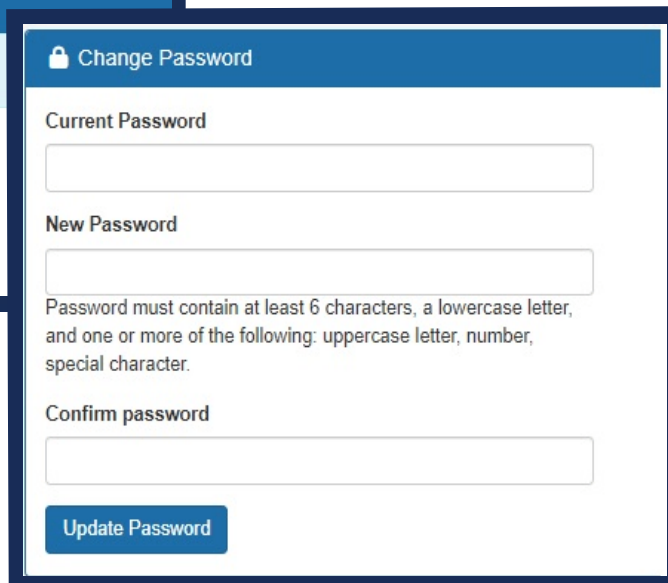
Select how you would like to receive your invoice.



The screenshot shows the "Manage Your Settings" page. At the top, there are three tabs: "Account", "General" (which is selected and circled in red), and "Payment". Below the tabs, there is a section titled "Invoice Preferences" with a note: "Changing invoice preferences will only be applied to the current billing account: 0015-0005-000000000000". Below this, there is a message: "You are currently signed up to only receive web bills." and three radio button options: "Paper bill only", "Paper bill and Web bill", and "Web bill only" (which is selected). At the bottom of this section is a blue button labeled "Change Preference".

2 CHANGE PASSWORD

Provide a new password to change.



The screenshot shows a form titled "Change Password". It has two input fields: "Current Password" and "New Password". Below the "New Password" field, there is a note: "Password must contain at least 6 characters, a lowercase letter, and one or more of the following: uppercase letter, number, special character." Below this, there is another input field labeled "Confirm password". At the bottom of the form is a blue button labeled "Update Password".