TRAVERSE CITY LIGHT & POWER

EST. 1912

NEWSLETTER

EDITION March 2026

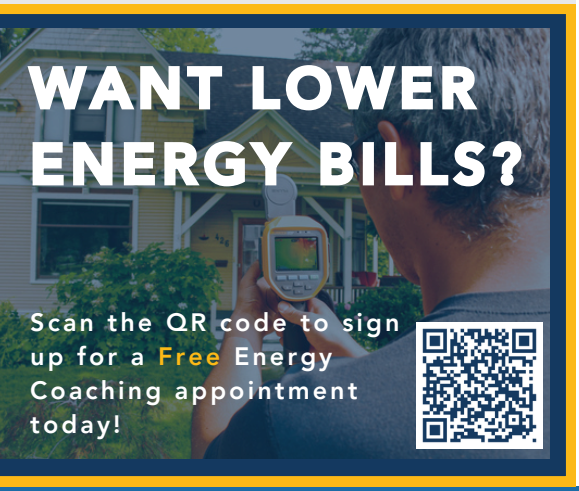
GO PAPERLESS

Go Paperless. Get Entered to Win $100 Amazon Gift Card.

Traverse Area District Library Earth Day Event

TCLP will be celebrating Earth Day with the latest and greatest celebration of MakerFest, hosted by the Traverse Area District Library! Scan the QR code to learn more.

When: Saturday, April 25
Time: 10:00 am - 2:00 pm
Location: Howe Arena
1125 W Civic Center Dr,
Traverse City, MI 49686



Simplify Your Life with Paperless Billing

You can now go paperless with Traverse City Light & Power! It's easy, eco-friendly, and saves you time. You'll receive an email notification when there is a new invoice, avoiding the hassle of mailing a paper bill to your physical address.

Keep your billing information secure by switching to paperless billing! Access your online account anytime, anywhere — and enjoy the peace of mind of knowing your information is protected.

Sign up by May 31, 2026, for a chance to win one of four $100 Amazon gift cards!

Scan the QR code to sign up for paperless invoicing today!

State-Mandated Energy Optimization Surcharge Supports Local Energy-Saving Programs

As required by Michigan law, TCLP now includes a small Energy Optimization (EO) surcharge on customer bills to fund programs that help homes and businesses save energy and lower costs. Learn more at tclp.org/energy-optimization-surcharge or scan the QR code.

State-Mandated Energy Assistance Fee Helps Support Michigan Families in Need

TCLP now collects a state-mandated Low-Income Energy Assistance Fund (LIEAF) charge on electric bills to support Michigan's Energy Assistance Program for income-eligible households. Learn more about the charge and available help at tclp.org/low-income-energy-assistance-fund or scan the QR code.

Make the Most of Daylight Saving Time!

As we spring forward, it's the perfect time to refresh your energy-saving habits. From using more natural light to adjusting your thermostat, small changes can lead to meaningful savings.

Read the full article for simple tips to help you save energy and money this season!

Residential Assistance & Shut-off Protections

Assistance: Utility customers may be eligible for economic assistance from the Michigan Department of Health and Human Services (MDHHS) by calling 231-941-3900.

Medical Emergency Protections: Critical care customers (individuals who require home medical equipment or a life support system) or utility customers with a medical emergency (a medical condition that will be aggravated by the lack of utility service). Medical documentation from a licensed physician is required to determine eligibility.

Military Shut-Off Protections: Customers that are on military active duty. Verification of active duty is required to determine eligibility.

Low-Income Protections: Utility customers with household incomes that do not exceed 150% of the poverty level or are participants in assistance from a state emergency relief program, food assistance, or Medicaid. Income tax documentation or verification of enrollment in programs is required to determine eligibility.

Senior Citizen Protections: During the cooling season, seniors will not be shut off in the winter or if the summer temperatures exceed 95 degrees. Seniors are required to notify the utility and sign an affidavit to be eligible for this protection.

For more information, please call Customer Service at 231-922-4940.

Leading Through Energy's Next Chapter

Brandie Ekren, Executive Director

Public power is different. We are community-owned, which means when the energy landscape shifts, we experience it together. And right now, it is shifting.

Energy costs are rising. Supply chains remain tight. Climate considerations are shaping markets. Innovation is accelerating. Much is converging at once — and it is understandable if that feels unsettling.

But this moment did not surprise us.

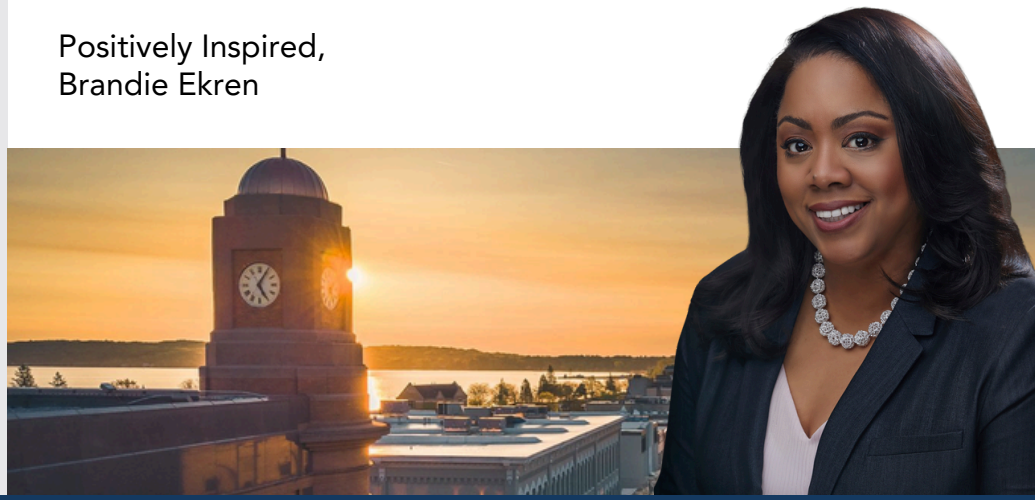
For decades, TCLP has been preparing for a more complex and dynamic energy future. Our Strategic direction anticipated volatility, rising costs, and the need for resilience. We have invested in a balanced portfolio, modernized our systems, strengthened our workforce, and designed programs — like Time-of-Use rates — that give customers more control over their energy use and their bills.

Affordability remains central to our mission. We actively manage our cost to serve and monitor energy burden in our community, because operational discipline protects rates. We dedicate significant time and expertise to securing energy at the best long-term value. Many of our renewable investments are among the most affordable resources in our portfolio. At the same time, reliability is non-negotiable. Through thoughtful investments and generation operations, we ensure the lights come on — every time.

We will continue to prioritize emissions-driven strategies while maintaining reliability and affordability. These are not competing priorities; done well, they reinforce one another.

Leadership is not ignoring uncertainty. It is preparing for it. Public power was built for moments like this — and together, we will continue to lead through them.

Positively Inspired,
Brandie Ekren



CHANNEL THE POWER OF

POSITIVE ENERGY

WITH TIME-OF-USE RATES

REMINDER: Time-of-Use Rates Took Effect in December

Starting in December 2025 (appearing on your January 2026 bill), TCLP has shifted from a flat per-kWh charge to Time-of-Use rates. Your energy costs will now depend entirely on when you use power.

Frequently Asked Questions

How do time-of-use rates work?

Customers are charged a higher electricity rate when the cost of purchasing and delivering electricity is highest (usually midday) and a lower electricity rate when the cost of generating electricity is lower (usually late evening and early morning).

Does TCLP receive more revenue with time-of-use rates?

No, the switch to time-of-use is not a rate increase. The rate structure is designed to generate the same amount of revenue on an annual basis as the previous rate structure. Off-peak prices are lower than the previous residential rate, while on-peak prices are higher. Doing this equals approximately the same amount of revenue, except that now there is more flexibility for customers to control their electricity costs.

How will time-of-use rates affect my bill?

The time-of-use rates are designed to be revenue-neutral for the average customer. However, if you are able to shift your electricity usage to off-peak hours, you have the potential to reduce your electricity bills. For those who naturally consume more energy during off-peak hours, you won't need to alter your behavior to have the potential to save. For others, you will need to make deliberate choices to shift your electricity-consuming activities to off-peak hours. This includes doing laundry, operating the dishwasher or charging an electric vehicle. Additionally, electric heating and home cooling make up a large chunk of your energy use and your bill. The best way to save on your energy bills is to utilize a smart thermostat to lower your home temperature in the winter and raise it during the summer months.

To learn more about the different rates,
visit tclp.org/time-of-use or scan the QR code.
Contactusatcustomerservice@tclp.orgor231-922-4940 with questions.

Upcoming Holiday Closures

Memorial Day
Monday, May 25th

Independence Day
Friday, July 4th

Labor Day
Monday, September 7th

Meet Natalie Stojanovic – Our New Business Account Specialist!

We're excited to introduce Natalie Stojanovic to the TCLP community as our new Business Account Specialist. Natalie will be working closely with businesses, providing support, resources, and guidance to help ensure smooth, efficient service.

Be sure to say hello and connect with her as she helps strengthen our partnership with the business community!

Contact: Natalie Stojanovic
Business Account Specialist
nstojanovic@tclp.org
231. 932.4553

TRAVERSE CITY LIGHT & POWER
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TCLPfiber
Your Community Network

1131 Hastings St. | Traverse City, MI 49686
130 Hall St. | Traverse City, MI 49684
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 114 YEARS!

Reliable Service, Active Projects, and Proactive System Improvements

System Reliability
TCLP is pleased to report that customers experienced zero outages in January, reflecting the continued strength and reliability of our electric system.

Cypress Street Project Update
Postcards were sent to project area customers to inform them about upcoming Cypress Street improvements.

Pole Replacement Work
Crews are replacing the worst-condition poles identified in the 2025 testing program. This work will continue for about two more years. Residents may notice crews accessing backyards with equipment. Some old poles may stay temporarily while communication providers transfer their lines to the new poles.

Electrification: Smart, Strategic and Built for the Future

Electrification is one of the most impactful tools communities have to reduce emissions and lower energy use. As our electric grid gets cleaner, technologies like heat pumps and electric vehicles deliver even greater environmental benefits, often with lower lifetime operating costs.

With our thoughtfully designed Time-of-Use (TOU) rates, customers can save even more by shifting electric usage, like EV charging or heat pump operation, to lower-cost, off-peak hours. Because many electrified technologies are flexible in when they run, TOU rates reward customers for using power when demand is lower and costs are reduced, making electrification cost-effective.

It's true that upfront costs can be higher. That's where TCLP incentives and on-bill financing can help make upgrades more affordable. Performance also depends on proper system sizing and installation, so working with a trusted, qualified contractor is key.

Electrification isn't one-size-fits-all, but when planned carefully, it can lower emissions, improve comfort and air quality, and provide long-term cost stability for Traverse City homes and businesses alike.

Scan to sign up for your free energy coaching session today!

Contact: Colin Hites
Sustainability & Climate Initiative Analyst
chites@tclp.org | 231.932.4567

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