



## Switching to Autopay = \$10 Credit

Do you like having to remember to pay your utility bill on time? Would you prefer that it automatically gets paid every month for you? If you answered no to the first question, and yes to the second, TCL&P has an offer that will eliminate your worries about whether you paid your bill on time. Beginning November 1, 2013 the Traverse City Utilities department is offering a \$10 bill credit incentive to all customers who switch to automatic bank drafting!

How does automatic bank drafting work? Complete the enrollment form found at the Customer Service desk located inside the Governmental Center (400 Boardman Ave., Traverse City) or on TCL&P's website, [tclp.org](http://tclp.org), and click on the 'Payment Options & Online Account Access' button at the top of the homepage. Submit the completed form in person or by mail to the Customer Service desk. Once set up, payments will automatically be withdrawn from the authorized bank account on the billing due date.

Customers will see a \$10 bill credit for signing up on their next utility billing statement.\*\*

With automatic bank drafting, customers will still receive a monthly copy of their bill so they can review consumption data and ask questions prior to having the payment come out of their account, or customers can switch to electronic billing and use the online account system to view current or past utility bills and up to 36 months of electric and water usage history. Signing up for electronic billing is easy! Contact Customer Service at 231-922-4431 to start the process.

To view an entire list of payment options, see the TCL&P website, [tclp.org](http://tclp.org), and click on the 'Payment Options & Online Account Access' button at the top of the homepage.

*\*\*Customers will be required to stay on automatic bank drafting for one year; otherwise Traverse City Utilities will apply a \$10 early termination fee to their account. Offer valid through November 1, 2014.*



**SIGN UP IS EASY!**  
**Contact Customer Service at 231-922-4431**  
**or visit [tclp.org](http://tclp.org) to start the process.**

## Did You Know?

Did you know that TCL&P crews install over 5,500 strings of LED holiday lights in downtown Traverse City every year? TCL&P provided a grant to the Downtown Development Authority in 2008 to purchase the lights. TCL&P crews also install and remove the lights every year. In 2011, TCL&P donated new LED lights for the main tree in downtown Traverse City which are 98% more efficient than the lights that were being used before. Starting in early November through the winter season, downtown will be shining a little brighter. This is just another community benefit of your Public Power Utility.

### TCL&P Mission:

To provide safe, reliable, competitively priced energy and related services in an environmentally conscious manner.



## Christmas Tree Drop-Off

December 26, 2013 through January 19, 2014.

Help the nature trails by disposing of your used Christmas tree at Hull Park. The Traverse City Parks and Recreation Department will be accepting Christmas trees from city residents for recycling. The Parks crew will chip and recycle trees as mulch for use on nature trails.

Just bring your trees to Hull Park, located behind the Traverse Area District Library, at the end of Hannah Street and follow the Christmas tree drop-off signs.

Drop off trees between 8 a.m. and 5 p.m. beginning December 26, 2013 through January 19, 2014.

***Please do not leave your Christmas trees in alleys or on streets. The city will NOT be collecting them.***

## Green the Season

As we celebrate, decorate, give gifts, and travel this holiday season, we also generate a lot of waste and increase our energy use. The volume of household waste in the United States generally increases 25% between Thanksgiving and New Year's Day – about 1 million extra tons.

There are many simple ways to “green” your holiday season by using more efficient lighting like LEDs that use up to 95% less energy; cutting down on your waste by not using disposable dishes and utensils at your holiday gatherings; and reusing maps, comics, or a poster for wrapping paper.

TCL&P is helping customers reduce their energy consumption and save money this holiday season! Use the coupon below at any of the retailers listed and get \$3 off any LED holiday light set.

### Save on the Purchase of any LED Holiday Light Set

Coupon redeemable only at:  
ACE Hardware Co., 734 W Front Street • Lowe's, 3150 N US Highway 31 S

Name \_\_\_\_\_  
Account # \_\_\_\_\_ Phone # \_\_\_\_\_  
Address \_\_\_\_\_  
Email \_\_\_\_\_

CONSUMER: Coupon void if altered, reproduced or transferred. Any other use constitutes fraud. RETAILER: Traverse City Light & Power will reimburse you for the face value of the coupon when submitted on or before January 1, 2014. Redeemable only in Traverse City, Michigan, USA. Void where prohibited, taxed or restricted by law. Send coupons to: Traverse City Light & Power, Attn: Coupon Redemption, 1131 Hastings Street, Traverse City, MI 49686.

## SAVE \$3

**Need More LED Holiday Light Set Coupons?**  
Pick them up at the Customer Service desk inside the Governmental Center  
*(400 Boardman Ave.)*  
Mon. – Fri. 8 a.m. – 5 p.m.



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## Home Energy Assessment

Prepare your home for the colder months by signing up for a home energy assessment through the TC Saves program! TCL&P customers will receive a professional analysis of their home's energy use; a report on how much energy and money their home wastes; a personalized list of the most sensible solutions; access to available rebates; and information on easy, favorable financing – for just \$100. This program will help customers every step of the way as they create a cozier home while reducing their energy bills. Contact TC Saves today online at [tcsaves.com](http://tcsaves.com) or call 231-620-1060.

# Executive Director Update: Strategic Planning

The Traverse City Light & Power (TCL&P) Board and staff are in the process of developing an in-depth Strategic Plan that will guide the direction of the utility into the future.

TCL&P has contracted with Hometown Connections, the same organization that recently completed the efficiency study, to lead the Board and staff through the strategic planning process. After multiple meetings and discussions, the Board and staff have identified the following strategic issues as the overall areas of focus and importance for the utility:

- Power Supply Strategy
- High Quality Workforce
- Customer Satisfaction
- Financial Stability
- System Reliability
- Technology

Staff is now tasked with developing operating strategies, business goals, and action items for each of the six strategic issues identified above. Through this process, staff will thoroughly examine how each of these issues affects the utility, impacts TCL&P customers, and identify the best implementation methods.

At this critical time in the electric energy industry, the decisions TCL&P makes in the short-term will impact the utility for many years to come. That is why it is important to also include customer participation in this process.

- What do TCL&P customers believe to be the top priorities for the utility?
- Should TCL&P invest in additional renewable energy?
- Are customers happy with how the utility is doing business because the lights are on and the bill is affordable?

These are just some of the topics TCL&P would like to get feedback on as it looks to develop the heart of the Strategic Plan. TCL&P is asking all customers to provide feedback on the six issues listed above and any other items customers feel should be listed as a priority. There are many ways to provide your feedback/input. Go to the TCL&P website and provide feedback through the 'Contact Us' section; come to a TCL&P Board meeting, typically held on the second and fourth Tuesday of every month (check the website for changes in the meeting dates), and provide public comment; or send comments by mail to 1131 Hastings Street, Traverse City, MI 49686, Attn: Strategic Planning. All comments will be shared with the Board and staff and carefully considered as the plan is developed and finalized.

TCL&P encourages all of its customers to take advantage of this opportunity to help determine the future direction of the city's utility.



*Tim Arends*

Tim Arends  
Executive Director



**TRAVERSE CITY  
LIGHT & POWER**

Investing Our Energy In You

1131 Hastings St. | Traverse City, MI 49686  
Main Office and 24-Hour Service: **922-4940**  
Billing & Account Questions: **922-4431**  
**Now available: Paperless billing!**

See the Home Energy Saver and L&P Energy Smart Program at: [tclp.org](http://tclp.org)



**Proudly serving our community for 101 years.**

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