



Scams... Bah Humbug

Talking about scams during the holiday season doesn't seem festive, but even during the holidays, scammers don't stop, and over the last year, the frequency of scam related calls has increased.

Be Aware

Scammers will use scare tactics and even empathy to get customers to pay. The following are some examples to watch out for:



- Businesses will be targeted during the busiest time of the day. The scammers will threaten shut-off, and request payment immediately to avoid disruption in operations. They may even provide a seemingly authentic phone number to contact in case the customer has questions.
- Scammers will offer customer discounts if they make a payment on their account immediately. During the holidays, this may entice customers who are trying to conserve money for other holiday expenses.
- Scammers will target residential customers, again threatening shut-off if payment is not made. They will convince the customer to purchase a prepaid debit card and provide the card information to the caller to cover the overdue amount.
- Scammers will pose as utility representatives showing up at your door claiming they are there to fix your service or even demand immediate payment to avoid shut-off. Do not allow them in your home, ask to see proper identification and contact Traverse City Light & Power (TCL&P) to verify legitimacy.

The Facts

- TCL&P Customer Service will **NEVER** request banking or credit card information over the phone. Customers will be directed to the secure payment options on our website at tclp.org/Page/PaymentOptions.
- TCL&P will **NEVER** ask for payment via prepaid debit cards, PayPal or money wire transfers.
- TCL&P will **NOT** disconnect your service without first notifying you via your bill, followed by disconnection notices such as shut-off letters and door tags that state the approximate disconnection date and time. There will **NEVER** be a single notification shortly before disconnection, and again, we will **NEVER** demand payment over the phone or in person.

If you are uncertain you are receiving a valid phone call, hang up immediately and contact our offices at (231) 922-4431 to speak with a Customer Service Representative about your account.

TCL&P strives to get the most current and accurate information to our customers regarding scams. We encourage you to visit our website at tclp.org, or like us on Facebook.



Christmas Tree Recycling

December 26 – January 21

The Traverse City Parks and Recreation Department will again be accepting Christmas trees from city residents.

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 Tuesday, December 26, 2017 through Sunday, January 21, 2018.

****The City will not collect Christmas trees from streets or alleys.**



TCL&P Christmas Light Exchange

TCL&P Service Center
1131 Hastings Street

Monday, November 27 through Friday, December 22 (or until gone)

In celebration of the holiday season, residential customers can bring in a string of regular working Christmas lights between 8:00 a.m. and 4:00 p.m., Monday through Friday, and in exchange we will give you a 50 bulb multi-color string of LED Christmas lights for **FREE**.

One string per household while supplies last.

Energy Efficient Holiday Season

'Tis the season and as everyone gets into the holiday spirit, one of the most popular and noticeable ways is with lighting. As you spruce up your tree, or decorate your front porch you may be asking yourself "How does this look?" but what you should be asking is, "Is this the most efficient way?" or "Is this safe?" Below are a few easy changes you can make this season to answer both questions.

LED vs. Incandescent Lights

- LED bulbs can use up to 90% less energy than standard incandescent bulbs.
- LED lights typically have a lifespan of tens of thousands of hours as opposed to hundreds of hours for incandescent bulbs, saving you money.
- LED lights create the color within the light itself, as opposed to incandescent bulbs which are white with the glass either dyed or painted. This allows for more consistent color. One common misconception is that LED lights are only the blueish (daylight) color, however, there are many variations from vintage yellow to the bright "blueish" daylight.
- LED bulbs do not produce heat. That means less hazard to children, pets and adults from burns and fires.

Don't forget the timer. Using a timer to automatically turn on and off your holiday lights can save a lot of energy, and money, in the long run. This saves you from the "Did you unplug the Christmas lights?" question that you hear all holiday season.

TCL&P Mission

To provide the Public Power benefits of safety, lower rates, high reliability, local control, and exceptional customer service to the City, its residents, and all TCL&P customers.

Low Interest Loans = Energy Efficiency

Want to make your business more energy efficient? Could a low interest loan make this a reality? Well, an Energy Efficiency Revolving Loan may be the answer. In collaboration with Venture North, TCL&P offers low interest loans, up to \$50,000, to TCL&P commercial/industrial customers to invest in energy-efficient upgrades.

For more information on the loan requirements, or to apply, visit the Venture North website at VentureNorthFunding.org.



**VENTURE
N O R T H**



**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

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