

Dear Valued TPCG Utility Customer,

Parish President Gordon Dove is pleased to announce that Terrebonne Parish Consolidated Government is implementing changes which will not affect your utility billing account but **will affect the way your bill is paid**. These changes are being implemented as part of an overhaul of TPCG's friendlier online user experience for customers. **Welcome to myTPCG!**

What is myTPCG?

Through **myTPCG**, a **one-stop TPCG user portal**, you will be able to set up and maintain various online services offered through TPCG using one **myTPCG** account. Your **myTPCG** account will give you a simpler, more personalized online experience with Terrebonne Parish Consolidated Government.

The initial roll-out of this multi-phase project replaces the existing **Utility Online Bill-Pay** application. With **myTPCG**, you can register your TPCG gas and electric utility accounts, pay your bill, view payment history, view monthly usage, and compare bills to prior months. In later phases, TPCG hopes to offer much more through **myTPCG**, including Recreation family tracking with updated activity registration; culvert permit application, tracking, and payments; and much more.

How does this affect you?

Our goal is to offer this exciting new service with **minimal effect on you**. All online customers will be required to sign up for a new **myTPCG** account and register their gas/electric services. Visit myTPCG.org to get started. When you are ready to link your utility account, have your account number, street address, and the amount of your last bill handy. *That's it!*

The *JP Morgan Chase (JPMC) Recurring Payment* option will not be available through **myTPCG**. Existing *JPMC Recurring Payment* customers will have two to three months to make new payment arrangements under **myTPCG**. TPCG Customer Service is ready to work with you to ensure a **smooth transition** for everyone. **All other payment methods will still be offered.**

What is the alternative for JPMC Recurring Payments?

You still have the option to setup automatic payments. You just need to get set up your gas/electric utility account for the **TPCG Utility Bank Draft Program** using your checking account. Once the process is complete, your amount owed will be automatically drafted directly from your checking account each month. To set up this service, create your **myTPCG** account, register your utility services, then fill out the **TPCG Utility Bank Draft Program Authorization Form** online. Some restrictions apply, so be sure to note the requirements when applying.

We strongly recommend that you cancel your JPMC Recurring Payment access before the TPCG Utility Bank Draft Payment setup is complete. Contact Customer Service at cityutilities@tpcg.org or 985.873.6465 for more information.

Again, Parish President Gordon Dove and his administration at Terrebonne Parish Consolidated Government are excited to offer the new **myTPCG** service, which will make bill paying easier for TPCG customers. **Thank you for remaining a valued utility customer of Terrebonne Parish!**