

## FOR TMV PORTAL

### Trouble logging in?

#### How can we help?

**1) Forgot your username or password?**

To recover your password, please visit <https://portal.tenaska.com/Account/ForgotPassword>. For any other assistance, please email [portalsupport@tenaska.com](mailto:portalsupport@tenaska.com).

**2) Is your primary contract with natural gas marketing company Tenaska Marketing Ventures (TMV), Tenaska Marketing Canada or Tenaska Gas Storage, LLC?**

If not, you might be on the wrong login page. This site only supports specific types of natural gas marketing contracts with the above affiliates.

To log in to Tenaska Power Services Co.'s (TPS) customer portal, please visit <https://portal.tnsk.com>. You can also contact TPS Portal Support at [portal-support@tnsk.com](mailto:portal-support@tnsk.com) or call (817) 462-1509 for 24-hour assistance.

**3) Not sure if you have a Tenaska Marketing Ventures (TMV) portal account?**

Please email [portalsupport@tenaska.com](mailto:portalsupport@tenaska.com) to inquire.

**4) I'm locked out of my account.**

After four unsuccessful login attempts, your account will be temporarily locked for 24 hours. For access, please contact your Customer Care Representative at Tenaska Marketing Ventures.

**5) Did we solve the problem?**

Please contact your Customer Care Representative or email [portalsupport@tenaska.com](mailto:portalsupport@tenaska.com) for additional troubleshooting.

### Tenaska Customer Portals Contacts for Users

Tenaska Customer Portals Contacts for Users	
<b>Tenaska Marketing Ventures</b> (Natural Gas Marketing)	<b>Tenaska Power Services Co.</b> (Electricity Marketing)
<b>Site Name:</b> Tenaska Customer Connect	<b>Site Name:</b> TPS Customer Portal
<b>URL:</b> <a href="https://portal.tenaska.com">https://portal.tenaska.com</a>	<b>URL:</b> <a href="https://portal.tnsk.com">https://portal.tnsk.com</a>
<b>Help:</b> <a href="mailto:portalsupport@tenaska.com">portalsupport@tenaska.com</a>	<b>Help:</b> <a href="mailto:portal-support@tnsk.com">portal-support@tnsk.com</a>
	<b>24-Hour Help Line:</b> (817) 462-1509

## FOR TPS PORTAL

### Trouble logging in?

#### How can we help?

**1) Forgot your username or password?**

To reset your password, please email [portal-support@tnsk.com](mailto:portal-support@tnsk.com).

**2) Is your primary contract with Tenaska Power Services Co.?**

If not, you might be on the wrong login page. This site only supports specific types of power marketing contracts.

To log in to the Tenaska Marketing Ventures (TMV) customer portal, please visit <https://portal.tenaska.com>. You can also contact TMV Portal Support at [portalsupport@tenaska.com](mailto:portalsupport@tenaska.com).

**3) Not sure if you have an account?**

Please email [portal-support@tnsk.com](mailto:portal-support@tnsk.com) to inquire.

**4) I'm locked out of my account.**

After four unsuccessful logins, your account will be temporarily locked for 24 hours. For access, please contact your TPS Customer Representative or email [portal-support@tnsk.com](mailto:portal-support@tnsk.com).

**5) Did we solve the problem?**

Please email [portal-support@tnsk.com](mailto:portal-support@tnsk.com) for additional troubleshooting. For immediate attention after hours, please use our 24-hour help line at (817) 462-1509.

<b>Tenaska Customer Portals Contacts for Users</b>	
<b>Tenaska Marketing Ventures</b> (Natural Gas Marketing)  <b>Site Name:</b> Tenaska Customer Connect <b>URL:</b> <a href="https://portal.tenaska.com">https://portal.tenaska.com</a> <b>Help:</b> <a href="mailto:portalsupport@tenaska.com">portalsupport@tenaska.com</a>	<b>Tenaska Power Services Co.</b> (Electricity Marketing)  <b>Site Name:</b> TPS Customer Portal <b>URL:</b> <a href="https://portal.tnsk.com">https://portal.tnsk.com</a> <b>Help:</b> <a href="mailto:portal-support@tnsk.com">portal-support@tnsk.com</a> <b>24-Hour Help Line:</b> (817) 462-1509