

TVA Account Portal FAQs

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WHAT YOU NEED TO KNOW



WHAT IS THE TVA ACCOUNT PORTAL (TAP)?

TAP is a new system that all customers will use to pay invoices replacing the current eRemittance and eCollections systems.



GO-LIVE

Current implementation is planned for January 5, 2026



QUESTIONS

Customers should contact tap@tva.gov with any questions.

COMMON QUESTIONS



How do I access TAP?

Visit TVA.com and select [Doing Business With TVA](#) scroll down to Make a Payment – The TAP link will replace the current eCollections link when the system is live.



What payments can be made through TAP?

Payments for Invoices only. Payments for non-invoiced activity (such as submitting a deposit for a new agreement) will continue current process or utilize the TVA Forms on pay.gov.



Can TVA pay a customer through TAP if they issue an invoice to TVA?

No, TAP does not apply to TVA's accounts payable or vendor payment processes.



How do I create an account?

Select the New User Registration link on the log-in screen. Complete the form and you will receive an invitation. After you receive the invitation, you will have 14 days to accept.



Do I have to create an account, or can I continue to use the Pay as Guest option?

No, you do not have to create an account. However, having an account provides additional functionality including a messaging feature, ability to save banking information and run reports on your payment history



How do I submit questions about Invoices or Payments?

If you elect to create an account, customers can submit invoice or payment-related questions in the TAP Message Center, which will be reviewed and responded by TVA Agents.

Power Customers



Why do Power Customers have to continue to go to Valley Connect to view their full invoice?

Our current billing system (Oracle Utilities) is integrated with Valley Connect. Our next project will be to modernize our billing system, which will streamline this process and enable additional functionality within TAP.



How can I open TAP and Valley Connect at the same time?

Users cannot login to both TAP and Valley Connect within the same browser session due to authentication issues. As a solution, users have the following options: (1) close and reopen browser before navigating between applications, (2) use an InPrivate / Incognito window when navigating from one system to the other, or (3) use separate browsers for each application (such as Edge, Chrome or Safari). For example, when navigating from TAP to Valley Connect to view invoices, users can right click on the Valley Connect green login button and select *Open in InPrivate / Incognito window*. – See [training material](#) for an example.