

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 acctrecei@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.



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 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.



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.