

***Grand Haven
Board of Light & Power***



Residential Services Booklet

***Customer Services
(616) 846-6250***

***Electrical Emergencies
(616) 842-2241***

***1700 Eaton Drive
Grand Haven, Michigan 49417***

Grand Haven Board of Light & Power Residential Customer Services Booklet

Introduction

The **Grand Haven Board of Light & Power**, your local, community owned, not-for-profit electric utility is glad to have you as a customer. The Board of Light & Power was created in 1896 to provide responsive, reliable, low-cost electric service to the City of Grand Haven and the Tri-Cities area. Today, after more than a century of service, we are proud to continue providing you the many benefits of a local, municipal electric system.

The **Board of Light & Power's Mission** is to be the premier provider of electrical and other utility services and to benefit...

- Our customers by providing responsive, dependable, and courteous service of the highest quality at the lowest practical cost.
- Our fellow workers by promoting cooperation, teamwork, innovation, open communications, and a safe work environment.
- Our community by being a responsible corporate citizen.

We are committed to conducting business in a prudent manner to maintain financial strength, meet our obligations to those we serve, and maintain public trust.

This booklet was developed to answer basic questions about the residential electric service we provide. If you have questions about any of the information in this booklet, please call our customer service center at (616) 846-6250.

Hearing impaired customers using TDD equipment should call the Michigan Relay Center at 1-800-649-3777 and request to be connected to (616) 846-6250.

Safety Reminders

Ask for identification

Board of Light & Power employees carry identification cards. If someone claiming to represent us visits you, please ask to see proper identification. If you have questions or doubts about the visit, call us right away.

General Electric Safety

If you see damaged electric lines on the ground, stay away from them. Report the lines to us immediately by calling the Board of Light & Power emergency line (616) 842-2241. If the telephone line is busy, call 911 to report the downed electrical lines.

When working outdoors or around your home, be aware of overhead lines and stay away from them. Use special caution when trimming trees, installing roof antennas, and using ladders.

Teach your children not to climb trees which have overhead lines running through them, and not to fly kites near overhead lines. If a kite makes contact with an overhead line, drop the kite string and call us immediately at 842-2241.

Radio Help Program

Board of Light & Power vehicles display the Radio Help symbol. Please remind your children they can go to these vehicles for help in an emergency.

Grand Haven Board of Light & Power Residential Customer Services Booklet

Service Information

RESIDENTIAL RATE OPTIONS

The Board of Light & Power provides several different electric rates to residential customers. Most of our residential customers receive service under the Residential rate. If you have questions about the other rate options, or to switch from one rate to another, please call our customer service center at 846-6250.

Residential Rate - Available to any residence.

All Electric Rate - Available if the only energy service to the residence is electricity.

Senior Citizen Rate - Available to customers age 65 or older, for primary residence only.

Life Support Rate - Available to customers on medically necessary life support equipment, verified by a physician.

REQUESTING SERVICE

To establish a new electric service account, you may visit our customer service center at 1700 Eaton Drive, Grand Haven or contact us by phone at (616) 846-6250. Please have the street address of the new electric service, your social security number, and the date you wish to start service. A security deposit may be required.

TRANSFERRING SERVICE

If you are moving and need to transfer your electric service account, please contact our customer service center at 846-6250. If you have already provided us with a security deposit and if you are remaining in our service area, the security deposit may be transferred to your new address.

DISCONTINUING SERVICE

To discontinue service, contact our customer service center and provide us with a final date and a forwarding address. The forwarding address will be used for any final correspondence, including the return of your security deposit balance if one was required.

DEPOSITS FOR SERVICE

If you rent a residence and need electric service, a security deposit may be required by the Board of Light & Power prior to providing service. The amount of this security deposit can be determined in advance by calling our customer service center at (616) 846-6250. Under certain circumstances, this deposit may be waived or refunded.

The security deposit is retained by the Board of Light & Power and interest is added to the security deposit until you have paid your bill by the due date for 24 months or discontinue service at the residence. When you discontinue service at the residence, any security deposit and accrued interest that remains after payment of all outstanding electrical charges due at that residence will be returned to you.

The security deposit may be paid by credit card if you desire. **Credit card transactions made over the phone may incur a telephone handling charge.** Residences disconnected for nonpayment may require an additional security deposit prior to being reconnected.

Grand Haven Board of Light & Power Residential Customer Services Booklet

READING THE ELECTRIC METER

Each month the electric meter at your residence is read by a Board of Light & Power meter reader to determine how much electricity has been used. Your assistance in providing access to the meter is requested. If we are unable to read the meter due to severe weather, a locked gate, a dog, or overgrown shrubs or trees, we will estimate your bill based on past usage history at the residence. If we are consistently unable to gain access to the meter for the monthly readings, you can arrange to read the meter yourself with cards we will provide you. Please call our customer service center at 846-6250 to discuss any meter access problems or to discuss other options.

PAYMENT DUE DATE

Your monthly payment is due 15 days from the date of the bill. A due date is printed on each electric bill. A late payment fee of 2% on the current balance will be charged after the due date.

PAYMENT OPTIONS

Automatic Bill Payment

With automatic bill payment your electric bills are paid automatically and on time. When you enroll in this option, you authorize us to automatically charge your electric bill to your checking or savings account at any financial institution.

You will continue to receive a monthly bill, and the amount shown on your bill will be automatically deducted from your account on the due date. To sign up for this convenient payment option, visit our customer service center or call one of our customer service representatives at 846-6250.

Cash or Check Payment

Payments may be mailed to the Board of Light & Power, 1700 Eaton Drive, Grand Haven, MI 49417, or delivered to one of the following locations:

Board of Light & Power
Customer Service Center
1700 Eaton Drive, Grand Haven

Grand Haven City Hall
Treasurer's Office
519 Washington, Grand Haven

Payment drop boxes are available at both locations.

Credit Card Payment

Visa & MasterCard are accepted at the Board of Light & Power's customer service center at 1700 Eaton Dr. **Credit card payments taken over the phone will incur a telephone handling charge .**

PAYMENT ASSISTANCE

If you are unable to pay your bill on time, please contact our customer service center by calling 846-6250 to discuss payment programs available from the Board of Light & Power.

Grand Haven Board of Light & Power Residential Customer Services Booklet

DISCONNECT POLICY

If an electric bill remains unpaid 30 days after the original billing date, the Board of Light & Power will notify the customer of the unpaid bill. Customers who do not respond to this notification by paying the electric bill or by payment arrangements with a customer service representative will have their electric service disconnected.

The Board of Light & Power will reconnect service when the past due amount, all associated fees, and any additional security deposit is paid in full.

BILL DISPUTE POLICY

If you have a billing concern that is not resolved by one of our customer service representatives, a supervisor and/or manager will review the problem. If the problem is still not resolved to your satisfaction, you may request a meeting with the General Manager of the Board of Light & Power, and ultimately a hearing before our locally-elected Board of Directors.

HIGH BILL ANALYSIS

If you have a bill which is significantly higher than you had expected, please contact our customer service center by calling 846-6250. In response to high bill concerns, the Board of Light & Power will send a service worker to verify the original meter reading. Upon request, we will also send a member of our technical services staff to the residence to meet with you for an energy review and audit.

REPORTING POWER OUTAGES

If you experience a power outage or witness downed power lines call **842-2241**, our 24-hour electrical emergencies line. If the outage is widespread, our phone lines may be busy immediately following the outage. If our phone lines are busy and the situation involves immediate danger to the public (for example, an electrical fire or power lines on the ground), please call 911 to report the situation. If our phone lines are busy but the situation does not involve immediate danger to the public, please wait for several minutes and try our emergency phone number again.

The Board of Light & Power's distribution crews pay particular attention to all storm warnings, such as ice storms in winter and thunder storms in summer. When such warnings occur, all linemen are put on alert, all trucks are fueled, and portable generators and lights are made ready for all emergency situations. When outages occur, repairs are made as quickly as possible with the safety of the public a top priority. Outages are thoroughly investigated to reduce or prevent future outages of a similar nature.

TREE TRIMMING

The Board of Light & Power uses the services of a qualified tree trimming contractor to maintain clearance around its overhead distribution lines. Tree trimming on Board of Light & Power rights-of-way is ongoing throughout the year.

If a trimming project involves the complete removal of a tree, the tree trimming crew will attempt to discuss the project with available property representatives prior to completing the project.

If you see a potential problem with power lines becoming tangled in tree limbs, please call our customer service center and a service worker will investigate and schedule any necessary trimming.

Grand Haven Board of Light & Power Residential Customer Services Booklet

SPECIAL PROGRAMS

RESIDENTIAL BUDGET PAYMENT PROGRAM

If you prefer to make equal monthly payments throughout the year for your electric usage, you may enroll in the Residential Budget Payment Program.

The Board of Light & Power will review the electric usage at your residence and based upon the usage history will establish an appropriate monthly budget payment. Your account will be periodically reviewed and your monthly budget payment adjusted if necessary.

When you enroll in the Budget Payment Program your monthly bill will still show your actual electric usage for that month along with your actual account balance; however, the amount due will be the budget amount.

To enroll in the Budget Payment Program or learn more about it, please contact our customer service center at 846-6250.

LANDLORD PROTECTION PROGRAM

The Board of Light & Power offers rental property protection to landlords. Three different types of service are offered which can provide continuous electric service at the rental property. This protects the rental property from damage due to service shutoff, especially in winter months. Contact one of our customer service representatives at 846-6250 for more information.

MISS DIG PROGRAM - Call Before You Dig LOCATING UNDERGROUND UTILITIES

The Board of Light & Power coordinates with Miss Dig System, Inc. which is a one call utility damage prevention center in Michigan. **Before starting any extensive ground breaking project call Miss Dig at 1-800-482-7171** to request a free location of all of your underground utilities. Allow three working days for all utilities to be located and marked.

SECURITY LIGHTING PROGRAM

Many public safety agencies endorse good outdoor area lighting whether it be industrial, commercial or residential. The Board of Light & Power is pleased to offer this service at a very modest cost. All outdoor area lighting is engineered to your particular needs. Security lights are available for a flat fee per month. Contact our customer service center at 846-6250 for a schedule of fees and more information.