

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



***Services for
Commercial & Industrial
Customers on the BLP
Primary Rate***

*Customer Services (616) 846-6250
Electrical Emergencies (616) 842-2241*

*1700 Eaton Drive
Grand Haven, Michigan 49417*

Grand Haven Board of Light & Power
Primary Commercial and Industrial Customer Services Booklet

Introduction

The **Grand Haven Board of Light & Power**, your local, community owned, not-for-profit electric utility, is pleased to provide for your electrical requirements. 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 electrical services we provide to large commercial and industrial customers. If you have questions about any of the information in this booklet, please call our customer service center at 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.

Electrical Safety

If you see damaged electric lines on the ground, stay away! 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 facility, be aware of overhead lines and stay away from them. Use special caution when trimming trees, installing or repairing roofing, and using ladders.

If you need to perform maintenance or repair work around your electrical service entrance, the Board of Light & Power will deenergize the service free of charge to allow the work to be completed safely. Call 846-6250 to coordinate this activity.

Radio Help Program

Board of Light & Power vehicles display the Radio Help symbol and have direct radio contact with a utility dispatcher at all times. Employees who are approached during an emergency can use these radios to summon help. For a booklet containing more electrical safety information, call our customer service center at 846-6250.

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Service Information

COMMERCIAL/INDUSTRIAL RATE OPTIONS

The Board of Light & Power provides electric rate options for commercial and industrial customers. Your facility's current electric rate is identified on your monthly electric service statement. If you have questions about other rate options, or to switch from one rate to another, please call our customer service center at 846-6250 and ask for the Controller. The Board of Light & Power will provide an analysis of rate options and their economic benefits to you free of charge upon request.

PRIMARY ELECTRIC RATE OPTIONS

This booklet explains rate options available to customers purchasing electricity at primary voltages. In order to purchase electricity at primary voltages, customers must own and maintain the transformation equipment through which electricity is delivered to their facility.

The Board of Light & Power's primary rates are available to any customer that receives all of its electric power and energy through customer-owned transformation equipment where electric service of a single character is taken through one meter at one point of delivery.

General Service Primary Rate - Single phase or three phase, alternating current, 60 hertz electrical service is available under this rate. Voltages are available as approved by the Board of Light & Power. Customers on this rate are charged a monthly service charge and an energy charge for the number of kilowatt-hours of energy used. There is no demand charge under this rate, which makes it ideal for some new primary customers, or primary customers with significant fluctuations in their monthly demand.

General Service Large Primary Rate - Three phase, alternating current, 60 hertz electrical service is available under this rate. Three wire 13,200 volt or four wire 7,620/13,200Y volt service is available. There is no monthly service charge on this rate.

Demand Charge - Customers on this rate are charged a monthly demand charge based upon the highest amount of energy supplied during on-peak and maximum-peak hours during the billing month.

Energy Charge - Customers on this rate are also charged an energy charge for the number of kilowatt-hours of energy used. The energy charge is higher during on-peak hours to reflect the market price of electricity during these hours. The energy charge is lower during off-peak hours. Currently, on-peak hours are Monday through Friday between 10:00 a.m. and 6:00 p.m. All other hours, including weekends and holidays, are off-peak.

Detailed rate sheets are available from the Board of Light & Power by calling 846-6250 or on our web site at www.ghblp.org. The Board of Light & Power can advise you in the selection of the most appropriate rate. If you elect to change rates, you must remain on the new rate for at least 12 months.

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ELECTRIC INSTALLATION & MAINTENANCE

As a primary rate customer, you own—and are responsible for maintaining—your facility's transformation equipment. In the event of a power outage at your facility, the Board of Light & Power will identify and correct any problem on our distribution system. As a primary rate customer, you are responsible for all problems occurring beyond our distribution system including problems occurring in your switchgear, underground or overhead service entrance, and transformation equipment.

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 846-6250. Please have the street address of the new electric service, information on where the bill should be sent, 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 at 846-6250 and provide us with a final date and a forwarding address. The forwarding address will be used for any final correspondence, including any return of your security deposit balance if one was required.

DEPOSITS FOR SERVICE

If you rent your facility and need electric service, a security deposit will 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 846-6250.

The security deposit is retained by the Board of Light & Power and interest is accrued until you discontinue service at the facility. When you discontinue service at the facility, any security deposit and accrued interest that remains after payment of all outstanding electrical charges due at that facility will be returned to you.

Facilities disconnected for nonpayment may require an additional security deposit prior to being reconnected.

READING THE ELECTRIC METER

Each month the electric meter at your facility is read by a Board of Light & Power service technician 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 or door, overgrown shrubs or trees, or other restricted access, we will contact you to arrange for a service technician to meet you at the facility to obtain a current reading.

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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.

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.

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 making payment arrangements with a customer service representative will have the electric service at their facility disconnected.

The Board of Light & Power will reconnect service when the past due amount, the reconnect fee, 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 if desired.

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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 technician to verify the original meter reading.

REPORTING POWER OUTAGES

If you experience a power outage or witness downed power lines please 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, your employees, or the facility (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 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 emergency situations. When outages occur, repairs are made as quickly as possible with the safety of the public and our lineworkers 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.

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SPECIAL PROGRAMS

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 utility-owned underground facilities on your property. Please note that utilities are not required to mark the underground facilities that you own and maintain. Allow three working days for utility-owned underground facilities to be 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. For more information, contact our customer service center at 846-6250 and ask for our Distribution Superintendent.

ENERGY EFFICIENCY PROGRAMS

The Board of Light & Power is pleased to offer energy efficiency audits to its large industrial/commercial customers. These audits are provided through a partnership with a professional energy services firm. For information about current energy efficiency programs, please contact the Board of Light & Power at 846-6250 and ask for the Controller.

LOAD PROFILE PROGRAM

The Board of Light & Power offers a load profile program free of charge to its primary rate customers. Through this program, customers can obtain a detailed report of their electrical use showing when and how much electricity their facility uses over a typical 24-hour period. In order to provide this information, the Board of Light & Power must coordinate with the customer to install a special electric meter. For information on obtaining a load profile, please contact the Board of Light & Power at 846-6250 and ask for the Chief Engineer.

QUESTIONS

The Board of Light & Power is a community-owned electric utility that exists solely to provide services to its customers and the community. If you have questions, problems, or requests, please call:

Customer Services - 846-6250
FAX - 846-3114
General Manager - 846-9200 x3030