

## PAYMENT OPTIONS



### Online



Manage your account through **SmartHub**, your online account connection. GHBLP Customers may pay by checking, savings, Visa®, MasterCard®, or Discover® with **zero convenience fee**. You may also register for recurring payments, pay your bill in real time, and view usage history.



### Mobile App



Manage your account via our FREE SmartHub mobile app. Search for "NISC SmartHub" to download the FREE app for Apple® and Android® devices, follow the instructions, enter your profile information and choose **GHBLP** as your electric provider.



### Auto Pay

Set it up once to automatically make your payments from your Checking or Savings account. Visit [ghblp.org](http://ghblp.org) for an **Auto Pay Application Form** or an **Auto Pay Cancellation Form**.



### By Phone

Pay by phone by calling the secure, automated line, 24hours/day, 7 days a week.

**1-844-749-3055**



### In Person

Drop off or mail your payment to GHBLP, 1700 Eaton Drive, Grand Haven, MI 49417.

Questions? Call our Customer Account Representatives at **616-846-6250**. We are available from 7:30 am - 5:00 pm Monday through Friday.

## Earn **DOUBLE** the Incentives through the **Home Rehab Program**



**1.** If you are planning to invest \$5,000 or more on energy efficient appliances or equipment, you may be eligible for **DOUBLE** the Energy Smart incentives. Be sure to check the specifications listed in the 2018 Incentive Application and/or speak with an **Energy Smart advisor by calling 877-NRG-SAV1 (877-674-7281)** to see if your Home Rehab project qualifies.

Visit [mienergysmart.com](http://mienergysmart.com) for the 2018 Incentive Application

**2.** Purchase and install at least **\$5,000** on qualifying Energy Efficient Equipment or Appliances.

**3.** Mail or Fax your completed Energy Smart application with **all receipts** to:

#### Franklin Energy

Attn: Home Rehab Program  
1400 Abbot Rd. Ste 400  
East Lansing, MI 48823  
Fax: **517.203.0658**



**4.** Your incentive check shall be delivered in approximately 6-8 weeks.

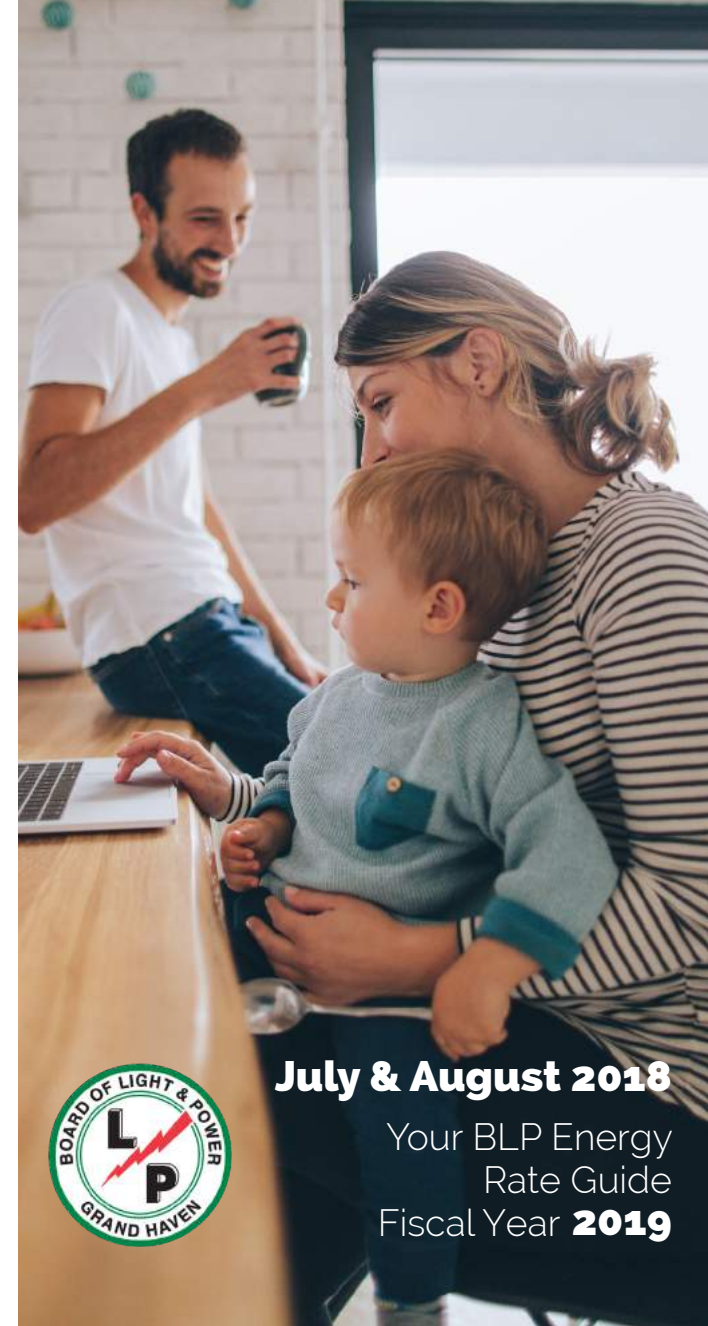
#### Your Board of Directors:

**Jack Smart**, Chairperson  
**Gerald Witherell**, Vice Chairperson  
**Larry Kieft**, Director  
**John Naser**, Director  
**Jim VanderMolen**, Director

**Grand Haven Board Of Light & Power**  
1700 Eaton Drive, Grand Haven, MI 49417  
**616.846.6250 | ghblp.org**

# PLUGGED IN

News and Information from your Community-Owned Electric Utility  
**Grand Haven Board Of Light & Power**



**July & August 2018**

Your BLP Energy  
Rate Guide  
Fiscal Year **2019**

## FY 2019 ENERGY RATES

Grand Haven Board of Light & Power's Board of Directors adopted a business plan for the Fiscal Year 2019 at its Thursday, May 17 meeting, which includes holding base customer rates constant with those set on July 1, 2016; however, actual fuel-related costs are expected to increase in FY 2019 and will be phased into customers' billings through the Power Cost Adjustment (PCA) contained in each customer rate category during the coming year.

## UNDERSTANDING YOUR ENERGY RATES


**Kilowatt Hour (kWh)** - A kWh is the basic unit of energy by which the BLP meters and bills for electricity supplied to customers. An average residential customer uses about 550 kilowatt hours monthly. A 100 watt light bulb left on for 10 hours uses 1 kWh of electricity.

**The Monthly Service Charge** - is a fixed charge billed to each customer to recover BLP costs that do not vary with the amount of electricity used by that customer. Such costs include billing, metering, administrative, and certain distribution system related expenses.

**The Energy Charge** - recovers costs incurred by the BLP that generally vary with the amount of electricity the customer uses each month. Such costs include wholesale power purchases and fuel expenses associated with generating power at our local power plant.

**The Power Cost Adjustment (PCA)** - increases or decreases the Energy Charge to recover variations in the actual costs of wholesale power and fuel expenses above or below the base cost for these expenses. The PCA is calculated on a 12-month rolling basis.



	Fiscal Year 2019 (Budgeted)					Fiscal Year 2018 (Estimated)	Projected % Change 2018 to 2019
	Average Monthly kWh Usage	Monthly Service Charge	Average Monthly Energy Charge and PCA	Average Monthly Demand Charge	Total Average Monthly Bill	Total Average Monthly Bill	
Residential	562	\$10.00	\$69.53		\$79.53	\$77.87	2.10%
Residential Senior Citizen	412	\$6.50	\$51.02		\$57.52	\$56.32	2.10%
General Service Secondary	1,512	\$25.00	\$216.39		\$241.39	\$237.08	1.80%
General Service Primary	52,181	\$50.00	\$7,075.77		\$7,125.77	\$6,980.66	2.10%
General Service Large Secondary	13,551	\$50.00	\$1,091.09	\$611.93	\$1,753.03	\$1,713.76	2.30%
General Service Large Primary	230,010	\$300.00	\$15,001.50	\$9,010.67	\$24,312.17	\$23,651.49	2.80%
<b>Weighted Average</b>							<b>2.20%</b>

**The Demand Charge** - is assessed only to larger commercial and industrial customers. It is charged in proportion to each customer's maximum "peak" demand (highest electrical demand in a 15 minute interval) during the billing period. The Demand Charge recovers costs that the BLP incurs in proportion to the maximum demand of a

customer, as opposed to its average demand (i.e. costs relating to the necessary size of facilities and equipment to meet its maximum peak demand). Some customers take more power in a shorter period of time, thus requiring proportionally larger investments by the BLP to provide electrical service.

**Need Help Paying Your Electric Bill? Call 2-1-1** for programs that are available to those who are at risk for electric service shutoff. Non-emergency programs funded through the federal Low Income Home Energy Assistance Program (LIHEAP), also referred to as LIEAP or HEAP, may be available. These programs provide home energy assistance, generally in the form of a credit, for low-income households. The assistance is usually available once per calendar year (or heating season). Electric service payment assistance programs may have age, income, disability, need or other eligibility requirements.

Contact our Customer Account Representatives at **616.846.6250** or **ghblp.org** for assistance.