PAYMENT OPTIONS

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 for an Auto Pay Application Form or an Auto Pay Cancellation Form.

By Phone
Pay by phone by calling the secure, automated line, 24 hours/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.

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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 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.

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Your Board of Directors:
Jack Smant, 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

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July & August 2018
Your BLP Energy Rate Guide
Fiscal Year 2019
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.

**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.

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**Fiscal Year 2019 (Budgeted)**

<table>
<thead>
<tr>
<th>Residential</th>
<th>562 kWh</th>
<th>$10.00 Service Charge</th>
<th>$69.53 Energy Charge and PCA</th>
<th>$79.53 Total Average Monthly Bill</th>
<th>2.10% Projected % Change 2018 to 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Senior Citizen</td>
<td>412 kWh</td>
<td>$6.50 Service Charge</td>
<td>$51.02 Energy Charge and PCA</td>
<td>$57.52 Total Average Monthly Bill</td>
<td>2.10% Projected % Change 2018 to 2019</td>
</tr>
</tbody>
</table>

| General Service Secondary | 1,512 kWh | $25.00 Service Charge | $216.39 Total Energy Charge and PCA | $241.39 Total Average Monthly Bill | 1.80% Projected % Change 2018 to 2019 |
| General Service Primary | 52,181 kWh | $50.00 Service Charge | $7,075.77 Total Energy Charge and PCA | $7,125.77 Total Average Monthly Bill | 2.10% Projected % Change 2018 to 2019 |

| General Service Large Secondary | 13,551 kWh | $50.00 Service Charge | $1,091.09 Total Energy Charge and PCA | $1,753.93 Total Average Monthly Bill | 2.30% Projected % Change 2018 to 2019 |
| General Service Large Primary | 230,010 kWh | $300.00 Service Charge | $15,001.50 Total Energy Charge and PCA | $24,312.17 Total Average Monthly Bill | 2.80% Projected % Change 2018 to 2019 |

**Weighted Average**

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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.