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 fees.** You may also register for recurring payments, pay your bill in real time, and view your usage history.



Mobile App



Manage your account via our FREE SmartHub mobile app. Search for "NISC SmartHub" to download the FREE app for Apple $^{\circledR}$ and Android $^{\circledR}$ 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, 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.





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 2019 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 2019 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 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



FY 2020 Energy Rates

Grand Haven Board of Light & Power's Board of Directors adopted a business plan for Fiscal Year 2020 at its Thursday, May 16, 2019 meeting, which includes holding base customer rates constant with those set on July 1, 2016. The Board's goal is to keep rates stable during the Sims transition period. The Board approved two increases to the Power Cost Adjustment (PCA) Base, the first effective February 1, 2019 and the second effective July 1, 2019, to offset decreasing fixed costs at Sims and increasing purchase power expenses. Increasing the PCA Base has the effect of lowering overall energy charges. We will continue to track costs and adjust the PCA Base accordingly as we progress through the transition period.

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 560 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.



Smart Life. SmartHub - Managing your Grand Haven Board of Light & Power electric bill with our SmartHub web and mobile app is quick and easy! **Access SmartHub by visiting ghblp.org**

Fiscal Year 2020 (Budgeted)

Fiscal Year 2019 (Estimated)

	Average Monthly kWh Usage	Average Monthly Service Charge	Average Monthly Energy Charge and PCA	Average Monthly Demand Charge	Total Average Monthly Bill	Total Average Monthly Bill	% Change 2019 to 2020
Residential	560	\$9.60	\$68.58		\$78.18	\$79.79	-2.0%
General Service Secondary	1,612	\$25.00	\$228.36		\$253.36	\$258.00	-1.8%
General Service Primary	57,266	\$50.00	\$7,683.09		\$7,733.09	\$7,897.90	-2.1%
General Service Large Secondary	13,507	\$50.00	\$1,067.93	\$591.00	\$1,708.93	\$1,747.80	-2.2%
General Service Large Primary	229,917	\$300.00	\$14,658.36	\$8,855.00	\$23,813.36	\$24,475.06	-2.7%
Weighted Average							-2.4%

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.