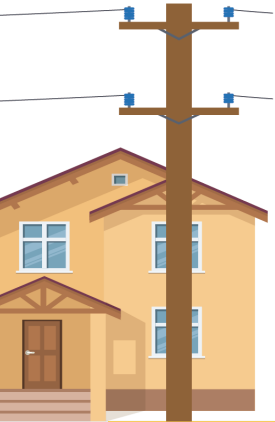




# Think Before You Climb

Before you rush into a job that requires you to use a ladder, take precautions before you climb.

## Electrical Safety



1. **Look up** and around for power line locations before using a ladder.
2. Keep a minimum **10-foot distance** from a power line or other electrical equipment at all times.
3. The minimum distance rule includes you (any part of your body) or **any object you are holding**, such as a ladder or tool.
4. Always **be aware of power line locations** when you are elevated.
5. Sources of elevation include, but are not limited to, a **ladder, rooftop, boom lift or scaffolding**.

## General Ladder Safety

1. Use a ladder on a **stable, level surface**.
2. Maintain **three-point contact** on the ladder when climbing.
3. Three points of contact mean **two hands and a foot** or **two feet and a hand**.
4. Keep your body **near the middle of the step** and face the ladder when climbing.
5. **Do not use the top step**/rung of a ladder unless designed for that purpose.
6. For a stepladder, make sure the base is **fully open** and the spreaders are **locked**.



Learn more about electrical safety:



Sources:  
OSHA,  
American Ladder Institute



Your Board of Directors:

Larry Kieft, Chairperson

Michael Westbrook, Vice Chairperson

Todd Crum, Director

Andrea Hendrick, Director

Gerald Witherell, Director

Grand Haven Board of Light & Power

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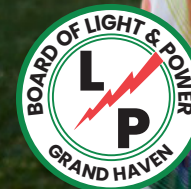


Memorial Day is a popular time to fly the American flag. The Grand Haven Board of Light & Power urges you to keep electrical safety in mind and never raise a flag near power lines. Even if you feel confident that you will not hit it, a gust of wind or unsteady footing could quickly change your plans. Be at least 10 feet from the power lines at all times.

In observance of the holiday, our Service Center will be closed on **Monday, May 30, 2022**. You can pay your bill online at [ghblp.org](http://ghblp.org). Report a power outage at [ghblp.org](http://ghblp.org) or by calling **616-846-6250**.

# PLUGGED IN

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



May & June 2022

## 2021 CUSTOMER SATISFACTION SURVEY

# 2021 NATIONAL COMPARISONS

GreatBlue Research presented results of the Grand Haven Board of Light & Power (GHBLP) 2021 Customer Satisfaction Survey to GHBLP directors at their Thursday, February 17, 2022 Board meeting. The findings showed improvement across key organizational indicators for both residential and commercial customer ratings.

“2021’s ratings represent the hard work and dedication of our GHBLP staff over the past year,” said Board Chair Larry Kieft. “We’re grateful for our customer’s participation and honest feedback. The survey outlines our success and also shows us where we can continue to improve.”

GreatBlue Research conducted the surveys through telephone screenings of 203 residential and 51 commercial BLP customers to test a variety of indicators such as “communicating with customers,” “maintaining modern and reliable infrastructure” and “overall satisfaction.” For 2021, GHBLP received increased positive ratings in several organizational characteristics. This yielded an overall satisfaction rating of 87.1% (6.4 percentage points above 2020) for

residential customers and 92% (13 percentage points above 2020) for commercial customers.

Areas of greatest improvement for residential customers included “maintaining modern and reliable infrastructure” and “providing good services and value for the cost of electricity.” For commercial customers, “helping customers use less electricity” and “being open and honest about company operations and policies” reported the largest increases. The survey also outlined opportunities for growth and education in SmartHub usage, participation in renewable energy programs, and customer desire for expansions in renewable power supply.

“It’s encouraging to see progress in areas where we’ve invested time and energy to make improvements through infrastructure upgrades, engaging with our customers, and keeping service rates affordable,” said General Manager David Walters. “As a municipal, community-owned utility, we believe it is important to reevaluate annually so we may continue to improve the service and value we provide based on our community’s feedback.”

Characteristic/Questions	GHBLP Residential 2022	Public Power Data Source 2021
Satisfaction with customer service	92.7%	82.9%
Communicating with customers	80.6%	68.3%
Helping customers use less electricity	66.9%	58.5%
Being open and honest about company operations and policies	72.3%	62.9%
Maintaining modern and reliable infrastructure	85.0%	66.9%
Providing good service and value for the cost of electricity	83.8%	64.2%
Overall satisfaction	87.1%	69.9%
Satisfaction with field service representative	94.5%	87.8%
Correctly indicated GHBLP is a “Community Owned Municipal Utility”	61.1%	51.2%

**GHBLP residential customers report being satisfied or very satisfied in the above categories, which exceed those surveyed nationally.**