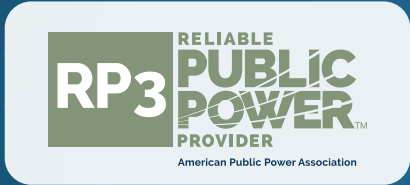


Locally Controlled, Locally Owned, and Award-Winning

We are proud of our utility workers and administrative team for earning several awards in 2024! More than recognition in the industry, these designations help the BLP set goals and shape our approach to align with and lead among national best practices.



Diamond RP3 (Reliable Public Power) Designation

The BLP has proudly earned the Diamond RP3 designation through April 2027 for demonstrating high proficiency in reliability, safety, workforce development, and system improvement.

2023 Safety Award of Excellence

APPA's Safety Award of Excellence evaluates three years of operational data to score a utility's safety, and the BLP is the only Michigan public power utility in its category to achieve a Gold rating!



Smart Energy Provider

Through November 2027, the Smart Energy Provider designation honors the BLP for demonstrating a commitment to energy efficiency and renewable energy while also providing safe, reliable, low-cost sustainable electric service to its residents.



2024 Customer Satisfaction Award - Silver Award

Thanks to the positive feedback from the community we serve, the BLP earned Silver for the 2024 Customer Satisfaction Award, which recognizes the utility's performance. According to national data, the BLP scored significantly higher than both state and national standards across all eight criteria areas!

Partnering in Safety

You can help us keep our power safe and reliable. If you see a downed line or power equipment that's at risk of damage from a tree, please contact our customer service team. Remember to always stay 50 feet from downed lines, even if they don't look energized.

Customer Service 8:00 am - 5:00 pm
24 hour Emergency Service
616-846-6250



Your Board of Directors:

- Michael J. Westbrook, Chairperson
- Todd B. Crum, Vice-Chairperson
- Kurt Knoth, Director
- Phil Polyak, Director
- Mike Welling, Director

Grand Haven Board of Light & Power
1700 Eaton Drive, Grand Haven, MI 49417
(616) 846-6250 | ghblp.org

PLUGGED IN



A Balanced Approach for Effective Utility Management



A Balanced Approach for Effective Utility Management

The BLP is committed to delivering exceptional service to our community through a balanced approach to electric utility management and strategic planning. This approach prioritizes the three pillars of the BLP's mission - like a three-legged stool with the legs representing **Reliability**, **Affordability**, and **Sustainability**.



Reliability is Crucial

The homes and businesses in our community rely on a consistent power supply, especially during extreme weather conditions. Our Diamond-level reliability rating from the American Public Power Agency showcases our commitment to delivering life essential electricity that both residences and businesses can count on, even in unexpected situations.

By maintaining a **robust infrastructure**, a **diverse power supply portfolio**, and an **award-winning team**, the BLP is ready to respond to any issue at any time.



Maintaining Robust Infrastructure



Diversifying Power Supply Portfolio



Award-Winning Team

Is it possible to over-invest in reliability? If the BLP only prioritized reliability, utility rates would rise due to over-investment in unnecessary upgrades. It would also disrupt our ability to invest in growing our renewable energy portfolio.

Affordability Today and for Years to Come

By intentionally planning for utility affordability, the BLP can keep rates competitive even as the industry changes rapidly. For nearly a decade, the BLP has offered customers highly competitive prices through **smart investments, joint action opportunities, and support from industry experts.**



Smart Investments



Joint Action Opportunities



Support from Industry Experts

By taking advantage of these opportunities, often in partnership with public power utilities across the state, we have structured our power supply portfolio to handle market volatility, diversify energy investments, and comply with changing regulations. This is critical to the stability of your power bill!

What happens if we only protect price though?

If we focused too much on affordability, we could risk compromising our reliable infrastructure by holding back on important upgrades. Likewise, too much focus on low rates would prevent us from integrating sustainable energy sources.

The Future is Sustainable

Sustainability is a crucial aspect of effectively managing utilities and ensuring the BLP's competitiveness in the future. Over the past decade, transitioning to a diverse power supply portfolio has resulted in:

1 A nearly **70% reduction in local carbon emissions** since 2005.



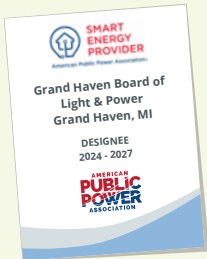
2 The BLP incorporating over **24% renewable energy commitments into its portfolio** over the past seven years, with more exciting projects on the way.



3 The BLP's energy waste reduction program cumulatively **saving over 10% of its annual energy sales.**



These efforts have resulted in long-term benefits for energy efficiency and sustainability, earning the BLP the top-tier **Smart Energy Provider** designation from APPA.



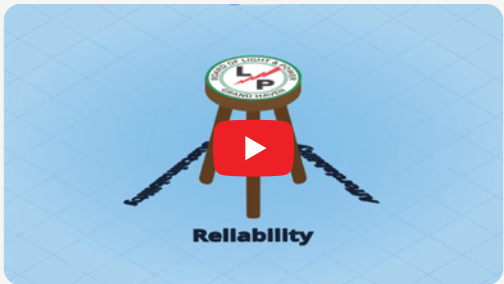
However, if the BLP places too much emphasis on sustainability, it could negatively impact reliability and affordability. This is due to potential infrastructure limitations and the variable nature of renewable energy sources.

An Ongoing Investment in Reliable, Affordable and Sustainable Utilities

The BLP consistently balances its three priorities, enabling us to deliver outstanding service to the communities we power. Since 1896, the BLP has proudly supported the community by providing reliable, affordable, and sustainable power. Our community has a long and proud history with their locally owned and locally controlled BLP, and the future is looking bright with exciting, innovative projects ahead.

See This Story as a Video

Watch the accompanying video and visit ghblp.org for more information about the BLP's uniquely balanced approach to effective utility management.



Scan to watch video

