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GRAND HAVEN BOARD OF LIGHT AND POWER EARNS NATIONAL AWARDS FOR CUSTOMER SATISFACTION AND COMMUNICATIONS

GRAND HAVEN, MICH., November 21, 2025 - The Grand Haven Board of Light and Power (BLP) has been nationally recognized by the American Public Power Association (APPA) at the 2025 Customer Connections Conference, earning two prestigious awards: the **Customer Satisfaction Award** and the **Award of Merit in Communications**.

The **Customer Satisfaction Award** honors the BLP's outstanding performance and community feedback in its most recent customer survey, which measured:

- Overall customer satisfaction
- Positive interactions with customer service and field personnel
- Effective communication with customers
- Quality of service and value for the cost of electricity

"This year we had the highest level of participation from our community, and their responses were outstanding," said **Mike Westbrook**, Chairman of the Grand Haven Board of Light and Power. "It's great to be recognized at a national level, but it means so much more to our team that the community values and trusts their locally owned and locally controlled electric utility. Our mission is to meet our community's expectations for reliable electric service that returns value to our community and ensures the economic and environmental sustainability of the utility. Our customers have spoken loudly that we are on the right path."

The BLP also received the **Award of Merit in Communications** for developing an informational video illustrating the utility's operating philosophy and recent initiatives to ensure reliable, affordable, and sustainable electric service for the community.

"For years, we have been diligently working to improve our communications with the community," said **Rob Shelley**, General Manager. "We put a lot of thought and effort into making sure our customers have the information they need about their electric utility. We work for them and appreciate that they want to stay informed—not only about what's happening at the BLP but also about the broader changes shaping our industry. Our commitment is to maintain a high level of customer communications and involvement."

That commitment continues as the BLP has launched a **customer feedback form**, available at www.ghblp.org, inviting every customer in its service area to share input ahead of the utility's **2026 strategic planning process**.

The Grand Haven Board of Light and Power proudly serves over **15,000 residential, commercial, and industrial customers** across the **City of Grand Haven, City of Ferrysburg, and Grand Haven, Spring Lake, and Robinson Townships**.

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