



Customer Connection

Reliability

“Our First Priority”

A Message from Paul Kitti, Executive Director

In light of the two recent significant outages in other parts of the U.P., we want to assure our customers that as a part of our strategic plan, reliability, in conjunction with safety, are always our first priorities.



While we cannot control what happens in the outside world, the MBLP is well positioned to meet the challenges of providing reliable, affordable energy now and well into the future.

Knowing that outages in our system can occur, our dedicated employees continually work very hard to minimize the inconveniences to our customers.

As we can never say that a large outage could not occur because of something beyond our control, we are constantly reinvesting in our generation and distribution systems. We do this to strengthen our systems and insure that our residents and businesses have safe, reliable energy delivered to them with minimal interruptions.

We want to thank our customers for your continued support as we manage and develop our system to insure that the MBLP will continue to remain a prosperous, vital entity within our community.



**Know what's below.
Call before you dig.**

Community Safety and Risk Management

A Message from Mary Adami, Director of Personnel and Employee Relations

The MBLP is committed to the safety of our employees and the citizens we serve. As a governmental entity, the MBLP recognizes our responsibility to provide a safe environment for the public we serve and to protect our physical assets from damage and loss. By observing all safety practices, standards and policies in conjunction with our commitment to safety, we strive daily to provide an accident-free and loss-free environment for our employees and the public we serve.

Substation Safety

The MBLP wants to share important substation safety recommendations. Because electrical substations are places where electricity is at high voltages, they are extremely dangerous places to be.

Many parts of a substation can cause serious injury with some equipment energized at more than 69,000 volts. If a substation is on fire, the heat can be so intense it can melt metal and even weaken concrete.

Substations have fencing around their perimeter and signage warning unauthorized persons from entering. The fences are designed to keep you out and safe. Children should be reminded not to play near or enter a substation.

MBLP Posts ‘No Sledding’ Signs

Many cities across the U.S. are banning and limiting sledding due to liability reasons. A study by the Center for Injury Research and Policy found that between 1997 and 2007 more than 20,000 children each year were treated at emergency rooms for sledding-related injuries.

The MBLP has posted “Sledding Prohibited – Hazardous Terrain” signs at its Sandpit location. Due to its location, the site is not accessible to emergency transport vehicles and the steep terrain, which is also a popular spot for snowmobiles, can have bumps and ridges not visible to sledders until it is too late. For your own safety, please adhere to the no sledding posted signage.

Report Street Light Outages

The MBLP encourages customers to report street lights that are not illuminated. Residential and commercial street lights illuminate roadways, city streets, and residential sidewalks. Working street lights improve visibility for motorists and help pedestrians navigate walkways. Please call 228-0300 any time to report a street light that is not working.



*Sitting (l-r): John Prince, Chairman; Tom Tourville
Standing (l-r): Dave Carlson; Karen Kimar-Johnson, Vice Chair/Secretary; Jerry Garceau*

The Marquette Board of Light and Power’s board is comprised of five members elected by the residents of the City of Marquette. Our mission is to ensure that your electricity remains reliable and affordable today and for future generations. This mission is

taken extremely seriously as our community is dependent on the availability of its electrical system. We are a municipal operation, which means we do not work to make profits for investors. The money that comes in from you, the rate payers, goes directly back into the system that you own. The MBLP has been well cared for and this practice will continue for many years to come.

Condition of the People's Utility

A Message from Eric Booth, Manager of Planning and Utility Compliance

This year, we will be sending out information to keep you abreast of your utility. This first part will explain the condition of the generating assets owned by our community. These assets have proven extremely important in being able to maintain the lowest rates in the Upper Peninsula, along with one of the lowest rates in the State of Michigan. Our community has been extremely wise in their investment of owning their own generating assets and the MBLP has taken good care of these assets.



Shiras Steam Plant

The Shiras Steam Plant is home to two operational coal-fired boilers used to produce steam, which spins a turbine to generate electricity. The Shiras Steam Plant is the primary reason our rates are the lowest in the Upper Peninsula.

The original design engineers recently evaluated the generating assets at Shiras and have found them to be in excellent condition. The Board expects to get another 20 years of life from these units.

While many utilities are struggling to meet the future environmental regulations, our units are well positioned because of the pollution control investments, which were state of the art at the time they were installed.

Even today more than 30 years after it was built, Shiras Unit 3 is still ranked one of the cleanest coal fired units in the nation for sulfur dioxide emissions and has been a recipient of numerous awards from the EPA.

Peaking Generation-Combustion Turbine

In 1979 due to extremely fast load growth, the community invested in a combustion turbine to be used for peaking and reliability purposes. This resource proved vital during the 2003 flood and has been used numerous times when the reliability of the Marquette electrical system was at risk.

This unit was recently evaluated by the original design engineers and has been found to be in excellent condition. The Board expects to get another 20 years of life from this unit.

Reliability is critical in maintaining our electrical systems and this unit has proven itself to be a very wise investment.

Hydroelectric Operations

The Board maintains two separate hydroelectric stations. The *James R. Smith Plant* in Forestville and the *Frank J. Russell Plant* at Tourist Park.

These renewable energy resources have proven extremely reliable and valuable over the past 90 years. The water retaining structures are meticulously maintained along with the electrical generating plants.

The reservoirs created by the dams also provide a secondary benefit of attracting a variety of wildlife. These lands are open to the public and we encourage you to venture out and explore this beautiful area. We will continue maintaining these assets so both the electrical and environmental benefits they provide can be enjoyed for generations to come.

We hope that this information proves beneficial and we always welcome your comments. We will continue to work hard to maintain the reliability and affordability of the Marquette electrical system today and into the future.

Available Plans

A Message from Customer Service

Pay your bill automatically! The automatic electronic payment program is an easy and convenient way to pay your bill without having to come into the office or mail a check. We have the ability to draft your payment directly from your checking or savings account.

The budget plan is also available if you'd like to pay the same amount each month. Enrollment is prior to July 1 and runs from July through June, which is the settlement month. Call to see if you are qualified to enroll.

Contact our Customer Service department at 228-0311, or visit our website at www.mblp.org for more details on either of these plans.

Scam Alert!

The MBLP is continuing to warn customers about the ongoing telephone scams happening in our area.

Residents and businesses have received calls from scammers pretending to be MBLP employees claiming the customer's account is past due and threatening to disconnect their electric service if the bill is not paid immediately.

We do not outsource our collection of past due accounts, nor do we have a toll-free telephone number. Our local phone number will always have a 906 area code.

If you receive a call and feel that you may be a victim of fraud, please notify our office immediately at 228-0311, or notify the Marquette Police Department at 228-0400.

DON'T EVER give out any kind of personal information over the phone, including social security number, driver's license number, credit/debit card numbers, or any other personal or financial information.



Visit us at:
www.mblp.org

Marquette Board of Light and Power - 2200 Wright Street - Marquette, MI 49855
Billing Office: 906-228-0311 • 24-Hour Emergency Line: 906-228-0300 • Administration: 906-228-0343