

# Innovation in West Michigan

## Electricity



We remain firmly committed to providing reliable electric power in the most energy-efficient, cost-effective and environmentally responsible manner possible. Over the past several years we have made considerable progress in achieving these objectives in a number of areas.

### Automated Meter Reading

The HBPW introduced automated meter reading (AMR) in 2005, and today more than 99 percent of all Holland residents benefit from this useful technology. The utilization of AMR across our system has reduced costs, provided more accurate billing, and enabled HBPW to respond more quickly to power outages. Automated metering for our commercial and industrial customers is now nearing completion, as a meter data management system and related software upgrades are in their final stages.

### 99.5% of Residents now have Automated Meter Reading

#### Transmission & Distribution

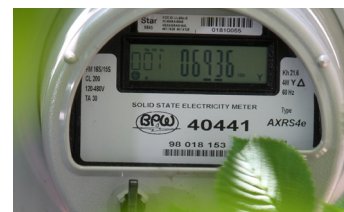
The success of a power utility's Transmission & Distribution (T&D) activity inevitably is determined by its reliability and safety record. Holland BPW is making significant progress in these areas.

#### Coal

Over the past several years the HBPW has been working hard to improve the economics of internal generation by identifying new coal sources.

#### Renewable Energy

Over the last few years we have entered into three significant contracts for renewable energy supply.



### Automated Meter Reading

(AMR) is just one of many Innovations with Electricity at the BPW

### Looking Forward

We believe that a secure energy future must include a cost-effective secure primary power source, effective conservation programs, viable alternative energy solutions and alternative sources for energy purchases - all achievable in an environmentally responsible manner.