



Residential **Efficiency** **Programs** Catalog



Local. Reliable.
Efficient. **Essential.**



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Introduction

This 2025 edition of the Residential Efficiency Programs Catalog from the Holland Board of Public Works (HBPW) collects all of our energy and water efficiency programs and rebate information into a single place. If you are one of Holland BPW's residential electric customers, all of the incentives featured in this guide are available to you!

In addition to these programs, our Efficiency Programs team hosts and participates in many events in our community throughout the year. Check our website (hollandbpw.com) for upcoming events or keep your eyes peeled for our email newsletter so you always know when we run special promotions. If you don't currently receive our newsletter, email energysmarthome@hollandbpw.com or call 616-355-1577 to request to be added to our email list.

Why does HBPW sometimes want customers to use *less* electricity?

HBPW aligns its goals with our community's long-term plans for energy conservation, efficiency, and affordability. Our commitment to social and environmental responsibility drives our various programs, empowering you to make environmentally conscious choices in your energy usage. Customers who are efficient with their energy use enable us to serve more total customers and provide the most reliable electric service we can while keeping rates affordable. HBPW's Energy Waste Reduction (EWR) program is an example of when we encourage customers to use less electricity.

Why does HBPW sometimes want customers to use *more* electricity?

If you already use electricity, we want you to use it efficiently, but in some cases there are reasons to actually use more electricity than you do now. HBPW's Beneficial Electrification (BE) program incentivizes customers to reduce their use of fossil fuels such as gasoline and natural gas, but only when switching to electricity results in a net reduction in carbon emissions. Reducing our community's emissions helps HBPW and the City of Holland achieve the goals set out in its Community Energy Plan (CEP), which currently targets a 50% emissions reduction (from 2005 levels) by 2030.



Staff



Jennifer Soukhome
Conservation Programs Specialist

Jennifer is our residential programs specialist, focusing on developing and refining new programs for electricity and water conservation. She can also help you determine which incentive programs could be best for you and your home.



Harle Battjes
Conservation Programs Specialist

Harle primarily focuses on serving the needs of our small business customers, recommending energy and water improvements and identifying associated rebates.



Barry Rutherford
Energy Efficiency Engineer

Barry focuses on our commercial and industrial customers, and works with Harle to assess and recommend upgrades that will save customers energy and money.



Karen Hutfilz-Amar
Administrative Assistant

Karen processes the roughly one thousand rebate applications we receive every year from residential, commercial, and industrial customers.



Andrew Reynolds
Efficiency Programs Manager

Andrew has been with HBPW for ten years, the last four of which have been leading the Efficiency Programs team. In his role he also oversees the City of Holland's implementation of its Community Energy Plan (CEP).

Understanding Efficiency Ratings

ENERGY STAR®

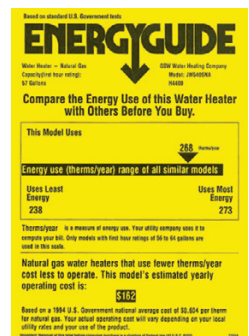
Many of our rebates require the appliance to be **ENERGY STAR** certified. ENERGY STAR certification means the appliance is highly energy efficient, which will save you money and reduce your carbon footprint. Find out more information or search for ENERGY STAR products at energystar.gov.

When shopping for appliances, look for the ENERGY STAR logo which can be found within the yellow EnergyGuide label or on the appliance.

ENERGYGUIDE

EnergyGuide labels are NOT the same thing as ENERGY STAR.

An EnergyGuide label simply gives the estimated annual energy consumption and gives a comparison of product cost ranked among similar models.



Overview of Programs & Initiatives

Energy Waste Reduction Program

For over a decade, our Energy Waste Reduction (EWR) program has been the cornerstone of our energy efficiency efforts, providing financial incentives for customers to replace existing electric equipment with more energy-efficient electric equipment. Using less electricity than you already do generates carbon savings for the community and cost savings for your wallet.

Beneficial Electrification Program

Beneficial Electrification (BE) is a program to help customers replace existing fossil-fueled equipment with more efficient electric equipment. In many cases, efficient electric equipment is cheaper, healthier, and/or more convenient than fossil-fueled equipment. In all cases, we only offer rebates for electrification measures when switching from fossil-fueled equipment creates an expected net carbon savings.

Water Conservation Program

Water is a precious resource, and Holland BPW is committed to being an exemplary steward of it. Our Water Conservation Program encourages residents to use water wisely, especially during the summer when outdoor water use peaks. By reducing water consumption, we can maintain our water treatment and reclamation facilities more effectively, ensuring better service for all customers. Conserving water helps us avoid costly plant capacity expansions, keeps water rates lower, and supports environmental stewardship. Join us in conserving water and protecting our valuable natural resources for future generations.

HOME ENERGY 101

Home Energy 101 is a joint initiative between HBPW and Holland Energy Fund that makes it easy for all HBPW electric customers (homeowners, renters, or landlords) to reduce their home's total energy use, save money on their utility bills, and increase the value of their homes.

The 60-to-90 minute education session is led by a trained local nonprofit educator. Participants receive a box of up to \$300 of free energy-saving supplies after they complete the session, as well as a customized recommendations report that highlights any applicable utility rebate opportunities (HBPW & SEMCO) as well as other community programs that residents could utilize.

Participants who live within Holland City limits and complete the program may also apply for Holland Energy Fund rebates to fund more in-depth energy efficiency projects.

Visit hollandenergyfund.com/home-energy-101 to sign up.

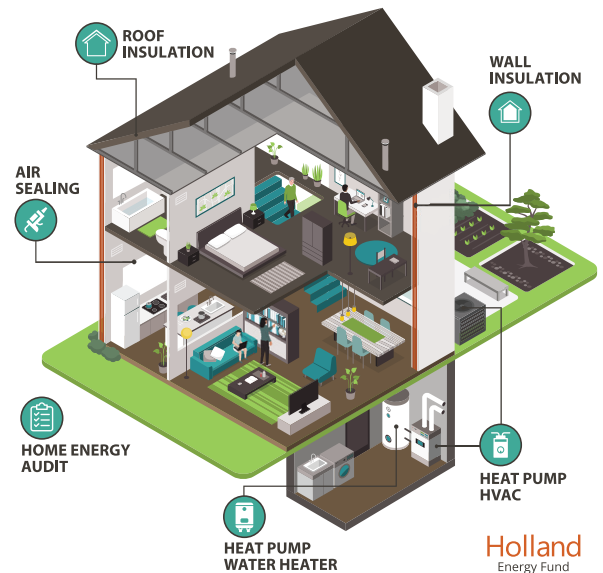
Complete your home energy walk-through with any of our partners:



Holland Energy Fund Rebates

The Holland Energy Fund Rebate Program is a City of Holland initiative that makes it easy for all homeowners, renters and landlords in Holland to reduce their energy use and utility bills while increasing the value of their homes.

Invest in your home and earn as much as \$6,000 in rebates on qualified projects to improve the efficiency and comfort of your house, condo or apartment.



Holland Energy Fund

Rebate Eligible Projects

- ✓ Home Air Sealing (20% rebate)
- ✓ Heat Pump HVAC (up to \$1,000/ton rebate)
- ✓ Whole Home Energy Audit (10% rebate)
- ✓ Roof & Wall Insulation (20% rebate)
- ✓ Heat Pump Water Heater (up to \$300 rebate)

Want to learn more?

Applicants must complete Home Energy 101 and live in the City of Holland. To learn more and view eligibility requirements, visit HollandEnergyFund.com by scanning the QR code, or call 616-355-1577.



Appliance Rebates

Refrigerator

Rebate Amount: \$20

Refrigerators account for 9% of the average Holland home's electricity use, which equates to about \$60 per year.

Rebate Requirements:

- ENERGY STAR
- 10 cubic feet or larger.

Tips for Energy Efficiency

- Advanced adaptive compressors (high-efficiency / variable speed compressor) can achieve 30% reduction in energy use.
- One door, freezer-on-top models are the most efficient.
- Check door seals for leaks and vacuum off refrigerator coils to keep them free from dust.
- Set your refrigerator to 37 °F and your freezer to 0°F; keep it stocked for maximum efficiency.
- Removing extra refrigerators can save up to \$140/year and 1,600 lb of carbon dioxide emissions.

Dishwasher

Rebate Amount: \$10

Dishwashers account for 2% of the average Holland home's electricity use. This is about \$10 per year for the dishwasher's motors and fans, plus the energy used to heat water used for washing. Using an ENERGY STAR dishwasher uses less than 3.5 gallons of water per cycle, while handwashing with the water running can use up to 15 gallons in 5 minutes!

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Look for models with a condensation drying system instead of a heating element system. Heating elements use about 80% of the appliance's total energy to dry dishes.
- Clean your filter after every wash. Wipe down the seals around the door and spray arms.
- If your dishwasher has a heating element, select the air dry instead of heat dry to save energy and money.

How to redeem
appliance rebates



hollandbpw.com/efficiency/my-home



Clothes Washer

Rebate Amount: \$20

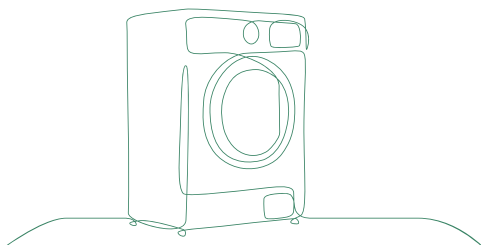
Clothes washing accounts for 1% of the average Holland home's electricity use, which equates to about \$10 per year, plus the energy used to heat water used for washing.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Make sure your machine is level and clean it at least every 3 months. Wipe the seal after every wash on front load models.
- Models with a high integrated modified energy factor (IMEF) will be the most energy-efficient and a low integrated water factor (IWF) will save the most water.
- Front load washers are the most energy-efficient model.
- New washing machines automatically adjust the amount of water needed based on the weight of the laundry, but it is always a good idea to wash full loads in cold water.



Electric Clothes Dryer

Rebate Amount: \$30

Clothes drying accounts for 13% of the average Holland home's electricity use, which equates to about \$90 per year. Heat pump dryers use much less energy (see heat pump dryer). Homes with natural gas dryers pay about \$20 per year.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Models with the highest combined energy factor (CEF) are the most efficient.
- Clean the lint filter after every load. If you use dryer sheets which leave a film, scrub the lint filter regularly. Wipe the moisture sensors once or twice per month. Clean the dryer vent and lint trap at least once per year.
- Don't overload your dryer. There needs to be enough space for hot air to circulate throughout the clothes.
- Skip the dryer and use a clothesline.



How to redeem appliance rebates



hollandbpw.com/efficiency/my-home

Electric Heat Pump Clothes Dryer

Rebate Amount: \$100

Heat pump dryers use the same technology as air conditioners, dehumidifiers, and refrigerators—they move heat from one place to another using refrigerant and a compressor. The heated air is reused once the moisture is removed through evaporative cooling. A heat pump dryer uses over 25% less energy than electric and gas clothes dryers.

Heat pump dryers need a condensate drain and are ventless.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Clean the lint filter after every load. Clean the other filters as recommended. Clean the condenser coils once per year.
- Switching from a gas dryer to a heat pump dryer can save 250 lbs of carbon dioxide emissions per year.

Dehumidifier

Rebate Amount: \$25

Dehumidifiers account for 14% of the average Holland home's electricity use, which equates to about \$100 per year.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Models with the highest integrated energy factor value are the most efficient.
- Clean the air filter, air intake, and exhaust grilles regularly.
- Size the dehumidifier to your conditions and space. Place portable dehumidifiers away from walls and on a level surface. Set your dehumidifier to a relative humidity between 30% - 50%. Close all doors and windows while running a dehumidifier. Most models work best above 65 °F.
- Look for ways to reduce the moisture content of your space like using gutters to direct water away from the foundation.

How to redeem appliance rebates



hollandbpw.com/efficiency/my-home



Air Purifier

Rebate Amount: \$50

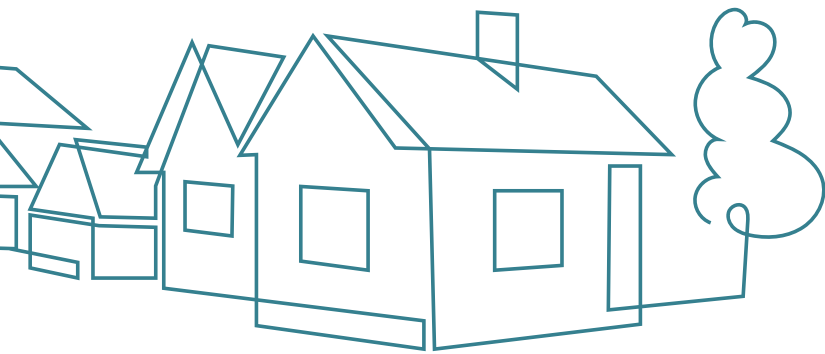
Air purifiers are also called air cleaners or sanitizers but they work in different ways. Air cleaners clean the air by using a filter to remove particles while sanitizers disinfect the air. ENERGY STAR models are 25% more efficient than models that are not ENERGY STAR.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Clean or change the filter as needed.
- Size your purifier for your space.



Programmable or WiFi Thermostat

Rebate Amount: \$50

Before purchasing a programmable thermostat, make sure that it is compatible with your heating and cooling system.

Rebate Requirements:

- ENERGY STAR
- Home must have central air conditioning.

Tips for Energy Efficiency

- Thermostats that use WiFi should be close to the router.
- Program your thermostat to set back the temperature 7-10 degrees from the base temperature prior to sleeping or being away from your home for more than 8 hours. If you have a heat pump system, make sure a setback doesn't cause backup heating to come on.



How to redeem
appliance rebates



hollandbpw.com/efficiency/my-home



Central Air Conditioner

Rebate Amount: \$100-\$130

Air conditioning is often the largest single use of electricity in a home (followed closely by lighting). It accounts for 17% of the average Holland home's electricity use, which equates to about \$120 per year.

Rebate Requirements:

- ENERGY STAR
- SEER2 ≥ 15.2 with AHRI Certificate.

Tips for Energy Efficiency

- Models with a higher Seasonal Energy Efficiency Ratio (SEER) number are more efficient.
- Complete air conditioning tune-ups on a regular basis.
- Keep the outside unit free from debris. Regularly clean or replace your air filter.
- Use fans while you are in the room along with air conditioning. The use of a fan will help the room feel cooler allowing you to turn up your thermostat. Angle vertical blinds upward to direct sunlight toward the ceiling.
- Keep window treatments closed to prevent passive heating from sunlight. Take advantage of Holland BPW's Energy Saving Trees program* and get a free tree to plant in your yard where sunlight directly hits your house or windows. This will usually be on the west to south side of your home.
- Use the Department of Energy's Home Improvement Expert checklist (scan QR code).



*See Events section for details



How to redeem appliance rebates



hollandbpw.com/efficiency/my-home



Central Air Conditioner / Heat Pump Tune-Up

Rebate Amount: \$25

To keep your central air conditioner (AC) or heat pump running efficiently, it is a good idea to have a professional do a tune-up. An AC tune-up is a cleaning and inspection of the indoor and outdoor coils.

Rebate Requirements:

- Dated copy of contractor's checklist.
- Limit one per customer per AC per year.
- Limit one per heating season and one per cooling season per heat pump

Pool / Spa Pump

Rebate Amount: \$200

Pool pumps can use about as much energy as air conditioning, costing the average Holland home with a pool around \$120 per year. ENERGY STAR models use up to 18% less energy than non-ENERGY STAR models.

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Check the pool pump for leaks and keep the area around it and its vents free of debris.
- Change filter as recommended.
- Size the pump for your pool. Many pools do not need the pump to be running 24/7 to remain clean. Using variable-speed pumps or a timer to cycle your pump on and off during the day will save a lot of energy and money. Talk to the staff at your local pool supply store to learn more about the needs and energy efficiency opportunities of your specific pool or spa.



How to redeem
appliance rebates



hollandbpw.com/efficiency/my-home

Beneficial Electrification Program

Induction Cooking Appliance

Rebate Amount: \$75

Cooking accounts for 4% of the average Holland home's electricity use, which equates to about \$30 per year. Homes that cook with natural gas pay about \$30 per year in addition to their cooking electric use.

Induction cooking appliances are safer and faster to use than traditional electric resistance and gas cooktops because they generate heat in the pan, not the cooktop surface. Induction cooktops are 5-10% more energy-efficient than an electric resistance cooktop and up to three times more efficient than a gas cooktop.

An induction range will need a 240 V outlet while an induction burner can operate with a normal 120 V outlet.

Note: Some pans do not work with induction cooktops. If a magnet sticks to your pan, the pan will work with induction cooktops.

Rebate Requirements:

Any type of induction cooking appliance is eligible.

NOTE: If you have a cardiac pacemaker, please check with your doctor about the safety of using an induction cooktop.

Tips for Energy Efficiency

- Look for cooktops that use less than 189 kWh/year.
- Switching from a gas cooktop to an induction cooktop can save over 170 lbs of carbon dioxide emissions per year.
- Select the correct size burner for your pan.
- When bringing liquids to boil, cover the pan to raise water temperatures more quickly.

Panel Upgrade

Rebate Amount: \$1,000

Electrifying your home — especially if it is an older home — often requires an upgrade to your home's electric service panel. Since this is an expensive project, Holland BPW offers a \$1,000 rebate to customers that install a Level 2 EV charger or switch a gas appliance to a 240 V electric appliance (beneficial electrification). See our website for more details.

Rebate Requirements:

- Up-size existing panel to a minimum of 200 amp service.
- Must include the installation of a Level 2 charger or at least one 240 V appliance electrification (converted from natural gas).
- Work must be completed by a licensed electrician.
- Electric permit.

How to redeem
induction cooking rebate



hollandbpw.com/efficiency/my-home

How to redeem
electric panel rebate



hollandbpw.com/efficiency/my-home

Load Management Device

Rebate Amount: \$300

Managing your home's energy usage efficiently can help avoid costly electrical panel upgrades. Holland BPW offers a \$300 rebate for customers who install a load management device, also known as a smart switch. These devices optimize power distribution by monitoring current usage and ensuring that high-power appliances like dryers and Level 2 EV chargers share the same circuit without overloading it.

Rebate Requirements:

- UL - listed
- Hard-wired
- Must include the installation of a Level 2 EV charger or at least one 240 V appliance electrification (converted from natural gas).
- Work must be completed by a licensed electrician.
- Electric permit



Electric Lawn Tools

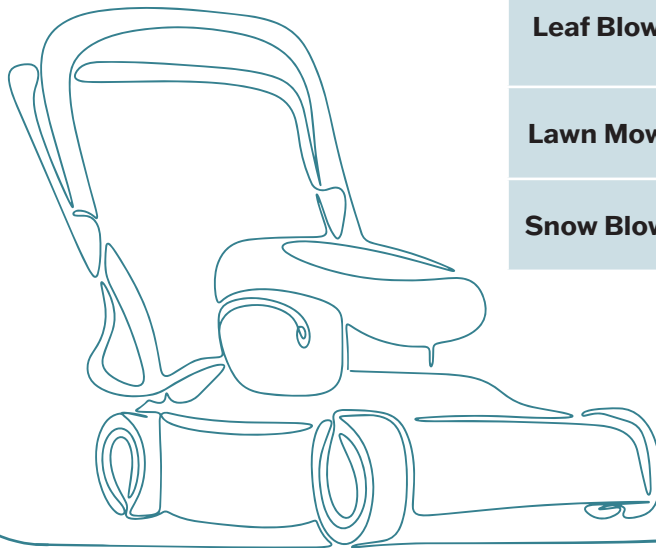
Electric lawn tools have many benefits over gas-powered tools. They are easier to maintain —no fuels or spark plugs—quieter, no carbon emissions, and will save money over time.

Rebate Requirements:

- You must buy a new battery/plug-in operated lawn tool.
- A recycling receipt from PADNOS is needed to get the rebate with recycled tool bonus.

Limit one rebate (tool only or tool plus recycle bonus) for each type of electric tool per year.

Lawn Tool Equipment	New Tool Only Rebate Amount	Rebate with Recycled Tool Bonus
String Trimmer	\$25	\$50
Leaf Blower	\$25	\$50
Lawn Mower	\$50	\$150
Snow Blower	\$50	\$150



How to redeem load management device rebate



hollandbpw.com/efficiency/my-home

How to redeem lawn tool rebates



hollandbpw.com/efficiency/my-home



Heat Pump

Cold Climate Rebate Amount
- \$1,000/ton

Non-Cold Rebate Amount
- \$500/ton

Heat pumps use the same technology as air conditioners, dehumidifiers, and refrigerators —they move heat from one place to another using refrigerant and a compressor. During the winter they move heat from the outdoor air into our homes; in the summer they move heat inside our homes to the outside. You may think cold air doesn't contain a lot of heat, but by taking advantage of the chemical refrigerants, heat pumps can absorb heat out of air that feels cold to us.

Ductless heat pumps (or “mini-splits”) don't need a duct system. You may need to upsize your panel if installing a heat pump which qualifies you for the \$1,000 panel rebate (see page 14).

Look for a licensed, insured, and certified contractor.

Use the Department of Energy's Home Improvement Expert Fact Sheet and Checklist:

bascc.pnnl.gov/home-improvement-expert/checklists



Rebate Requirements:

- Heat Pump must be primary method of heating and cooling the space.
- AHRI Certificate
- Cold Climate Mini-split (non-ducted) HSPF ≥ 8.5 , SEER2 ≥ 15.2 , and COP ≥ 1.75 at 5°F.
- Cold Climate ducted HSPF ≥ 8.1 , SEER2 ≥ 15.2 , and COP ≥ 1.75 at 5°F.
- All other heat pumps (non-cold climate ducted or mini-split) HSPF2 ≥ 7.8 and SEER2 ≥ 15.2 .
- Performance specification for cold climate heat pumps indicating the COP at 5°F.
- If you purchase a new gas furnace with your heat pump you are only eligible for the \$500/ton rebate.
- Heat pump rebates are capped at \$4,000.

Tips for Energy Efficiency

- Clean/change your filter regularly. Clean outdoor coils regularly. Make sure supply and return registers are clean and ductwork is sealed. Have a regular professional tune-up.
- Do not set back the thermostat if it causes backup heat to come on. Don't use the “Emergency Heat” setting unless your heat pump is not working.
- Consider having your home air-sealed and insulation updated before installing a heat pump to get the best efficiency from your heat pump.

How to redeem heat pump rebates



hollandbpw.com/efficiency/my-home

Heat Pump Water Heater

Rebate Amount: \$200-\$300

Conventional (non-heat pump) electric water heaters exist in only about 10% of homes in Holland and are expensive to operate – costing about \$350 per year on average. Switching to a heat pump for hot water can reduce your annual electric costs for this appliance to less than \$100 per year.

Heat pump water heaters (HPWH) use the same technology as air conditioners, dehumidifiers, and refrigerators—they move heat from one place to another using refrigerant and a compressor. A heat pump water heater removes heat from the surrounding air and moves it to water inside the tank. HPWHs need to be placed in an area above 40° F and need between 450-700 ft³ of air space. If the room where it is installed is smaller than that, you may need to bring in additional air. They will cool and dehumidify the air around them.

Check your electric panel to see if it can handle an additional load. If you are switching from a gas to heat pump water heater, and you need to upgrade your electric panel to make the switch, you qualify for our \$1,000 panel rebate (see page 14).

Rebate Requirements:

- ENERGY STAR

Tips for Energy Efficiency

- Models with a higher Uniform Energy Factor (UEF) are better.
- Change the filter regularly. Check the condensate overflow line—if you see drips you may have a blockage in the condensate line. Keep the coils clean.
- Use the lowest temperature setting that works for you. Use “Heat Pump Only” mode. Use “Vacation/Sleep” mode if you are away for an extended period.
- Work with a licensed, insured, and certified contractor.
- Use the Department of Energy’s Home Improvement Expert checklist. See QR code.



If installing unit in a main living area, look for a model with a decibel level lower than 55.



How to redeem
heat pump rebates



hollandbpw.com/efficiency/my-home

Electric Vehicles in Holland

EV Toolkit

Are you interested in electric vehicles but unsure if they will be the right choice for you? Holland BPW has a toolkit on its website to help you evaluate the costs of owning an EV compared to your current gas vehicle based on Holland BPW's electric rates.



hollandbpw.com/ev-toolkit



Charging Options

Level 1 Charger

The average Michigan driver travels less than 40 miles per day. If that sounds like you, you probably don't need to upgrade the electrical service in your home to be able to charge an electric vehicle. The power available in a normal 120-volt wall outlet can restore **roughly 4 miles of range to your car's battery every hour**, so by the time you wake up, your car will be back at a full charge. If your commute is longer or you want to be able to charge more quickly, a Level 2 charger may be right for you.

Level 2 Charger

Most public chargers you see outside small businesses around Holland are Level 2 chargers. These run on 240-volt electricity and can charge your electric vehicle at a rate of around **20-30 miles of range per hour** of charging.

Level 3 Charger

You can also find more and more DC fast chargers (sometimes called "Level 3" chargers in Holland. As the name suggested, these are the fastest EV chargers commonly available to drivers. These are powered by 480-volt electricity, and can restore **10-20 miles of battery range per minute**. The Tesla chargers at Meijer on 16th street are examples of DC fast chargers. Because of the voltage required, DC fast chargers are not meant for home installations.

Did You Know?

Based on today's electric portfolio (a mix of renewables, natural gas, and even some coal), EVs charged with HBPW electricity generate less than half the carbon emissions of traditional gas cars.



Level 2 Electric Vehicle (EV) Charger

Rebate Amount: \$300

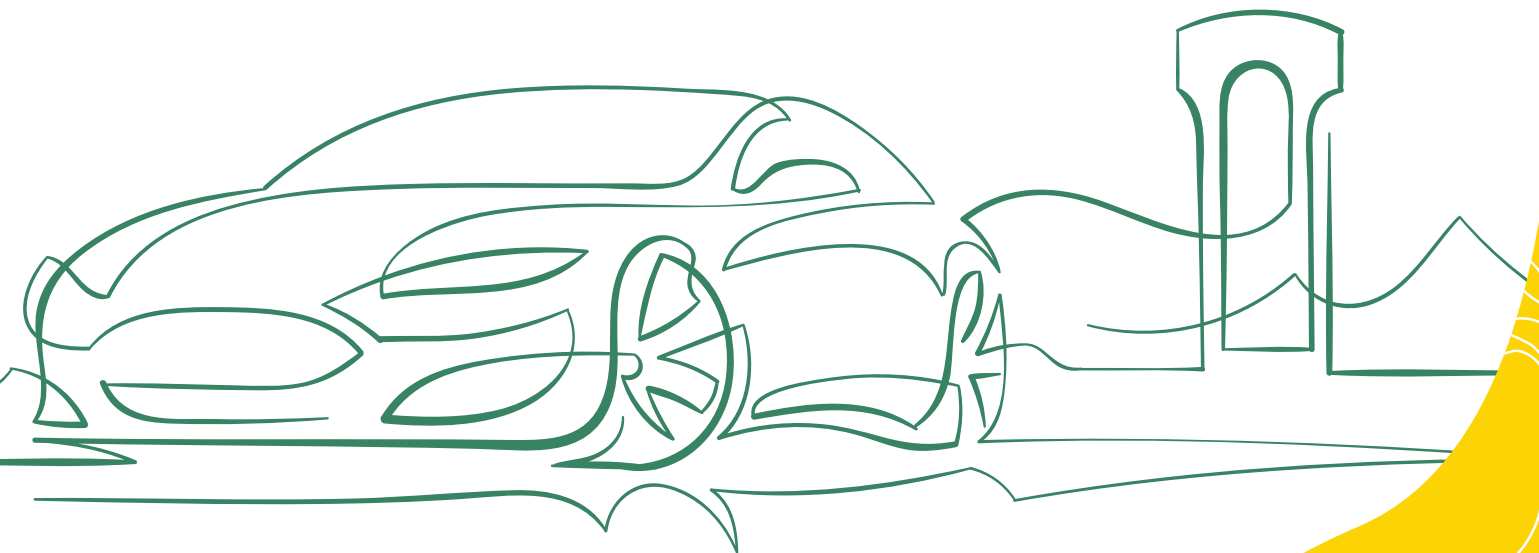
A Level 2 EV charger requires a 240 V outlet. If you need to upsize your panel to install a Level 2 charger, you qualify for our \$1,000 panel rebate. ENERGY STAR models save 40% more energy in standby mode compared to non-ENERGY STAR models.

Rebate Requirements:

- 240 volt wall-mounted charger or portable charger with installation of new 240 volt outlet.
- Certified by Underwriters Laboratories Inc. and ETL listed.
- Time-of-Use (TOU) rate enrollment for one year.

Tips for Energy Efficiency

- Use our EV Toolkit on our website to compare charger models.
- When you receive our Level 2 charger rebate, your whole home will be put on our EV Time-of-Use (TOU) rate. This rate structure has been designed to encourage you to charge your car at night. By charging your car at night you will save \$0.02-\$0.03 per kWh! Even if you don't have a Level 2 charger or receive our rebate, if you are an EV owner you can sign up for the EV TOU rate.



How to redeem
EV charger rebate



hollandbpw.com/efficiency/my-home

Appliance Recycling Rebates

Old appliances use more energy than newer models. To help you save energy, money, and reduce your carbon footprint we will pay you for your old working freon-containing appliances. We even pick them up for free! See the link at the bottom of the page to schedule a pick-up.

Rebate Amounts:

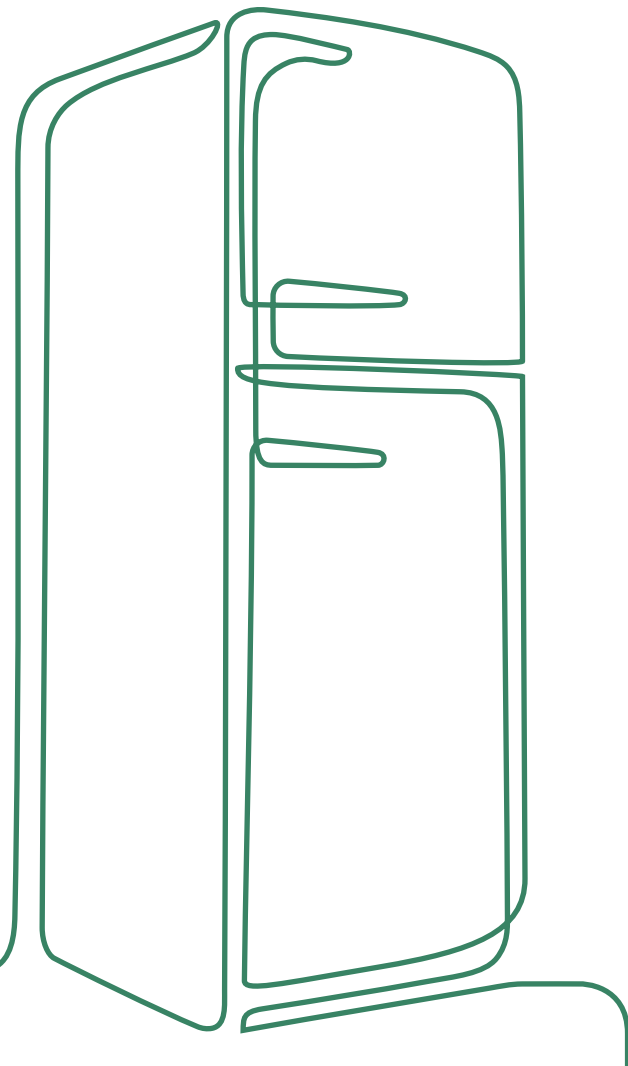
Refrigerator	\$50
Freezer	\$50
Mini-fridge	\$25
Dehumidifier	\$15
Window Air Conditioner	\$15



You can use ENERGY STAR's online tool to estimate how much you can save in electricity by switching to a new fridge. By getting rid of an extra fridge or freezer you will often save \$50-100 per year.



energystar.gov/products/refrigerators/flip-your-fridge



For more appliance recycling information visit:



hollandbpw.com/efficiency/my-home

Water Conservation Program



Water Conservation Program

Conserving water helps us avoid costly plant capacity expansions, keeps water rates lower, and supports environmental stewardship. Join us in conserving water and protecting our valuable natural resources for future generations.

Water Conservation for Indoors

Toilet flushing is the biggest water user inside your home. Upgrading old toilets will result in fewer gallons per flush and is your best solution, but a low-budget option that accomplishes the same idea is a “tank bank.” A tank bank is plastic bag that you fill with water and hang inside your toilet tank, reducing the volume of remaining space so the toilet does not refill itself with the same large volume of water with every flush. Leaking toilet gaskets can also lead to high water use. You can pick up a free tank bank and leak detection dye tablets from our Service Center at 625 Hastings Avenue.



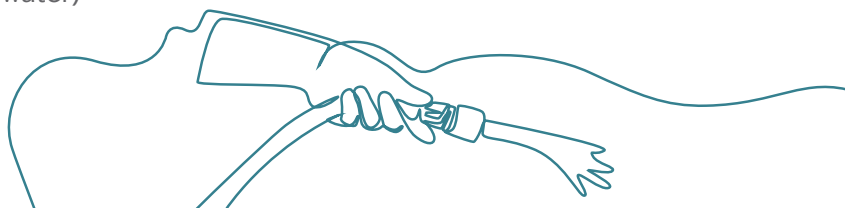
Water Conservation for Outdoors

The largest water user for most of our residential customers is irrigation. Water customers typically use 2.5 times more water during the summer months for irrigation, but large lawns can use even more than this! When everyone turns on their sprinklers during the hottest days of the summer, it strains the capacity of our water treatment plant and could lead to expensive infrastructure upgrades that would have to be recovered with increased water rates.

Please visit our newly updated water conservation page for tips, resources, and to learn more about how you can help! (hollandbpw.com/conservation/water)

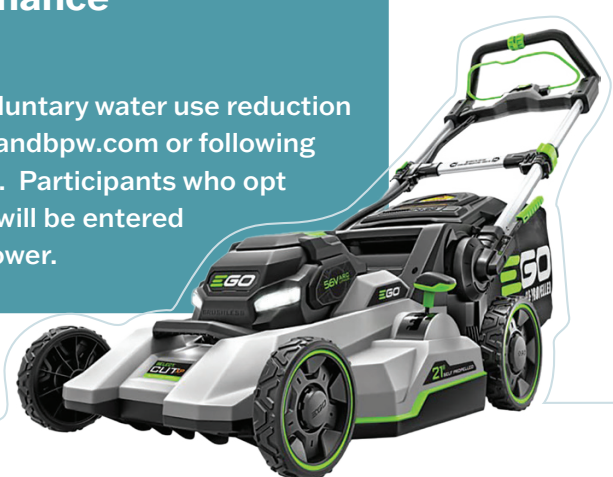


hollandbpw.com/efficiency/my-home



Reduce Your Water Consumption for a Chance to Win a Battery-Powered Lawn Mower

Customers who are interested in participating in a new voluntary water use reduction program can sign up by emailing energysmarthome@hollandbpw.com or following the prompts on the water conservation page linked above. Participants who opt in and reduce their water use on requested summer days will be entered for a chance to win a new EGO™ battery-powered lawn mower.



Other Incentive Programs

Michigan Home Energy Rebate Programs

The Michigan Home Energy Rebates program (MiHER) aims to help residents make their homes more comfortable, efficient, reliable, and affordable. The program is funded by the federal Inflation Reduction Act (IRA) of 2022.

Rebates are available for various energy efficiency and electrification upgrades, with the amount depending on factors such as household income, identified upgrades, estimated energy savings, and total project costs.

While this program is not managed by Holland BPW, we are partnering with the State of Michigan to ensure our customers can take advantage of available funds by promoting the program and braiding MiHER funds with utility rebates when it is possible to reduce customer costs.

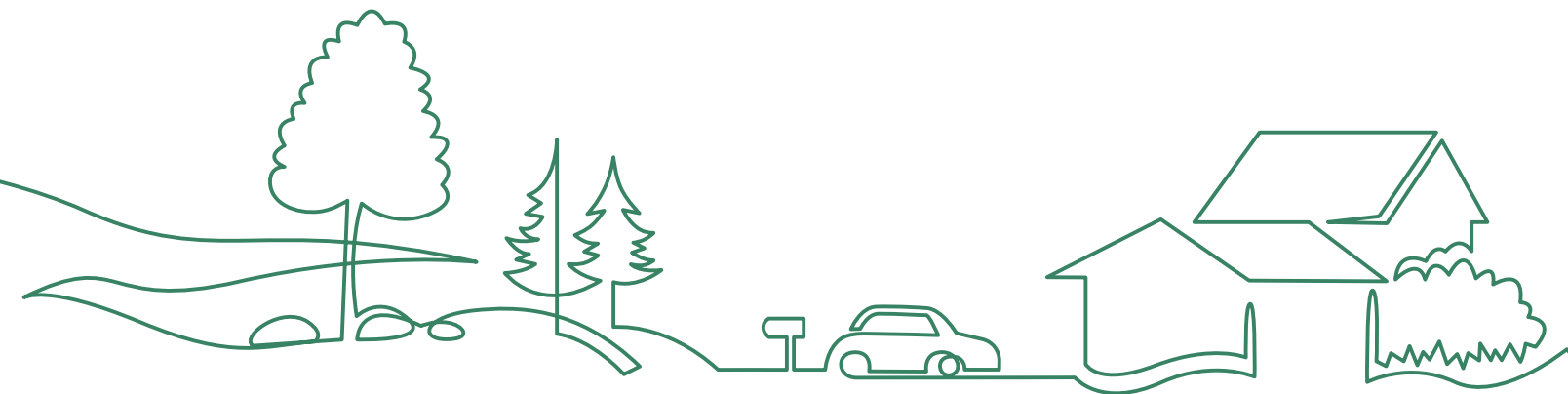
Eligibility

Homeowners and renters of single-family and multifamily buildings are eligible. The program prioritizes low- and middle-income households, which are those earning up to 150% of the Area Median Income (AMI), with enhanced rebates for those earning 80% or below the Area Median Income (AMI).

Eligible Upgrades and Maximum Rebates

Most projects will start with a free whole-home energy audit by a state-approved contractor, who will identify the best measures for your home. Some upgrades may ultimately be completed with no out-of-pocket cost to the resident.

Depending on income and needs identified, homes can be eligible for up to \$34,000 in upgrades. All upgrades will be completed by licensed contractors.



For more details, visit
the program website



Types of Upgrades:

- Heating and Cooling (heat pumps, furnaces, and/or air conditioners)
- Insulation and Air Sealing
- Water Heating (heat pumps or natural gas)
- Electric Stove, Cooktop, Range, or Oven
- Electrical Wiring and Panel Upgrades
- ENERGY STAR appliances

Contact Information:

CLEARresult Call Center:

855-510-7080, miener

EGLE:

EGLE-MMD-HER@Michigan.gov



How to apply for the MiHER rebates:

Visit the MiHER Income Qualification Portal and answer a few questions about your home and your household's total income.

mienergyrebates.clearesult.com

Federal Tax Credits for Energy Efficiency

If you make qualified energy-efficient improvements to your home after Jan. 1, 2023, you may qualify for a tax credit up to \$3,200. You can claim the credit for improvements made through 2032.

For detail and complete qualifications visit:

irs.gov/credits-deductions/energy-efficient-home-improvement-credit



Annual Report



Residential Rebates

- Residential customers who received rebates:
- Residential customer rebate total:
- Rebates for ENERGY STAR and other high-efficiency electric products:
- Freon-containing appliances recycled and rebated:
- Customers who received beneficial electrification rebates:
- Households that participated in our free Home Energy 101 program:

2023

2024

994	1,150
>\$150,000	>\$200,000
1,428	1,119
388	532
326	261
332	181
2,770	Free LED program ended in 2023 due to new federal lighting standards
>80,000	
2.9 mil	
132	140
\$836,432	\$1,169,577
9.6 mil kWh	11.7 mil kWh

Free LED Light Bulbs

- Customers who received free LED light bulbs through our free light bulb program:
- LED light bulbs distributed through free program:
- Killowatts saved through free LEDs distributed:

Commercial and Industrial Incentives

- Commercial and Industrial customers who received incentives:
- Commercial and Industrial customer incentive total:
- First-year savings through incentives:

EWR Expenditures

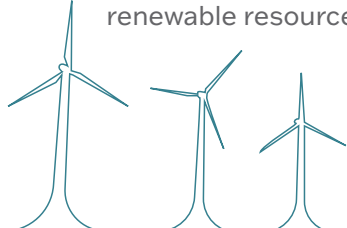
	2023 Expense	2024 Budget	2024 Expense
Residential	\$641,456	\$697,500	\$418,553
Business	\$875,830	\$1,714,654	\$1,197,557
Admin	\$316,017	\$374,818	\$315,900
Total	\$1,833,303	\$2,786,972	\$1,932,010

EWR Kilowatt Hour Savings

	2023 kWh Actual Saved	2024 kWh Goal	2024 kWh Actual Saved
Residential	4,392,391	2,225,000	1,236,059
Business	9,610,868	20,000,000	11,817,918
Total	14,003,259	22,225,000	13,053,977

Renewable Energy:

HBPW has a variety of wind, solar, and landfill gas renewable energy resources in its portfolio. The following highlights the total production from each of these renewable resource groups in 2024:



Wind 52,920 MWh



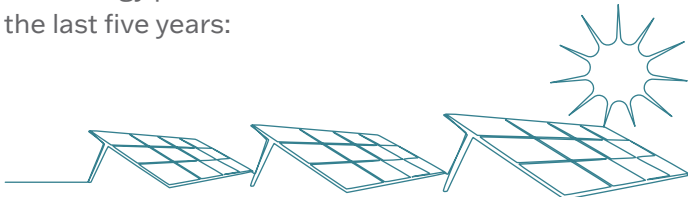
Solar 23,653 MWh



Landfill Gas 48,787 MWh

Total 125,360 MWh

A portion of all energy provided to HBPW’s customers is supplied by renewables. Historically this percentage was set by the State of Michigan’s Renewable Portfolio Standard (RPS). That standard expired at the end of 2021. Since that time, the retirement percentage has been set locally in alignment with decarbonization goals of Holland’s Community Energy Plan. This table summarizes the percent of energy provided from renewable resources in each of the last five years:



HBPW’s Renewable Energy Supply

Year	Percentage
2020	12.5%
2021	15.0%
2022	15.0%
2023	15.0%
2024	15.0%

Elective Renewable Energy:

HBPW customers can also elect to have a larger portion of their electricity come from renewable energy resources through participation in HBPW’s elective renewable energy program (see page 26). The table to the right summarizes the customer participation in each of the last five years as a percentage of HBPW’s total electric sales:

Elective Renewable Energy Sales

Year	Percentage
2020	0.03%
2021	0.26%
2022	1.01%
2023	1.56%
2024	1.77%

Renewable Energy Sources

Holland BPW acquired Renewable Energy (RE) credits through power purchase agreements with:

- Beebe 1B Wind Farm
- Pegasus Wind Farm
- Assembly I Solar
- Assembly II Solar
- North American Natural Resources (landfill gas)
- Calhoun Solar, Invenergy
- Southeast Berrien Landfill Gas



Elective Renewable Energy Rate



Make an immediate impact on carbon reduction! Holland BPW offers an elective renewable energy rate for its customers. Choose to have half or all of your electricity generated by renewable sources.

What Is Renewable Energy?

Renewable energy is electricity that comes from sources that produce little or no emissions by using resources that replenish themselves naturally, such as wind, sunlight, biomass (agricultural waste), geothermal (the Earth's heat), waves, and landfill gas.

How Does It Work?

HBPW offers a voluntary green pricing program that provides customers the opportunity to meet their sustainability goals by electing a higher percentage of their energy consumption to be served by renewable energy resources.

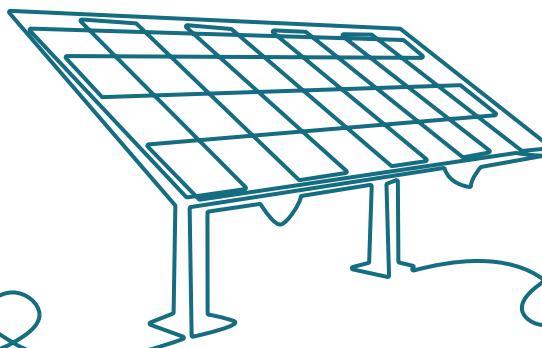
All customers currently receive 15% of their energy under HBPW's standard rates from renewable energy resources. Customers participating in the elective renewable energy program have the opportunity to elect either 35% or 85% of additional renewable energy. Accounting for the 15% in HBPW's base rates, this means that participants can elect to have a total of 50% or 100% of their energy sourced from renewable energy resources.

Enrollment Details

The cost of the added renewable energy is \$0.0048/kWh, or less than \$5 per month to go 100% renewable for the average residential customer.

To sign up or learn more, go to our website and fill out a simple online enrollment form:

hollandbpw.com/en/elective-renewable-energy



Coming Soon

A Remodeled

DeGraaf Nature Center

DeGraaf Nature Center is getting a big makeover! The focus is changing from solely nature and outdoor education to informing community members about conservation and sustainability. Sarah Washabaugh, from the ODC Network, oversees the new displays and hopes it will be a place where even people who have lived here their whole lives can learn something new.

A New Vision for Conservation Education

The exhibits will change seasonally, but core themes will stay the same. Initiatives like Project Clarity and the Macatawa River Greenway will teach people how to reduce phosphorus pollution and improve water quality in the Macatawa Watershed. Sustainability topics will teach about better household resource management, which can lead to water and energy (and money) savings! The Community Carbon Fund will also be highlighted.

The main goal of the interior remodel is to better inform visitors about existing projects in our community and to ease the process of making sustainable changes at home. The center will have an environmental library from the Herrick District Library with resources on various conservation topics.

Fun for All Ages

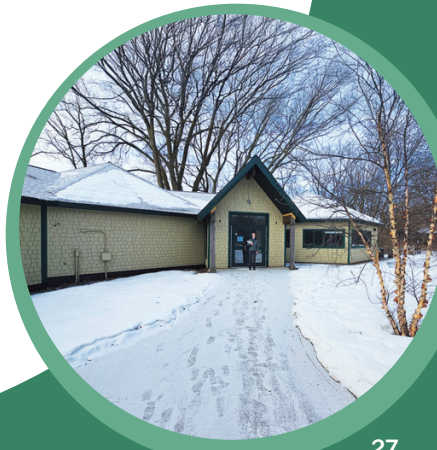
The new center will have something for everyone. Kids can enjoy making native gardens and designing trails with toys, as well as learning about the actual instruments and techniques used to measure water quality. Adults can learn how to implement energy-saving measures at home, and join workshops on topics like home repair and composting.

New Trails and Community Learning

Separate from the building remodel, the trails at DeGraaf Nature Center will be redone and reopened in the future, offering a better outdoor experience.

The remodeled DeGraaf Nature Center promises to be a great resource for the community, providing education and inspiration for everyone who visits.

The building is expected to re-open to the public sometime mid-summer of 2025. Stay tuned!



Looking Ahead – 2025 Events



Energy Saving Trees

Sept. 13 - Service Center, 625 Hastings Avenue, 9 a.m. - 12 p.m.

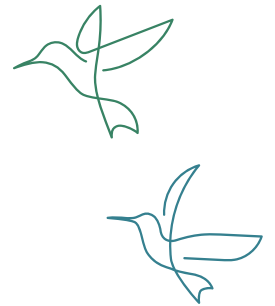
We offer this program once per year in the fall with sign-ups beginning in August. Electric and/or water customers can receive one free tree. Customers must sign up in advance and reserve a tree to be able to pick one up. Sign-up instructions will be shared with customers later this summer in our newsletter and in the mail with your bill.



AC Tune-Up and Dehumidifier Double Rebate Promotion

AC units that don't receive regular maintenance tune-ups are likely not running at their peak efficiency, which costs you money and wears out the equipment more quickly. In June and July, 2025, we are giving double rebates of \$50 instead of the normal \$25 for AC tune-ups conducted by any local HVAC contractor.

Dehumidifiers can be big energy users even if you only run them a few months a year. To encourage the use of Energy Star dehumidifiers, we are offering a double rebate of \$50 for any new eligible units purchased in June or July of 2025.



Home Energy Expo

Wednesday, Nov. 12 - Holland Civic Center, 12 p.m. - 6 p.m.

Last year we held our first ever Home Energy Expo, which included a wide variety of valuable experiences and offers for our residential electric customers. The Expo is coming back this year with much of the same content from 2024 but some new attractions as well.

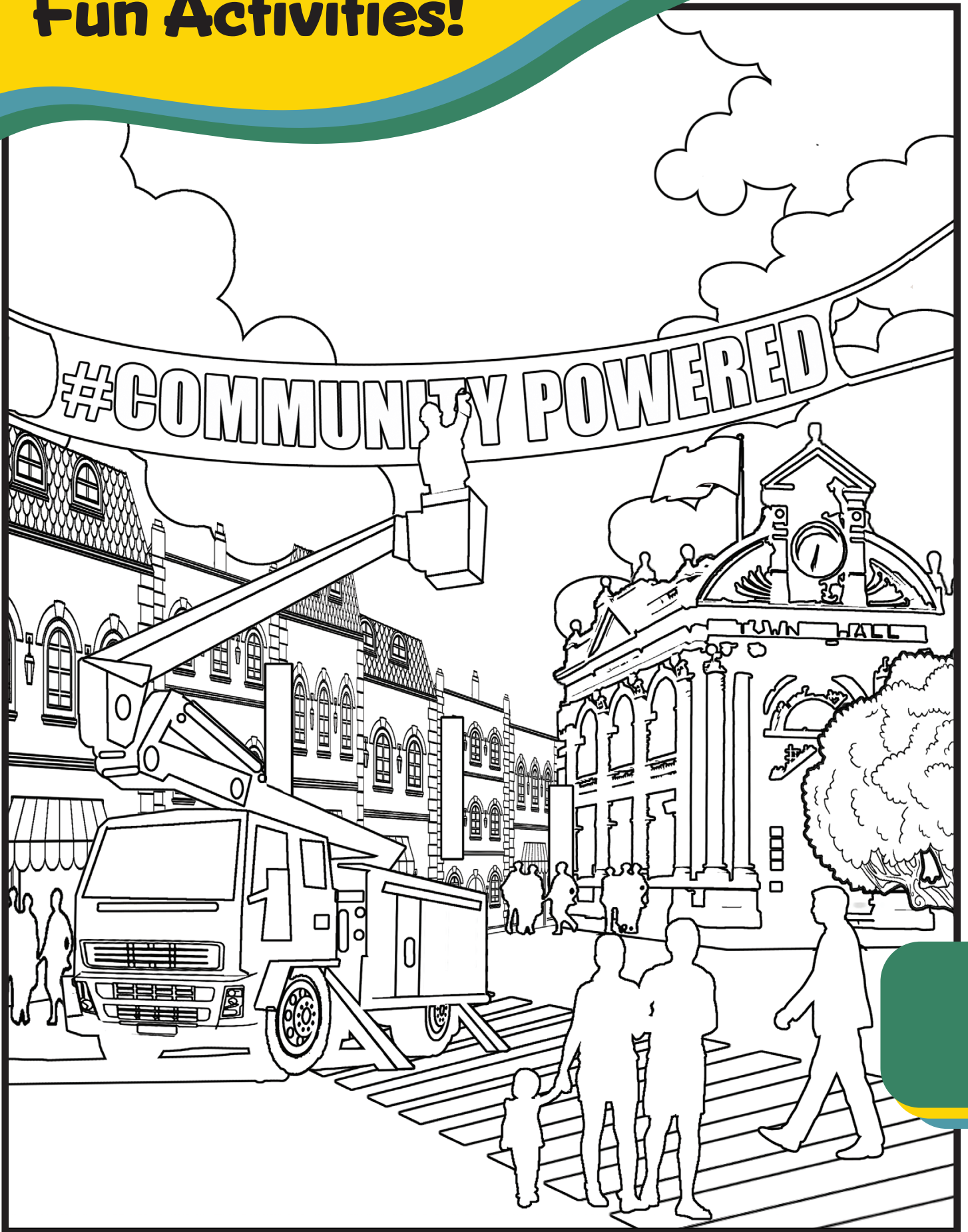
- Holiday Light Exchange: Exchange incandescent string lights for LED string lights.
- Recycle gas-powered lawn tools, and try out electric lawn tools.
- Recycle home electronics.
- Learn more about home electrification.

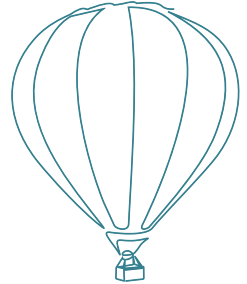
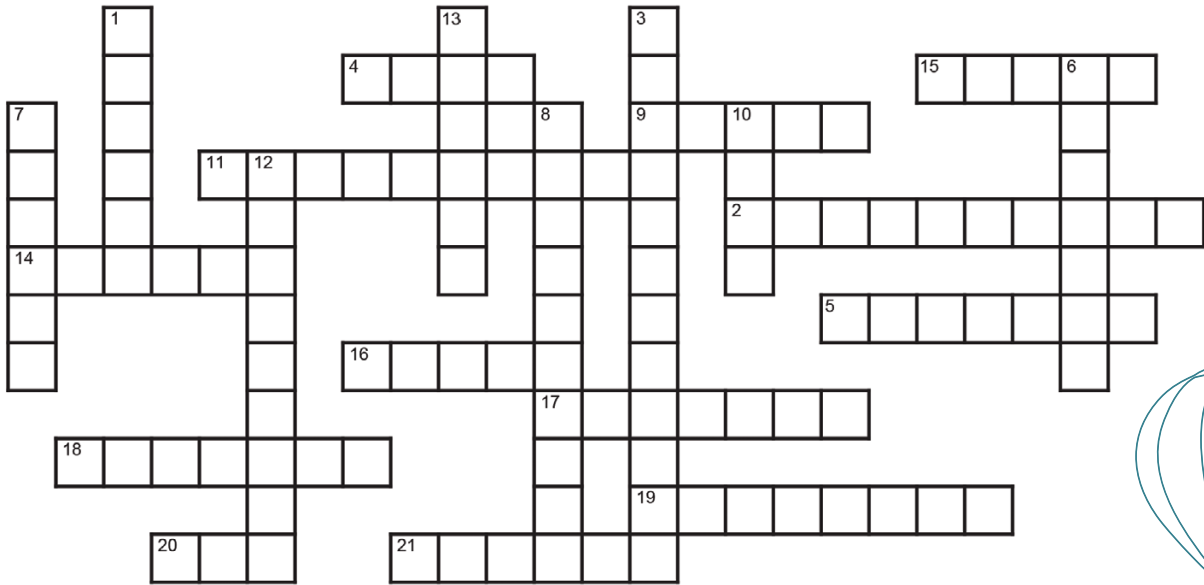


Fun Activities!



Fun Activities!





- 1** _____ your phone charger when it's not charging.
- 2 & 13** Look for the blue _____ label when buying appliances and light bulbs. Then, cash in on a _____ from BPW!
- 3** Know what you want before you open the _____ door.
- 4** Don't peek! Each time you open the _____ door, the temperature drops.
- 5 & 15** Use a microwave, _____ oven, or _____ pot to save half the energy cooking your meal.
- 6** On sunny days, hang your _____ outside to dry.
- 7** In summer, use a dehumidifier to pull moisture from the air and help you feel _____.
- 8** Use a programmable _____ to save on heating and cooling costs.
- 9 & 10** Turn in your old, second (still working) refrigerator for recycling and get a _____ dollar rebate. Call 616-405-9889 to schedule a _____ pickup.
- 11** Turn off the heated dry setting on your _____.
- 12** After your second cup, turn off your coffeemaker and pour the rest into an _____ container to keep it hot.
- 14** Turn off the _____ when you leave a room.
- 16** Play a board game instead of a _____ game.
- 17** Put your computer on _____ mode when you are away.
- 18** Smart power strips prevent _____ power.
- 19** Unplug and play _____.
- 20** Switch your light bulbs to _____.
- 21** Change your furnace _____ every two months.

Color, Sleuth, And Hunt!

T U F O F U T T A G G A
 R N F L U T I L I T Y N
 I U I A N A N S T B T D
 C F C T T G W A E Y Y K
 I A I E Y E E F R F T W
 T F E N G I N E E R I A
 Y T N C I C O L I G H T
 F Y T R U A R P E N E T

1: Unplug 2: ENERGY STAR 3: Refrigerator 4: Oven 5: Toaster 6: Clothes
 7: Cooler 8: Thermostat 9: Fitty 10: Free 11: Dishwasher 12: Insulated
 13: Rebate 14: Lights 15: Crock 16: Video 17: Standby
 18: Phantom 19: Outdoors 20: LED 21: Filter

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LINEWORKER	UTILITY	LIGHT	SAFE
HOLLAND	ELECTRICITY	WATT	ENERGY



Efficiency Programs

(616) 355-1577 | energysmarthome@hollandbpw.com

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