

Holland Board of Public Works

Understanding **Your Utility**

DEFINITIONS OF THE TERMS USED ON YOUR HOLLAND BPW BILL

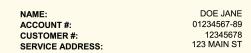


Holland Board of Public Works

625 Hastings Avenue Holland, MI 49423-5475 616-355-1500







account activity

| 1 | BALANCE DUE DUE DATE | \$198.30 11/22/2023 |
|---|-------------------------|------------------------|
| | Balance Forward | \$0.00 |
| | Payment 10/13/2023 | \$-245.97 |
| | Previous Balance | \$245.97 |
| | TOTAL NEW CHARGES | \$198.30 |
| | Refuse | \$39.87 |
| | Wastewater | \$33.94 |
| | Water | \$28.97 |
| | Electric | \$95.52 |
| | | |





OVERDUE ACCOUNTS

A late fee will be added to all past due accounts.

BUDGET PLAN CUSTOMERS

Customers on budget plans are removed from the plan when accounts become overdue.

AUTOMATIC BILL PAY

Enroll in automatic bill pay at hollandbpw.com .

See reverse for complete details about your utility charges.

Detach and return this portion with your payment. Write your account number on the check and make payable to Holland Board of Public Works

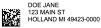


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CHANGE OF ADDRESS OR PHONE NUMBER?
PLEASE call 616-355-1500 or visit myportal.hollandbpw.e

BPR1101A 1174 1 AV 0.498 7000001329 00.0007.0116 1174/1



payment

DUE DATE: 11/22/2023 01234567 89 ACCOUNT #: 12345678 CUSTOMER #: SERVICE ADDRESS: 123 MAIN ST

| AMOUNT DUE | AMOUNT ENCLOSED |
|------------|-----------------|
| \$198.30 | |

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HOLLAND BOARD OF PUBLIC WORKS 625 HASTINGS AVE HOLLAND MI 49423-5427

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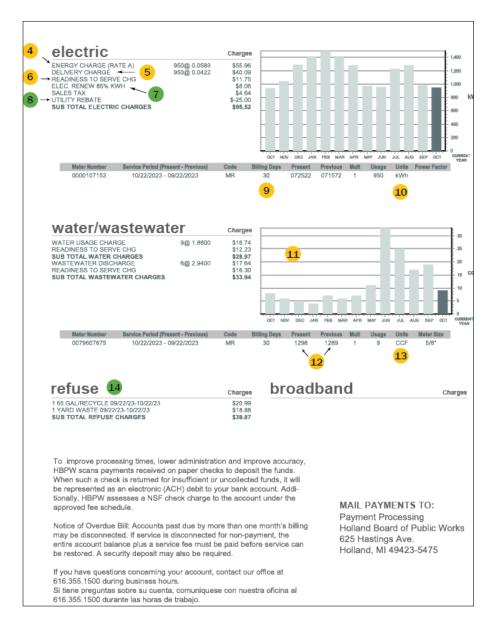


- **1** Due Date The date your bill must be paid before any penalties are added.
- Messages This area includes information of Holland BPW services and activities the HBPW participates in.
- **Account Details** This area includes information specific to your individual account.

QUESTIONS?

If you have questions regarding your bill or any of these terms, please call HBPW Customer Service at 616.355,1500 Mon., Tue., Thur., Fri. 7:30 am to 5:00 pm, and Wed. 9:00 am to 5:00 pm.

- 4 Energy Charge The electric current that is generated, produced and provided to you. (Residential Rate A)
- Delivery Charge The cost of transmission and distribution which moves electricity from the power plant to local substations, and to your point of service. Electricity leaves the transmission lines at the substation where transformers reduce the voltage. Electricity then travels through distributions lines on poles or underground to neighborhoods. Finally, electricity passes through a meter to measure use in kilowatt-hour units that appear on your electric bill.
- Readiness to Serve Charge
 A monthly fixed charge
 that covers the expenses
 to maintain and service a
 customer's account. This
 includes billing, metering
 and customer service. The
 Readiness to Serve Charge
 charge also funds a portion
 of the capital investments
 in equipment, structures
 and meters as well as
 engineering and construction
 services.
- Plectric Renewable Rate
 An optional charge that
 allows you to pay for an
 additional 85% or 35%,
 so that either 100% or
 50% of your electric use
 is generated by renewable
 resources.
- 8 Utility Rebate Rebates of \$100 or less are added as a credit to your bill.
- 9 Billing Days The period of time for which your usage is being billed.
- **10 kWh** Stands for kilowatthour. One kWh is a measure



of production. For example, a 1,000 watt window unit air conditioner turned on for 1 hour will use 1 kWh (1,000 watts x 1 hour).

- Usage History Graphs Display of your previous
 usage electric and water/
 wastewater for the past
 13 months.
- Meter Readings This section shows what the meter reading was for the Service Period for the present and previous dates.
- **CCF** Hundred Cubic Feet. The unit of measure for billing water and wastewater. One Hundred Cubic Feet equals 748 Gallons.
- **Refuse** City of Holland residents only. Refuse and recycling are required. Yard waste is an optional charge billed April 1 November 30.

= Standard component on each bill.



Charge/credit may not appear.
 Optional program or service provided to City of Holland residents only.