




# How To Read Your New Utility Bill

Here's a helpful guide on how to read your new bill and details that will be provided to you every month.

## Holland Board of Public Works

<https://www.hollandbpw.com/>



**Holland Board of Public Works**  
625 Hastings Avenue  
Holland, MI 49423-5475  
616-355-1500

**messages**

**account details**

**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](http://hollandbpw.com).

NAME: JOHN SMITH  
ACCOUNT #: 1234567890  
CUSTOMER #: 0000011  
SERVICE ADDRESS: 123 ANYWHERE STREET

**account activity**

Electric	\$83.17
Water	\$18.52
Wastewater	\$23.90
Refuse	\$18.81
<hr/>	
TOTAL NEW CHARGES	\$144.40
Previous Balance	\$158.36
Payment 11/08/2019	\$-158.36
Balance Forward	\$0.00
<hr/>	
BALANCE DUE	\$144.40
DUE DATE	12/8/2019

**payment**

DUE DATE: 12/8/2019

ACCOUNT #:	1234567890
CUSTOMER #:	0000011
SERVICE ADDRESS:	123 ANYWHERE STREET

AMOUNT DUE	AMOUNT ENCLOSED
\$144.40	

BP&W logo

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CHANGE OF ADDRESS OR PHONE NUMBER?  
PLEASE call 616-355-1500 or visit [myportal.hollandbpw.com](http://myportal.hollandbpw.com)

BP&W logo

Holland Board of Public Works  
625 HASTINGS AVE  
HOLLAND MI 49423-5427

015108400100000144409

1 Your Account Info

2 Account Activity

3 Payment History

4 Current Charges

5 Important Messages

6 Specific Account Information

7 Payment Stub (Please include stub with payment)



# Holland Board of Public Works

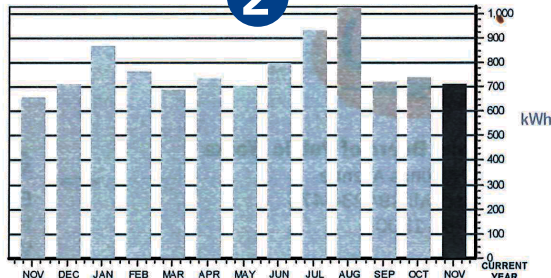
<https://www.hollandbpw.com/>

## electric

ENERGY CHARGE (RATE EAR)  
DELIVERY CHARGE  
READINESS TO SERVE CHG  
ENERGY OPTIMIZATION CHG  
SALES TAX  
SUB TOTAL ELECTRIC CHARGES

### Charges

\$36.97  
\$30.00  
\$11.75  
\$1.25  
\$3.20  
\$83.17



1 Itemized Charges

2 Consumption History

3 Meter Info

Meter Number	Service Period (Present - Previous)	Code	Billing Days	Present	Previous	Mult	Usage	Units	Power Factor
0000123456	11/08/2019 - 10/08/2019	MR	31	028805	028094	1	711	kWh	

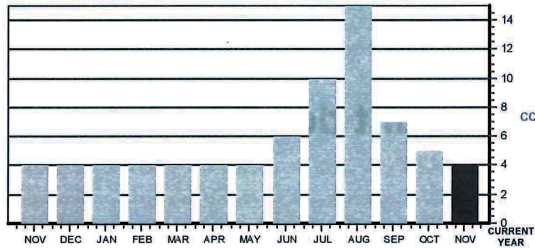
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## water/wastewater

WATER USAGE CHARGE  
READINESS TO SERVE CHG  
SUB TOTAL WATER CHARGES  
WASTEWATER DISCHARGE (CCF/CHARGE)  
READINESS TO SERVE CHG  
SUB TOTAL WASTEWATER CHARGES

### Charges

\$6.88  
\$11.64  
\$18.52  
\$11.32  
\$12.58  
\$23.90



4 Contact Info

Meter Number	Service Period (Present - Previous)	Code	Billing Days	Present	Previous	Mult	Usage	Units	Meter Size
0000123456	11/08/2019 - 10/08/2019	MR	31	1809	1805	1	4	CCF	5/8"

## refuse

1 90 GAL/RECYCLE 10/08/19-11/08/19  
SUB TOTAL REFUSE CHARGES

### Charges

\$18.81  
\$18.81

## broadband

### Charges

To improve processing times, lower administration and improve accuracy, HBPW scans payments received on paper checks to deposit the funds. When such a check is returned for insufficient or uncollected funds, it will be represented as an electronic (ACH) debit to your bank account. Additionally, HBPW assesses a NSF check charge to the account under the approved fee schedule.

Notice of Overdue Bill: Accounts past due by more than one month's billing may be disconnected. If service is disconnected for non-payment, the entire account balance plus a service fee must be paid before service can be restored. A security deposit may also be required.

If you have questions concerning your account, contact our office at 616.355.1500 during business hours.  
Si tiene preguntas sobre su cuenta, comuníquese con nuestra oficina al 616.355.1500 durante las horas de trabajo.

### MAIL PAYMENTS TO:

Payment Processing  
Holland Board of Public Works  
625 Hastings Ave.  
Holland, MI 49423-5475

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