



Holland Board of Public Works

Understanding Your Utility Bill

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

messages 2

account details 3

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.

NAME: DOE JANE
ACCOUNT #: 01234567-89
CUSTOMER #: 12345678
SERVICE ADDRESS: 123 MAIN ST

account activity

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

1

1 Due Date - The date your bill must be paid before any penalties are added.

2 Messages - This area includes information of Holland BPW services and activities the HBPW participates in.

3 Account Details - This area includes information specific to your individual account.

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.

payment



Holland Board of Public Works
625 Hastings Avenue
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DUE DATE: 11/22/2023
01234567 89
12345678
123 MAIN ST

ACCOUNT #:
CUSTOMER #:
SERVICE ADDRESS:

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

AMOUNT DUE	AMOUNT ENCLOSED
\$198.30	

BPR1101A 1174 1 AV 0.498
7000001329 00.0007.0116 1174/1



DOE JANE
123 MAIN ST
HOLLAND MI 49423-0000

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

9537003000001983

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.

Understanding Your Utility Bill

4 Energy Charge - The electric current that is generated, produced and provided to you. (Residential Rate A)

5 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.

6 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 also funds a portion of the capital investments in equipment, structures and meters as well as engineering and construction services.

7 Electric 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 kilowatt-hour. One kWh is a measure

4 electric

ENERGY CHARGE (RATE A)	950@ 0.0589	\$55.96
DELIVERY CHARGE	950@ 0.0422	\$40.09
READINESS TO SERVE CHG		\$11.75
ELEC. RENEW 85% KWH		\$5.08
SALES TAX		\$4.64
UTILITY REBATE		-\$25.00
SUB TOTAL ELECTRIC CHARGES		\$95.52

Meter Number	Service Period (Present - Previous)	Cods	Billing Days	Present	Previous	Mult	Usage	Units	Power Factor
0000107153	10/22/2023 - 09/22/2023	MR	30	072522	071572	1	950	kWh	

water/wastewater

WATER USAGE CHARGE	9@ 1.8600	\$16.74
READINESS TO SERVE CHG		\$12.23
SUB TOTAL WATER CHARGES		\$28.97
WASTEWATER DISCHARGE	6@ 2.9400	\$17.64
READINESS TO SERVE CHG		\$16.30
SUB TOTAL WASTEWATER CHARGES		\$33.94

Meter Number	Service Period (Present - Previous)	Cods	Billing Days	Present	Previous	Mult	Usage	Units	Meter Size
0079607675	10/22/2023 - 09/22/2023	MR	30	1298	1289	1	9	CCF	5/8"

14 refuse

1 65 GAL/RECYCLE 09/22/23-10/22/23	\$20.99
1 YARD WASTE 09/22/23-10/22/23	\$18.88
SUB TOTAL REFUSE CHARGES	\$39.87

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

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).

11 Usage History Graphs - Display of your previous usage electric and water/wastewater for the past 13 months.

12 Meter Readings - This section shows what the meter reading was for the Service Period for the present and previous dates.

13 CCF - Hundred Cubic Feet. The unit of measure for billing water and wastewater. One Hundred Cubic Feet equals 748 Gallons.

14 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.

customerservice@hollandbpw.com

625 Hastings Ave., Holland, MI 49423

(616) 355-1500