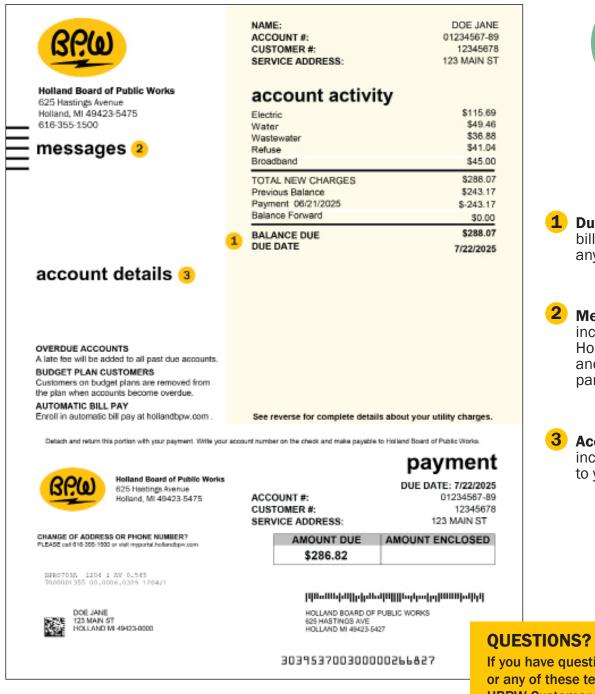


Holland Board of Public Works

Understanding Your Utility Bill

DEFINITIONS OF THE TERMS USED ON YOUR HOLLAND BPW BILL











 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.

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

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 from 7:30 am - 5:00 pm, and Wed from 9:00 am - 5:00 pm.

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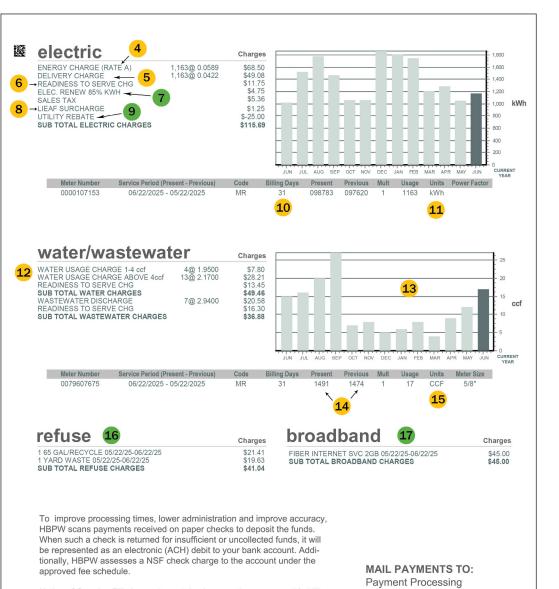
- 4 Energy Charge The electric current that is generated, produced and provided to you. (Residential Rate A)
- Delivery Charge The cost of transmission and distribution which moves electricity from the power plant to local substations, and to your point of service. Electricity leaves the transmission 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 kilowatthour 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.

- 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 LIEAF Surcharge -Low-Income Energy Assistance Fund. A small static surcharge for all electric customers, which all goes into a statewide fund to help eligible low-income customers with financial assistance.

9 Utility Rebate - Rebates of \$100 or less are added as a credit to your bill.

10 Billing Days - The period of time for which your usage is being billed.



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, comuniquese con nuestra oficina al 616.355.1500 durante las horas de trabajo.

11 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).

12 Tiered Water Rates - Water usage above 4 ccf in a billing period is charged at a higher rate to encourage responsible water use. A typical household uses less than 4 ccf for cooking, cleaning and washing, so usage under 4 ccf is charged at a lower rate.

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

Holland, MI 49423-5475

625 Hastings Ave.

Holland Board of Public Works

- 14 Meter Readings This section shows what the meter reading was for the Service Period for the present and previous dates.
- **15 CCF** Hundred Cubic Feet. The unit of measure for billing water and wastewater. One Hundred Cubic Feet equals 748 Gallons.

16 Refuse - City of Holland residents only. Refuse and recycling are required. Yard waste is an optional charge billed April 1 - November 30.

Broadband - Optional fiber internet service available to select areas.

= Standard component on each bill.

= Charge/credit may not appear. Optional program through Holland BPW, or a service available to City of Holland residents only.