



HOLLAND BOARD OF PUBLIC WORKS

News Release

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HBPW's Annual Report for 2011 released

The Holland Board of Public Works' (HBPW) Annual Report for 2011 has been released online and is available at www.hollandbpw.com.

“Our 2011 Annual Report serves a dual purpose,” said Loren Howard, Holland BPW’s general manager. “Designed in a creatively-executed design, the report highlights the initiatives that the HBPW has undertaken during the past year. In addition, to help our customers better understand the utilities they use; we have included a ‘field guide’ of the electric, water, and wastewater utility services with accompanying factoids.”

Achievements highlighted in the report, include:

- Implementation of paperless billing and credit card payments for residential and small commercial customers.
- A \$5.6 million construction project undertaken to improve operations at the wastewater treatment plant.
- Completion of a risk management analysis, which defined best practices for mitigating risks.
- Installation of lighting upgrades and activity sensors to reduce energy use and utility cost throughout the HBPW facilities.
- Despite higher costs for providing power, water and wastewater services resulting in increased rates, the utility was able to control costs and continue to keep rates competitively priced and well below the national average.

An audited financial report covering Fiscal Year July 1, 2010 – June 30, 2011 is also included.

About the Holland BPW Established in 1893, the Holland Board of Public Works is a community-owned enterprise providing utility services to the Holland area. We are committed to improving the economic and environmental quality of the community in partnership with our customers, providing reliable services at the lowest rates achievable through innovation, efficiency, and professional operations. We provide electric generation and distribution, water and wastewater filtration and treatment, and infrastructure for communications.

For more information, visit our web site at www.hollandbpw.com.

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