



## NEWS RELEASE

Release Date: February 21, 2011

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### **Holland BPW Announces Release of 2010 E-Annual Report**

HOLLAND, MI., Feb., 21, 2011 -- The Holland Board of Public Works released its 2010 Annual Report online at [hollandbpw.com](http://hollandbpw.com). The Report, entitled "2020 Vision" features a summary of activities during 2010; as well as provides financial information and general statistics on each of the electric, water and wastewater operations.

This is the second year the Holland BPW has produced an e-annual report online, forgoing the cost of printing and postage, as well as saving material resources. Designed solely for Internet viewing, the report takes advantage of the use of video to provide "viewpoints" from both local and national business and community organizations.

In a Letter to the Community, General Manager Loren Howard writes in the report, "Conservation is going to play an increasingly important role in meeting the service requirements of our community. We have important programs underway in virtually every area of our operations to help the community do more with less....However, we will not be able to meet our future utility needs through conservation alone. As the world advances technologically and Holland continues to grow, so too does the demand on our utilities."

Howard reports that the HBPW will continue to engage in advanced, innovative thinking during the coming years to provide the low-cost, reliable electricity, water, and wastewater treatment services that the Holland community will need.

The report points to HBPW's efforts in investigating new energy sources, performing essential maintenance on existing facilities, and engaging in efforts to obtain greater efficiency of operations and services.

Other 2010 highlights include:

- ▶ HBPW added Credit Card Bill Payment capability to the list of customer payment methods, as well as the option for paperless statements.

- ▶ HBPW provided a key role in attracting two significant businesses in the future of sustainable energy: LG Chem and JCI SAFT. Both companies cited the HBPW's superior reliability and low cost as key factors in their decisions to build in West Michigan.
- ▶ HBPW's electric rates consistently averaged 15-20% lower than nearby competitors and were lower than the national average. Water rates are among the lowest in Ottawa County and are lower than both the Great Lakes region and national averages.

The HBPW reported total operating revenues increased from fiscal 2009 in the electric, water and wastewater utilities.

The full 2010 HBPW Annual Report and the Independent Auditors Financial Report is available at [www.hollandbpw.com](http://www.hollandbpw.com). Printed copies of the 2010 report are not being made available. However, readers may download and print copies using their own resources.

**About HBPW** The Holland Board of Public Works is a municipally owned utility, providing electricity, fiber optics, water filtration and wastewater treatment to the City of Holland and selected communities. Governed by a five-member board of Directors, the HBPW provides services to serves approximately 75,000 people. The HBPW is the second largest public utility in the state.

The Holland BPW's mission is to provide essential, economical and innovative utility services for the Holland community including energy, water, wastewater and infrastructure for communications. We operate socially and environmentally responsible utility enterprises that are able to expand and sustain a highly functional, reliable and efficient local infrastructure.

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