



HOLLAND BOARD OF PUBLIC WORKS NEWS RELEASE

For more information, contact: Andree Keneau, APR, 616/355.1576

New Bill Format Designed to Help Holland BPW Customers Manage Utility Costs

FOR IMMEDIATE RELEASE

HOLLAND, MI. -- July 17, 2008 – Customers of the Holland Board of Public Works will begin to receive their bills with a whole new look that includes more details about their account and energy/water usage.

The new utility bill, which is being implemented with the July bills, is printed on standard size recycled paper, using standard size envelopes, thus streamlining the printing and distribution process.

“The redesigned bill, which applies to all customer classes, contains the same basic elements,” reports Finance Director Freda Velzen. However, along with a change in the paper size (the bill has been sized down to 8 ½ x 11”), an area for account history information with a 13-month energy and water use chart has been added. “This will make it easy for consumers to compare the current month’s use to the same month last year,” she adds.

According to Velzen, the new format helps to standardize the size of printed materials. Additionally, the new size marginally reduces the cost of materials. “In the face of rising expenditures, we’re working to increase efficiency and hold down operating expenses, while still providing the personal service our customers deserve,” says Velzen. The new bill does not affect current rates. Billing and due dates remain the same.

An explanation of the Holland BPW’s new bill will be posted on the HBPW’s web site at www.hollandbpw.com. Customers with questions about the new bill format may also call the Customer Service offices at 616/355.1500.

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 the surrounding communities. Additional information is available online at www.hollandbpw.com

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