

# The Holland Board of Public Works

Your hometown utility.

WINTER 2004

## NEWSLETTER

A Quarterly Publication for HBPW Customers

**Don't want to catch the flu?  
Try drinking more water.**



We all know that drinking eight glasses of water is critical to staying healthy. Now research has added more benefits. In an article published by the American Water Works Association, a recent study by a British researcher found that people who drink eight glasses of water a day have a lesser chance of coming down with the flu. Other determined benefits of drinking eight glasses included less chance of getting a stuffy nose or a sore throat.

The study established that people who drink only three glasses of water per day were five times more likely to get a dry nose or sore throat, and experienced an increased susceptibility to bacteria.

The British researcher reported that drinking water regularly, helps to keep the mucous membranes in the nose moist – which in turn traps dust, dirt, and bacteria from entering the lungs.

Drinking more water was also linked to fewer respiratory infections, headaches, skin problems, and constipation.

It is estimated that 75% of Americans are chronically dehydrated. Are you drinking the amount of water you should every day?

### Leadership provides direction for Holland Board of Public Works

The Holland BPW has served the community for over 100 years. Over those years, we have established successful partnerships with our electric, water and wastewater customers by providing reliable services at the lowest rates achievable. To achieve these partnerships, the HBPW relies on the insight of a five-member board of directors whose responsibility is to set the direction on how best to serve our customer-owners, and to oversee the operations of the utilities.

Appointed by Holland's mayor to serve staggered six-year terms, the board of directors sets policy direction and rates, approves major purchases as well as the annual budget. Board actions and recommendations are then forwarded to Holland's City Council for their review and final approval.

Last July 2003, the HBPW Board of Directors re-elected Maryam Komejan as president and Marty Cross as vice-president for Fiscal Year 2003-04. Komejan has served on the HBPW board from 1993-98

(resigning for a brief period due to extensive business travel). She was reappointed to the board in 1999 and elected president in 2001. Komejan is chief executive officer of The Zeika Group. Previously she was a senior executive with the Donnelly Corporation.

Cross has served on the Board since 1999. Formerly a payroll and benefits specialist for Macatawa Bank, she provides expertise in human relations.

Other board members include Leslie Lanser, Larry Koops, and Bryan Bouws. City Manager Soren Wolff serves as a non-voting member. All board members are HBPW utility customers and are residents of Holland.

Goals established by the Board are accomplished through the efforts of more than 175 employees who work to provide you with the best water, electric and wastewater services.

### Holland owned. Holland focused. HBPW supports the community.

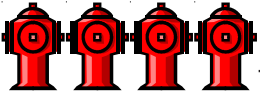
Our service commitments extend beyond providing quality water, electricity, and wastewater treatment. Each year, the Holland BPW provides dollars to the City of Holland's General Fund. For fiscal year July 1, 2003 through June 30, 2004, the HBPW appropriated \$2,298,000 from the Electric Utility Fund to the City of Holland's General Fund, which in turn helped to support a variety of city programs.

We also provided valuable community support to a number of programs and events such as Tulip Time Festival, Adopt-A-Highway, Walk for Warmth, the Home Builders Association's Home Expo, the Holland Chamber of Commerce, Tulipanes and the Lighting Up the Holidays. The HBPW is pleased to support our community.

## We rely on your eyes and ears.

So please telephone us at: 616/355.1500 if you see or become aware of:

- Fire hydrants that are buried in snow or have been tampered with;
- Fallen utility lines;
- Street or traffic lights that are out;
- Suspicious activity around any HBPW facility or equipment.



The HBPW maintains 2,057 fire hydrants. Piles of snow, however, often bury the hydrants. You should know where your nearest fire hydrant is located. Make sure it's kept free from snow on all sides, including keeping a clear path from the street to the hydrant. Any delay could make a difference in how long it takes firefighters to get equipment to your home or business.

The City of Holland recently revised the regulations for a "Home Business." Under the new rules, the City has distinguished between "Home Occupation" and "Home Business."

No notification is required of "Home Occupation," defined as an unregulated business at a residence. Since the HBPW will not be aware of "Home Occupation" enterprises, Residential Rate A is the appropriate rate for this group.

However, "Home Businesses" will be required to have a permit from the City. Subsequently, changes to HBPW's Home Occupation Rate H were then

## We're available 24/7

Got questions about your bill? Or are you looking for information on electrical safety? We've made it easy for you to talk to us. Customer service representatives are available to help you get the information you need. The HBPW Service Center, conveniently located at 625 Hastings Avenue, is open from 7:30 am-5:00 pm, Monday through Friday. If you need to reach us by telephone, the following numbers will put you in touch with one of our staff.

If you have a life or property threatening emergency, call the local emergency number: 911.

If you have an emergency that is not life or property threatening, please call our main number at 616/355.1500. This number is answered 24 hours a day, 7 days a week. This telephone number may also be used for a variety of other types of calls, including:

- If you experience a power outage;
- Billing questions;
- To begin or stop service;
- General information;
- Sewer backup and water main leaks.

If you need information regarding:

- Tree trimming, call: 616/355.1603
- Excavation projects, call MISS DIG at 1/800/482.7171.

For general information and tips on how to save on your utility bills, please visit our website at: [www.hollandbpw.com](http://www.hollandbpw.com).

## HBPW has new Home Occupation Rate H

suggested to coincide with the new requirements of the Home Business rules determined by the City of Holland.

The changes call for those home businesses that serve as a regular source of revenue and are classified as Type I Home Business and Type II Home Business to be billed under Home Business Rate H.

Approved by the HBPW Board and City Council in October 2003, the following applies:

**Customer Charge:** \$3.62 per month;

**Energy Charges:** Bills dated Nov.-April, the first 650 kWh will be billed at the residential rate

of \$.062 per kWh per month; and any additional kWh billed at the commercial rate of \$.075 per kWh per month.

For bills dated May-October, the first 650 kWh will be billed at the residential rate of \$.067 per kWh per month; and additional kWh billed at the commercial rate of \$.081 per kWh per month.

There is a minimum charge consisting of the Customer Charge (\$3.62/month).

Certain conditions must be met to qualify for Rate H. For more information regarding the Home Business Rate, contact our Customer Service Department at 355.1500.