

Holland Board of Public Works
Electric Rate Book General Terms & Conditions

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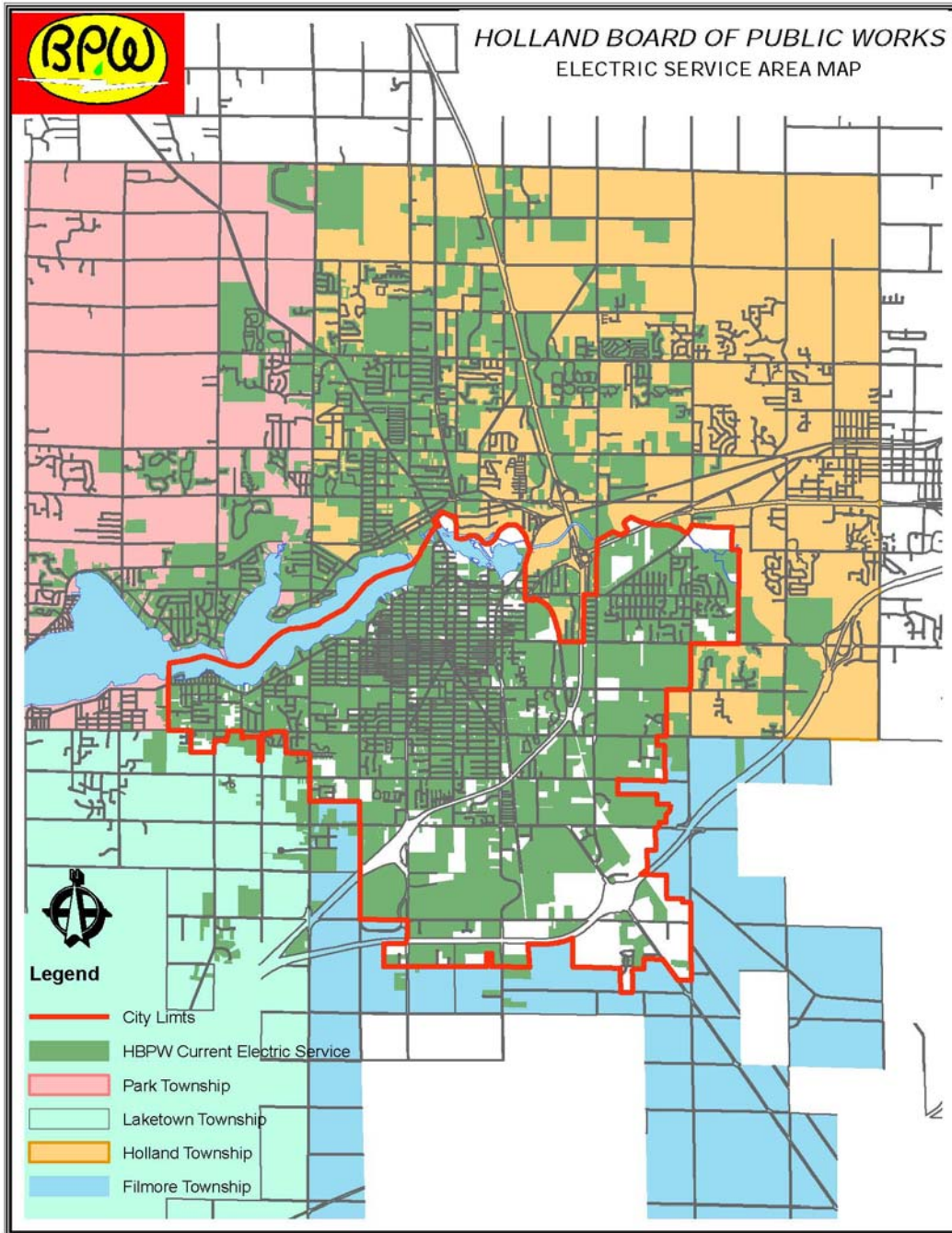
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1.0 Electric Service Franchise Area



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2.0 Definitions

AMPERE – Unit of electrical current.

ANNUAL REVENUE – Income received from a Customer or a group of Customers for a twelve (12) month period, less sales tax.

BORING – To pierce the ground with a turning or twisting movement of a tool to make a hole for pipes, cables etc.

CUSTOMER – A purchaser of electrical service supplied by the HBPW.

DEMAND – The load at the terminals of an installation or system, averaged over a specified interval of time. Demand is expressed in kilowatts, kilovoltamperes (kVA) or other suitable units.

DISTRIBUTION LINE – That portion of the HBPW's system which delivers Electric Power from transformation points on the transmission or bulk power system to the Customer.

DWELLING UNIT – A Dwelling Unit shall be considered as a single room, suite or groups of rooms or suites which have individual cooking and kitchen sink facilities designed for or used exclusively for residential purposes.

ELECTRIC POWER – A term used in the electric power industry to mean inclusively power and Energy, expressed in kilowatts and kilowatt-hours.

ENERGY – That which does or is capable of doing work. It is measured in terms of the work it is capable of doing; electric energy is usually measured in kilowatthours.

FACILITIES – A general term which includes devices, associated structures and the like, used as a part of or in connection with an electric installation.

HERTZ – (Hz) – Cycle per second.

Holland Board of Public Works (HBPW) - When used in these Rules and Regulations, HBPW is often used as an abbreviation for the Holland Board of Public Works.

HORSEPOWER (hp) – Unit of mechanical power equivalent to 746 watts of electrical power.

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KILO (k) – Prefix meaning one thousand.

KILOVOLTAMPERE (kVA) – Unit of apparent electrical power which at 100% Power Factor is equivalent to one kilowatt.

KILOWATT (kW) – Unit of electrical power representing rate of usage of Energy, equivalent to about 1/3 Horsepower.

KILOWATT-HOUR (kWh) – Unit of electrical Energy equivalent to the use of one kilowatt for one hour.

LOAD – The amount of power or kilovoltamperes delivered at a given point.

MAIN LINE TRENCH – A Trench in which Primary Voltage Distribution Lines are installed.

MULTI-DWELLING STRUCTURE –A building containing 5 or more Dwelling Units, including but not limited to apartments, condominiums or senior housing projects.

PERSON – Any individual, corporation, partnership, company, limited liability corporation, organization or governmental entity.

POWER FACTOR (P.F.) – Ratio of kilowatt power to kilovolt-ampere apparent power, expressed in a percentage (%).

PREMISES – A building and its grounds.

PRIMARY VOLTAGE – Nominal Voltage of 7,200 Volts or 12,470 Volts.

RATE – The unit prices as established by the HBPW's rate-making body and the quantities to which they apply as specified in the Rate Schedule.

RATE SCHEDULE – A filed statement of the electric Rate and the terms and conditions governing its application as established by the HBPW's rate-making body.

RESIDENCE (also residential) –Shall include one family, two family and Multi-Dwelling Structures containing three or more individual Dwelling Units, but not including High-Rise Housing Structures.

RISER POLE – Pole where the transition takes place between underground and overhead Facilities. May be primary or secondary.

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SECONDARY VOLTAGE – Nominal Voltage of 480 Volts or less.

SERVICE ENTRANCE CONDUCTORS – The Customer-owned conductors between the Customer's main disconnecting device and the termination of the HBPW's service conductors.

SERVICE LOCATION – The point at which the HBPW has agreed to provide electric service.

TRANSMISSION SYSTEM – That portion of the HBPW's system which delivers Electric Power with a nominal voltage of 138,000 Volts.

TRENCH – A cut in the ground in which cables, pipes, etc. are installed.

VOLT – Unit of electrical force.

3.0 General Provisions

All national and state statutes and regulations that govern the provision of utility services apply and supersede the terms of service contained in this document. All local ordinances and codes of the governmental units within the service territory of the Holland BPW also govern the services provided by the HBPW where applicable.

3.1 Obligations

The obligations of both parties commence when the HBPW begins to supply service and continues until either party has received from the other any form of communication (i.e. email, telephone call, or written) notice to discontinue service, and thereafter for a reasonable time before making disconnection, not to exceed ten (10) days.

3.2 Rules and Regulations

A customer that commences service under any of the HBPW rate schedules hereby agrees to abide by all of these Terms & Conditions.

3.3 Rate Revision

All rates herein are subject to revision at any time upon approval by the HBPW Board of Directors and Holland City Council.

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3.4 Term for Service

Initial term for service under any rate shall be for a minimum of twelve (12) consecutive months, unless otherwise noted. Any change in the selected rate(s) shall be for a minimum of twelve (12) months unless otherwise noted.

3.5 Michigan Sales Tax

Bills for utility service are subject to Michigan State Sales Tax. Customers may file a request for exemption from the application of sales tax in accordance with the laws of the State of Michigan and the rules of the Michigan State Department of Treasury.

4.0 Service Conditions

4.1 Description of Service

4.1.1 Available Voltage

1. Single phase 120/240 volt three wire service is available for lighting and miscellaneous requirements. At the Board's option single phase 120/208 volt three wire service may be made available.
2. Combined lighting and power service at 120/208 volt, three phase, four wire; 120/240 volt, three phase, four wire; or 277/480 volt, three phase, four wire may be made available at the Board's option.
3. Three phase power service at 240 volts, three wire, or 480 volts, three wire, may be made available for Customers desiring a separate power service. The Board is not required to provide more than one lighting and one power service or one combined lighting and power service to a Customer's premises. In cases where the Board permits an additional service, the customer shall pay the cost of providing this additional requirement.
4. If a customer requires a three phase voltage different from the established voltage in the area, it may be furnished at the Board's option. In such cases, the customer shall pay all extra costs involved. In such cases where there is more than one established voltage in the area, the Board shall determine which voltage will be furnished and any applicable costs.
5. Primary Voltage service is also available. Service shall be provided at 7,200/12,470 volt, three phase, four wire. All equipment necessary for the protection of the customer's equipment, the control of electricity and utilization of service by the Customer shall be Board approved and shall be located on the Customers side of the point of delivery and shall be furnished, installed, and

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maintained by the Customer. Point of delivery shall be at the Customer's electrical connection to the Boards metering equipment.

4.2 Service Interruption

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Continuity of service.

The HBPW and the City of Holland will use ordinary diligence in providing electric service, but does not guarantee constant or continuous service. By applying for electric service, each electric customer shall be deemed to have agreed that the HBPW:

1. May interrupt or suspend service at any time, either with or without notice, for inspection, repair, maintenance, alteration, or change on the customer's premises or elsewhere; and
2. Shall have no duty, obligation, responsibility, or obligation for or by reason of any such interruption or suspension of service, or for any damage or loss resulting therefrom.

(Ord. No. 1537, 7-1-09)

4.3 Contracts for Service

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Contracts for service--Electric.

All contracts for electric service shall be subject to all rules and regulations heretofore or hereafter adopted or promulgated by the City of Holland, acting by and through its Holland Board of Public Works ("HBPW"), and all applicable ordinances (or provisions thereof) which may be now or hereafter in force.

(Ord. No. 1537, 7-1-09)

4.4 Customer Responsibility

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Customer responsibility--Electric meters.

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Each customer shall have the responsibility for installing electric metering sockets to permit the HBPW to connect its meter or metering system to the City electric distribution system. The meter socket, meter, or metering device shall be and remain accessible to employees of the HBPW and must be maintained in front of and to both sides of the meter for installation, operation, testing, and replacement. The HBPW may promulgate additional rules and regulations regarding the technical requirements and specifications for connection to metering devices.

In the event the HBPW should change its meters or implement an alternate meter reading system, the customer, upon not less than thirty (30) days' notice, shall arrange for the necessary electrical installation, including but not limited to the replacement of electric meter sockets, in order to make the customer connection compatible with the new meters or alternate meter reading system.

The HBPW may, from time to time, offer an installment payment of costs or other financial incentive to the customer for the conversion of the customer equipment in order to construct and install compatible metering sockets and equipment for the meters or metering system of the HBPW. The terms of the installment payment of costs or other financial incentive shall be incorporated into a resolution as adopted, from time to time, by the directors of the Holland Board of Public Works and/or the Holland City Council, which shall specify the assistance available to customers.

In the event a customer fails to pay for the conversion of the electric metering socket and/or equipment, the HBPW shall have the right to enter on the premises and arrange for such connection work to be done and place a lien on the customer premises for such costs and installation. The installation of necessary metering sockets shall be subject to all rights and remedies as permitted by law and charter for the establishment and priority of a lien as permitted by law.

(Ord. No. 1537, 7-1-09)

4.5 Tree Trimming

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Trimming of trees and obstructions.

The HBPW shall have the right, privilege, and authority to trim trees, overhanging branches, hedges, shrubs, or other obstructions which might endanger the safety or interfere with the construction, operation, and maintenance of any cross-arms, wires, conductors, insulators, or other electrical fixtures, devices, or apparatus of the HBPW. By acceptance of electric service from the HBPW, each electric customer shall be

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deemed conclusively to have granted such right, privilege, and authority to the HBPW; and if any electric customer thereafter should challenge or object to the exercise of such service in the general utility function of the HBPW, service to such customer may be refused and/or discontinued for that reason alone.

(Ord. No. 1537, 7-1-09)

5.0 Use of Service

5.1 General

Electricity is supplied to a customer for exclusive use on the premises to which it is delivered by the HBPW. Service may not be shared with another, sold to another, or transmitted off the premises without written permission of the HBPW.

5.2 Access

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Access to premises.

Employees of the HBPW shall have the right to enter upon the premises of any electric customer at any time during normal business hours for the purpose of meter examination, testing, changing and/or moving any electrical equipment, meters, apparatus, and/or wiring, making a connected load count, or measuring the customer's maximum electric demand.

(Ord. No. 1537, 7-1-09)

5.3 Customer Equipment

5.3.1 General

The Customer is responsible for ensuring that their wiring and equipment meet all requirements of the National Electric Code. The HBPW may deny or terminate service to any Customer whose wiring or equipment constitute a hazard to HBPW employees, equipment, or its service to others.

The Customer shall install and maintain the necessary devices to protect their equipment against service interruptions, phase loss, variations in voltage and other disturbances in the HBPW electric transmission and distribution system, as well as the

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necessary devices to protect HBPW system equipment against overload caused by the Customer's equipment.

5.3.2 Equipment on Poles

It is the intent of the Holland Board of Public Works to provide a safe working environment for its employees and additional parties with whom the HBPW has a pole attachment agreement by regulating the attachment of customer owned equipment to HBPW poles.

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A. New Installation

- (1) HBPW will furnish and install a service pedestal adjacent to the pole for connection to customer's underground service conductors.
- (2) The service pedestal will be the service point and will be the demarcation point between the HBPW distribution system and the customer's underground facilities.
- (3) Customer owned equipment will not be installed on HBPW poles for new installations.

B. Pole Replacement

- (1) Upon replacement of a pole, the HBPW, at its discretion and expense, may either relocate customer owned facilities to the new pole, or remove the customer owned facilities from the pole and establish the service point as a service pedestal installed adjacent to the pole.
- (2) HBPW will inform the customer of the needed relocation and determine a mutually agreeable location for the customer owned equipment.

2. The Customer

A. New Installation

- (1) Shall obtain HBPW approval of the service point and meter location before starting installation of a new or additional service entrance.
- (2) Shall provide and install the underground service conductors from the HBPW service pedestal to their service equipment.

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- (3) Shall be permitted to replace or repair existing customer owned meter socket or riser facilities that are attached to HBPW poles if required to maintain safe operation of the existing service.
- (4) Shall remove customer owned facilities from HBPW poles if the existing underground service conductors are replaced or the entire pole mounted facility requires replacement due to damage or deterioration.
- (5) Modifications to customer owned facilities must comply with the requirements of the current edition of the National Electric Code.
- (6) Any exceptions to the above requirements must be approved by the HBPW.

5.4 Power Quality

The Customer shall use the service as not to cause interference, affect voltage, affect frequency, add harmonics, or cause other disturbances to the HBPW electric system or another Customer's service. If the HBPW notifies the Customer of such a condition, the Customer shall discontinue operation of equipment causing such condition until a correction has been made. If the Customer does not remedy the condition within the HBPW requested timeframe, the HBPW will discontinue service until the Customer has remedied the situation and has paid fees for investigations and reconnections.

The Customer will be charged for all costs associated with alterations to the HBPW electric system required to continue proper operation that system in conjunction with the Customer's equipment. In determining the existence of disturbances, the HBPW will rely on the latest revision of all pertinent IEEE and ANSI Standards. The HBPW may also use other appropriate standards or criteria in determining disturbances to the HBPW electric system.

5.5 Tampering

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Tampering with metering device; theft.

An electric customer of the HBPW shall not install or have installed any wiring, connection, apparatus, or other device which prevents the electric meter or metering system from registering or recording properly all energy used; or to be used; or which enables such customer to obtain or use any electric energy without the same having been registered properly by any electric meter or metering device of the HBPW. This section shall supplement and not be in lieu of any provision of state law, including but not limited to MCL 750.282. A violation of this section shall constitute a misdemeanor,

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and shall be subject to prosecution pursuant to applicable provisions of the City Charter and state law.

(Ord. No. 1537, 7-1-09)

5.6 Theft

1. The HBPW will investigate cases of suspected theft and fraud.
2. All cases, where there is sufficient evidence, will be turned over to the Holland Police Department and/or the City Attorney.
3. The HBPW will attempt to recover all charges that were intentionally avoided or not paid plus all monthly-accrued late fees. In addition, a 6% over prime rate recovery charge will be assessed to charges, fees and penalties. All costs relating to the investigation and remediation of theft of services will be assessed to the account.
4. If the actual amount of service lost to the theft or diversion cannot be determined, the amount applied will first be estimated using previous account history. If neither the actual amount of service nor the estimated amount of service for the particular account can be determined, the account will be assessed the average usage for the class of service prorated to the time the theft or diversion occurred.
5. There is no limitation on the time period for which past charges will be assessed.
6. Other actions, civil or criminal, will be decided by the General Manager and/or City Attorney, as appropriate.

5.7 Discontinuation of Service

5.7.1 Voluntary Discontinuation of Service

Any requests for a discontinuation of service will be made through the HBPW Customer Service Department. Please refer to the Fee Schedule for applicable charges.

5.8 Shut-off Policy

5.8.1 Purpose and Scope

With regard to residential electric services, it is the policy of the Holland Board of Public Works (HBPW) to conform to all requirements of MCL 460.9c – MCL 460.9s (the “Act”) with regard to residential electric utility shutoffs. This policy applies exclusively to customers of the Holland Board of Public Works who receive residential electric services.

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The Holland Board of Public Works shall adhere to the following policy:

5.8.2 General Requirements

Proper Shut-Off

Subject to the other requirements of this policy, the HBPW may shut off service to a residential customer for any of the following reasons:

1. The customer has not paid a delinquent account that accrued within the last six years.
2. The customer has failed to provide a deposit or guarantee as required by the HBPW.
3. The customer has engaged in unauthorized use of the HBPW's service.
4. The customer has failed to comply with the terms and conditions of a payment plan entered into with the HBPW in accordance with the HBPW's rules.
5. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises or for the removal of a meter.
6. The customer misrepresented his or her identity for the purpose of obtaining HBPW service or put service in another person's name without the permission of the other person.
7. The customer has violated any rules of the provider so as to adversely affect the safety of the customer or other persons or the integrity of the HBPW's system.
8. A person living in the customer's residence meets both of the following:
 - A. Has a delinquent account for service with the provider within the past three years but remains unpaid, and
 - B. The customer lived in the person's residence when all or part of the debt was incurred. The provider may transfer the prorated amount of the debt to the customer's account based upon the length of time that the customer resided in the person's residence so long as the customer was not a minor at the time.

Improper Shut-Off

The HBPW may not shut off service to a customer for any of the following reasons:

1. The customer has not paid for concurrent service received at a separate metering point, residence, or location.
2. The customer has not paid for service at a premises not occupied by the customer unless:

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- A. The customer supplies a written notarized statement that the premises is unoccupied,
- B. The premises is occupied and the occupant agrees, in writing, to the shut off of service,
- C. It is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities, or
- D. It is feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities and the occupant refuses to put the account in their name.

Notice

The HBPW shall not shut off service prior to sending a notice to the customer by first-class mail not less than 10 days before the date of the proposed shut off. The HBPW shall maintain a record of the date the notice was sent.

Permissible Shut-Off

The HBPW may shut off service to a customer on the date specified in the notice of shutoff or at a reasonable time following that date. If the HBPW does not shut off service and mails a subsequent notice, then the HBPW shall not shut off service before the date specified in the subsequent notice. Shut off shall occur only between the hours of 8 a.m. and 4 p.m.

Services Not Available

The HBPW shall not shut off service on a day, or a day immediately preceding a day, when the services of the HBPW are not available to the general public for the purpose of restoring service.

Contact to Customer

1. Generally. For involuntary shut off, at least one day before the shutoff of service, the HBPW shall make no fewer than one attempt, in addition to the notice of shutoff, to contact the customer by one or more of the following methods:
 - A. A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voicemail,
 - B. First-class mail,
 - C. A personal visit to the customer,

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- D. A written notice left at or on the customer's door, or
 - E. Any other method approved by the Michigan Public Service Commission for regulated utilities.
2. Remote Shut-Off. For an involuntary shut off using a meter with a remote shut off capability, any notice shall state that the disconnection of the service will be done remotely and that a provider representative will not return to the premises before disconnection.
3. Documentation; Contact by Telephone. The HBPW shall document all attempts to contact the customer. If contact is made by telephone on the day the service is to be shut off, the HBPW shall inform the customer or other responsible person that shutoff of service is imminent and of the steps necessary to avoid shutoff.

Employee Notice

When the HBPW employee shuts off service, the employee shall leave a notice stating that the service has been shut off and detailing the address and telephone number of the HBPW where the customer may arrange to have service restored.

Restoration

1. Generally. The HBPW shall restore service upon a customer's request when the cause for the shut off has been cured or credit arrangements satisfactory to the HBPW have been made.
2. In the event that the customer qualifies for restoration and his or her household contains a meter that must be restored manually, the HBPW shall make reasonable efforts to restore service to the customer on the day requested, and no later than one working day after the customer's request. If the meter has remote restoration capability, service shall be restored on the first working day after the customer requests restoration, except in the case of documented equipment failure.

Assessment

The HBPW may assess the customer a charge once a disconnect order has been issued and a service person has been dispatched. Please refer to the Fee Schedule for applicable charges.

5.8.3 Senior and Low-Income Citizens Winter Shut-off Protection

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Definitions

1. Senior Citizen Customer is an HBPW customer who is 65 years of age or older and who advises the HBPW of his or her age.
2. Low Income Customer is an HBPW customer whose household income does not exceed 150% of the poverty level as published by the United States department of health and human services, or who receives food stamps, Medicaid, or assistance from a state emergency relief program.

Winter Shut-off Protection Payment Plan

The HBPW will not shut off service to a Senior Citizen Customer between November 1st and March 31st for nonpayment of a delinquent account and will not shut off service to a Low Income Customer between November 1st and March 31st for nonpayment of a delinquent account if:

1. The Low Income Customer enters into a payment plan where he or she agrees to pay the HBPW 7% of the estimated annual bill monthly, or
2. The Low Income Customer and the HBPW mutually agree upon a different payment plan, and the Low Income Customer demonstrates, within 14 days of requesting shut off protection, that he or she has applied for state or federal heating assistance.

Arrearage

If an arrearage exists at the time the Senior Citizen Customer or Low Income Customer applies for protection, the HBPW will allow the customer to pay the arrearage in equal monthly installments between the date of application and the following November 1st. This amount must be paid in addition to the payment plan in paragraph 2 above.

Compliance

1. Low Income. If a Low Income Customer fails to comply with the terms and conditions of the payment plan, whether for current use or arrearages, the HBPW may shut off service after providing the customer proper notice and complying with all the requirements of the Act.
2. Senior Citizen. If a Senior Citizen Customer fails to comply with the terms and conditions of the payment plan, whether for current use or arrearages, the HBPW may shut off service on or after April 1st, after providing the customer proper notice and complying with all the requirements of the Act.

Inquiry of Status

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The HBPW shall inquire as to whether or not each citizen qualifies as a Senior Citizen, through an insert in a monthly bill, at least annually.

Other Protections

Application for this protection does not prohibit a HBPW customer from applying for separate protections.

5.8.4 Critical Care and Medical Emergency Customers

Definitions

1. Critical Care Customers are customers who require, or have a household member who requires, home medical equipment or a life support system, and who have provided appropriate documentation to the HBPW identifying the equipment or system and certify that an interruption of service would be immediately life-threatening.
2. Medical Emergency is an existing medical condition of a customer, or member of the customer's household, as defined and certified by a physician or public health official on official stationary or company-provided form, that will be aggravated by lack of utility service.

Postponement

The HBPW will postpone shut off of service for up to 21 days if a customer is a critical care customer or has a medical emergency. The customer shall identify the time period during which the shut off will aggravate the medical emergency. If the customer provides additional documentation or certification, the HBPW will postpone the shut off for additional periods of up to 21 days for a total of not more than 63 days.

Restoration

If a shut off of service has occurred without postponement being obtained, the HBPW will restore the service upon presentation of the appropriate documentation or certification. The service shall continue for up to 21 days. If the customer provides additional documentation or certification, the HBPW will postpone the shut off for additional periods of up to 21 days for a total of not more than 63 days.

Other Protections

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Application for this protection does not prohibit a HBPW customer from applying for separate protections.

5.8.5 Customer With Inability to Pay in Full

Payment Plan

1. Inability to Pay. If the HBPW service is shut off for nonpayment, and the customer claims an inability to pay in full, the HBPW shall allow a customer the opportunity to enter a payment plan for an amount owed to the HBPW that is not in dispute.
2. Documentation. Upon claiming an inability to pay, the customer shall fill out any documentation required by the HBPW to illustrate or describe the nature and cause of the customer's inability to pay.
3. Terms. The payment plan shall consist of a mutually agreed upon amount owed to the HBPW. This amount must be paid in addition to the regularly scheduled monthly payment to the HBPW for the services provided.
4. Subsequent Agreements. The HBPW is not required to enter a subsequent payment plan with a customer until the customer has complied fully with the terms of an existing or previous payment plan unless the customer demonstrates a significant change in economic circumstances and requests modification of the payment plan. The HBPW is not required to enter into a subsequent payment plan with a customer who defaulted on the terms and conditions of a payment plan within the last 12 months.
5. Compliance. If the customer fails to comply with the terms and conditions of the payment plan, the HBPW may shut off the service after giving the customer proper notice.

Other Protections

Application for this protection does not prohibit a HBPW customer from applying for separate protections.

5.8.6 Active Duty Customer

Definitions

1. Active Duty Customers are residential households where:
 - A. The household income is reduced because the customer of the record, or the spouse of the customer of record, is called to full-time active military

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- service by the President of the United States or the Governor of the State of Michigan during a time of declared national or state emergency or war,
- B. Assistance is needed by the residential household to maintain electric service, and
 - C. The residential household has notified the provider of the need for assistance and has proven verification of the call to active duty status.

Shut-Off Prohibited

The HBPW shall not shut off electric service to an Active Duty Customer during his or her service for a period of up to Ninety (90) days. In its sole discretion, the HBPW can provide one or more extensions to the Active Duty Customer.

Notification

An Active Duty Customer shall notify the HBPW of the end of his or her active duty status as soon as that status is known.

Duty Not Void

Unless waived by the provider, this shut off protection does not void or limit the obligation of the Active Duty Customer to pay for electrical services received during his or her time of service.

Payment Plan

In the event an Active Duty Customer receives assistance, the HBPW shall:

1. Establish a repayment plan requiring minimum monthly payments that allows the Active Duty Customer to pay any past amounts due over a reasonable time period not to exceed one year, and
2. Provide a qualifying customer with information regarding any governmental, HBPW, or other assistance programs, and
3. Provide Active Duty Customers with access to existing information on ways to minimize or conserve their service usage.

5.8.7 Service Shutoff Resulting in Death or Serious Injury

Notification

The HBPW shall notify the Michigan Public Service Commission of any shut off of service that results in the death or serious injury of a customer. A provider shall supply

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the commission any relevant information regarding the death or serious injury, including, the procedures followed during the shut off.

5.8.8 Complaint Resolution Process

Complaint

In the event that an HBPW customer believes that the HBPW is in violation of this policy or MCL 460.9 *et seq.*, and that the customer's service was shut off without merit, the customer shall have the opportunity to file a complaint with the HBPW Customer Service Department (the "Department").

Department Review

Upon a customer's filing of a complaint, the Department shall review their decision to shut off the customer's electric service within 72 hours. If the Department finds that the service was improperly shut off, it shall immediately restore service to the customer. If the Department finds that the shut off was proper, it shall immediately notify the customer by first class mail of:

1. Its decision regarding the shut off, and
2. That the complaint has been provided to the Utility Services Director or in his/her absence the General Manager for a final determination regarding the shut off to be made within 48 hours of receipt.

Final Review

In the event that the Department has found that the shut off was proper, the Utility Services Director or in his/her absence his/her designee shall review the complaint for a final determination. If the Utility Services Director or in his/her absence the General Manager finds that the service was improperly shut off, the HBPW shall immediately restore service to the customer. If the Utility Services Director or in his/her absence the General Manager finds that the shut off was proper, the HBPW shall immediately notify the customer by first class mail of decision, and the HBPW is under no obligation to provide additional service until the customer has remedied the cause of the shut off.

5.8.9 Miscellaneous Provisions

Other Remedies

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The implementation of this policy does not preclude the HBPW from pursuing any of its legal rights, including the right to place liens of property, granted to the HBPW, whether by statute, charter or other power.

Forms

The HBPW may develop any forms or documents needed to implement this policy so long as the developed forms or documents are consistent with the requirements of the policy.

Adoption of Previous Policy

This policy adopts any other HBPW policy concerning a similar subject matter and specifically replaces the Winter Protection Payment Plan Policy previously adopted by the City Council.

5.9 Termination of Service

(The following section comes from the City of Holland Ordinance Code, Chapter 9: Electricity)

Termination of service.

The HBPW, upon approval of the Holland City Council, may adopt a termination of electric service policy establishing the terms and conditions under which electric service to any customer may be suspended, discontinued, or terminated. In the event a termination of service requirement is adopted by state law which is applicable to the HBPW, the HBPW shall not adopt a policy which is less restrictive than applicable statutory provisions.

(Ord. No. 1537, 7-1-09)

Please refer to Fee Schedule for applicable Termination of Service charges.

6.0 Metering

6.1 General

All energy sold to customers will be measured by meter owned and maintained by the HBPW. In locations where it is impractical to meter, such as street lighting or some temporary special installations, consumption will be calculated and billed according to an approved monthly rate.

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6.2 Installation/Ownership

The customer is responsible for installing, owning, and maintaining a metering socket(s). Approved metering sockets will be provided to the customer at no charge by the HBPW.

Larger customers may require transformer rated meters or metering cabinets. In that case, the HBPW will own and maintain the self contained meters, potential and current transformers, and the cabinet.

All customers shall furnish, install, own, and maintain all other service equipment, wiring, and conduits from the weatherhead of an overhead service connection and from the point of common coupling of an underground service connection.

6.3 Equipment Location

The HBPW requires that all electric metering devices be accessible for inspection and maintenance at any time. As such, all metering equipment shall be located outdoors unless otherwise approved by the HBPW.

The HBPW must approve the installation of metering equipment indoors when there is no suitable outdoor location. Indoor locations will remain accessible to the HBPW at any time and must be kept free of obstructions.

All metering locations shall meet the clearance requirements specified in the National Electric Code.

Meter sockets, meter connection boxes, and instrument transformer enclosures shall not be used as junction boxes for supplying the Customer's branch circuits or grounding conductor termination. No wiring other than service entrance and bonding conductors shall be run through this equipment.

The height of a single meter panel shall not be less than three feet nor more than five and one-half feet above finished grade or floor level.

For stacked multiple meter socket panels, the lowest meter shall not be less than two feet from the floor for indoor locations. For outdoor locations, the installed meter centerlines shall be a minimum of thirty inches from finished grade and a maximum of seventy-two inches from finished grade, and shall be limited to a maximum four meter stack.

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6.4 Multiple Occupancy Buildings

The metering equipment for multiple occupancy buildings, where several floors, apartments, stores, etc are rented separately, should be grouped in a common meter room, public hallway, or any other HBPW approved location where they will be accessible at all times to HBPW employees. Metering equipment in multiple occupancy buildings shall be plainly marked with metal tags or neat lettering identifying the portion of the building served. Such identification is the responsibility of the owner.

6.5 Meter Calibration Request

Upon customer request and subject to applicable fees, the HBPW may check meter calibration to ensure it is within the permitted accuracy limits of plus or minus 2%. Inaccurate meters will be repaired or replaced.

6.6 Damaged Meter

The Customer shall be held liable for damage to the meter from acts of carelessness, negligence, or willful damage performed by the owner or their tenants. This includes damage caused by ice buildup or falling ice. The HBPW will repair or replace any meter so damaged and the cost shall be billed to the customer.

6.7 Primary Metering Guidelines

For customers that would prefer to take advantage of owning their own transformer and being served at 12,470 Volts, a primary metering cabinet can be installed. The following guidelines will apply:

6.7.1 Board of Public Works

1. Will furnish, install and maintain the primary service and metering equipment in accordance with the applicable rates and extension policies. "Primary service" is defined as the utility's overhead drop or underground lateral conductors from the last pole, switchgear or other HBPW structure to the customer's property line.
2. Will make the final connection of the customer's termination to HBPW equipment.

6.7.2 The Customer

1. Installs and owns cables up to the service point, as specified in the

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- "APPLICATION FOR AN EXTENSION OF ELECTRIC LINES" contract. A two-hole NEMA standard lug shall be provided for each conductor including the neutral bus. Primary metering may be padmounted or on riser pole (as specified by the HBPW).
2. Shall make application to the HBPW for proposed primary service and obtain approval of the location, equipment, and design before starting installation of the service entrance.
 3. Will submit a plan view drawing of the installation and shop drawings of switchgear to the HBPW for approval prior to finalizing orders for service equipment to avoid delays and unnecessary expense for the customer and the HBPW.
 4. Service entrance equipment located at the service point shall include a three-phase, gang-operated load break disconnection means and over current protection. The disconnect shall be located to provide a visible open and operating capabilities to both the customer and the HBPW.
 5. Any exceptions to the above requirements must be approved by the HBPW.

6.8 Transformer Purchase Procedure

In the event that an HBPW customer would like to purchase an HBPW owned transformer, the following guidelines are established.

1. In the event that an HBPW customer is without electricity due to failure of a customer owned transformer, the customer may purchase a transformer from the HBPW stock in order to restore power to their facility, as long as there is adequate stock to meet HBPW system needs. The HBPW will then order an equivalent replacement for stock and the customer will pay for the replacement transformer including sales tax and delivery charges.
2. If a customer wants to purchase an HBPW owned transformer that is currently in service at the customer's site, the HBPW can offer the transformer for sale to the customer for the fair market value of the unit. The market value will be determined by the HBPW based on upon the value of used transformers that are currently for sale, but the value shall not be less than 25% of the price of the unit when it was purchased new. If the customer accepts the market price and documents the intent to purchase, the HBPW will declare the transformer surplus and offer it for sale to the customer for the established price plus any sales tax that may be required.
3. HBPW provides no guarantee or warranty on the transformer unit or its installation. All customer owned primary metered and transformer installations must comply with the HBPW primary metering policy and National Electric Code

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requirements. The customer is responsible for transformer size requirements and may be required to replace the transformer in order to comply with the NEC.

6.9 Totalized (Aggregate) Metering

The HBPW will provide Totalized Metering in accordance with the following conditions:

1. The Customer shall request Totalized Metering in writing.
2. The existing meters must service a single entity and/or business AND be located on a single parcel of land or contiguous parcels.
3. All totalized meters will be billed under one (the same) electric rate schedule.
4. Totalized accounts will use the total kWh for all totalized meters and the coincident peak demand (kW) of the totalized meters for billing purposes.
5. The sum of the demands of all totalized meters must be at least 500kW.
6. The totalized metering installation must be technically feasible, and must not cause the inefficient use of HBPW equipment and labor.
7. Totalized metering will result in a single account and bill. Full payment of the totalized bill will be required each month. The HBPW will not be obligated to provide segmented accounting on totalized accounts/meters.

7.0 Application of Rates

7.1 Choice of Rates

In some cases, the Customer may be eligible to take service under any one of two or more Rates. Upon request, the HBPW will assist the Customer in the selection of the Rate, based on the best available information, but the responsibility for the selection of an appropriate Rate shall be the sole responsibility of the Customer.

After the Customer has selected a Rate, the Customer may not change from that Rate to another Rate until at least twelve (12) months have elapsed. The Customer shall not evade this rule by temporarily terminating service. The HBPW may waive the provisions of this paragraph where it appears that a change of the Rate is necessary for permanent rather than temporary or seasonal advantage. The intent of this rule is to prevent frequent changes from Rate to Rate.

8.0 Responsibility for Payment of Bills

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8.1 General

Each HBPW Customer is responsible to pay all utility bills as rendered on or before the due date shown thereon. The Customer remains responsible for payment of the bills until the Customer orders service to be discontinued and the HBPW has had reasonable time to secure a final meter reading. Bills are rendered on approximately a monthly basis. Bills are mailed to Customers approximately twenty one (21) days before the due date shown on the bill. If a bill remains unpaid the HBPW shall have the right to discontinue service as defined in the HBPW Residential Electric Shut-Off Policy.

In accordance to State Law and HBPW Residential Electric Shut-Off Policy, the HBPW will not shut off electric service to an eligible customer for non-payment on delinquent accounts, November 1 through March 31. An eligible customer is defined as an identified senior citizen who is 65 years of age or older, or a low income customer who is currently enrolled in the Winter Protection Payment Plan.

The HBPW will provide Customers their billing history at no charge, provided the information is currently stored on an active database. Customer request for billing history that is no longer on an active database will be subject to record retention schedules and to payment of hourly fees based on the average burdened hourly wage of the HBPW employee assigned to perform the research and compilation of the data. Please refer to Fee Schedule.

8.2 Estimated Consumption

Readings may be estimated when conditions warrant. Until reconciled by an actual reading, bills rendered on estimated consumption have the same force and effect as bills rendered on actual meter readings.

If for any reason all consumption used cannot be registered accurately, the unmetered portion shall be estimated by the HBPW on the basis of prior consumption or the operating characteristics of the building and equipment.

8.3 Receipt of Payment

1. Full and partial payments will be applied in the following manner:
 - A. To the oldest outstanding arrears.
 - B. The electric account.

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- C. The water account.
- D. The wastewater account.
- E. The refuse account.

8.4 Late Charges

1. A late payment charge of two percent (2) of the amount in arrears will be assessed when the next month's bill is issued.
2. The late payment charge will not apply to any penalty portion of the customer's bill.
3. A penalty will NOT be assessed the first time a customer is late in a twelve-month period.
4. Customers may request a late charge waiver under extenuating circumstances.

8.5 Billing Errors

Errors in billing can occur for a variety of reasons. In some cases the error can be clearly identified and quantified, while in other cases the error can only be estimated. This policy establishes the rules for handling errors in bills. This policy does not apply to theft or unauthorized use of service or estimated bills.

Specifically:

1. Errors in billing can be caused by any of the following:
 - A. An incorrect meter read whether by person or electronically.
 - B. An incorrect meter constant.
 - C. Installation of the incorrect metering equipment.
 - D. An incorrect calculation of the applicable rate.
 - E. A meter switched by the utility or a utility representative.
 - F. An incorrect application of the rate schedule.
 - G. A meter error (failure to measure or accurately record all usage).
 - H. Another similar act or omission by the utility in determining the amount of a customer's bill.

An undercharge or overcharge that is caused by a non-registering meter, an estimated meter read or a customer read is not considered a billing error.

2. If an error in billing occurs and results in overcharging a customer, the HPBW shall refund or credit the overcharge based on the actual time the overcharge occurred within the thirty six (36) month period immediately preceding the discovery of the error.

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3. If an error in billing occurs and results in undercharging a customer, the HBPW may bill the customer for up to the twelve (12) month period immediately preceding the discovery of the error. A customer may request a repayment plan up to the number of months used to calculate the undercharge amount.

8.6 Account Security Deposits

(The following section is a resolution adopted by the City of Holland on March 6th, 1996).

Resolution

WHEREAS, the City of Holland is a Michigan Home Rule City, and is permitted by the Michigan home rule Cities Act [MSA 5.20979(3); MCLA 117.4(f)] to establish, produce, and sell utility services;

WHEREAS, Section 12.4 of the Charter of the City of Holland charges the Board of Public Works with the duty of managing and administering the electric and water utilities;

WHEREAS, Section 12.17 of the Charter of the City of Holland designates to the Board of Public Works, with the approval of Council, the function of establishing the electric and water rates and charges for all public utility services under its control;

WHEREAS, Sections 9-30 and 37-33 of the Ordinance Code of the City of Holland provide for the protection of the owner of a premises who leases such premises to a tenant who is responsible under the lease for the payment of the charges for electric or water services provided by the City to the premises such that the Board of Public Works shall render no further electric or water services to the premises until it receives from the tenant, or an individual or entity action on behalf of the tenant, a cash deposit or surety bond, as established by resolution adopted by the City Council, or when required, it receives record of a previously established good credit history of not less than twelve (12) consecutive months as security for the payment of the electric or water charges;

NOW, THEREFORE, the Council of the City of Holland resolves as follows:

4. If a deposit or surety bond is required as a condition of obtaining a new residential service, or when it is required for providing or continuing residential service due to a prior outstanding account that is not in dispute, then the amount shall be equal to two (2) times the utility system average monthly bill for residential service as determined annually by the Board of Public Works.
5. If a deposit or surety bond is required as a condition of obtaining a new commercial or industrial service, or when it is required for providing or continuing

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- commercial or industrial service due to a prior outstanding account that is not in dispute, then the amount shall be equal to two (2) times the average or estimated monthly bill for the commercial or industrial customer's service.
6. The amount of the deposit or surety bond that is required as a condition of providing, restoring, or continuing residential service due to shutoff for nonpayment shall be determined as follows:
 - A. If the customer has been disconnected once within the last three years, then the deposit or surety bond shall be two (2) times the utility system average monthly bill for residential service.
 - B. If the customer has been disconnected twice within the last three years, then the deposit or surety bond shall be three (3) times the utility system average monthly bill for residential service.
 - C. If the customer has been disconnected three times or more within the last three years, then the deposit or surety bond shall be four (4) times the utility system average monthly bill for residential service.
 7. The amount of the deposit or surety bond that is required as a condition of providing, restoring, or continuing commercial or industrial service due to shutoff for nonpayment shall be determined as follows:
 - A. If the customer has been disconnected once within the last three years, then the deposit or surety bond shall be two (2) times the average or estimated monthly billing for the commercial or industrial customer's service.
 - B. If the customer has been disconnected once within the last three years, then the deposit or surety bond shall be three (3) times the average or estimated monthly billing for the commercial or industrial customer's service.
 - C. If the customer has been disconnected once within the last three years, then the deposit or surety bond shall be four (4) times the average or estimated monthly billing for the commercial or industrial customer's service.
 5. The amount of the deposit or surety bond that is required as a condition of providing, restoring, or continuing residential service due to unauthorized use, diversion, or interference shall be three (3) times the average monthly bill for the premises or five (5) times the utility system average monthly bill for residential service, whichever is greater.
 6. The amount of the deposit or surety bond that is required as a condition of providing, restoring, or continuing commercial or industrial service due to

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- unauthorized use, diversion, or interference shall be three (3) times the average or estimated monthly billing for the commercial or industrial customer's service.
7. The Board of Public Works may also require payment of the delinquent account and approved charges as a condition of providing, restoring, or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Board of Public Works, and accrued within the last six (6) years.

8.7 Lien as a Security for the Collection of Service Charges

(The following sections come from the City of Holland Ordinance Code, Chapter 9: Electricity)

Created.

Except as otherwise provided or limited by state law, the city shall have as security for the collection of all charges for electric services as authorized by the Revenue Bond Act of 1933, as amended, a lien upon the premises to which such electric services were supplied. Such liens shall become effective immediately upon the distribution or supplying of such electric service or services to such premises. The term "charges for electric service" shall mean the rates, fees, rentals and all other charges for furnishing such service and all repairs, maintenance and alterations of such service which the city determines to be the responsibility of the service customer.

(Ord. No. 800; Ord. No. 1284, 9-20-00)

Placement on tax rolls.

Those charges which are delinquent for three (3) months or more on June 30 of each year shall be reported by the city auditor to the council at the first meeting thereof in the month of July. The council thereupon shall order the publication in a newspaper published in the city of notice to all owners of property within the city that all unpaid electric charges which have remained unpaid for a period of three (3) months or more prior to June 30, which have not been paid by October 1, shall be assessed upon the city's tax roll against the premises to which the electric services were supplied or furnished and that such charges shall be collected in the same manner as the city taxes on such tax roll.

(Ord. No. 800; Ord. No. 1284, 9-20-00)

Enforcement.

All such electric charges which remain unpaid on October 1 shall be transferred to the city's tax roll and assessed against the premises to which the electric service was

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supplied or furnished. This assessment shall be collected with, and in the same manner as, city taxes. If the same have remained delinquent and unpaid after the expiration of the time limited in the treasurer's warrant for the collection of taxes levied in such tax roll, such charges shall be returned to the county treasurer to be collected in the same manner as the lien created by city taxes on the delinquent tax roll of the city.

(Ord. No. 800; Ord. No. 1284, 9-20-00)

Protection of landlord, notice of lease and security deposit.

If the owner of a premises which receives electric services provided by the city shall lease such premises to a tenant who is responsible under the lease for the payment of the charges for electric services, and such property owner notifies the board of public works, in writing, of such fact, the notice to include a true copy of the lease of the affected premises, if there is one, then the charges for electric services provided to such premises shall not become a lien against the premises after the date such notice is received by the board of public works.

Immediately after the filing of such notice, the board of public works shall render no further service to the premises until it receives from the tenant, or an individual or entity acting on behalf of the tenant, a cash deposit or surety bond, as established by resolution adopted by city council, or it receives record of a previously established good credit history of not less than twelve (12) consecutive months, as security for the payment of the electric charges. Residential tenants who have no credit history shall not be required to post a cash deposit or surety bond to obtain electric services. The following shall be prima facie evidence that the tenant does not have a good credit history: the tenant has a prior service account that is delinquent with any utility within the last six (6) years; the tenant misrepresents his or her identity or credit standing; the tenant, in an unauthorized manner, used, diverted or interfered with the board of public works utility services within the last six (6) years; the board of public works has shut off service to the tenant for nonpayment of a delinquent account that is not in dispute; or the board of public works has had more than one (1) check from the tenant's account returned within the last twelve (12) months for insufficient funds or for no account, excluding bank error.

Deposits shall be refunded to the tenant, or to the individual or entity that paid the deposit on behalf of the tenant, and surety bonds shall no longer be required, upon a customer's completion of twelve (12) consecutive months of good credit history, or upon the termination of utility service with the account in good standing.

(Ord. No. 800; Ord. No. 1160, 3-6-96; Ord. No. 1284, 9-20-00)

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Please refer to respective Township Ordinances

9.0 Distribution System Extensions

9.1 General

The HBPW will install electrical service connection from its electrical distribution lines to a point of common coupling on the customer's premises.

9.2 Overhead Extensions

Permanent overhead service will be installed in areas where overhead lines are not considered aesthetically detrimental.

9.2.1 Residential

The HBPW will install, own, and maintain all electric lines and equipment up to the weatherhead of the building.

The Customer will install, own, and maintain the secondary service from the weatherhead through the electric meter and all internal residential wiring.

The Customer or their representative will provide all needed easements for the line extension. In addition, they must provide specifications on electric loads, site plans, and other information needed to properly install overhead service.

Fees: Where the anticipated present value of net revenues over the first four years are less than required by the cost of the project, the applicant shall make a non-refundable contribution in aid of construction equal to the difference between the installation costs and allowable extension costs to be paid prior to construction. Allowable extension costs will be determined by a formula established by the Finance Director and applied to all projects of similar nature. The HBPW may elect to review the actual installation costs and the Customer's utility account at the end of four years and make adjustments as necessary.

9.2.2 Commercial and Industrial

The HBPW will install, own, and maintain the electric lines and equipment up to the point of common coupling.

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The Customer will install, own, and maintain the electric lines and equipment from the point of common coupling through the wiring in their facility.

The Customer or their representative will provide all needed easements for the line extension. In addition, they must provide specifications on electric loads, site plans, and other information needed to properly install overhead service.

Fees: Where the anticipated present value of net revenues over the first four years are less than required by the cost of the project, the applicant shall make a non-refundable contribution in aid of construction equal to the difference between the installation costs and allowable extension costs to be paid prior to construction. Allowable extension costs will be determined by a formula established by the Finance Director and applied to all projects of similar nature. The HBPW may elect to review the actual installation costs and the Customer's utility account at the end of four years and make adjustments as necessary.

9.3 *Underground Extensions*

Underground electric service shall be required in the following designated Underground Utility Districts:

District 1 – Residential Subdivisions

All new residential subdivisions in the service area.

District 2 – City

The area south of 40th Street from the west city limits (approximately Graafschap Road) to the east city limits (approximately Waverly Road).

District 3 – City

The area east of US-31 between East 16th Street and East 32nd Street.

District 4 – City

The area between East 32nd and East 40th Street (north and south boundaries) and east of Waverly Road.

District 5 – Holland Township

All developments along 136th avenue north of Jack Street.

District 6 – Holland Township

The area between 132nd Avenue and US-31 (west and east boundaries) and between Quincy Street and Riley Street (north and south boundaries).

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District 7 – Holland Township

The area between US-31 and 120th Avenue (west and east boundaries and between James Street and Felch Street (south and north boundaries).

9.3.1 Residential

The HBPW will install, own, and maintain all electric lines and equipment up to and including the pedestals. This equipment shall include, but be limited to, the primary distribution cable, transformers, transformer pads, secondary cables to the pedestals, and the pedestals. The HBPW will locate underground lines in dedicated right-of-ways or acceptable easements. Transformers shall be located on right-of-ways or on easements on customer's property.

The Customer will install, own, and maintain the secondary service from the pedestal (or transformer if a pedestal is not necessary) through their electric meter and all wiring beyond that point.

The Customer will provide all needed easements. They will also provide specifications on all electric loads, site plans, grading, and any other underground lines.

Fees: Where the anticipated present value of net revenues over the first four years are less than required by the cost of the project, the applicant shall make a non-refundable contribution in aid of construction equal to the difference between the installation costs and allowable extension costs to be paid prior to construction. Allowable extension costs will be determined by a formula established by the Finance Director and applied to all projects of similar nature. The HBPW may elect to review the actual installation costs and the Customer's utility account at the end of four years and make adjustments as necessary.

9.3.2 Commercial and Industrial

The HBPW will install, own, and maintain electric lines and equipment up to and including the transformer. Any HBPW owned three phase padmounted transformer shall be located within 25 feet of a drivable surface suitable for truck access. A drivable surface suitable for truck access shall be defined as asphalt paving, concrete, or a gravel four season road that is provided by the customer or developer, where the surface is accessible to a driveway, parking lot, or public roadway. If the customer chooses to own their transformer, the HBPW will install, own and maintain electric lines and equipment up to and including a metering cabinet that is installed on the primary side of the transformer.

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The Customer will install, own, and maintain all secondary service conductors and equipment from the transformer serving their facility. If the customer owns this transformer, they will install, own, and maintain all conductors and equipment from the primary metering cabinet to their facility.

The Customer will provide acceptable easements. They will also provide specifications on electric loads, site plans, grading, and any other information needed in order to properly install underground lines.

Fees: Where the anticipated present value of net revenues over the first four years are less than required by the cost of the project, the applicant shall make a non-refundable contribution in aid of construction equal to the difference between the installation costs and allowable extension costs to be paid prior to construction. Allowable extension costs will be determined by a formula established by the Finance Director and applied to all projects of similar nature. The HBPW may elect to review the actual installation costs and the Customer's utility account at the end of four years and make adjustments as necessary.

10.0 Services

10.1 Temporary Services

The HBPW will provide temporary electric service for construction purposes, shows, vendors, events, and other non re-occurring purposes according to the following rules and regulations. Temporary service cannot be used as a permanent service or be connected for more than one year.

10.1.1 Guidelines

1. Application for temporary service must be made by the property owner or building contractor if for construction purposes. A valid address for the temporary service and the permanent billing address of the applicant must be provided.
2. The applicant will be responsible for installation and line extension fees. Energy usage will be billed to the applicant under an applicable HBPW commercial rate.
3. All temporary installations must be inspected for code compliance prior to being energized. HBPW must receive notice of the inspection from the recognized inspection agency. Applicant will inform HBPW when the service may be disconnected.
4. Applicant will provide access, easements, specifications on electrical loads, site plans, or any additional information needed to properly install and provide temporary service.

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5. HBPW must approve the service location.

10.1.2 Overhead Installation Specifications

1. The HBPW will own and install temporary service drop conductors, not to exceed 100 feet in length, to the customer's service pole and equipment.
2. The attachment point for the service drop must not be less than 12 feet above grade. HBPW will make the final connection to the customer's temporary service.
3. The customer will install, own, and maintain the service pole and service entrance equipment. The service pole shall be of sufficient length and strength to support the tension and maintain the required clearances of service drop conductors.
4. HBPW will determine if additional bracing or guying of the service pole is required.

10.1.3 Underground Installation Specifications

1. HBPW will own and maintain the service pedestal or padmount transformer from which temporary service will be provided. HBPW will make the final connection of the customer's underground service conductors in the pedestal or transformer.
2. The customer will furnish and install underground service conductors from the service to the HBPW pedestal or transformer. The conductors must be of sufficient length to reach the supply terminals of HPW equipment.
3. Conductors must be installed and buried to within one (1) foot of the pedestal or transformer.
4. The customer will have existing underground utilities located before the installation of the underground temporary service or conductors by calling the "MISS DIG" one call locating system at 1-800-482-7171.

10.1.4 Metering Specifications

1. 120/240 volt single phase service, 200 ampere or less, shall use 4 jaw meter socket. 400 ampere service shall use class 320 self contained socket.
2. 120/240 volt single phase services will not be supplied from a 120/208 volt three phase supply.
3. 120/208 volt and 277/480 volt three phase service, 200 ampere or less, shall use 7 terminal self contained meter socket. 400 ampere service shall use class 320 - 7 terminal self contained socket. All 3 phases must be supplied to the meter socket for proper meter operation.
4. Meter sockets shall be furnished by HBPW. Customer is responsible for installation, wiring connections, and maintenance of meter socket.
5. Installed height of meter shall be between 3 feet and 6 feet above grade.

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6. Metering installations not covered by paragraphs 1 or 2 as shown above or variations to the above specifications shall be approved in advance by HBPW Electric Engineering.

10.1.5 Temporary Service Fee Schedule

1. Where overhead service can be supplied from existing facilities by installation of a single span of service drop conductors, or underground service can be supplied from an existing pedestal or transformer, a Temporary Electric Service Charge will be billed to the customer.
2. Where it is necessary to install a temporary overhead transformer to provide service, a Temporary Overhead Transformer Charge will be billed to the customer.
3. Where it is necessary to install a temporary padmounted transformer to provide service, a Temporary Padmounted Transformer Charge will be billed to the customer.
4. Temporary installations not covered in paragraphs 1 through 3 above shall require a HBPW Electric Engineering estimate to determine cost of providing service. The customer will be charged for the installation and removal of the required temporary line extension.
5. Where a portion of a temporary line installation can be used as part of a permanent line extension, the cost of that portion will be evaluated as a permanent line extension subject to HBPW "Distribution Line Extension Rules and Regulations".

11.0 Relocation of Utility Facilities

11.1 General

It is the intent of the HBPW to cooperate with public and private developers in relocating its electric facilities within a public right-of-way when requested by a developer. The cost for such relocation shall be borne by the developer, shared with the developer, or absorbed by the HBPW as determined in the following guidelines.

1. The HBPW shall relocate its facilities consistent with the request provided that the relocation can be accomplished within approved design standards and governing codes. The HBPW shall not be obligated to relocate its facilities inconsistent with such standards and codes.
2. Private developers shall be responsible for the full cost, including administrative and overhead costs, for the relocation of HBPW facilities within public right-of-ways. When facility relocation is requested as part of a new development that

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will generate new revenue for the HBPW, and the relocation is authorized by HBPW engineering personnel as being required to complete the project, the relocation costs will be considered as part of the installation costs and will be addressed by the fee section of the **Distribution System Extensions** section.

- Any relocation that is cosmetic in nature or of a personal preference, and not required for the delivery of electricity, is solely the responsibility of the developer.
3. The HBPW shall absorb the cost of relocation when requested by the unit of government responsible for the public right-of-way in order for that unit of government to carry out a general public improvement.
 4. The cost of relocation of HBPW facilities in the public right-of-way shall be borne by the government unit requesting the relocation if the development is for proprietary purposes as opposed to governmental purposes.
 5. If the unit of government forces the HBPW out of the right-of-way, the cost of the relocation shall be borne by the governmental unit.

11.1.1 Street Lighting

The HBPW may install street lighting in areas served by its distribution system subject to the governing entity's approval, HBPW approved standards, and the HBPW rate schedule. The HBPW may provide underground street lighting in areas directly served by underground distribution systems according to the following rules:

1. Where applicable, street lighting facilities including standards, luminaries, cables, and associated facilities will be installed after curb and gutter installation.
2. Underground conduits shall be installed under all drivable surfaces.
3. Where applicable, a reasonable effort should be made by the governing entity and its contractor to coordinate the installation of conduits during road and driveway construction.
4. Conduits will be installed across all quadrants of intersections where street lights are proposed at locations to be specified by the HBPW Engineering Department. The HBPW Engineering Department may reduce or increase the number of conduits to meet the conditions of the system or site.
5. Where concrete is continuous between curb and sidewalk and or property line, conduits shall be installed from light to light. Handholes will be installed at each light standard. The number of conduits installed will be specified by the HBPW Engineering Department.
6. Standards and poles will be installed 3 feet behind the back of curb or drivable surface and six feet from any curb radius or driveway. Exceptions shall be approved by the HBPW Engineering Department.

11.1.2 Security Lighting

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Upon a customer request, the HBPW will install a security light on a Customer's property, at a fixed monthly rate, subject to the following rules.

1. The HBPW will furnish and install a complete dusk-to-dawn lighting unit, including pole and up to one span of wire not exceeding 160 feet, without the customer incurring an installation charge. Distances greater than 160 feet of wire will be charged to the Customer as an installation charge. The unit will be controlled by a photoelectric cell. Switches are not permitted. Any applicable state and federal taxes will be added to the customer fees indicated in the rate schedule. No discount will apply for security lights.
2. The Customer will grant an easement, at no cost to the HBPW, for necessary pole or poles and the right of ingress and egress to service the lighting unit.
3. The Customer will agree to pay the monthly charges indicated in the rate schedule for a minimum of twenty-four (24) months. If the service is disconnected at the Customer's request at any time in that 24 month period, the balance that would be billed for the remaining portion of that minimum period will become immediately due. The amount due will be calculated as the number of months remaining multiplied by the monthly rate in effect at the time of the disconnection.

11.2 Trenching and Duct

The owner, developer, or Customer shall be required to provide, at no expense to the HBPW, rough grading (within six inches of finished grade) prior to the installation of the HBPW's facilities so that underground electric distribution system and street lighting cables can be properly installed in relation to the finished grade. Owner, developer, or Customer shall install and maintain permanent survey stakes indicating property lines, at no expense to the HBPW, after rough grading, and prior to the installation of HBPW facilities.

12.0 Use of Electric Poles and Equipment

12.1 General

The HBPW's poles, wires, and equipment, together with any interconnections thereof, are the exclusive property of the HBPW, and the connection of a Customer's premises to them does not entitle the Customer to any use of them, except as permitted by the HBPW and as necessary for the delivery of the HBPW's service to the customer.

The use of any part of the HBPW distribution of transmission system without prior HBPW approval is expressly prohibited.

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12.2 Authorized Attachments

The HBPW may enter into a Pole Attachment Agreement providing joint use of certain of its poles for the purpose of providing telephone, CATV, or other telecommunication services. The use of any pole by anyone, without first having entered into a written agreement with the HBPW is prohibited.

12.3 Unauthorized Use and Removal

The unauthorized attachment (including painting or marking) of any signs, banners, lines, cables, equipment, or any other matter to the HBPW's poles is prohibited.

Authorization may be granted by the HBPW designated representative based upon purposes permitted by Michigan State law and requirements of governmental authority for the health, safety, or welfare of the general public.

The HBPW may remove or cause to be removed, without notice, any unauthorized foreign matter from its poles at the expense of the Customer, the person(s) attaching the unauthorized matter or, in the event neither can be identified, the individual, firm, or organization which appears to be the primary sponsor, user or beneficiary of the unauthorized matter. The HBPW will observe reasonable precaution to prevent any damage resulting from such removal, but will not be liable for any damage thereto.

13.0 Interconnection for Distribution and Renewable Energy Generators (Net Metering)

13.1 General

The Holland Board of Public Works offers a Net Metering Program for customers who wish to generate electric power using solar, wind, hydropower, geothermal, or qualified biomass resources. Beginning October 1, 2008, Net Metering will be available to electric customers for generation up to 30 kilowatts.

13.1.1 Description

The Net Metering Program is a special metering and billing agreement that offers HBPW customers the opportunity to support environmentally friendly fuel sources. It enables customers who generate electricity using renewable energy sources to connect to the electric utility grid and to send electricity back to the grid at times when their generation exceeds their own use. Under the Net Metering Program, the customer

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receives a credit for the “Net Excess Generation” and can use these credits to offset their electric consumption when supplied by the HBPW.

13.1.2 Eligibility

To be eligible for the HBPW Net Metering Program:

1. A participant must be an HBPW electric customer on Rate A, B, C, F, H or M.
2. The customer’s electric generator must be fueled by a qualified renewable energy source such as wind, solar, biomass, hydro, geothermal or other approved renewable resources.
3. The nameplate capacity of the renewable generator may not exceed 30 kilowatts (kW).
4. The renewable generator may not be sized to exceed the customer’s annual electricity needs.
5. The generator must be located on and serving only the customer’s premises.
6. Customer must meet approved Interconnection requirements before participating in this program.

13.1.3 Process

Once your application and fee are received, a HBPW representative will contact you to discuss your application and assist in developing an Interconnection Agreement that is specific to your project. A meter will be installed to measure the output of your renewable generator. Your existing meter will record the electric energy received from The generator and put back onto the electric grid. The Holland BPW will read the meters and bill you for energy supplied from the electric grid and give you credit for energy you generated on site, up to the amounts specified in the Net Metering Tariff. If you generate more electricity than you use, you will be given Net Excess Generation credits, which you can carry forward to future billing periods. The HBPW will calculate the average annual consumption for the customer. The customer will not be allowed to carry a NEG Credit totaling more than the three-month annual average. Any NEG credit that totals more than the three-month annual average will be reset to the lesser of the three-month annual average, or the generator size, and the excess credit will be forfeited.

13.1.4 Enrollment

To start the Net Metering application process, request an interconnection study by completing the Interconnection Application found in the Michigan Electric Utility Generator Interconnection Requirements (located on the HBPW website, www.hollandbpw.com). The application fee is \$100.00 *and is not refundable*. In addition,

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complete and send to HBPW the Net Metering Program Application. This will ensure that the proper metering configuration is installed which will enable the customer to receive “Net Excess Generation Credits” (Application forms are available on line at www.hollandbpw.com). After the Holland BPW has completed the interconnection study and approved the proposed interconnection and net metering project, the customer will be required to enter into an “Interconnection and Operating Agreement.” The customer is responsible for any costs associated with the interconnection.

13.1.5 Metering Requirements

Holland BPW’s Net Metering Program requires that the customer have an electronic bi-directional billing meter and a separate generation meter. All metering equipment must meet the company’s standard specifications and requirements and will be furnished, installed, read, maintained, and owned by Holland BPW.

13.1.6 Billing

Participating customers will continue to be billed based on the total amount of electricity used. The bill will also include a generation credit in the applicable billing period for the output of the generator. Net Excess Generation (NEG) Credits for the electricity generated over the current month’s consumption will be carried over to the next billing period.

13.1.7 Additional Details

For more details and to obtain application forms: www.hollandbpw.com
For general questions, contact: Customer Service at 616/355.1500
For technical information, contact: Electric Transmission & Distribution Superintendent at 616/355.1611

14.0 Schedule of Fee & Charges

The following sections are links the Holland Board of Public Works’ current rates pages. Current rates have been approved by the HBPW Board and Holland City Council. The rates can also be found on the HBPW’s website at www.hollandbpw.com.

14.1 Rate A – Residential Electric Service

The link below takes you to the Residential “Service Rates” page on the HBPW website. Please click on the “Electric Rate A” link.

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http://www.hollandbpw.com/residential/Pages/Service_Rates.aspx

14.2 Rate BC – General Service

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate BC – General Service” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.3 Rate BI - General Service

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate BI – General Service” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.4 Rate CC – Electric Heating

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate CC – Electric Heating” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.5 Rate CI – Electric Heating

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate CI – Electric Heating” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.6 Rate D – Public Lighting/Security Lighting

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate D – Public Lighting/Security Lighting” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.7 Rate E – Special Public Lighting

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate E – Special Public Lighting” link.

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http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.8 Rate FC – General Service – Time of Use

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate FC – General Service – Time of Use” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.9 Rate FI – General Service – Time of Use

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate FI – General Service – Time of Use” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.10 Rate H – Home Occupation

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate H – Home Occupation” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.11 Rate MC – Combined Lighting and Power General Service

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate MC – Combined Lighting and Power General Service” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.12 Rate MI – Combined Lighting and Power General Service

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate MI – Combined Lighting and Power General Service” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.13 Rate R – Substation Reserved Capacity

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The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate R – Substation Reserved Capacity” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx

14.14 Rate S – District Thermal Energy

The link below takes you to the Business “Service Rates” page on the HBPW website. Please click on the “Electric Rate S – District Thermal Energy” link.

http://www.hollandbpw.com/business/Pages/Service_Rates.aspx