



Holland Board of Public Works

Understanding Your Utility Bill

DEFINITIONS OF THE TERMS USED ON YOUR HOLLAND BPW BILL



Holland Board of Public Works
625 Hastings Avenue
Holland, MI 49423-5475
616-355-1500

messages **2**

NAME: John Doe
ACCOUNT #: 01234567-01
CUSTOMER #: 12345678
SERVICE ADDRESS: 2000 WEST ST

account activity

| | |
|--------------------|-----------|
| Electric | \$83.17 |
| Water | \$18.52 |
| Wastewater | \$23.90 |
| Refuse | \$18.81 |
| <hr/> | |
| TOTAL NEW CHARGES | \$144.40 |
| Previous Balance | \$158.36 |
| Payment 11/08/2019 | \$-158.36 |
| Balance Forward | \$0.00 |
| <hr/> | |

1 BALANCE DUE **\$144.40**
DUE DATE **12/8/2019**

account details **3**

OVERDUE ACCOUNTS

A late fee will be added to all past due accounts.

BUDGET PLAN CUSTOMERS

Customers on budget plans are removed from the plan when accounts become overdue.

AUTOMATIC BILL PAY

Enroll in automatic bill pay at hollandbpw.com.

See reverse for complete details about your utility charges.

Detach and return this portion with your payment. Write your account number on the check and make payable to Holland Board of Public Works.

payment



Holland Board of Public Works
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DUE DATE: 12/8/2019

ACCOUNT #: 01234567-01
CUSTOMER #: 12345678
SERVICE ADDRESS: 2000 WEST ST

CHANGE OF ADDRESS OR PHONE NUMBER?
PLEASE call 616-355-1500 or visit myportal.hollandbpw.com

| AMOUNT DUE | AMOUNT ENCLOSED |
|------------|-----------------|
| \$144.40 | |

BPR1219A AUTO SCH 5-DIGIT 49423
7000000784 00.0003.0030 784/1



JOHN DOE

2000 WEST ST

HOLLAND MI 49423-4050



HOLLAND BOARD OF PUBLIC WORKS
625 HASTINGS AVE
HOLLAND MI 49423-5427

015108400100000144409

- 1 Due Date** - The date your bill must be paid before any penalties are added.
- 2 Messages** - This area includes information of Holland BPW services and activities the HBPW participates in.
- 3 Account Details** - This area includes information specific to your individual account.

QUESTIONS?

If you have questions regarding your bill or any of these terms, please call HBPW Customer Service at 616.355.1500 Mon., Tue., Thur., Fri. 7:30 am to 5:00 pm, and Wed. 9:00 am to 5:00 pm.

Understanding Your Utility Bill

4 Energy Charge - The electric current that is generated, produced and provided to you.

5 Rate EAR - Electric Residential Rate A

6 Delivery Charge - The cost of transmission and distribution which moves electricity from the power plant to local substations, and to your point of service. Electricity leaves the transmission lines at the substation where transformers reduce the voltage. Electricity then travels through distributions lines on poles or underground to neighborhoods. Finally, electricity passes through a meter to measure use in kilowatt-hour units that appear on your electric bill.

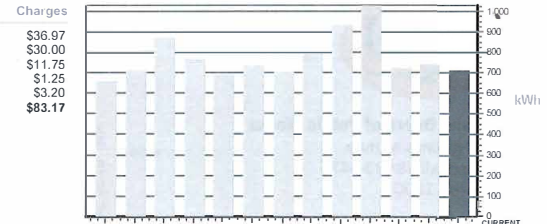
7 Readiness to Serve Charge - A monthly fixed charge that covers the expenses to maintain and service a customer's account. This includes billing, metering and customer service. The Readiness to Serve Charge charge also funds a portion of the capital investments in equipment, structures and meters as well as engineering and construction services.

8 Energy Optimization Charge - In 2008, the State of Michigan passed PA 295, directing electric providers to establish energy optimization plans and programs. This charge, as mandated, covers the cost of energy-efficiency programs.

9 Billing Days - The period of time for which your usage is being billed.

4 electric

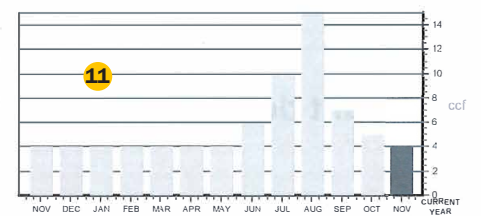
| | | |
|-----------------------------------|---|----------------|
| ENERGY CHARGE (RATE EAR) | 5 | \$36.97 |
| DELIVERY CHARGE | 6 | \$30.00 |
| READINESS TO SERVE CHG | 7 | \$11.75 |
| ENERGY OPTIMIZATION CHG | 8 | \$1.25 |
| SALES TAX | | \$3.20 |
| SUB TOTAL ELECTRIC CHARGES | | \$83.17 |



| Meter Number | Service Period (Present - Previous) | Code | Billing Days | Present | Previous | Mult | Usage | Units | Power Factor |
|--------------|-------------------------------------|------|--------------|---------|----------|------|-------|-------|--------------|
| 8000000000 | 11/08/2019 - 10/08/2019 | MR | 31 | 028805 | 028094 | 1 | 711 | kWh | |

6 water/wastewater

| | |
|-------------------------------------|----------------|
| WATER USAGE CHARGE | \$6.88 |
| READINESS TO SERVE CHG | \$11.64 |
| SUB TOTAL WATER CHARGES | \$18.52 |
| WASTEWATER DISCHARGE (CCF/CHARGE) | 4 |
| READINESS TO SERVE CHG | \$11.32 |
| SUB TOTAL WASTEWATER CHARGES | \$23.90 |



| Meter Number | Service Period (Present - Previous) | Code | Billing Days | Present | Previous | Mult | Usage | Units | Meter Size |
|--------------|-------------------------------------|------|--------------|---------|----------|------|-------|-------|------------|
| 9000000000 | 11/08/2019 - 10/08/2019 | MR | 31 | 1809 | 1805 | 1 | 4 | CCF | 5/8" |

refuse

| | | |
|---------------------------------|-------------------|----------------|
| 1 90 GAL/RECYCLE | 10/08/19-11/08/19 | \$18.81 |
| SUB TOTAL REFUSE CHARGES | | \$18.81 |

broadband

| | | |
|--|--|--|
| | | |
|--|--|--|

To improve processing times, lower administration and improve accuracy, HBPW scans payments received on paper checks to deposit the funds. When such a check is returned for insufficient or uncollected funds, it will be represented as an electronic (ACH) debit to your bank account. Additionally, HBPW assesses a NSF check charge to the account under the approved fee schedule.

Notice of Overdue Bill: Accounts past due by more than one month's billing may be disconnected. If service is disconnected for non-payment, the entire account balance plus a service fee must be paid before service can be restored. A security deposit may also be required.

If you have questions concerning your account, contact our office at 616.355.1500 during business hours.
Si tiene preguntas sobre su cuenta, comuníquese con nuestra oficina al 616.355.1500 durante las horas de trabajo.

MAIL PAYMENTS TO:
Payment Processing
Holland Board of Public Works
625 Hastings Ave.
Holland, MI 49423-5475

10 kWh - Stands for kilowatt-hour. One kWh is a measure of production. For example, a 1,000 watt window unit air conditioner turned on for 1 hour will use 1 kWh (1,000 watts x 1 hour).

11 Usage History Graphs - Display of your previous usage electric and water/wastewater for the past 13 months.

12 Meter Readings - This section shows what the meter reading was for the Service Period for the present and previous dates.

13 CCF - Hundred Cubic Feet. The unit of measure for billing water and wastewater. One Hundred Cubic Feet equals 748 Gallons.