



Holland Board of Public Works



Welcome Aboard

# PARK TOWNSHIP Water Customers



## We're glad to have you with us.

Holland Board of Public Works welcomes you into our water service clientele. As a utility serving the Holland area, we are committed to delivering the same excellence in reliability and quality to you. Your water will continue to be supplied by the Holland BPW Water Treatment Plant, but you will experience changes and new benefits as a direct retail customer. We are honored to serve you and hope to earn your trust. We appreciate being your service provider.

### What's inside?

Inside this booklet are details about what will happen through the transition to direct retail water service for new Park Township customers. Helpful information about your Holland BPW account is also included.

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customerservice@hollandbpw.com

hollandbpw.com

(616) 355-1500

**Local. Reliable.**  
**Efficient. Essential.**

# Water Meters

## Meter Updates

In the following 18-24 months, HBPW will replace existing meters with updated meters that read in units of cubic feet rather than gallons. Meter updates will come at no cost to customers.

## Unit of Measurement

Holland BPW bills in CCF (hundred cubic feet), versus 1,000 gallons. One CCF is equal to 748 gallons.

For example if you are used to seeing 15 thousand gallon units, this is equivalent to 20 CCF.

## Estimating meter reads

As we transition your account to the Holland BPW system, we will temporarily estimate meter reads in between actual meter reads that will take place every three months. Estimation will be based on your past usage history during the corresponding billing cycle from previous years.

HBPW will reconcile usage volume every three months with physical meter reads. This process will take place until your meter is updated.

## What if I want to change my meter size?

When we replace your water meter, you might reconsider the meter size you have because monthly charges are impacted by meter size.

Water meters are sized to measure the highest flow demand of the customer. Typically, highest flow demands come from lawn sprinkling systems. If your lawn sprinkling system requires less than 20 gallons per minute (GPM), a 5/8" meter is adequate.

Typical residential sprinklers range between 1 GPM to 5 GPM. A 5/8" meter is normally large enough to supply 4-5 sprinkler heads in the upper flow range or 10-12 sprinkler heads that are in the low end of the flow range.

## There are a couple of ways to determine the flow requirements of your irrigation system.

1. Turn your sprinklers on while recording the water meter usage over a time interval.
2. Contact an irrigation professional to determine your system's water demand.

If your home is equipped with a fire suppression sprinkling system, the meter should not be downsized without consulting with a fire suppression professional.

Customers will automatically be fitted with a meter that matches their current size. Customers have the opportunity to reduce their meter size to reduce their bill (e.g. reducing a 1" meter to 5/8"), as part of the meter upgrade project. Typically, there is a cost to change meter size. As Park Township customers are transitioned to HBPW water meters, fees to downsize will be waived.

Customers who wish to change their meter size must notify the HBPW Water Department prior to the meter change out, in order to be listed for a meter size adjustment.

Contact the Water Department at:  
HBPWaterSewer@hollandbpw.com





HBPW rates are about the same as current Park Township water rates. Most customers will notice a slight decrease in their HBPW bill in comparison to Park Township's most recent rate sheet.

For example, a typical 5/8" metered residential water customer using an average of about 7,500 gallons of water per month would pay \$30.77 per month on Park Township's current rate and \$28.84 per month on HBPW's rate.

**Terms and Conditions of Service** - Rate applies to all active accounts. Readiness to serve charges are not pro-rated. Service will be further governed by the Holland Board of Public Works Terms of Service.

View HBPW Terms of Service at [hollandbpw.com](http://hollandbpw.com). In the Customer Service menu, select Terms of Service.

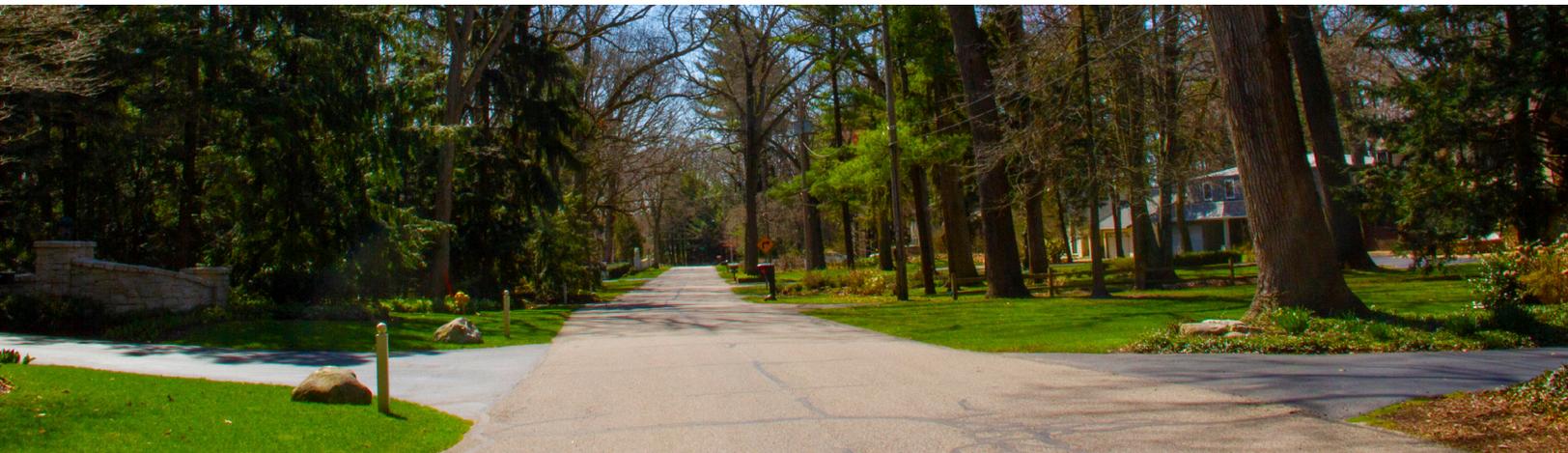
### Commodity Charge

Per Billing Cycle Amount	Details
\$1.72	Per CCF*

\*CCF = 100 cubic feet which is equivalent to 748 gallons

### Readiness to Serve Charge

Meter Size	Per Billing Cycle Amount	Details
5/8"	\$11.64	Per meter
3/4"	\$14.55	Per meter
1"	\$22.00	Per meter
1.5"	\$44.44	Per meter
2"	\$68.77	Per meter
3"	\$132.25	Per meter
4"	\$232.76	Per meter
6"	\$486.68	Per meter



# Billing

## Frequency: Monthly

Customers who currently receive quarterly bills from Park Township will begin receiving monthly bills from HBPW instead.

## Unit of Measurement: CCF

Holland BPW bills in CCF (hundred cubic feet), while Park Township bills in 1,000's (thousands) of gallons. One CCF is equal to 748 gallons. For example if you are used to seeing a usage of 15, this is equivalent to 20 CCF.

## When Will I Receive My First Holland BPW Bill?

Customers who currently receive bills from Park Township will receive their first Holland BPW bill in August for estimated usage in the month of July.

## When Will My Holland BPW Bill Be Due Each Month?

Your bill will be due on the same day of each month. Due dates are determined by your billing cycle.

## When Will I Receive My Last Park Township Bill?

Your last bill from Park Township will arrive in July for the months of April, May and June.

## Billing Preferences

Holland BPW offers paper and paperless billing.

### How Paperless Billing Works

- Paperless bill notifications are delivered each month when your bill is ready to view.
- To protect your privacy, customers view paperless bills in MyHBPW, Holland BPW's secure online customer portal.
- Choose how you receive your notifications—email and/or text message.

### Benefits of Paperless Billing

- Receive instant notification that your bill is ready to view.
- Easily view your bill at any time
- Secure
- Reduce mailbox clutter
- Efficient! Paperless billing uses less resources, so you are helping the environment by saving paper and saving ink.

### Set Billing Preferences

Billing preferences can be set up in the MyHBPW customer portal.

#### New customers

- Your account number is needed to register for MyHBPW. Once you receive your first bill from Holland BPW, please register and set your billing preferences.

#### Current Customers

- If you are already registered for MyHBPW, then you are all set. Your water service will automatically be connected to your account.
- If you have not yet registered for MyHBPW, we encourage you to take advantage of this valuable online account service at your earliest convenience.

## MyHBPW Billing Preferences

The screenshot shows the MyHBPW customer portal interface. At the top, there is a navigation bar with icons for HOME, MY ACCOUNT (circled in red with label A), USAGE, BILLING, OUTAGES, and NOTIFICATIONS. On the left, a sidebar menu has 'Settings' highlighted (circled in blue with label B). The main content area shows the 'My Account' settings page with fields for Language (English), Time Zone (UTC-05:00 Eastern Standard Time (North America)), and Style (Modern). At the bottom, the 'Bill Type' section has radio buttons for Paperless Bill, Paper Bill (circled in red with label C), and Both. A 'Save' button is at the bottom right (circled in red with label D). A callout box titled 'How to Set Billing Preferences in MyHBPW' provides the following instructions:

**Step 1 - Set Bill Type**  
Log in to MyHBPW.  
(A) Click the My Account icon in the top menu bar.  
(B) Click Settings in the side bar menu.  
(C) Choose your Bill Type.  
(D) Save your changes.

**Step 2 - Set Notification Preferences**  
See page 10 for instructions.

### A HELPFUL GUIDE ON HOW TO READ YOUR HBPW UTILITY BILL AND THE DETAILS THAT WILL BE PROVIDED TO YOU EVERY MONTH



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

**messages**

**5**

**account details**

**6**

**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](http://hollandbpw.com)

**NAME:** JOHN SMITH  
**ACCOUNT #:** 1234567890  
**CUSTOMER #:** 0000011  
**SERVICE ADDRESS:** 123 ANYWHERE STREET

**1**

**account activity**

Electric	\$83.17
Water	\$18.52
Wastewater	\$23.90
Refuse	\$18.81
<b>2</b>	
TOTAL NEW CHARGES	\$144.40
Previous Balance	\$158.36
Payment 11/08/2019	\$-158.36
Balance Forward	\$0.00
<b>3</b>	
<b>BALANCE DUE</b>	<b>\$144.40</b>
<b>DUE DATE</b>	<b>12/8/2019</b>
<b>4</b>	

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



**Holland Board of Public Works**  
625 Hastings Avenue  
Holland, MI 49423-5475

**CHANGE OF ADDRESS OR PHONE NUMBER?**  
PLEASE call 616-355-1500 or visit [myportal.hollandbpw.com](http://myportal.hollandbpw.com)

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



JOHN SMITH  
123 ANYWHERE STREET  
HOLLAND MI 99999-0000



**payment**

**DUE DATE: 12/8/2019**

**ACCOUNT #:** 1234567890  
**CUSTOMER #:** 0000011  
**SERVICE ADDRESS:** 123 ANYWHERE STREET

**7**

AMOUNT DUE	AMOUNT ENCLOSED
\$144.40	

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

015108400100000144409

- 1** Your Account Info
- 2** Account Activity
- 3** Payment History
- 4** Current Charges
- 5** Important Messages
- 6** Specific Account Information
- 7** Payment Stub (Please include stub with payment)

# Billing

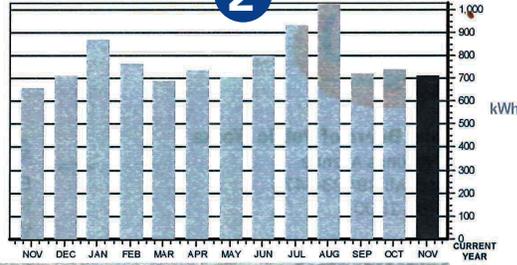
## How to Read Your Bill

### electric

ENERGY CHARGE (RATE EAR)	\$36.97
DELIVERY CHARGE	\$30.00
READINESS TO SERVE CHG	\$11.75
ENERGY OPTIMIZATION CHG	\$1.25
SALES TAX	\$3.20
<b>SUB TOTAL ELECTRIC CHARGES</b>	<b>\$83.17</b>

**1**

Charges



**2**

Meter Number	Service Period (Present - Previous)	Code	Billing Days	Present	Previous	Mult	Usage	Units	Power Factor
0000123456	11/08/2019 - 10/08/2019	MR	31	028805	028094	1	711	kWh	

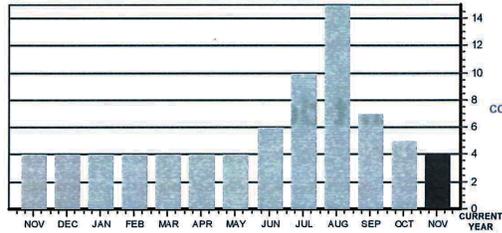
**3**

### water/wastewater

WATER USAGE CHARGE	\$6.88
READINESS TO SERVE CHG	\$11.64
<b>SUB TOTAL WATER CHARGES</b>	<b>\$18.52</b>
WASTEWATER DISCHARGE (CCF/CHARGE)	\$11.32
READINESS TO SERVE CHG	\$12.58
<b>SUB TOTAL WASTEWATER CHARGES</b>	<b>\$23.90</b>

4

Charges



Meter Number	Service Period (Present - Previous)	Code	Billing Days	Present	Previous	Mult	Usage	Units	Meter Size
0000123456	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
<b>SUB TOTAL REFUSE CHARGES</b>	<b>\$18.81</b>

### broadband

Charges

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.

**4**

#### MAIL PAYMENTS TO:

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

**1** Itemized Charges

**2** Consumption History

**3** Meter Info

**4** Contact Info



### Terms Used on Your HBPW Bill

- 1 Messages** - This area is used to deliver information about Holland BPW services and activities.
- 2 Due Date** - The date your bill must be paid before any penalties are added.
- 3 Account Details** - This area provides information specific to your individual account.
- 4 Water Usage Charge** - The amount owed based on how much water was used.
- 5 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.
- 6 Usage History Graphs** Display of your previous water usage for the past 13 months.
- 7 Billing Days** - The period of time for which your usage is being billed.
- 8 Meter Readings** - This section shows what the meter reading was for the Service Period for the present and previous dates.
- 9 CCF** - Hundred Cubic Feet. The unit of measure for billing water. One Hundred Cubic Feet equals 748 Gallons.



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

**messages**

**1**

**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](http://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.



**Holland Board of Public Works**  
625 Hastings Avenue  
Holland, MI 49423-5475

**CHANGE OF ADDRESS OR PHONE NUMBER?**  
PLEASE call 616-355-1500 or visit [myportal.hollandbpw.com](http://myportal.hollandbpw.com)

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7000000784 00.0003.0030 784/1

JOHN DOE  
2000 WEST ST  
HOLLAND MI 49423-4050

**FRONT**

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

**account activity**

Water \$18.52

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TOTAL NEW CHARGES \$17.89  
Previous Balance \$17.89  
Payment 11/08/2019 -\$17.89  
Balance Forward \$0.00

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**BALANCE DUE** \$18.52  
**DUE DATE** 12/8/2019

**2**

**payment**

DUE DATE: 12/8/2019

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

AMOUNT DUE	AMOUNT ENCLOSED
<b>\$144.40</b>	




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

0151084000100000144409

**water/wastewater**

**4**

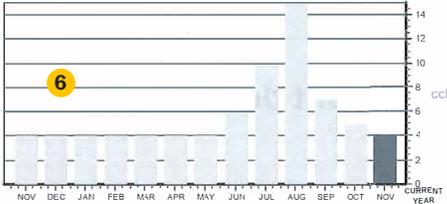
Charges	
WATER USAGE CHARGE	\$6.88
READINESS TO SERVE CHG	\$11.64
<b>SUB TOTAL WATER CHARGES</b>	<b>\$18.52</b>
WASTEWATER DISCHARGE (CCF/CHARGE)	\$11.32
READINESS TO SERVE CHG	\$12.58
<b>SUB TOTAL WASTEWATER CHARGES</b>	<b>\$23.90</b>

**5**

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

**7**

**BACK**



**6**

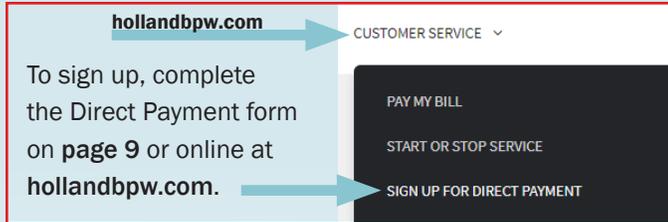
**8**

**9**

# Payment Options

## Direct Payment

You can have your monthly bill automatically deducted from your checking or savings account. There is no cost for direct payment service.



### Customers New to Holland BPW

- Direct payment information through Park Township will not be transferred to your HBPW account. To continue Direct Payment, please complete the form to sign up through HBPW.

### Current Holland BPW Customers

- If you are already an HBPW customer and you are enrolled in Direct Payment, you are all set.
- If are not enrolled in Direct Payment and would like to, please complete the form.

## Online or Phone

Online bill pay service is available 24/7 through MyHBPW: [myportal.hollandbpw.com](http://myportal.hollandbpw.com)  
Pay online with a debit or credit card.

Phone Payments with a debit or credit card:  
(866) 938-2119

A nominal service fee starting at \$2.25 applies to card payments. The fee is determined by the amount paid on the credit card.

## HBPW Service Center

Pay in person with a check, money order or cash at the HBPW Service Center located at 625 Hastings Ave. Holland, MI.

### Customer Service Hours

- Monday, Tuesday, Thursday, Friday: 7:30am to 5:00pm
- Wednesday: 9:00-5:00pm

## Check Payments

Make checks payable to:

### Holland Board of Public Works

625 Hastings Ave.  
Holland, MI 49423

Please make sure to include your full account number and phone number.

There is no fee for payments made by check.

### Mail

- Mail your payment in the self-addressed envelope provided with your bill.

### 24 Hour Dropbox

- Payments can be placed in the secure drop box located in the front of the HBPW Service Center.

## Cash Payments

Cash payments are accepted at two local retailers in Holland. Fees are dictated by the retailer & range from \$1-2.

### Paul's Pharmacy

803 Lincoln Avenue  
Holland, MI 49423  
Tel: 616.396.5233

### Wal-Mart Stores, Inc. #01942

2629 North Park Drive  
Holland, MI 49424  
Tel: 616.393.2018

**COVID-19 UPDATE:**  
Service Center Lobby is closed to the public. Holland BPW will follow guidelines from state and local health officials to determine when to re-open.

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**Budget Billing Plan**—Budget billing is a monthly plan that allows you to pay your utility bill in equal monthly payments throughout the year. All of the HBPW payment methods are available to budget billing customers.

**Eligibility requirements**—To enroll in the Budget Billing Plan, customers must have 12 months of utility history and be in good account standing with HBPW. Additional conditions apply.

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HOLLAND BOARD OF PUBLIC WORKS
DIRECT PAYMENT AUTHORIZATION FORM

Please print information and return the completed form to the HBPW along with a voided check or savings deposit slip to: Holland Board of Public Works, 625 Hastings Ave., Holland, MI 49423.

For more information, call the HBPW at: (616) 355-1500

This form can be completed on our website:

hollandbpw.com/en/pdf-forms/direct-payment-enrollment-form/view/form

Name (as shown on utility bill):

HBPW Account #:

Service Address:

Mailing Address (if different than service address):

City/State/Zip:

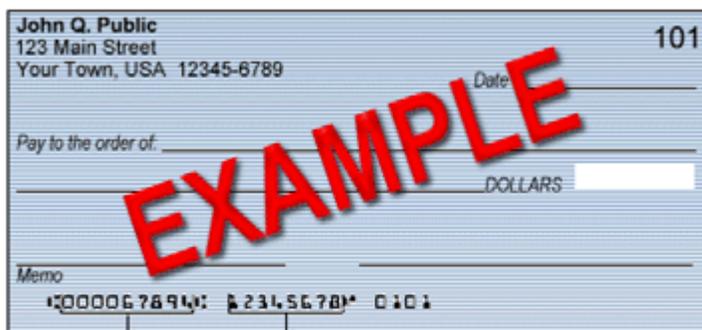
Daytime Telephone:

Name of Bank or Financial Institution:

ABA/Routing #:

Checking Account Savings Account

Account #:



Routing/Transit Number Account Number

I authorize the HBPW to deduct my utility payment from the checking or savings account listed above. I understand that I control my payments, and if at any time I decide to discontinue this service, I will provide written notification in such time and manner as to afford the HBPW and my depository a reasonable time to act on it. I also understand that all information provided will remain confidential.

Signature

Date

# MyHBPW Portal

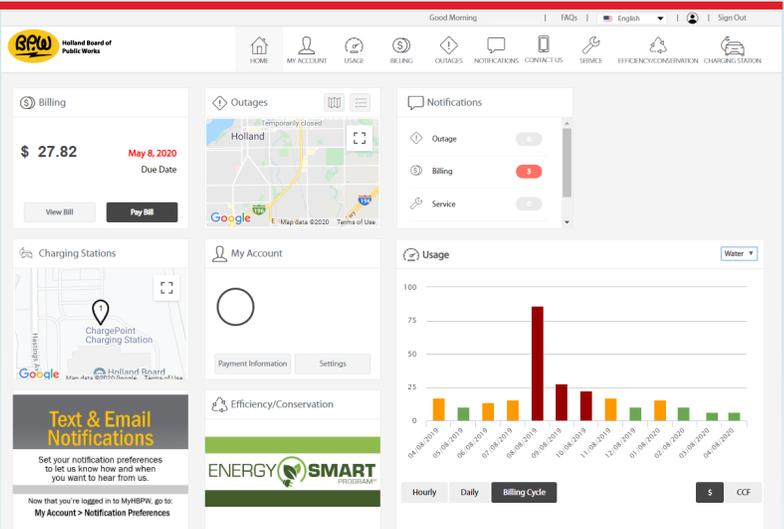
## What is MyHBPW and How Do I Register?

### 24/7 Account Access

MyHBPW is Holland BPW's online customer portal. Within MyHBPW you can access valuable information about your account.

- View and pay your bill
- Manage billing preferences
- Set up notifications
- Learn money-saving tips

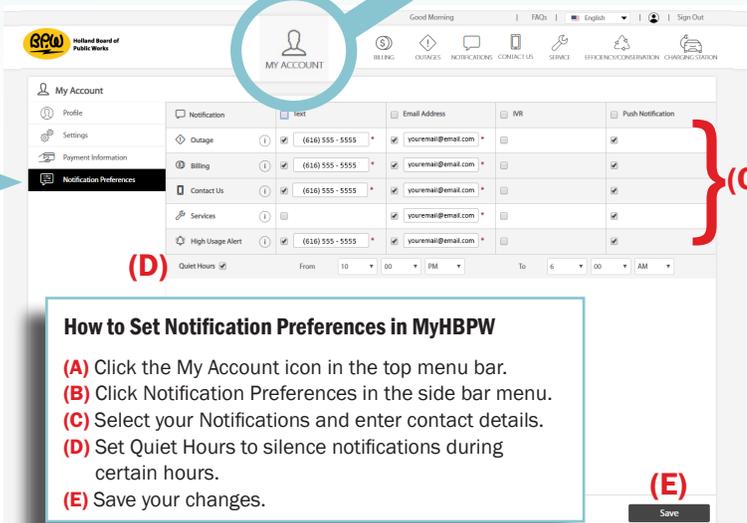
If you are a new Holland BPW customer, you are encouraged to register for MyHBPW as soon as you receive your first bill.



Learn how to register:

[hollandbpw.com](http://hollandbpw.com) > Customer Service > Account Services Help

### Notifications

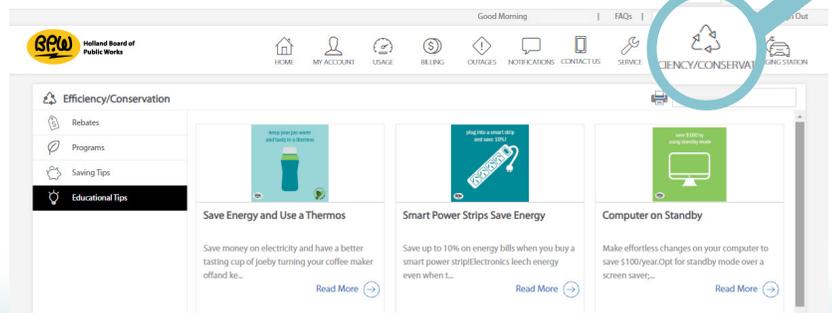


### Types of Notifications

- **Outages** - Get notified when outages occur in your area and when they are resolved.
- **High Usage Alert** - Get alerted when unusually high usage is detected on your account
- **Billing** - Receive an email and/or text message when your monthly bill is ready.
- **Connect Me** - Stay connected with valuable information about Holland BPW programs and services.

### Efficiency/Conservation

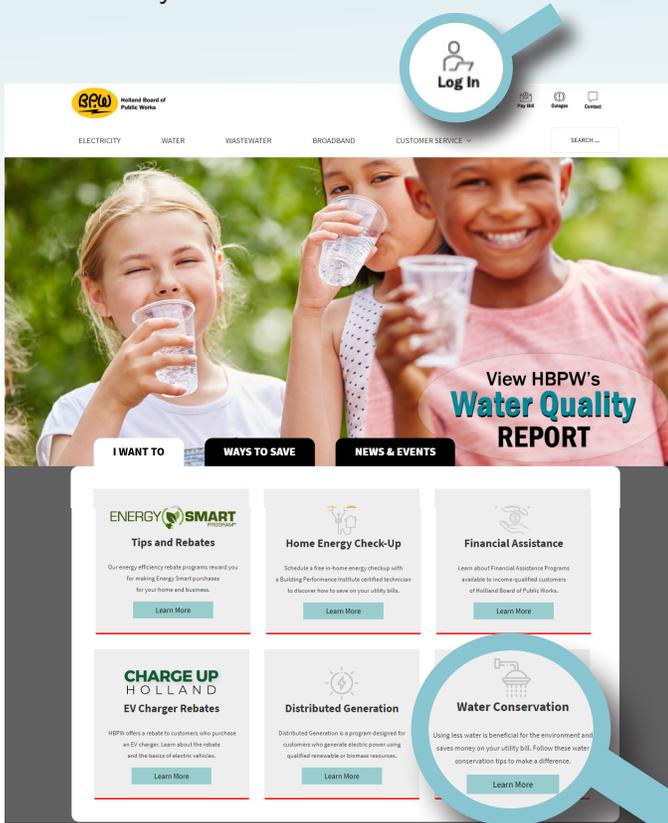
Check out our money-saving tips in the Efficiency/Conservation tab!



Discover Holland BPW on our website – a resource of information for all that we offer.

### MyHBPW Portal Log In

Link to MyHBPW from the icon menu.

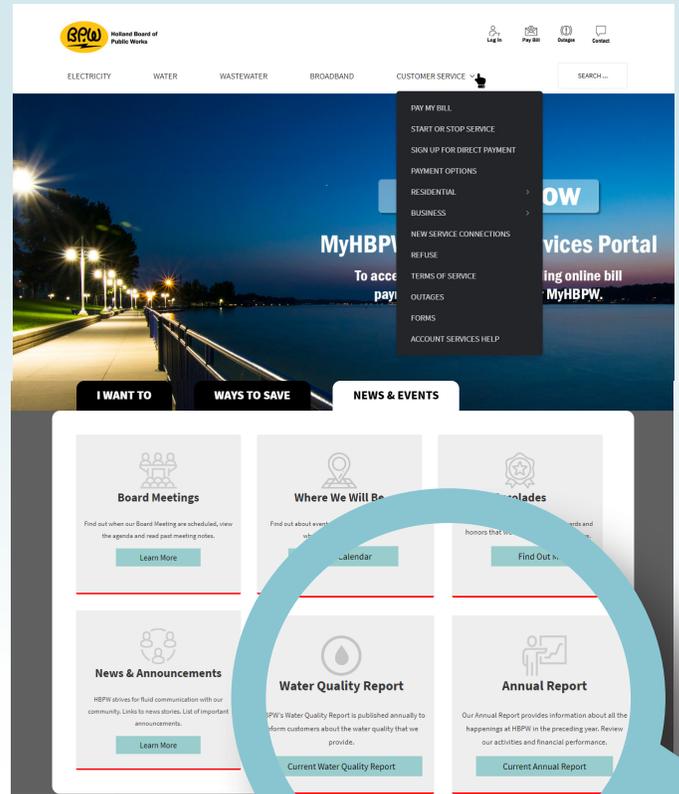


### Water Conservation

Using less water is beneficial for the environment and saves money on your utility bill. Follow these water conservation tips to make a difference.

### Customer Service Menu

A quick way to access account-related information and helpful answers.



### Water Quality Report

Our Water Quality report provides a snapshot of the quality of water that we provided to you in the previous full calendar year. Learn about where your water comes from, what it contains, and how it compares to United States Environmental Protection Agency (U.S. EPA) and state standards.

### Annual Report

Our Annual Report provides information about all the happenings at HBPW in the preceding year. Review our activities and financial performance.

# Frequently Asked Questions

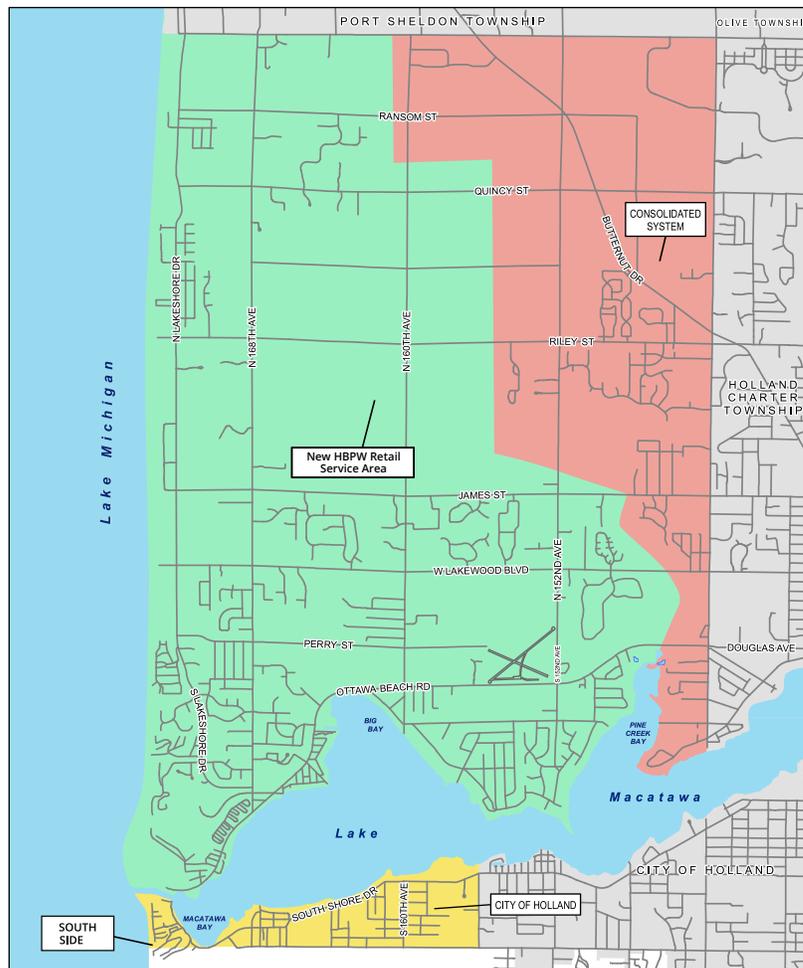
## Who will be affected by this agreement?

Roughly half of Park Township water ratepayers (about 4,000 meters) will be affected by this change. Customers who reside in the green area shown on the map, labeled New HBPW Retail Service Area, will be changed from Park Township retail service to HBPW retail service on July 1, 2020.

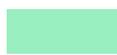
### Not affected

Ratepayers who reside south of Lake Macatawa, labeled South Side, are already covered by a full retail contract with HBPW, which will be added into this new agreement with no impact on rates or service. This area is shown in yellow on the map.

Ratepayers in the “Consolidated System” region (who are currently billed by Holland Charter Township) will continue with billing and maintenance through Holland Charter Township. This area is shown in red on the map.



Water Systems Map Key



### New HBPW Retail Service Area

Water customers will be changed from Park Township retail service to HBPW retail service on July 1, 2020.



### South Side

Customers continue to be served and billed by HBPW.  
- No change



### Consolidated System

Customers continue to be served and billed by Holland Charter Township.  
- No Change



# Frequently Asked Questions

## What is happening?

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Park Township and Holland Board of Public Works (HBPW) officials are entering a new partnership that will bring much of the township's water system into a full-retail relationship with HBPW. With the approval of the Park Township Board, HBPW Board and Holland City Council, HBPW will begin serving about 4,000 Park Township water customers beginning July 1, 2020.

Park Township and HBPW began exploring the possibility of a closer relationship in 2019 to reduce costs, mitigate risk and simplify customer service and billing.

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### **Why is this a good move?**

This regional partnership brings high value to both Park Township ratepayers and HBPW ratepayers. A combined system reduces risk for both service areas and creates a lower and more predictable cost structure for the township.

With over 100 years of expertise as a water utility, HBPW has a strong reputation locally and across the country for reliable service, future-focused planning and community investment. We have a dedicated customer service team of knowledgeable professionals who are available Monday - Friday. In entering a full retail agreement with HBPW, Park Township customers will have more convenient billing and payment options.

### **How does this affect frontage and trunkage fees?**

For developers and home-owners seeking new connections, Park Township will continue to manage the administration of frontage and trunkage fees.

### **How does this affect sanitary sewer billing?**

This agreement will not immediately affect sewer billing. Park Township, Holland Charter Township and HBPW are exploring efficiencies in consolidating sewer billing for the affected area in the future. The agreement will not affect sewer rates.

### **Is this why Park Township recently raised water rates?**

No, Park Township took action in October 2019 for a rate increase for usage beginning January 1, 2020. This was in response to a water asset management study, which revealed the previous rate structure was not sustainable to meet long term needs for repair and replacement. The rate increase was necessary regardless of a retail agreement with HBPW.

# How to Contact Us

## If you have questions, please feel free to reach out.

### Customer Service

customerservice@hollandbpw.com  
(616) 355 -1500

#### Our phone line is open

- Mon., Tue., Thur. and Fri. - 7:30am-5:00pm
- Wed. - 9:00am-5:00pm

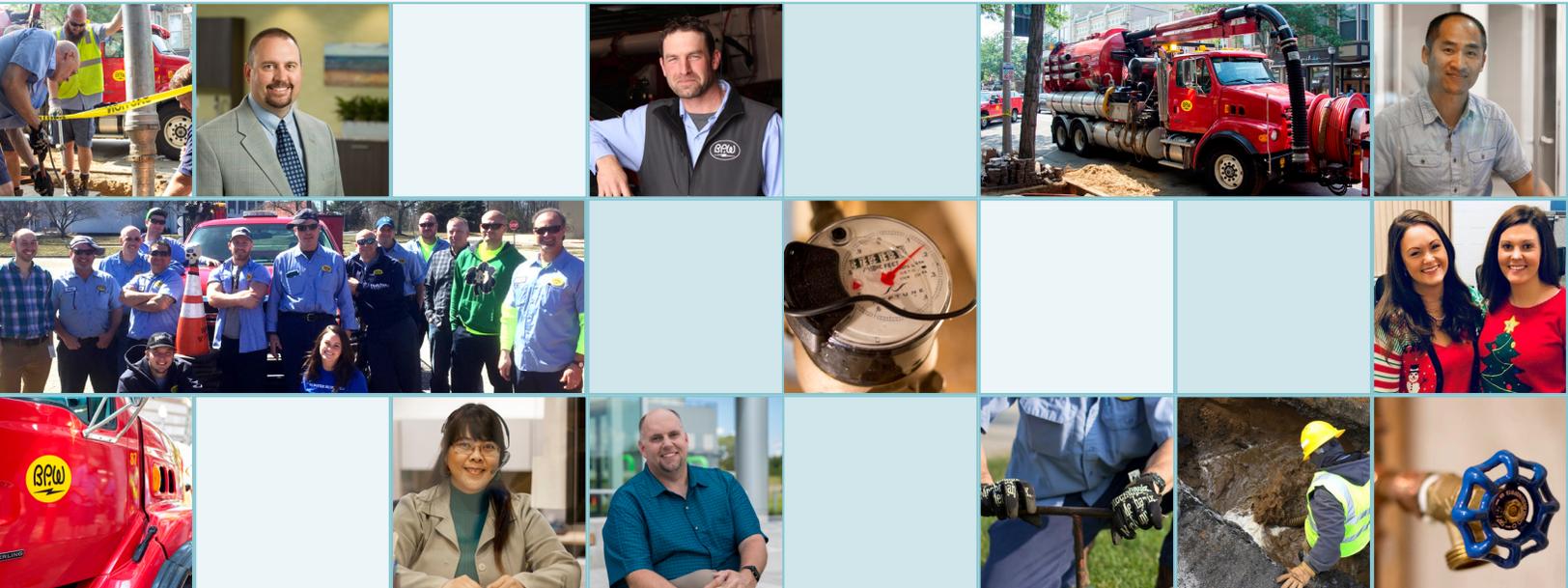
#### Service Center Address

625 Hastings Ave.  
Holland, MI 49423

### Water Department

HBPWWaterSewer@hollandbpw.com

You are welcome to contact the water department directly. However, if you have an emergency, please contact Customer Service for immediate assistance.



### Connect with Us

-  **Facebook** - [hollandboardofpublicworks](https://www.facebook.com/hollandboardofpublicworks)
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## Holland Board of Public Works

Established as a community-owned utility in 1893, the underlying purpose of Holland Board of Public Works is to enrich the lives of customers in West Michigan's greater Holland area by providing reliable and economical electric, water and wastewater treatment services while maintaining environmental responsibility.

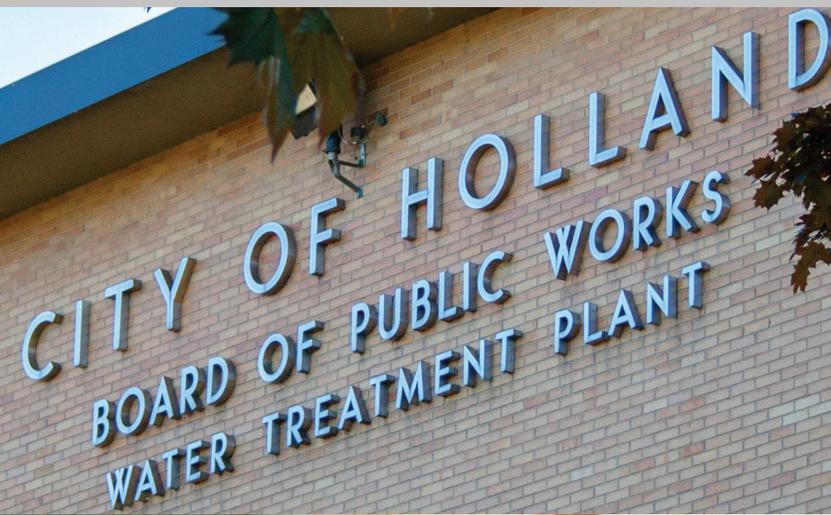
### Our Mission

Holland Board of Public Works provides competitive, reliable, and innovative public utility solutions to the greater Holland area in a socially, environmentally, and financially responsible manner.



Holland Board of Public Works

625 Hastings Ave.  
Holland, MI 49423



**Local. Reliable.  
Efficient. Essential.**