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Holland BPW Deals with Billing, Policy Matters

Tuesday, April 08, 2014 5:13 a.m. EDT by Gary Stevens



HOLLAND, MI (WHTC) - The Holland BPW Board addressed some billing matters during yesterday's meeting.

Two firms have been retained to help the utility handle electronic payment processing and for screening customers for risk assessment. A four-year deal with Tele-Works will enable the BPW to handle credit card transactions at its Hastings Avenue service center, as well as cut down on all of its electronic transaction fees. An agreement with the ONLINE Utility Exchange will assist in determining deposit requirements for new customers in accordance with agency policy.

In addition, the board recommended to City Council approval of ordinances that amends penalties for tampering for metering devices and adjusts the deposit policy language for tenants of rental properties.