

**OPERATIONS AND MAINTENANCE ACCOUNT BILLING AND CUSTOMER SERVICE**

Staff:

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Roger Steinfort, Deputy Director of Public Works/  
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Staff:

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Kelly Shastri, Assistant Account Clerk  
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**Facilities:**

**Public Works Maintenance Department**  
**207 W. Lakewood Boulevard**  
**Phone: ☎ (616) 396-1891**  
**Fax: ☎ (616) 396-9714**  
**Trouble calls nights, weekends and**  
**holidays: ☎ (616) 395-0289**

**Account Billing and Customer Service**  
**353 N. 120th Avenue**  
**Phone: ☎ (616) 395-0078**

Fax: (616) 396-2537



The Township's Public Works Maintenance Staff provides operational and maintenance services for the water distribution system and the wastewater collections system. These responsibilities include reading water meters for monthly billings; operating and maintaining water services and mains, sewer collection mains, and operating and maintaining pumps, lift stations, storage tanks, and other related equipment.

Account Billing and Customer Service is responsible for processing monthly account billings; account additions, changes, and deletions; account analysis and record keeping; and responding to billing and account questions.

Municipally owned and operated water distribution and wastewater (sewer) collection utility services are provided to customers in Holland Township and portions of Park and Zeeland Townships.

The water utility purchases its treated drinking water wholesale from the City of Wyoming, whose source is Lake Michigan. The Township operates its own distribution system serving over 11,000 customers and providing annual water sales exceeding 2 billion gallons.

The sewer utility collects over 1 billion gallons of wastewater annually from its over 12,000 customers. The wastewater is processed and treated by the Holland Area Wastewater Treatment Plant, which is operated by the City of Holland under the terms of an intergovernmental agreement with five neighboring townships.

{slide=Water and Sewer Department Forms}

- [Automatic Bill Payment Application](#) (PDF)
- [Fire Hydrant Usage Permit](#) (PDF)
- [Fire Main Installation Application](#) (PDF)
- [Parcel Information Request Form](#) (PDF)

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