



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: November 9, 2022

AGENDA ITEM: Consider a motion to adopt Resolution Number 11-09-22-8 approving the Water Wastewater Frozen Water Lines policy.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

It is good practice for government to formally adopt customer related policies. These policies are central to a strategic, long-term approach to customer interaction and clarification of utility services provide and expectations of the GRPU and customers.

The attached Water Wastewater policy was reviewed and discussed with the GRPU Commission at the October 26, 2022 work session meeting. The comments from the Commission and the General Manager have been incorporated into the attached policy which includes some revised language for clarification and reference to other GRPU policies.

We will also be rescinding the Water System Operating Rules Policy in its entirety.

RECOMMENDATION:

Consider a motion to adopt Resolution Number 11-09-22-8 approving the Water Wastewater Frozen Water Lines policy.