

2025 Q1 Annual Plan Scorecard Update

Uninterrupted, High Quality Utility Services (US)

Strategic Pillar: Uninterrupted, High Quality Utility Services (US)

Name	Goal	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Substantially operating ERP system (approximately 90% of modules functioning and collecting data)	US-1, US-4, FM-1, OE-2	Jean Lane	2025-06-30	In Process				
Substantially complete two electric undergrounding projects	US-1	Chad Troumbly	2025-12-31	In Process				6 budgeted and in planning. Low risk to not complete all
Water treatment plan (WTP) renovation project is scoped, engineered, bids received, and contractor selected	US-2	Steve Mattson	2025-09-30	In Process				BMI is busy working on the preliminary engineering.
Enhance public outage reporting and optimize customer account access, then publicly promoted	US-4, EC-2	Chad Troumbly, Michael LeClaire, Jean Lane	2025-09-30	In Process				New interface between mPower and CRC, meeting with both in April.
100% televised wastewater collection (WWC) system	US-3, NE-1	Steve Mattson	2025-09-30	In Process				Planning to start at the end of April.

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Strategic and Sustainable Fiscal Management (FM)

Strategic Pillar: Strategic and Sustainable Fiscal Management (FM)

Name	Goal	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Substantially operating ERP system (approximately 90% of modules functioning and collecting data)	US-1, US-4, FM-1, OE-2	Jean Lane	2025-06-30	In Process				
Develop reporting metrics in the new ERP system to provide timely and actionable financial insights for decision-making	FM-1, FM-2	Jean Lane	2025-12-31	In Process				
Final adoption of operating reserve policy (includes emergency funding)	FM-1, FM-2	Jean Lane	2025-06-30	In Process				
Complete cost-of-service rate studies for electric, water, and wastewater utilities	FM-3	Jean Lane	2025-09-30	Not Started				
Focus on tracking and reporting in project management software to improve efficiencies	FM-1, OE-1	Julie Kennedy	2025-12-31	In Process				

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Engaging and Educating the Community (EC)

Strategic Pillar: Engaging and Educating the Community (EC)

Name	Goal	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Continue the monthly customer campaign plan (incl. fact sheets and legal notices)	EC-1	Megan Sjostrand, Julie Kennedy, Jean Lane	2025-12-31	In Process				
Publish annual report summarizing projects and financial results	EC-2	Julie Kennedy, Jean Lane, Megan Sjostrand	2025-06-30	Not Started				
Plan and carry out website content updates	EC-2, EC-1, EC-3	Julie Kennedy, Megan Sjostrand		Ongoing				
Enhance public outage reporting and optimize customer account access, then publicly promoted	US-4, EC-2	Chad Troumbly, Michael LeClaire, Jean Lane	2025-09-30	In Process				New interface between mPower and CRC, meeting with both in April.
Present at the 2025 home show and host 1 open house to educate the community on rebates and utility programs	EC-2, EC-1, NE-3	Chad Troumbly, Steve Mattson, Julie Kennedy	2025-06-30	Completed				
Hold two joint council and commission meetings to align City of GR and GRPU on collaborative opportunities	OE-2, EC-3	Julie Kennedy	2025-04-25	In Process				

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Use and Stewardship of the Natural Environment (NE)

Strategic Pillar: Use and Stewardship of the Natural Environment (NE)

Name	Goal	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Relocate the septic hauler station from old to new WWTP	NE-3	Steve Mattson	2025-12-31	In Process				Gathering data and information on receiving stations.
100% televised wastewater collection (WWC) system	US-3, NE-1	Steve Mattson	2025-09-30	In Process				Planning to start at the end of April.
Present at the 2025 home show and host 1 open house to educate the community on rebates and utility programs	EC-2, EC-1, NE-3	Chad Troumbly, Steve Mattson, Julie Kennedy	2025-06-30	Completed				
WWTP landfill cover reconstruction is substantially complete and new sludge demand agreements are in place	NE-2, US-5	Steve Mattson, Jean Lane, Julie Kennedy	2025-12-31	In Process				Construction pushed into 2026 per customer request. Meetings started to address demand agreements.

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Operational Excellence (OE)

Strategic Pillar: Operational Excellence (OE)

Name	Goal	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Tracking/reporting in project management software to improve efficiencies	FM-1, OE-1	Julie Kennedy	2025-12-31	In Process				
Quarterly all employee meetings to improve clear communication process and lead to improved NPS per annual survey	OE-1	Julie Kennedy, Jean Lane, Megan Sjostrand	2025-12-31	In Process				
Implement employee resource portal in new ERP software and Laserfiche	OE-1	Jean Lane	2025-06-30	In Process				
Substantially operating ERP system (approximately 90% of modules functioning and collecting data)	US-1, US-4, FM-1, OE-2	Jean Lane	2025-06-30	In Process				
Succession planning for business services manager transition	OE-1	Megan Sjostrand, Julie Kennedy	2025-12-31	In Process				
Implement comprehensive employee training and development program	OE-1	Megan Sjostrand, Julie Kennedy	2025-12-31	Not Started				
Implement employee success sharing program	OE-1	Julie Kennedy, Megan Sjostrand	2025-01-31	In Process				
Finalize electronic document retention conversion	OE-1	Megan Sjostrand, Julie Kennedy	2025-12-31	In Process				