

Grand Rapids Public Utilities

January 22, 2025

Operational and Capital Updates

GRPU Management Team



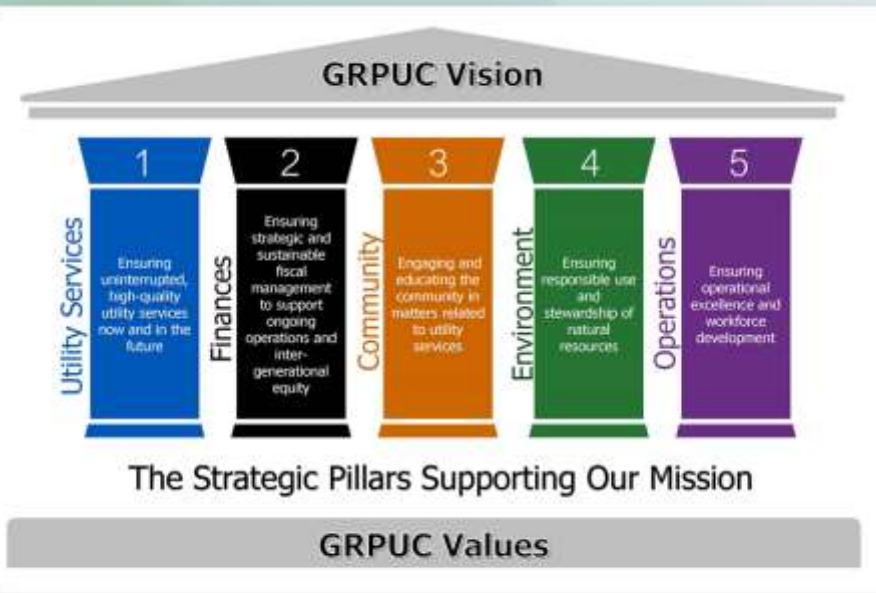
**GRAND RAPIDS
PUBLIC UTILITIES**
Service is Our Nature



GRPUC Strategic Plan – our Mission, Vision and Values

WHO WE ARE

Grand Rapids Public Utilities (GRPU) is a statutory municipal utility established by the city of Grand Rapids, Minnesota. The Grand Rapids Public Utilities Commission (GRPUC) provides full control, operation and management of the GRPU electric power distribution system, the water production, treatment and distribution systems, and the wastewater collection and treatment systems.



Our Vision

Our vision is to be a dynamic public asset for the thriving community of Grand Rapids, enhancing lives and fostering growth through excellence in the provision of essential utility services.



Our Mission

Our mission is to empower GRPU team members to deliver safe, reliable, affordable, sustainable, and customer-focused utility services for our community.



Our Values

- Safety:** We hold paramount the well-being of our employees and the public in all operations.
- Integrity:** We uphold ethical standards and foster trust with all stakeholders.
- Customer Focus:** We prioritize customer needs and satisfaction in all our decisions and actions.
- Efficiency:** We maximize resources to provide cost-effective services without compromising quality.
- Reliability:** We consistently deliver high-quality utility services and strive for uninterrupted access.
- Sustainability:** We employ environmentally responsible practices in our operations and services.
- Transparency:** We openly share information and decision-making processes, promoting informed community involvement.



Uninterrupted, High-Quality Utility Services (US)

Operations: Water and Wastewater Annual Reports by Steve Mattson

Wastewater Annual Reports

- Biosolids
- Solid Waste
- Pretreatment
- Air Emission
- Storm Water
- SARA Emergency Tier II

Water Annual Reports

- Water Use/Appropriations
- Water Conservation - ESP Water
- Consumer Confidence

Submitted reports to be included in the Reports section of the future Commission Meeting agenda packets

DEPARTMENT OF NATURAL RESOURCES
Municipal Utilities - Grand Rapids, City Of - System Permit (1986-2076) - Steven Mattson - ESP®

Dashboard Water Accounting Conservation - Direct Conservation - Indirect Reports

Quick Start
To complete the report, click each tab in the blue banner starting with "Water Accounting" and fill out each section under the tab. Be sure to click "Save" as you complete each section.

Dashboard - Water Summary
Do NOT enter data on this page. These numbers will auto populate once the water accounting page is complete. Make certain that all gold boxes have data entered and each section is complete.

Reporting Year: 2023 [Download Report](#)

Metric	Value	Goal
1 Unaccounted Water Loss (MWL)		
2 Residential Gallons per Capita Demand (GPCD) Daily		
3 Annual % Reduction in Nonresidential Use		
4 Reduction in total per capita demand		
5 Total Peaking Factor		

Data looks good!

[Download Certificate of Completion](#)

MINNESOTA POLLUTION CONTROL AGENCY
520 Lafayette Road North
St. Paul, MN 55155-4194

Wastewater pretreatment annual report for publicly-owned treatment works (POTW)
National Pollutant Discharge Elimination System (NPDES) Permit Program
Doc Type: Annual Compliance Report

Instructions for completing this annual report are contained within each section of the report. Please read all instructions carefully before completing each section of the annual report.

Address the completed, signed report to: Attn: Water Quality Submittals
Minnesota Pollution Control Agency
520 Lafayette Road North
St. Paul, MN 55155-4194

Section 1 Facility information

Permit number: MN0022080 Report covers calendar year: 2023
Name of Permittee/POTW: Grand Rapids Wastewater Treatment Plant
POTW pretreatment contact name: Steve Mattson
(Name of person to be contacted for purposes of the information contained in this report.)
Title of contact: Wastewater Treatment Plant Manager
Mailing address: 500 SF #1 St
City: Grand Rapids State: MN Zip code: 55744
Telephone number: 218-326-7196 Email address: smattson@crpuc.org

Section 2 Significant industrial user (SIU) information form

The attached SIU information form lists the current SIUs associated with this POTW as reflected in the Agency's records. The form consists of an Effluent data information section and an Inspection information section. Complete both sections of the attached SIU information form in accordance with the instructions provided with the SIU information form.

Section 3 SIU monitoring form



Engaging and Educating the Community (EC)

Operations: 2025 Customer Rates Updated on Website by Julie Kennedy

Public Utilities

- + About GRPUC
- + **Customer Service**
- + Education & Environment
- + Rebates & Programs
- + Utility Services
- Useful Links

- Customer Information
- Billing Information
- Customer Rates**
- Payment Options
- On-line Account Access
- Energy Assistance

Billing Rates

Our electric, water and wastewater rates are increasing effective January 1, 2025. You will see the increase on your February billing.

Title	Attachments
2025 Electric Service Rate Schedule	2025 Electric Service Rate Schedule - Adopted 12/18/2024
2025 Water Service Rate Schedule	2025 Water Service Rate Schedule - Adopted 12/18/2024
2025 Wastewater Service Rate Schedule	2025 Wastewater Service Rate Schedule - Adopted 12/18/2024
2025 Ancillary Services and Fees	Ancillary Services and Fees - Adopted 12/18/2024
	Electric Cost of Service Study - Adopted 12/14/2022
2022 Cost of Service Studies	Water Cost of Service Study - Adopted 12/14/2022
	Wastewater Cost of Service Study - Adopted 12/14/2022



Operational Excellence (OE)

Operations: Safety Update by Julie Kennedy

Safety Topic This Month:

Safety Brad will train all employees on walking/working surfaces on January 22.

Safety Committee Program Review This Month:

Safety Brad and the Safety Committee will review the Near Miss form and the Emergency Action Plan at the January 23 meeting.

Incidents Reported last Month by Department

Administration: None

Business Services: None

Electric: None

Water-Wastewater: None

Cumulative Incidents for 2025

Recordable Incidents	0
Lost Time Days 2024	0
Restricted Days 2024	0
First Aid Only (not recordable)	0

Total FROI

Recordable Incident 5-year History

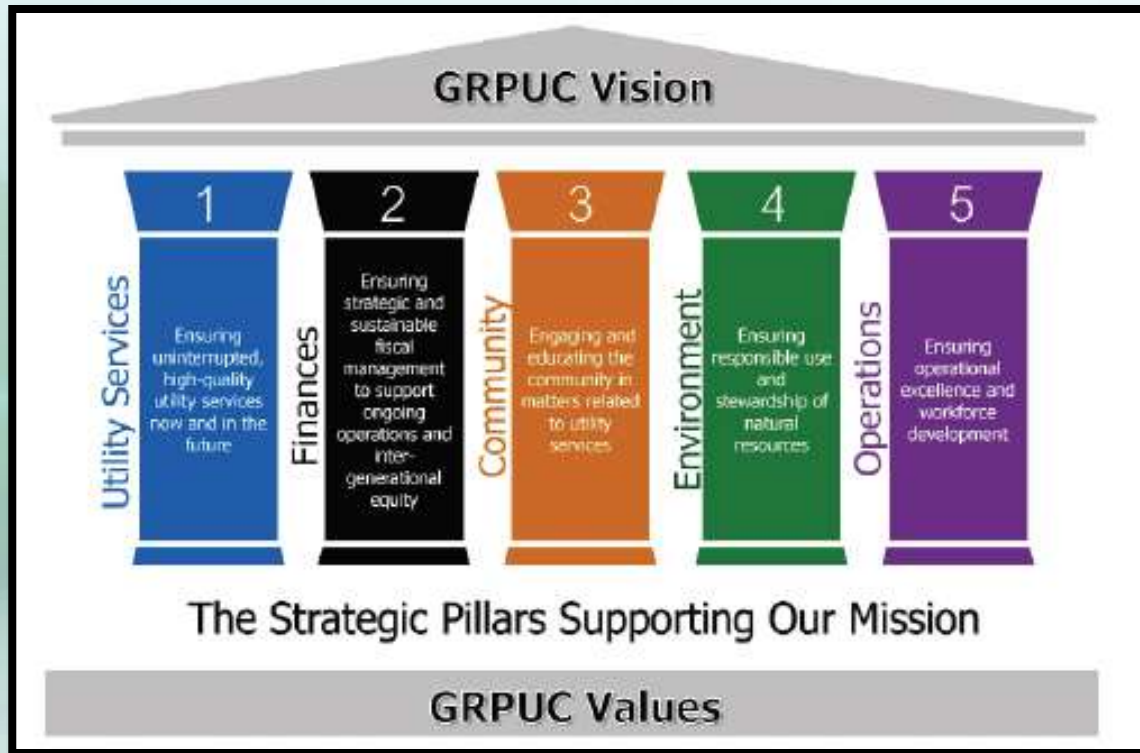
	2021	2022	2023	2024	2025
ADMIN	0	0	0	0	0
BUS SVCS	0	0	1	0	0
ELEC	0	0	0	1	0
W-WW	1	0	0	0	0
TOTAL	1	0	1	1	0



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

2023-2028 Strategic Plan



Strategic Plan GRAND RAPIDS PUBLIC UTILITIES/2023 15

OPERATIONAL PLANNING, REPORTING AND ACCOUNTABILITY

PLANNING

Each year in September, the GRPUC and GM will review the organization's SWOT, strategic and operational progress. Over the next month, the strategic plan will be updated. Implications and priorities for operations will then be discussed with the GRPUC in October.

Following updated and reaffirmed strategic direction from the GRPUC, the GM and staff will create an annual operating plan. This plan will include SMART goals based on the operating priorities and strategic intent of the GRPUC.

The annual budget will be developed to support the successful realization of the operating plan. Each year GRPU's Audit and Finance Committee will review the budget in November and provide feedback. The final draft of the operating plan and supporting budget will be referred to the GRPUC for action at their December meeting.

REPORTING

Monthly staff reports to the GRPUC will align with and reference the approved operating plan. Items requiring action by the GRPUC will be placed on the agenda.

The GM will report to the GRPUC on progress toward achieving each approved goal/deliverable in a report card prepared in advance of GRPUC meetings in the months following the end of each quarter (April, July, October, and January).

Timelines and/or other details regarding achievement of the SMART goal(s) will be adjusted as needed when conditions require doing so.

SMART goals will not be fully discarded unless they are being replaced with another tactic that will achieve the strategic objective they support. GRPUC action is required to alter or eliminate a strategic objective.

STAFF ACCOUNTABILITY

Each year, employees work toward individual performance goals that support GRPU's objectives and aid in their own professional development.

Beginning in 2024, annual employee goals will align with the SMART goals in GRPU's operating plan, and we will foster an organizational culture that is consistent with GRPU's vision, mission, and values as described in the Strategic Plan.

Supervisors will provide ongoing feedback to employees in a manner determined by the GM and consistent with relevant union contracts. Our intent is to ensure that each GRPU team member feels fully connected to the organization's strategic path, knows how they uniquely contribute to achieving our goals, and are supported by the entirety of GRPU in carrying out their roles.



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

Uninterrupted, High Quality Utility Services (US)



GRPU 2024 Q3 Operating Plan Scorecard
As of Sept 30, 2024

Exceeding	Blue
In Process	Light Green
Ongoing	Green
Completed	Dark Green !!

Caution	Yellow
At Risk	Red
Postponed	Pink

NA for now	Grey
Abandoned	Purple
Added	Orange

Goal	Deliverable	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Strategic Pillar: Uninterrupted, High Quality Utility Services (US)								
US-1	Initial draft of 10-year CAPEX plan	Steve, Chad	07/31/24	In Process	In Process	Completed	Completed	Completed & presented at 8/14/24 Work Session for discussion.
US-1, US-4, FM-1, OE-2	Substantially operating ERP system (est 90% of modules functioning and collecting data)	Jean	12/31/2024 6/30/2025	In Process	In Process	In Process	In Process	Vendor delays. Scheduling difficulties. New target date. Go-Live date scheduled 7/1/25.
US-1, US-4, FM-1, OE-2	Select ERP platform with cap plan feature and customer portal	Jean	2/29/2024 04/24/2024	In Process	Postponed	Postponed	Postponed	SpryPoint agreement approved 02/28/24. NetSuites agreement approved 04/24/24.
US-2	WTP renovation project progress includes scoped, engineered, bids received and contractor selected	Steve	12/31/24 5/31/2025	In Process	Postponed	Postponed	Postponed	Postponed for <i>Legionella</i> mitigation efforts. New target date April 2025.
US-3, NE-1	100%televised WWC system	Steve	10/31/2024 9/15/2025	Caution	Postponed	Postponed	Postponed	Postponed for <i>Legionella</i> mitigation efforts. New target date Q3 2025.
US-4, EC-2	Public outage map is live and optimized according to defined expectations, then publicly promoted	Chad, Mke, Julie	5/31/24, ongoing promo	In Process	In Process	In Process	In Process	Map completed in Q2. Phase II improvements planned for 2025.
US-5	Risk management policy adoption	Julie	4/30/2024 12/30/2024	Postponed	Postponed	In Process	Completed	Social media policy adopted Sept 25. Additional policies to be presented in 2025 from HR resources and new IT consultants.



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

Strategic and Sustainable Fiscal Management (FM)



GRPU 2024 Q3 Operating Plan Scorecard

As of Sept 30, 2024

Exceeding	Blue
In Process	Light Green
Ongoing	Green
Completed	Dark Green with !!

Caution	Yellow
At Risk	Red
Postponed	Pink

NA for now	Grey
Abandoned	Purple
Added	Orange

Goal	Deliverable	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Strategic Pillar: Strategic and Sustainable Fiscal Management (FM)								
US-1, US-4, FM-1, OE-2	Select ERP platform with cap plan feature and customer portal	Jean	2/29/2024 04/24/2024	In Process	Completed	Completed	Completed	SpryPoint agreement approved 02/28/24. NetSuites agreement approved 04/24/24.
US-1, US-4, FM-1, OE-2	Substantially operating ERP system (est 90% of modules functioning and collecting data)	Jean	12/31/2024 6/30/2025	In Process	In Process	In Process	In Process	Vendor delays. Scheduling difficulties. New target date. Go-Live date scheduled 7/1/25.
FM-1, FM-2	Final adoption of operating reserve policy (includes emergency funding)	Jean	3/31/2024 12/30/2024	Postponed	In Process	In Process	Postponed	Postponed for new auditor insight/knowledge. Recommended following ERP Go-Live. New target date Q3 2025.
FM-3	Collect data and be prepared to kick off a full rate study in early 2025	Jean	12/31/24	In Process	In Process	In Process	In Process	Scheduled for Q2 2025.
NE-2, FM-3, EC-2	Quarterly POGM meetings on Solar Plus Battery Storage Optimization	Chad, Julie	12/31/24	Completed	Ongoing	Ongoing	Ongoing	Discussing potential load management coordination with NEMMPA members in 2025.



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

Engaging and Educating the Community (EC)



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As of Sept 30, 2024

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Completed	Dark Green !!

Caution	Yellow
At Risk	Red
Postponed	Pink

NA for now	Grey
Abandoned	Purple
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Goal	Deliverable	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Strategic Pillar: Engaging and Educating the Community (EC)								
EC-1	Follow comprehensive customer campaign plan developed in 2023 for the 2024 year by month (including fact sheets and legal notices)	Julie, Jean, Paula	12/31/24	Green	Green	Green	Green	Public education via staffers, website, social media, radio, TV updates.
EC-1, EC-2, NE-3	Be present in some form at the 2024 home show to educate the community for electric and water (e.g. "Wipes Clog Pipes" and rebate programs)	Chad, Steve, Paula	01/31/24	!!	Green	Green	Green	Participated in local home show for the first time, evaluating feasibility of attending.
EC-1, EC-2, EC-3	Plan and carry out website content updates on a cyclical basis	Megan, Julie	3/31/24 and ongoing	Green	Green	Green	Green	Water utility section updated in Q1, electric section in progress, ongoing updates in 2025.
US-4, EC-2	Public outage map is live and optimized according to defined expectations, then publicly promoted	Chad, Mke, Julie	5/31/24, ongoing promo	In Process	In Process	In Process	In Process	Map completed in Q2. Phase II improvements planned for 2025.
EC-2	Publish annual report summarizing projects and financial results	Julie	7/31/2024 12/31/2024	Caution	Postponed	Postponed	In Process	Develop 2024 annual report for template for 2025 distribution. New target date.
EC-3, OE-2	Hold two joint council and commission meetings to align City of GR and GRPU on policies and projects jointly owned, report on prior year's results	Julie	4/30/24 10/30/24	In Process	!!	!!	Green	Completed in 2024 and included in 2025 annual plan.



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

Use and Stewardship of the Natural Environment (NE)



GRPU 2024 Q3 Operating Plan Scorecard
As of Sept 30, 2024

Exceeding	Blue
In Process	Light Green
Ongoing	Green
Completed	Dark Green with !!

Caution	Yellow
At Risk	Red
Postponed	Pink

NA for now	Grey
Abandoned	Purple
Added	Orange

Goal	Deliverable	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Strategic Pillar: Use and Stewardship of the Natural Environment (NE)								
US-3, NE-1	100%televised WWC system	Steve	10/31/2024 9/15/2025	Yellow	Pink	Pink	Pink	Postponed for Legionella mitigation efforts. New target date Q3 2025.
US-5c, NE-2,	WWTP landfill cover reconstruction substantially complete including new demand agreements in place	Steve	12/31/2024 12/31/2025	Pink	Pink	Pink	Pink	Delayed to 2025 to meet industrial customer's needs. New target date.
NE-2, FM-3, EC-2	Quarterly POGM meetings on Solar Plus Battery Storage Optimization	Chad, Julie	12/31/24	Green	Green	Green	Green	Discussing potential load management coordination with NEMMPA members in 2025.
EC-1, EC-2, NE-3	Be present in some form at the 2024 home show to educate the community for electric and water (e.g. "Wipes Clog Pipes" and rebate programs)	Chad, Steve, Paula	01/31/24	Dark Green with !!	Green	Green	Green	Participated in local home show for the first time, evaluating feasibility of attending.
EC-1, EC-2, NE-3,	Market the "wipes clog pipes" campaign	Steve	03/31/24	Light Green	Light Green	Dark Green with !!	Green	July customer campaign



Operational Excellence (OE)

Operations: 2024 Q4 Annual Plan Scorecard Update by Julie Kennedy

Operational Excellence (OE)

Goal	Deliverable	Responsible	Target Date	Q1	Q2	Q3	Q4	Comments
Strategic Pillar: Operational Excellence (OE)								
US-1, US-4, FM-1, OE-2	Select ERP platform with cap plan feature and customer portal	Jean	2/29/2024 04/24/2024		!!	!!	!!	SpryPoint agreement approved 02/28/24. NetSuites agreement approved 04/24/24.
US-1, US-4, FM-1, OE-2	Substantially operating ERP system (est 90% of modules functioning and collecting data)	Jean	12/31/2024 6/30/2025					Vendor delays. Scheduling difficulties. New target date. Go-Live date scheduled 7/1/25.
OE-1	Purchase identified safety equipment including a woodchipper, shop hood, clinic lift station lifting structure, and others as identified throughout the year	Chad, Steve	6/30/24 12/30/2024					Shared with City. Shop hood completed. Lifting structure purchased. New install date Q1 2025.
OE-1	Implementation of classification compensation and approval of the labor contract	Julie	3/31/2024 06/30/2024		!!	!!	!!	Labor agreement approved on 06/26/2024.
OE-1	Success sharing	Julie	3/31/2024 09/30/2024					Delayed by labor negotiations, initial presentation to staff Q3, implement in Q1 2025.
OE-1	Quarterly all employee to improve clear communication process and lead to improved NPS per annual survey	Julie, Meg	No Q1, 5/9, 9/12, 12/3		!!	!!		Abandoned Q1 meeting for <i>Legionella</i> mitigation efforts, remaining mtgs scheduled. Revised to 3 for 2025.
OE-1	Robust comprehensive organizational training and development program	Julie	6/30/2024 10/31/2024					Delayed by labor negotiations, developing with ERP Employee Portal but included in 2025 budget.
OE-1	Succession planning for business services manager transition	Julie, Jean, Cheryl	8/31/2024 12/31/2024					Revamp for PU only after city/GRPU HR dissolution - plan included in 2025 budget.
OE-1	Implement employee resource portal	Jean	12/31/2024 06/30/2025					Part of ERP/Laserfiche workflows. Partially complete EOY, remainder with Go-Live on 7/1/25.
EC-3, OE-2	Hold two joint council and commission meetings to align City of GR and GRPU on policies and projects jointly owned, report on prior year's results	Julie	4/30/24 10/30/24		!!	!!		Completed in 2024 and included in 2025 annual plan.



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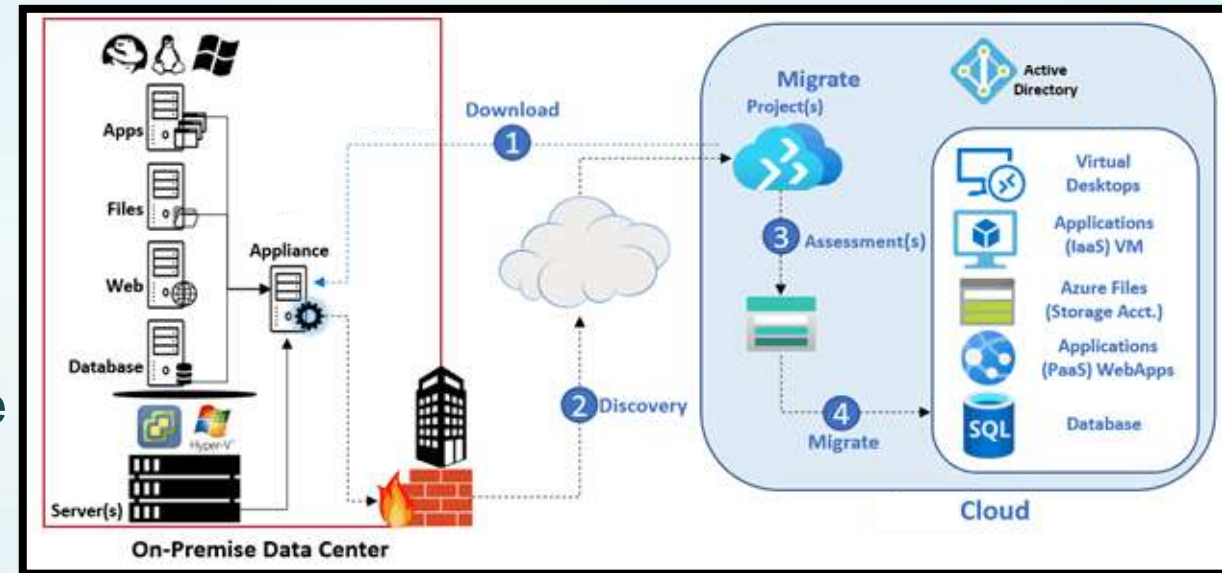
Operational Excellence (OE)

Capital: Server Optimization by Mike LeClaire

New IT consultant migrating our virtual on-premise servers to cloud (\$200K project)

Benefits

- Scalability, flexibility, and cost effectiveness
- Reduced future costs of expensive hardware and infrastructure
- Customize services to meet business needs
- Advanced Security Features
 - Improved protection for data and applications from cyber threats
- Strong integration capabilities
- Support for open-source technologies
 - Tools and technologies for easy integration and deployment with existing applications
- Disaster Recovery
 - Ensure business critical applications/data are available in the event of disasters or outages



Grand Rapids Public Utilities

Upcoming Commission Meetings

Work Session: February 12, 2025

Regular Meeting: February 26, 2025



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