

# Grand Rapids Public Utilities

March 19, 2025

Operational and Capital Updates

GRPU Management Team



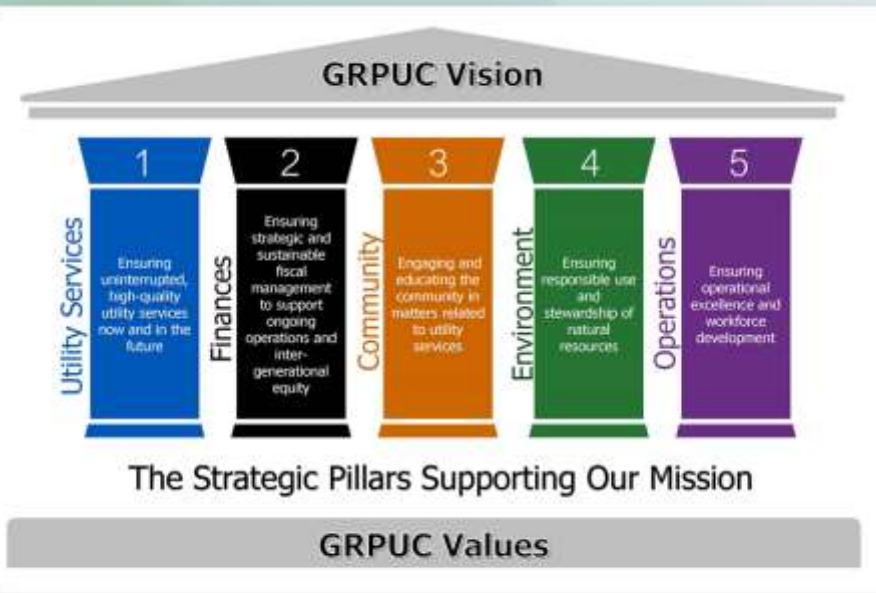
**GRAND RAPIDS  
PUBLIC UTILITIES**  
*Service is Our Nature*



# MISSION VISION 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: Updating the Commission Bylaws by Julie Kennedy

- Last updated in 2006
- Add references to relevant City ordinances and resolutions
- Remove specific meeting dates and replace with language allowing for designation at the annual reorganizational meeting (March)
- Review remuneration for Commissioners
- Consider designating committees
  - Personnel
  - Audit and Finance
  - City / GRPUC

### **Bylaws of the Grand Rapids Public Utilities Commission**

#### Background

The Public Utilities Commission (the "PUC") was established in 1910 with the mandate to operate the electrical, water and waste water treatment systems for the City of Grand Rapids. As of 2006, the PUC has approximately 45 employees and serves 6880 electrical customers, 3322 water customers and 3270 wastewater treatment customers.

#### By-Laws (adopted October 11, 2006)

These By-Laws apply to the conduct of the Board of Commissioners which governs the PUC. Extensive rules, regulations, rate schedules and procedures govern the PUC service delivery. Employee rights and responsibilities are documented in the Personnel Policy Manual and elsewhere.

#### Article I - Name

The name of the organization is the Grand Rapids Public Utilities Commission.

#### Article II - Purpose

The PUC was established in 1910 under Minnesota Statutes Chapter 412 and is charged with the responsibility to operate and manage the electrical distribution system, the water supply system and the wastewater collection and treatment system for the City of Grand Rapids. The PUC also serves the nearby communities and rural areas through contracts or state mandated service territories.



# Uninterrupted, High-Quality Utility Services (US)

Capital: Electric Airport Road Project by Chad Troumbly

Project Highlights:

- Increase capacity to industrial parks
- Supplement current overhead lines
- Work detail
  - Cable
  - Switch cabinets
  - Boring
  - New connections



Project Name	Location	Status/ Completion Date	Budgeted Amount	Actual Spent	Funding Source
7-17th Airport Rd Prim UG	Airport Road	In design, summer construction	\$394,193	\$0	Revenue



# Engaging and Educating the Community (EC)

## Operations: Electric Jurisdiction by Chad Troumbly

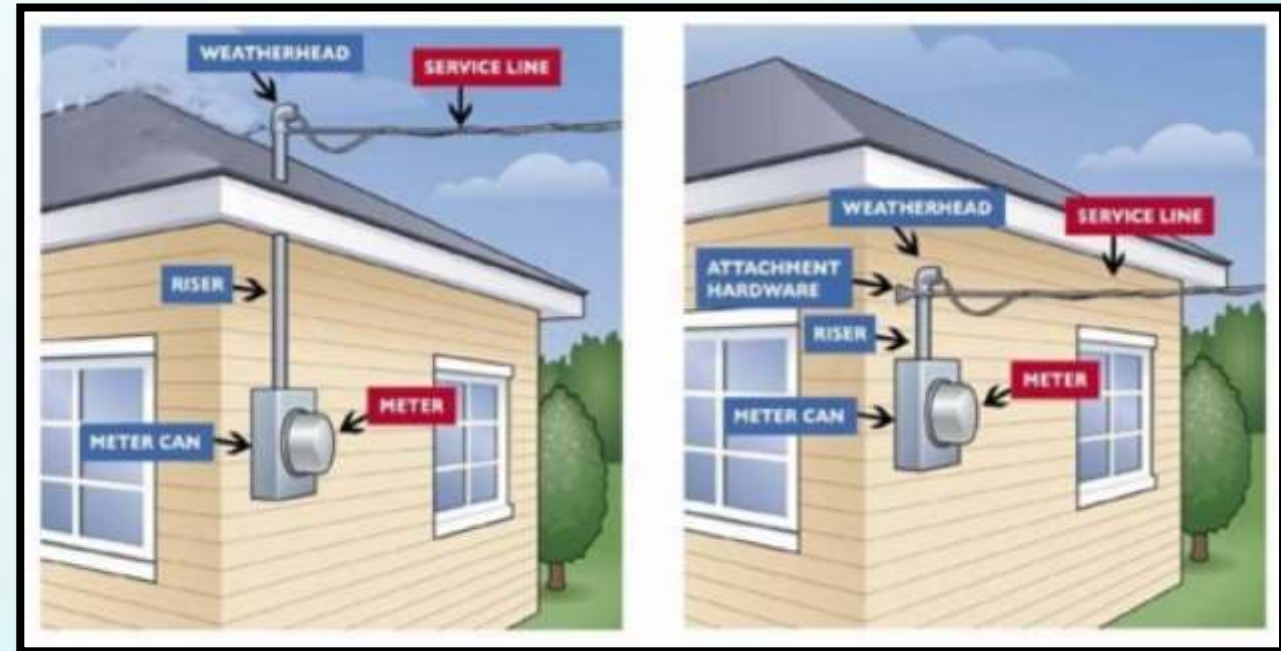
### Division of Ownership for Overhead Line Connections - Storm Repair

#### Customer

- Weather head
- Riser
- Meter can (Meter base)

#### Utility

- Service Line
- Meter



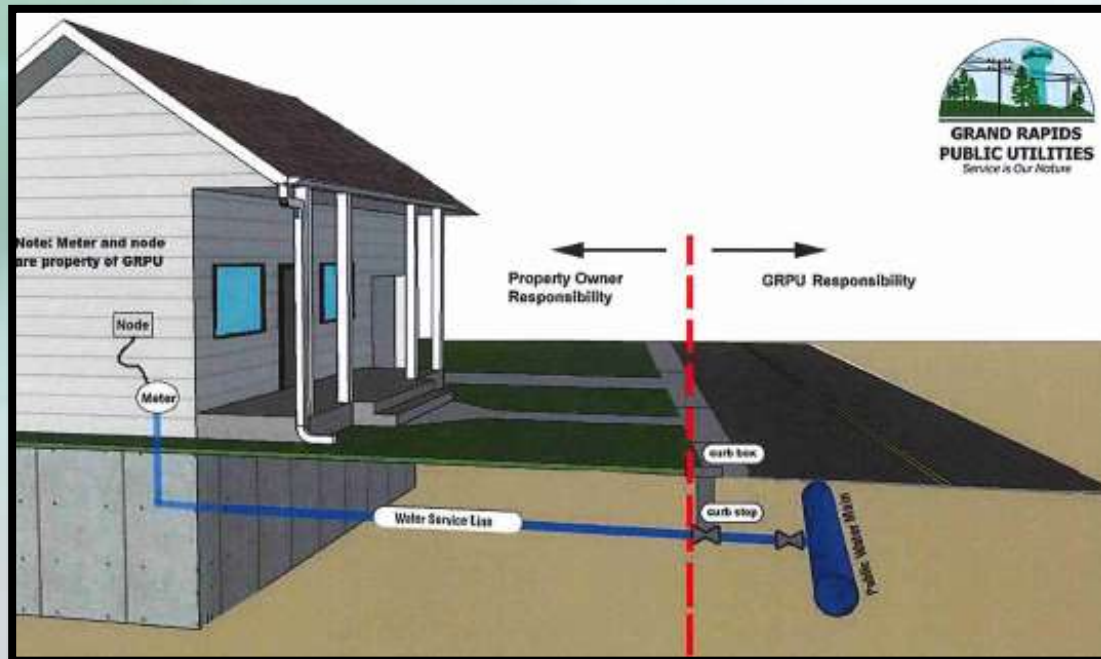
# Engaging and Educating the Community (EC)

## Operations: Water/Sewer Jurisdiction by Julie Kennedy

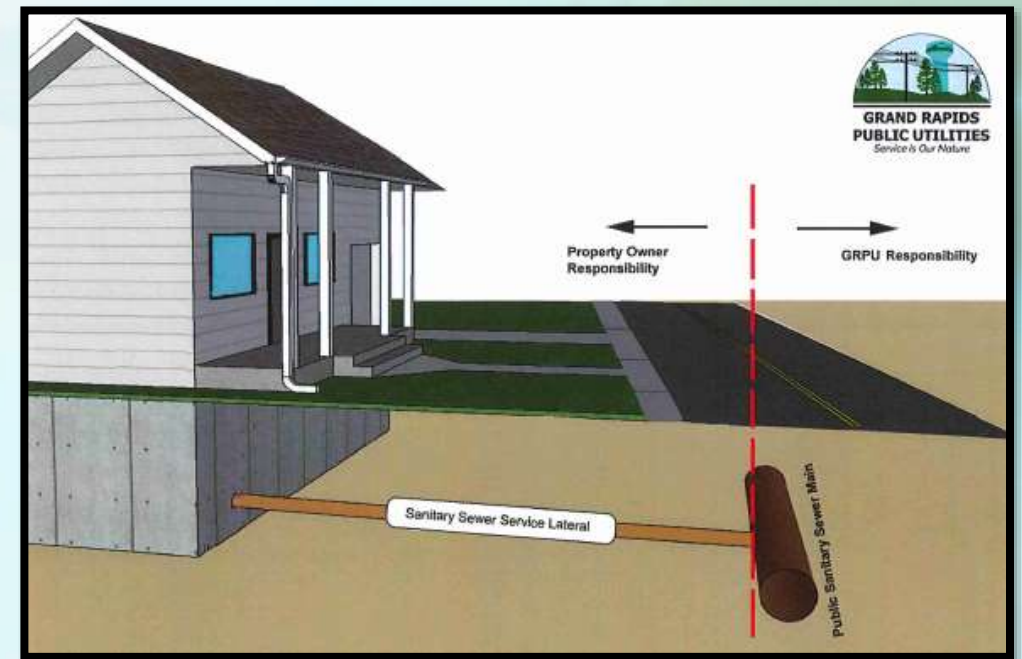
Property owners are responsible for the maintenance of the:

- water service line from their dwelling up to the curb stop (water meter/node are GRPUC property)
- sanitary sewer service line from their dwelling up to and including the connection to the public system

### WATER



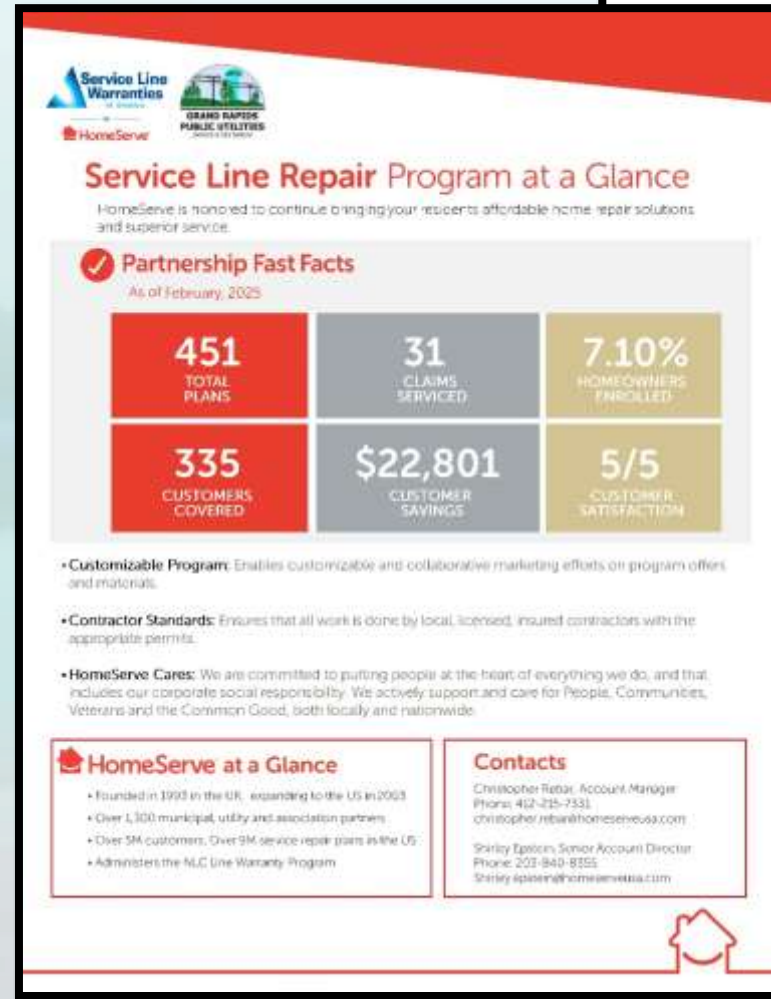
### SANITARY SEWER



# Engaging and Educating the Community (EC)

## Operations: SLWA Program Update by Julie Kennedy

- Program started in 2018
- Vetted 3 companies, endorsed SLWA
- Completely voluntary program
- Discuss program continuation



**Service Line Warranties**  
HomeServe GRAND RAPIDS PUBLIC UTILITIES

### Service Line Repair Program at a Glance

HomeServe is honored to continue bringing your residents affordable home repair solutions and superior service.

**Partnership Fast Facts**  
As of February, 2025

<b>451</b> TOTAL PLANS	<b>31</b> CLAIMS SERVICED	<b>7.10%</b> HOMEOWNERS ENROLLED
<b>335</b> CUSTOMERS COVERED	<b>\$22,801</b> CUSTOMER SAVINGS	<b>5/5</b> CUSTOMER SATISFACTION

- **Customizable Program:** Enables customizable and collaborative marketing efforts on program offers and materials.
- **Contractor Standards:** Ensures that all work is done by local, licensed, insured contractors with the appropriate permits.
- **HomeServe Cares:** We are committed to putting people at the heart of everything we do, and that includes our corporate social responsibility. We actively support and care for People, Communities, Veterans and the Common Good, both locally and nationwide.

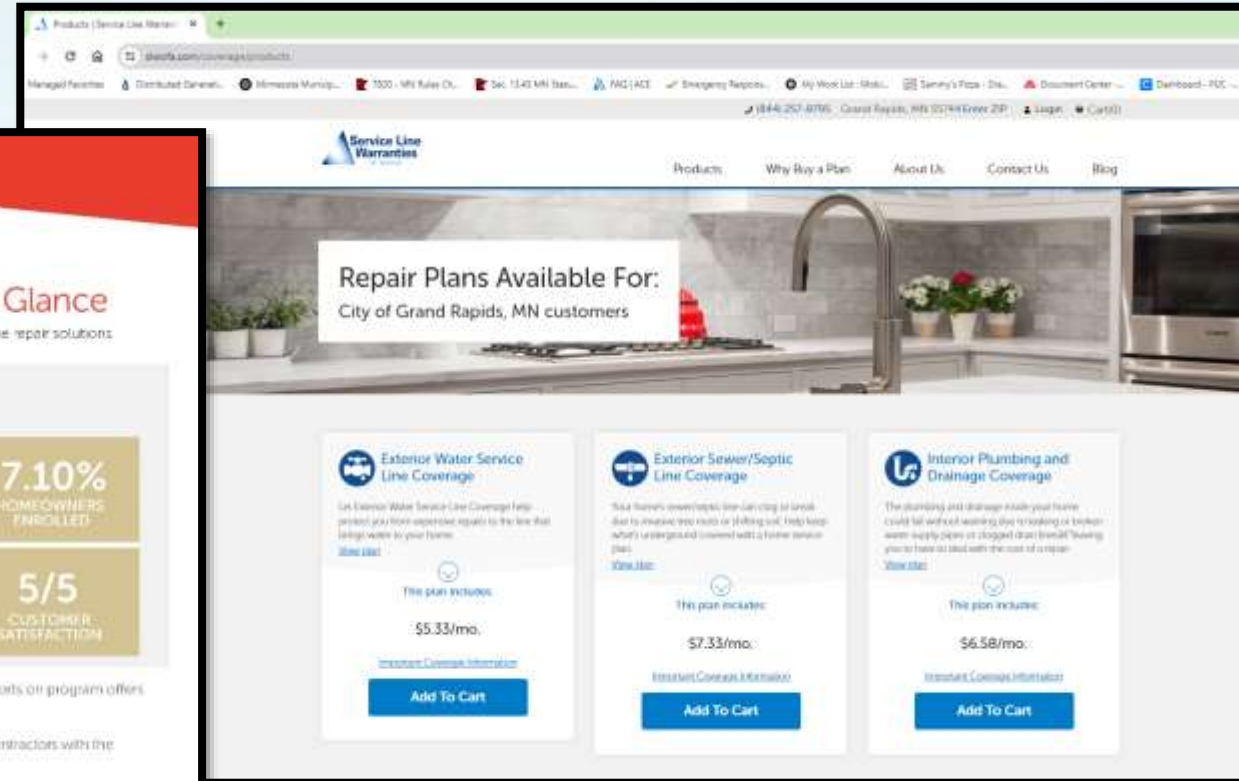

**HomeServe at a Glance**

- Founded in 1998 in the UK, expanding to the US in 2003
- Over 1,300 municipal, utility and association partners
- Over 5M customers, Over 9M service repair plans in the US
- Administers the NLC Line Warranty Program

**Contacts**

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Shirley Epsten, Senior Account Director  
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shirley.epsten@homeserveusa.com



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## Repair Plans Available For: City of Grand Rapids, MN customers

**Exterior Water Service Line Coverage**

Get Exterior Water Service Line Coverage help protect you from expensive repairs to the line that brings water to your home.

[View Plan](#)

The plan includes:

**\$5.33/mo.**

[View Plan Coverage Information](#)

**Add To Cart**

**Exterior Sewer/Septic Line Coverage**

Take Service Line Warranties coverage of a leak that can cause into leaks or shifting soil. Help keep what's underground covered with a better service plan.

[View Plan](#)

The plan includes:

**\$7.33/mo.**

[View Plan Coverage Information](#)

**Add To Cart**

**Interior Plumbing and Drainage Coverage**

The plumbing and drainage inside your home could fail without warning due to leaking or broken water supply pipes or clogged drain lines! Taking your home as best with the cost of a repair.

[View Plan](#)

The plan includes:

**\$6.58/mo.**

[View Plan Coverage Information](#)

**Add To Cart**



# Engaging and Educating the Community (EC)

## Operations: Home Show & Chamber Luncheon Recap by Julie Kennedy

### NMBA Home Show

- ~80 customers who engaged with staff at the booth
- 4 energy audit commitments, several others took the application form
- Most attendees were not GRPU customers
- GRPU staff debriefed, reviewing alternative future events

### Chamber Luncheon Sponsor

- Support City of Grand Rapids and Itasca County
- Presented website, Caring Fund Program, rebates, energy audits, and 2 door prizes



 Grand Rapids Area Chamber of Commerce

**MARCH 10TH LUNCHEON AT THE TIMBERLAKE**

**COMMUNITY CONVERSATIONS: PROGRESS & POSSIBILITIES**

Join us for an insightful discussion on the current state of Itasca County and the initiatives shaping our communities in 2025. Commissioner Venema will provide an overview of the county as a whole, while our local mayors—Tasha Connelly (Grand Rapids), Josh Casper (Cohasset), and Amy Pifer (Bigfork)—will share updates on key projects and priorities within their cities. This is a great opportunity to stay informed, ask questions, and connect with local leadership as they work toward a stronger future for our region. Don't miss this chance to engage with those guiding the growth and development of Itasca County!

Sponsored by 

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**SPEAKERS:**

 <b>COMMISSIONER CASEY VENEMA</b>	 <b>TASHA CONNELLY</b> Mayor of Grand Rapids
 <b>AMY PIFER</b> Mayor of Bigfork	 <b>JOSH CASPER</b> Mayor of Cohasset

11:45 Buffet Available  
12:00 Luncheon Begins  
1:00 Adjourn

RSVP DEADLINE: 3/6/25  
**218.326.6619**  
**STACIA@GRANDMN.COM**

\$15/ Member  
\$20/Nonmembers


\*Please note that taxes are not included in the price and will be added at checkout. Gratuity is also not included. Thank you for your understanding and support!



# Engaging and Educating the Community (EC)

Operations: March Customer Campaign by Jean Lane

## Safe Use of Generators



**MARCH CUSTOMER CAMPAIGN - Safe Use of Generators**

Grand Rapids Public Utilities knows a portable generator can be a reliable backup during outages. Always use generators outdoors, away from windows, to prevent carbon monoxide poisoning. Plug appliances directly into the generator or use a heavy-duty outdoor-rated extension cord to avoid dangerous back-feeding. For more tips on safe use of generators, see our [fact sheet](#).



Grand Rapids Public Utilities  
March 10 at 10:00 AM · 🌐

For more generator safety tips, visit: [https://cityofgrandrapidsmn.com/.../generator\\_safety\\_fact...](https://cityofgrandrapidsmn.com/.../generator_safety_fact...)

### GENERATOR SAFETY TIPS

Grand Rapids Public Utilities knows a portable home generator can be a good back-up option when the power goes out.

- Always use generators outside and away from windows to prevent carbon monoxide poisoning.
- Plug appliances directly into the generator or use a heavy-duty outdoor-rated extension cord to avoid back-feeding.
- Back-feeding will energize power lines and can hurt utility workers making repairs.

Click [HERE](#) for a fact sheet on Safe Use of Generators

- Education & Environment
  - Call Before You Dig
  - Conservation
  - Electric Vehicles
  - Safe Use of Generators ←
  - Lead and Copper Service Lines
  - Legionella and Drinking Water Information

# Use and Stewardship of the Natural Environment (NE)

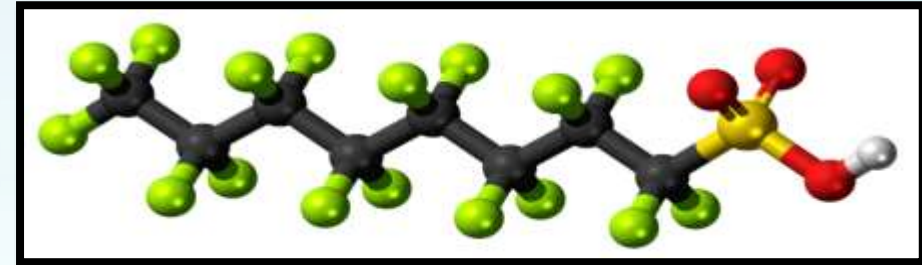
## Operations: PFAS testing by Julie Kennedy

### Wastewater

- Completed 2022 MOU with MPCA on WW influent testing
- 4 rounds of samples of domestic and industrial
- Same 8 PFAS chemicals found in both (2.73-54.7 ppt)
- GRPU PFAS management plan to conduct additional testing and public education on reduction
- New MPCA project (similar to former MOU) to investigate septic hauler waste, collecting samples in April and May 15

### Drinking water

- MDH UCMR5 sampling results are below guidance values for PFAS
- MDH states a person drinking water at or below the guidance value would have little or no risk for health effects





# Operational Excellence (OE)

## Operations: March Safety Summary by Julie Kennedy

### Safety Topic This Month:

Safety Brad trained required employees on Safety Culture & OSHA 300a log review on March 19th

### Safety Committee Program Review This Month:

Safety Brad and the Safety Committee will review the AWAIR program at the March 20th meeting.

### Incidents Reported last Month by Department

Administration: None

Business Services: None

Electric: None

Water-Wastewater: One

#### **Cumulative Incidents for 2025**

Recordable Incidents	0
Lost Time Days 2024	0
Restricted Days 2024	0
First Aid Only (not recordable)	1

Total FROI 1

#### **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)

## Capital: Building Security Upgrade by Mike LeClaire

- Current security system is 20+ years old
- Addition of security locations
  - Reduction in staff travel time for monitoring
- Off premise servers
- Improved access control with new control groups
- Removal of door access points
- Added functionality of mobile devices and remote gate control
- Added security cameras to several areas
- Started at CSC on 3/5, WWTP Service Center starts 3/17



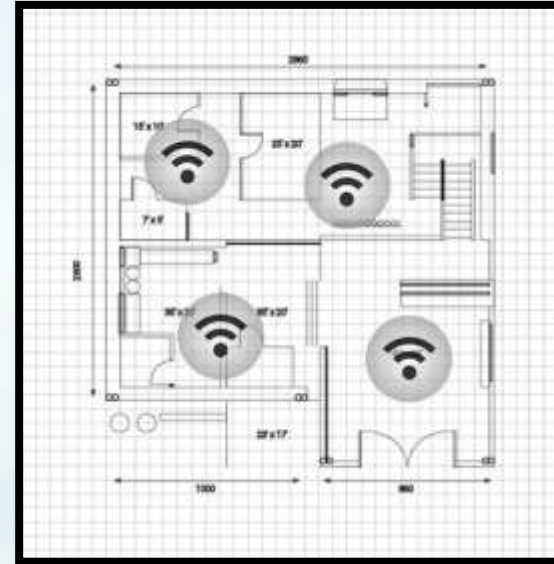
Project Name	Location	Status/ Completion Date	Budgeted Amount	Actual Spent	Funding Source
Building Security Project	Throughout GRPU bldgs	In construction, complete May 2025	\$131,519	\$0	Revenue



# Operational Excellence (OE)

## Operations: Internet / Wi-Fi / Phone Upgrade by Mike LeClaire

- New internet installed 3/3/2025
- Wi-Fi coverage for CSC, WWTP, & Solids Processing Bldg
  - Currently one Wi-Fi router in CSC conference room
  - Buildings have poor cell phone / iPad signal
  - Safety concern at Solids Processing Bldg
- New phone system evaluation
  - Current phone system 20+ years old
  - Designed before cell phones were common - many existing phone locations and direct lines no longer needed
  - Off premise phone server



# Grand Rapids Public Utilities

## Upcoming Commission Meetings

**Work Session: April 9, 2025**

**Regular Meeting: April 30, 2025**



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