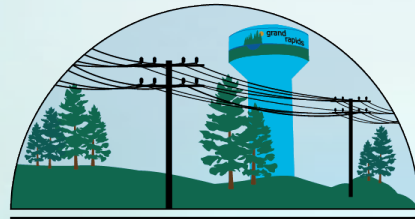


Grand Rapids Public Utilities

May 28, 2025

Operational and Capital Updates

GRPU Management Team



**GRAND RAPIDS
PUBLIC UTILITIES**

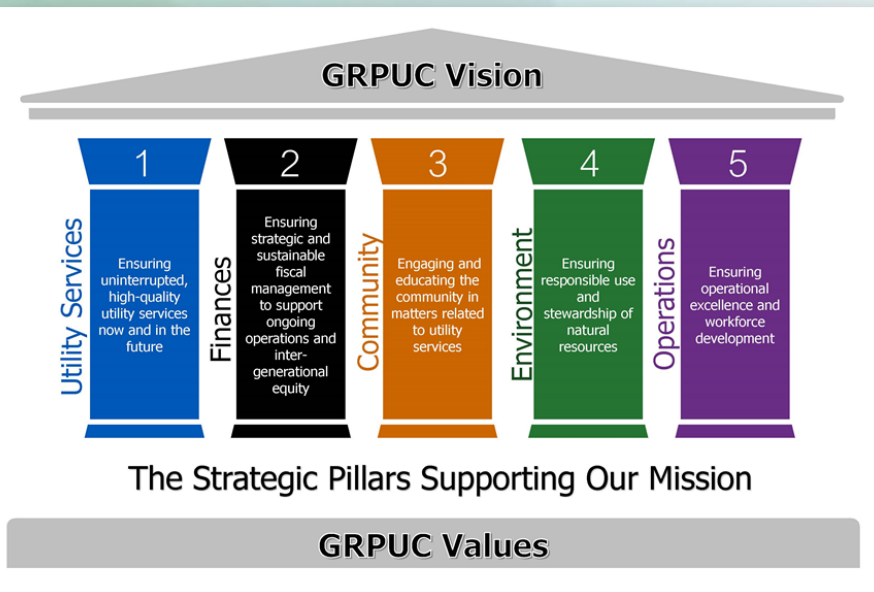
Service is Our Nature



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

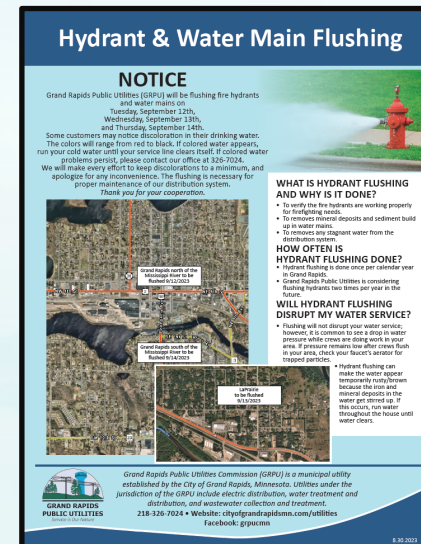
- | | |
|-----------------------|--|
| <i>Safety</i> | We hold paramount the well-being of our employees and the public in all operations. |
| <i>Integrity</i> | We uphold ethical standards and foster trust with all stakeholders. |
| <i>Customer Focus</i> | We prioritize customer needs and satisfaction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



Uninterrupted, High-Quality Utility Services (US)

Operations: Hydrant Flushing 2025 by Steve Mattson

- Purpose: Maintain water quality and ensure proper function of distribution system
- Last completed September 2023
- Chlorination started June 2024
- Dechlorination is now required to protect environment
- Flushed May 13-15th
- North side – water quality normal
- South side – few calls, some sediment
- LaPrairie – water quality normal





Uninterrupted, High-Quality Utility Services (US)

Operations: Lead and Copper Testing Results by Steve Mattson

- GRPU was required to do increased monitoring due to chlorination - 60 samples twice annually
- No exceedance in lead or copper action levels for both the 2024 and 2025 results
- Qualified for reduced monitoring
- Next round - 30 samples in August
- Annually thereafter



m1 DEPARTMENT OF HEALTH		2025 Monitoring Schedule											
		Grand Rapids, PWSID 1310011											
BACTITOTAL CHLORINE RESIDUAL*	Sample Date	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	Required # of Samples	10	10	10	10	10	10	10	10	10	10	10	10
	Send Monthly Report to MDH By the 10th Day	X	X	X	X	X	X	X	X	X	X	X	X
NITRATE**	Sample Date				04/23								
	Required # of Samples				1								
LEAD/COPPER	Sample Month			X				X					
	Required # of Samples			60				30					
WQP***	Sample Month			X		X			X			X	
	Required # of Samples			11		11			11			11	
FLUORIDE	Sample Date		02/04		04/23			07/14				11/17	
	Required # of Samples		1		1			1				1	
	Send Monthly Report to MDH By the 10th Day	X	X	X	X	X	X	X	X	X	X	X	X
CCR****	Print CCR				X								
	Distribute CCR to Consumers							07/01					
	Copy of CCR & Certification Form to MDH BY JULY 1							07/01					

X - Due within the month indicated
*Total Chlorine Residual - Only required for systems that add chlorine
**Nitrate - Systems will be notified by MDH if monitoring is increased
***WQP - Water Quality Parameters includes Distribution and Entry Points
****CCR - Consumer Confidence Report

Print your CCR from MDH website

Page 1 of 2

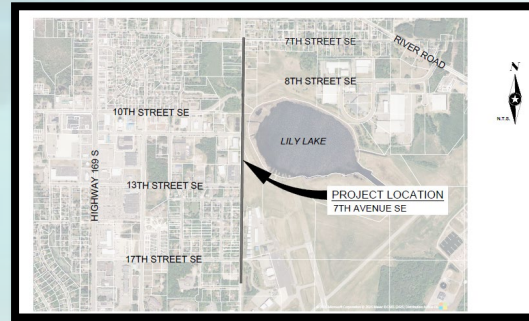


Uninterrupted, High-Quality Utility Services (US)

Capital: Electric Airport Road Project by Chad Troumbly

Project Status Update:

- Parts - Completed
- Contract - Completed
- Preconstruction Meeting - Completed
- Locates - Completed
- Construction
- Energize



Innerduct – Bored in then cable is pulled inside

Project Name	Location	Status/ Completion Date	Budgeted Amount	Actual Spent	Funding Source
7-17th Airport Rd Prim UG	Airport Road	Started	\$394,193	\$3850	Revenue



Engaging and Educating the Community (EC)

Operations: June Customer Campaign by Julie Kennedy

Storm Safety

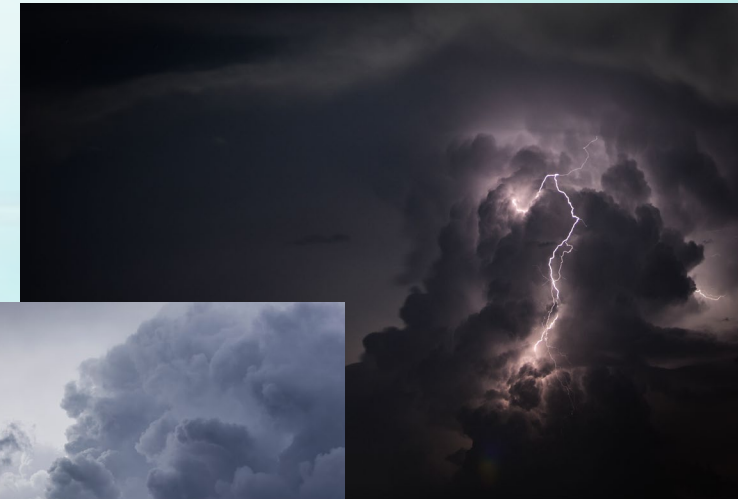
When Thunder Roars, Go Indoors!

If you can hear thunder, you're close enough to be struck by lightning.

Severe Weather Safety Tips:

- Seek shelter in a sturdy building
- Stay away from windows
- Avoid using electrical equipment and plumbing
- Bring pets inside
- Get off the lake—yes, even if the fish are biting!

For power outage updates, visit www.grpuc.org





Operational Excellence (OE)

Operations: May Safety Summary by Julie Kennedy

Safety Topic This Month:

Safety Brad trained required employees on Temporary Traffic Control on May 21st.

Safety Committee Program Review This Month:

Safety Brad and the Safety Committee reviewed Permit Required Confined Spaces, Excavation and Trenching, and the mock OSHA inspection walk-through report from March 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 2025	0
Restricted Days 2025	0
First Aid Only (not recordable)	2

Total FROI 2

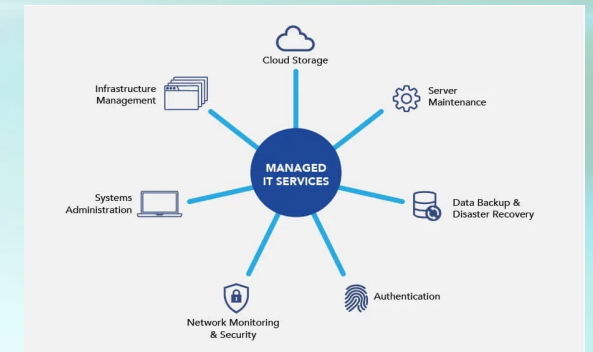
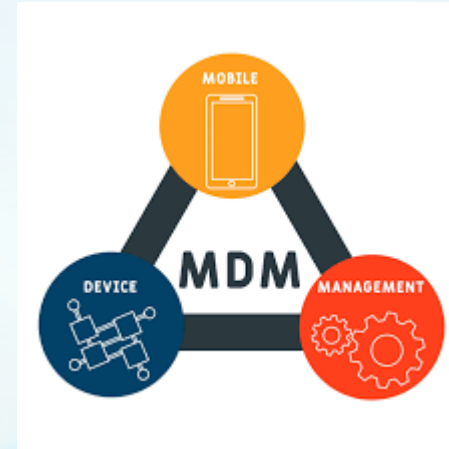
Recordable Incident 5-year History

	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: Technology Modernization by Mike LeClaire

- Service Center Fiber Business Internet Line – Complete
- eFax Lines – Complete
- New Phone System – Complete by June 6th
- Wi-Fi Facility Coverage – getting quotes
 - Service Center
 - WWTP Service Center
 - Solids Processing
- WTP & WWTP Internet – In Progress
- New Manager Services – On-Going
 - Network
 - Servers
 - Desktop Support
- Mobile Device Management – In Progress



Operational Excellence (OE)

Operations: Employee Spotlight – Going Above and Beyond by Steve Mattson

WWTP Team Rises to the Challenge

In mid-April, the WWTP faced an unexpected challenge that resulted in significant influent solids.

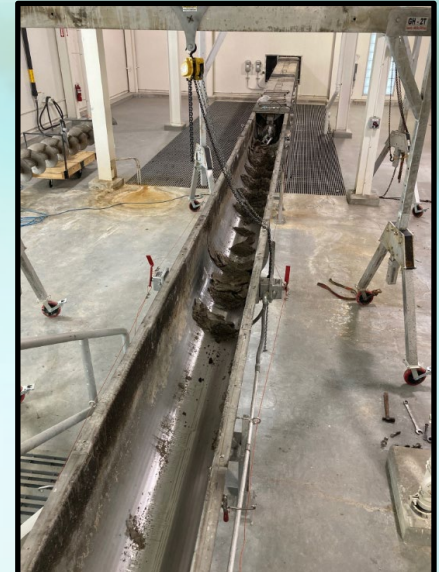
Our operators responded immediately, running the dewatering plant extra hours (24/7) to maintain control and keep odors down. Thanks to Tony, Tony Jr., Jeremy, and Ron

Sludge screw conveyor hanger bearing failures. Our maintenance crew had a few emergency repairs to keep the operation going. Thanks to Troy, Corey, Eric and Steve for working safely and resolving the issues.

Additional Demands:

- Managed increased leachate hauling
- Maintained MPCA permit compliance

Their dedication, teamwork, and resilience embody the highest standards of service. Thank you!





Operational Excellence (OE)

Operations: Employee Spotlight – Going Above and Beyond by Jean Lane

Customer Service Representative Team Rises to the Challenge

The implementation of the new utility billing software, SpryPoint, has been a heavy lift which the Customer Service Representative team has taken on with courage and a willingness to learn and improve current processes.

The team's enthusiasm to move GRPU toward customer focused improvements is echoed in process conversations, software configuration questions, and testing the different elements of the new utility billing software.

Their understanding that the future belongs to those who are willing to unlearn the past and forge a new path and that new path has a focus on customers.

Thank you - Paula, Jodi, Cindy, and Molly!



Operational Excellence (OE)

Operations: Employee Spotlight – Going Above and Beyond by Jean Lane

Accounting Team Rises to the Challenge

Keeping up with the changing accounting and finance environment is a challenge. The accounting team knows the importance of making financial decision with reliable and readily available data is vital.

The current enterprise resource planning (ERP) software is at its end of life and the accounting team is leading the way to implement the new software – Oracle NetSuites for Government.

While continuing to attend to their daily responsibilities, the accounting team has been embracing the opportunity to review and suggest new processes which can benefit external and internal customers.

With accounting team's focused curiosity and innovation questions the team will be serving our internal and external customers at a new higher bar.

Thank you - Jean, Kari, and Gary!

Operational Excellence (OE)

Operations: Employee Spotlight – Going Above and Beyond by Chad Troumbly

Electrician – Have Tools, Will Travel

At GRPU, our electrical work covers a wide spectrum — from installing Ethernet at the CSC to diagnosing and repairing 4160-volt starters at the wastewater treatment plant.

Our electrician rises to the challenge every day, adapting quickly to shifting priorities and supporting departments across the organization.

The expertise, creativity, and craftsmanship delivered on every job are truly one of a kind.

Thank you for being an indispensable part of the GRPU team, Doug T.





Operational Excellence (OE)

Operations: Employee Spotlight – Going Above and Beyond by Mike LeClaire

Information Systems Team Rises to the Challenge

Asset Management: In preparation for the new ERP IS Systems Analyst has worked with all managers, supervisors & field crew teams to develop work processes into Asset Management System for electronic timesheets for integration into ERP. This is an on-going project as new iterations to work processes evolve.

GIS: IS GIS Analyst has been working with the Electric team to develop new work processes in electric data collection in the field with new web applications. In addition, to this many hours have been spent in development and redesign of the Electric Utility Network to accommodate integrations for modeling, tracing, outage management, transformer loading to name a few. This is still on on-going process to make the improvement to achieve the objectives.

Additional Demands:

► Continued work on Daily IS request (125 to date)

- New Maps & Apps, software permissions & modifications both City and GRPU
- Locating request internal and external
- Continued GPS updates of existing utility infrastructure
- Software Maintenance & Enhancements

A huge thanks to Seth, Eric, & Jamie (Barrel) for their dedication, teamwork, and determination to assist the entirety of the organization. This dedication embodies the highest standards of service.

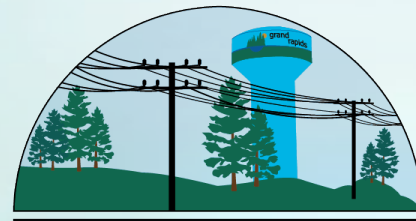
Grand Rapids Public Utilities

Upcoming Commission Meetings

GRPU/City Joint Meeting: June 2, 2025 @ City Hall

Work Session: June 11, 2025

Regular Meeting: June 26, 2025



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PUBLIC UTILITIES**
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