



# GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

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**AGENDA DATE:** July 13, 2022

**AGENDA ITEM:** Consider a motion to adopt Resolution Number 07-13-22-4 approving the Customer Interaction and Customer Utility Services policies.

**PREPARED BY:** Jean Lane, Business Services Manager

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## **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 Customer Interaction and Customer Utility Services policies were reviewed by and discussed with the GRPU Commission at the June 28 2022 meeting. The comments from the Commission have been incorporated into the attached policies including some revised language for clarification and reference to other GRPU policies.

## **RECOMMENDATION:**

Consider a motion to adopt Resolution Number 07-13-22-4 approving the Customer Interaction and Customer Utility Services policies.