

GRAND RAPIDS PUBLIC UTILITIES COMMISSION

RESOLUTION NO. 07-13-22-4

ADOPT CUSTOMER INTERACTION POLICY AND CUSTOMER UTILITY SERVICES
POLICY AND DELEGATE AUTHORITY

WHEREAS, it is the Grand Rapids Public Utilities Commission (GRPUC) philosophy to adopt written policies which are central to a strategic long-term approach to customer interaction, and clarification of GRPUC utility services and expectation of customers; and

WHEREAS, the Customer Utility Services policy delegates to the General Manager the ability to change the details of process if determined to be a change within the best practices for municipal utilities, accounting standards, federal law, and/or Minnesota state statutes as long as such changes are in accordance with customer service policies; and

WHEREAS, the GRPUC has reviewed and discussed the Customer Interaction Policy and the Customer Utility Services Policy at the June 28, 2022 work session;

NOW, THEREFORE BE IT RESOLVED, THAT the Grand Rapids Public Utilities Commission has reviewed and adopts the Customer Interaction Policy and the Customer Utility Services Policy and rescinds the Residential Customer Deposit Policy adopted September 13, 2017 and Resolution No. 5-11-11-1.

Adopted this 13th day of July, 2022.

GRPUC President

Witness:

GRPUC