



# COMMISSION POLICY

## Customer Interaction

Category: <b>Governance</b>	Subcategory: <b>Delegation to Management</b>	Policy Number: <b>1.4.040</b>
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### 1.0 PURPOSE

With this policy, the Commission communicates expectations for General Manager's understanding of customer needs and interaction with customers, or a customer representative, from and by Grand Rapids Public Utilities (GRPU) employees.

### 2.0 POLICY

The General Manager, in all GRPU interactions with customers, shall not intentionally allow situations, processes, actions, behaviors or attitudes that are unsafe, improper, inattentive, disrespectful or unresponsive to customer needs and requests.

The General Manager shall:

1. Keep the Commission and employees informed about customer current and emerging needs, expectations for and satisfaction with GRPU interactions and services.
2. Provide relevant information to customers about GRPU services, current and emerging issues, regulations, and policies or practices which impact customer utility services, using all appropriate media.
3. Provide customers with secure access to their personal or business account information and other information that will enable them to be informed of the services GRPU provides.
4. Comply with all applicable legal requirements for collecting, reviewing, transmitting, and storing customer information to protect it against improper access, use, and unauthorized destruction.
5. Keep customers reasonably informed about planned and potential unplanned service outages, emergency preparedness, safe use practices, and service restoration status.

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Tom Stanley  
GRPUC President

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Luke Francisco  
GRPUC Secretary

### POLICY HISTORY:

Adopted: \_\_\_\_\_

Revised: