



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

COMMISSION POLICY Mission Statement

Category:

Governance

Subcategory:

Authority and Purpose

Policy Number:

1.1.011

GRAND RAPIDS PUBLIC UTILITIES COMMISSION MISSION STATEMENT

The mission of the Grand Rapids Public Utilities Commission is to be the preferred supplier of utility services that best meets our customer's needs.

The following will serve as a guide as the Utility works to fulfill its mission:

- Assure a reliable and continuous supply of utility services.
- Deliver the utility services at the lowest possible costs, at competitive rates and consistent with sound business practices.
- Provide stewardship to the assets entrusted to us by the City of Grand Rapids.
- Conduct all operations at a professional level, gaining the respect and trust of our customers, regulators and peers.
- Guard the environmental quality of our community.
- Maintain a safe and clean work environment.
- Provide for our valuable asset, our employee, by:
 - The maintenance of an open two-way communication network.
 - Striving for a work environment based on mutual respect and trust.
 - Promotion of training and continued education allowing for personal and professional growth.
 - Recognizing the contributions of our employees through a system of reward based on effort, initiative, and achievement.

By recognizing and striving to best fulfill its mission, those employed by the Public Utilities Commission will be insuring their own dependable lasting employment.

POLICY HISTORY:

Adopted: January 1, 2004

Revised: