



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

COMMISSION POLICY Records Management

Category: Administration	Subcategory:	Policy Number: A.2
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Purpose

This policy ensures that records created or received by Grand Rapids Public Utilities are properly stored, protected, and retained in accordance with Minnesota law.

Legal Authority

This policy follows applicable Minnesota laws, including:

- [Minnesota Statutes §15.17](#) – Official Records Act
- [Minnesota Statutes §138.17](#) – Records Retention and Disposition
- Minnesota Government Data Practices Act ([Minnesota Statutes Chapter 13](#))
- Records retention schedules approved by the [Minnesota State Records Disposition Panel](#)

What This Policy Covers

This policy applies to all employees, departments, contractors, and officials of Grand Rapids Public Utilities and to all records, including:

- Paper documents
- Emails
- Electronic files
- Scanned records
- Photos, audio, or video files
- Data stored in other systems

What Is a Record

A **record** is any information created or received while conducting official utility business.

Duplicate copies or drafts may be deleted when they are no longer needed and are not part of a legal hold.

Official Records System

Laserfiche is the **official records system** for Grand Rapids Public Utilities.

- Official records must be stored in Laserfiche unless otherwise specified.
 - Digital aerial photography will be stored on a dedicated cloud server.
 - Sanitary CCTV video files will be stored on a dedicated cloud server and within the cloud-based software PipeTech.
- Records in Laserfiche are considered the official copy.
- Once a record is stored in Laserfiche, extra copies may be destroyed according to the record destruction section.

Record Retention

Records must be kept according to:

- The [General Records Retention Schedule for Minnesota Cities](#), or
- Other retention schedules approved by the Minnesota State Records Disposition Panel.

Records cannot be destroyed until the required retention period has passed.

Roles and Responsibilities

Commission

The Commission approves this policy and authorizes the use of approved retention schedules.

Records Manager

The **Executive/HR Assistant** serves as the Records Manager and is responsible for managing the records program and Laserfiche system.

Managers

Managers must ensure records in their departments are properly stored in Laserfiche and follow retention requirements.

Managers and Directors are the **only employees authorized to download or send official records outside the organization**, unless approved by the General Manager or Records Manager.

Employees

All employees must:

- Store official records in Laserfiche
- Protect records from unauthorized access or deletion
- Follow records management procedures

Employees are required to use **multi-factor authentication** when accessing systems that contain official records.

Record Destruction

Records may only be destroyed when:

- The record is on an approved retention schedule and the retention period has ended.
- Authorization is given by the Records Manager or General Manager

All destruction must be documented and done securely.

Legal Holds

If there is a lawsuit, audit, investigation, or data request, related records must be preserved and cannot be destroyed until the issue is resolved.

Data Requests and Public Records

Records must be handled according to the **Minnesota Government Data Practices Act and the GRPU Public Data Request Policy**. Access to non-public data must be restricted to authorized staff.

Training and Compliance

Employees must receive training on records management and Laserfiche. Failure to follow this policy may result in disciplinary action.

GRPU Commissioner

GRPU Commissioner

POLICY HISTORY:

Adopted:

Revised: