

# Grand Rapids Public Utilities

March 11, 2026

Operational and Capital Updates

GRPU Management Team



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



# MISSION VISION VALUES

## WHO WE ARE

**Grand Rapids Public Utilities (GRPU) is a statutory municipal utility established by the city of Grand Rapids, Minnesota. The Grand Rapids Public Utilities Commission (GRPUC) provides full control, operation and management of the GRPU electric power distribution system, the water production, treatment and distribution systems, and the wastewater collection and treatment systems.**



## Our Vision

Our vision is to be a dynamic public asset for the thriving community of Grand Rapids, enhancing lives and fostering growth through excellence in the provision of essential utility services.



## Our Mission

Our mission is to empower GRPU team members to deliver safe, reliable, affordable, sustainable, and customer-focused utility services for our community.



## Our Values

- Safety** We hold paramount the well-being of our employees and the public in all operations.
- Integrity** We uphold ethical standards and foster trust with all stakeholders.
- Customer Focus** We prioritize customer needs and satisfaction in all our decisions and actions.
- Efficiency** We maximize resources to provide cost-effective services without compromising quality.
- Reliability** We consistently deliver high-quality utility services and strive for uninterrupted access.
- Sustainability** We employ environmentally responsible practices in our operations and services.
- Transparency** We openly share information and decision-making processes, promoting informed community involvement.

# Operational Excellence (OE)

## Operations: Federal Legislative Update by Commissioners Blake and Francisco

- February 23-25 in Washington, DC



# Operational Excellence (OE)

## Operations: MMUA State Legislative Update by Julie Kennedy

- March 23-25 in St. Paul, MN
- Opportunity to inform and influence state lawmakers on issues of importance to municipal utilities
- Occurs approximately one month into session, just before lawmakers take their annual Easter/Passover break
- 2025 keynote speaker Blois Olson will highlight what the retirement of long-time legislators means to the institution of State Government and how the loss of institutional memory changes how issues need to be approached
- Department of Commerce and the Secretary of State's office staff to discuss the role utilities play in ensuring preparedness for the highly consequential 2026 elections
- Capital hill visits and a legislator reception



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# Operational Excellence (OE)

## Operations: Records Management Policy by Julie Kennedy

Staff will be bringing an agenda item to the upcoming Regular Meeting requesting considering to approve a Records Management Policy:

- Currently using Laserfiche software for electronic records
- Destruction of existing paper copies requires an approved policy
- Designate Laserfiche as the official records repository for the organization – industry standard across Minnesota municipalities
- Policy must state that we are using the approved [Minnesota records retention schedule](#)

This action supports compliance with Minnesota records retention laws and provides a centralized, secure system for managing official records.



**Laserfiche®**



# Operational Excellence (OE)

## Operations: Data Access Request Policy by Julie Kennedy

- Staff will be bringing forward a Data Access Request Policy and standardized Data Request Form for Commission review and consideration.
- The policy will establish a clear and consistent process for receiving, documenting, and responding to requests for government data.
- The policy is being developed in accordance with the Minnesota Government Data Practices Act (Minnesota Statutes Chapter 13).
- Key statutes guiding this policy include:
  - Minn. Stat. §13.03 – Access to Government Data
  - Minn. Stat. §13.025 – Government Entity Responsibilities





# Engaging and Educating the Community (EC)

## Operations: City of Grand Rapids Government Academy by Julie Kennedy

- Free 9-week program designed for residents who want to increase their knowledge about city government operations
- Participants learn about the day-to-day department operations, tour various workspaces, including equipment, and have opportunity to ask questions
- 24 participants enrolled this year
- GRPU staff to provide overview of:
  - Commission / City structure
  - Electric, water, and wastewater utilities
  - Strategic and Annual Planning processes
  - Cost-of-Service studies and rate-setting
  - Customer programs

CITY OF GRAND RAPIDS GOVERNMENT ACADEMY 2026		
<p><i>Session 1</i></p> <p><b>ADMINISTRATION &amp; FINANCE</b> Wednesday, March 18, 2026 City Hall 420 N. Pookama Avenue</p> <p><b>AT THE HELM</b></p> <ul style="list-style-type: none"><li>• City Government Structure</li><li>• Property Taxes</li><li>• Elections &amp; Licensing</li><li>• Boards &amp; Commissions</li><li>• Finance &amp; Budget &amp; Levy</li></ul>	<p><i>Session 2</i></p> <p><b>GRAND RAPIDS LIBRARY</b> Wednesday, March 25, 2026 Grand Rapids Library 140 NE 2<sup>nd</sup> Street</p> <p><b>WISDOM WITHIN</b></p> <ul style="list-style-type: none"><li>• Services Offered</li><li>• Education Programming</li><li>• Events</li><li>• Library Tour</li></ul>	<p><i>Session 3</i></p> <p><b>PUBLIC UTILITIES</b> Wednesday, April 1, 2026 Public Utilities Facility 500 SE 4<sup>th</sup> Street</p> <p><b>POWER UP &amp; FLUSH OUT</b></p> <ul style="list-style-type: none"><li>• PUC's Role in the City</li><li>• Electric, Water &amp; Wastewater</li><li>• 2023 – 2028 Strategic Plan</li><li>• Customer Programs</li></ul>
<p><i>Session 4</i></p> <p><b>POLICE DEPARTMENT</b> Wednesday, April 8, 2026 City Hall 420 N. Pookama Avenue</p> <p><b>SERVING WITH PRIDE</b></p> <ul style="list-style-type: none"><li>• Department Operations</li><li>• Squad &amp; Station Tour</li><li>• Equipment Overview</li><li>• Mock Traffic Stop</li></ul>	<p><i>Session 5</i></p> <p><b>PUBLIC WORKS/ENGINEERING</b> Wednesday, April 15, 2026 Public Works Facility 500 SE 4<sup>th</sup> Street</p> <p><b>EVERYDAY HEROES</b></p> <ul style="list-style-type: none"><li>• Engineering/PW – What we do</li><li>• Facility &amp; Equipment Tour</li><li>• Airport</li><li>• Cemetery</li></ul>	<p><i>Session 6</i></p> <p><b>FIRE DEPARTMENT</b> Wednesday, April 22, 2026 Grand Rapids Fire Hall 104 SE 11<sup>th</sup> Street</p> <p><b>WHO YOU GONNA CALL?</b></p> <ul style="list-style-type: none"><li>• Department Operations</li><li>• Fire Prevention &amp; Education</li><li>• Fire Hall Tour</li><li>• Demonstrations/Hands On</li></ul>
<p><i>Session 7</i></p> <p><b>YANMAR ARENA/PARKS</b> Wednesday, April 29, 2026 Yanmar Arena 1401 NW 3<sup>rd</sup> Avenue</p> <p><b>PROMOTING ACTIVE LIVING</b></p> <ul style="list-style-type: none"><li>• Programming</li><li>• Local Collaborations</li><li>• Facility</li><li>• Bus Tour of Parks</li></ul>	<p><i>Session 8</i></p> <p><b>POKEGAMA GOLF COURSE</b> Wednesday, May 6, 2026 City Hall &amp; Pookama Golf Course 420 N. Pookama Avenue</p> <p><b>EVERY SHOT COUNTS</b></p> <ul style="list-style-type: none"><li>• Golf &amp; Government</li><li>• Services Provided</li><li>• Community Programs</li><li>• Golf Course Tour</li></ul>	<p><i>Session 9</i></p> <p><b>COMMUNITY DEVELOPMENT</b> Wednesday, May 13, 2026 City Hall 420 N. Pookama Avenue</p> <p><b>PLANNING FOR TOMORROW</b></p> <ul style="list-style-type: none"><li>• Economic Development</li><li>• Planning &amp; Zoning</li><li>• Housing</li><li>• City Codes &amp; Development Permits</li></ul>

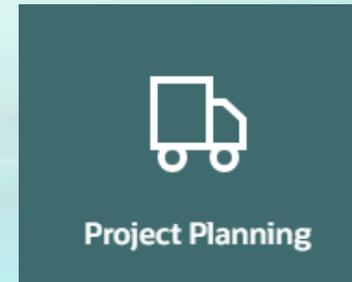
Doors open at 5:30 pm, sessions begin at 6:00 pm and finish by 8:30 pm.  
Certificates of Completion will be awarded at the final session on May 13, 2026



# Strategic and Sustainable Fiscal Management (FM)

## Operations: 2026 Budget Discussion by Julie Kennedy

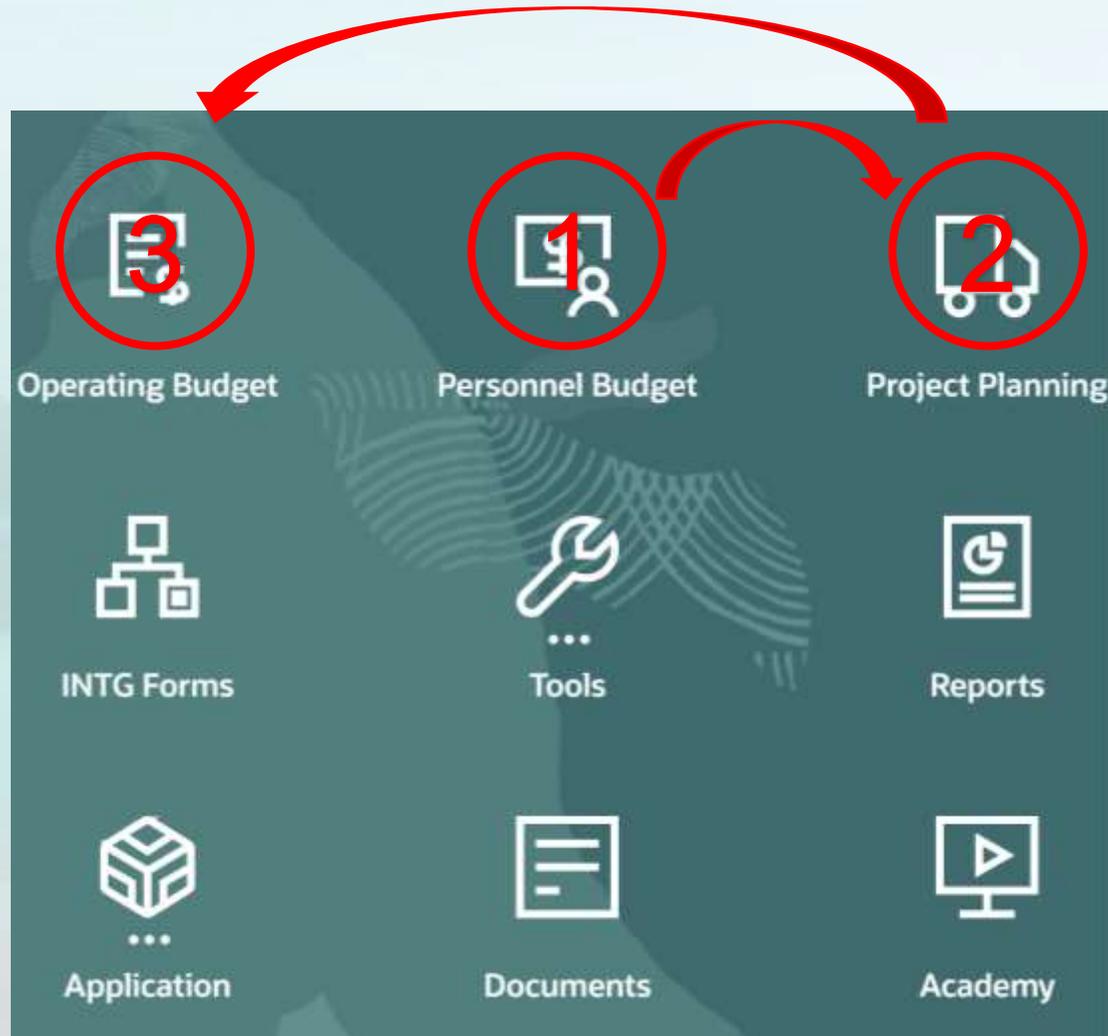
- Currently finishing the design of the new ERP software (NSPB) for the 2026 operating and capital budgets, first time we have had both budgets pulling from the same platform – it's AWESOME! 😊
- Daily integration with NS4G system so real-time data for expenses
- Manage each department separately including internal departments that then show as transfers in each of the 3 utilities (electric, water, wastewater)
- New General Ledger(GL) and Project numbering schematic allows us to query information in so many more ways across the organization
  - GL has Fund(XXX) + Department(XXX) + Account(XX) + Category(XXXX)
  - Projects have XXOM##### for operations or XXCP##### for capital
- GRPU moved to nearly all project-based budgeting, with XXOM project expenses pushing to the operating budget and XXCP expenses pushing to the capital budget
- Phase II – Q3 of 2026 will add the funding component of capital projects





# Strategic and Sustainable Fiscal Management (FM)

Operations: NSPB 2026 Budget Demo by Julie Kennedy





# Strategic and Sustainable Fiscal Management (FM)

## Operations: Penny Discontinuation by Taylor Bird

- Pennies are becoming increasingly difficult to obtain from financial institutions
- GRPUC must establish a consistent method for handling in-person cash payments without pennies
- This change would apply only to cash payments
- Checks, ACH, and credit card payments would remain exact





# Strategic and Sustainable Fiscal Management (FM)

## Operations: Penny Discontinuation by Taylor Bird

Common practice among businesses and utilities

- Cash Rounding:
  - Round cash payments to the nearest \$0.05
  - Simplifies cash handling and drawer balancing
- Possible options are to have the round up go to:
  - Credit on the customer's account
  - Donation to GRPU Caring Fund
- Updated language to be added to the GRPU Customer Interaction Policy and brought to Commission for consideration at the March meeting

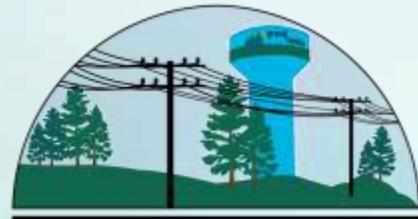
Ending	Round To
.01	.00
.02	.00
.03	.05
.04	.05
.06	.05
.07	.05
.08	.10
.09	.10

# Grand Rapids Public Utilities

## Upcoming Commission Meetings

**Regular Meeting: March 31, 2025**

**Work Session: April 8, 2025**



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