



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: June 28, 2022

AGENDA ITEM: Review two draft customer service policies

PREPARED BY: Jean Lane, Business Services Manager

BACKGROUND:

GRPU managers continue to draft policies for Commission review. Attached are two customer service related policies. The first one is a global policy for GRPU understanding of customer needs and interactions. This policy establishes a standard for GRPU interactions with customers.

The second draft policy is to clearly define the customer service program between the customer and GRPU for GRPU services.

Specific dollar amounts or percentages for rates/fees are intentionally not included in these policies because they are/will be included in the GRPU rates and fee policies.

When considering approval of these two draft policies, the Commission will also need to consider rescinding resolution #5-11-11-1 and Residential Customer Deposit Policy A.1. Both are attached for your information.

Upon feedback from the Commission on the draft policies, revised policies will be prepared for approval at the July 13 GRPU Commission meeting.

RECOMMENDATION:

Review and comment on two draft customer service policies.