



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: August 16, 2023

AGENDA ITEM: Consider a motion to adopt Resolution Number 08-16-23-7 approving Metered Use, Drought and Water Leak policies.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

It is good practice for government to formally adopt customer related policies. These policies are central to a strategic, long-term approach to customer interaction and clarification of utility services provide and expectations of the GRPU and customers.

The attached Water Wastewater policies were reviewed and discussed with the GRPU Commission at the July 26 2023 work session meeting. The comments from the Commission, General Manager and staff have been incorporated into the attached policies which includes some revised language for clarification and reference to other GRPU policies.

RECOMMENDATION:

Consider a motion to adopt Resolution Number 08-16-23-7 approving Metered Use, Drought and Water Leak policies.