

GRAND RAPIDS PUBLIC UTILITIES COMMISSION

RESOLUTION NO. 04-22-26-05

**A RESOLUTION APPROVING REVISIONS TO THE
CUSTOMER UTILITY SERVICE POLICY REGARDING
CASH PAYMENT PENNY ROUNDING**

WHEREAS, the Grand Rapids Public Utilities Commission has adopted policies governing customer service arrangements and utility billing practices; and

WHEREAS, the Commission periodically reviews and updates policies to ensure operational efficiency, consistency in customer service practices, and alignment with current business operations; and

WHEREAS, due to the limited circulation and practical use of pennies in cash transactions, Grand Rapids Public Utilities has determined that establishing a formal cash payment penny rounding procedure will improve cashiering efficiency and standardize customer payment processing; and

WHEREAS, the proposed revisions to the Customer Service Policy establish that penny rounding shall apply only when returning physical cash change to customers paying by cash, while allowing customers the option to leave exact overpayments as account credits or donate such amounts to the GRPU Caring Fund; and

WHEREAS, the Commission finds that adoption of the revised Customer Service Policy is in the best interest of Grand Rapids Public Utilities and its customers;

NOW, THEREFORE BE IT RESOLVED THAT the Grand Rapids Public Utilities Commission has reviewed and adopts the Customer Utility Service Policy and effective immediately.

Adopted this 22nd day of April, 2026.

GRPUC Commissioner

Witness:

GRPUC Commissioner