



# **GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM**

---

**AGENDA DATE:** April 22, 2026

**AGENDA ITEM:** Consider a motion to adopt Resolution Number 04-22-26-05 approving revisions to the Customer Utility Services Policy regarding cash payment penny rounding.

**PREPARED BY:** Taylor Bird, Finance Manager

---

## **BACKGROUND:**

Grand Rapids Public Utilities periodically reviews internal policies to ensure customer service practices remain efficient, practical, and aligned with current operational standards.

The proposed revision to the Customer Service Policy adds a formal cash payment penny rounding provision applicable only to customers making payments with cash. Due to the limited circulation and practical use of pennies in cash transactions, the revised policy establishes a standardized rounding methodology to the nearest five-cent increment for cash payments.

Under the proposed policy, customers paying by cash who request change back will receive rounded change in accordance with the penny rounding guidelines. Customers may also elect to leave any overpayment as an exact credit on their utility account or donate all or a portion of their change to the GRPU Caring Fund. All non-cash payment methods will continue to be processed for the exact billed amount without rounding.

The proposed revision improves cashiering efficiency, provides consistency in customer payment processing, reduces the handling of low-value coinage, and formally documents the organization's practice for penny rounding in the Customer Service Policy.

## **RECOMMENDATION:**

Adopt Resolution Number 04-22-26-05 approving the revisions to the Procurement policy.