



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: June 12, 2024

AGENDA ITEM: Review draft 24 Hour Residential Emergency Locate Liability Waiver

PREPARED BY: Mike LeClaire, Information Systems Department Manager

BACKGROUND:

In an attempt to accommodate and better assist our customers in locating requests GRPU managers are proposing a waiver of liability to residential customers for emergency locates.

Frequently residential customers are unaware there is a need to contact Gopher One before they work on home projects. Often our locators show up on premise to locate GRPU utilities and customers question why their private utilities are not being located by our staff. Our staff informs them of our policy to locate up to the Electric Meter, Water Shut-off service valve, or Sanitary Main; and they would need to contact another company to locate their private utilities. This has caused some customers a hardship of delay in their home project schedule having to contact and schedule someone additional to locate their utilities.

Staff would like to discuss consideration of a new policy would allow GPRU Locators to locate customer's private utilities if a home project is scheduled to start within 24 hours of the submitted Gopher One ticket if asked and after review and signing a waiver of liability. This service would only apply to Electric or Water Customer accounts. If the customer's scheduled project is beyond the 24-hour time frame we would supply them with a list of contractors and/or companies they could contact to provide this service.

Similar to residential has staff discussed creating an internal process for commercial customers from the transformer to the meter. This would require a non-fee waiver that would remain in effect for the duration of ownership of the property. This waiver would not include private commercial utilities beyond the meter or water shut-off valve.

The package includes the draft waiver of liability.

Upon feedback from the Commission on the draft policy, a revised policy will be reviewed by legal and prepared for approval at the June 26th, GRPU Commission meeting.

RECOMMENDATION:

Review and discuss 24 Hour Residential Emergency Locate Release and Liability Waiver to determine if it aligns with GRPU Uninterrupted, High-Quality Utility Services strategic pillar.