

# Grand Rapids Public Utilities

September 24 , 2025

Operational and Capital Updates

GRPU Management Team



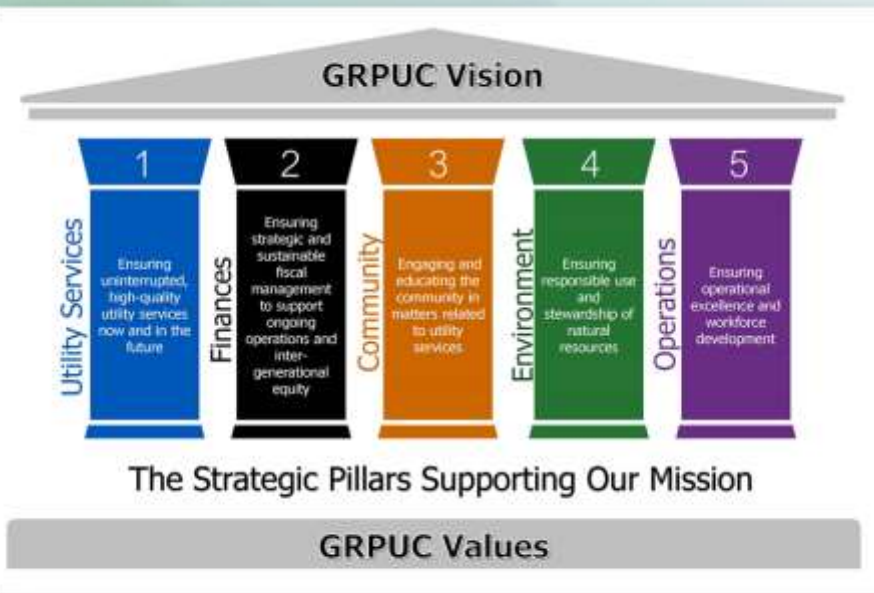
**GRAND RAPIDS  
PUBLIC UTILITIES**  
*Service is Our Nature*



# MISSION VISION VALUES

## WHO WE ARE

**Grand Rapids Public Utilities (GRPU) is a statutory municipal utility established by the city of Grand Rapids, Minnesota. The Grand Rapids Public Utilities Commission (GRPUC) provides full control, operation and management of the GRPU electric power distribution system, the water production, treatment and distribution systems, and the wastewater collection and treatment systems.**



## Our Vision

Our vision is to be a dynamic public asset for the thriving community of Grand Rapids, enhancing lives and fostering growth through excellence in the provision of essential utility services.



## Our Mission

Our mission is to empower GRPU team members to deliver safe, reliable, affordable, sustainable, and customer-focused utility services for our community.



## Our Values

### *Safety*

We hold paramount the well-being of our employees and the public in all operations.

### *Integrity*

We uphold ethical standards and foster trust with all stakeholders.

### *Customer Focus*

We prioritize customer needs and satisfaction in all our decisions and actions.

### *Efficiency*

We maximize resources to provide cost-effective services without compromising quality.

### *Reliability*

We consistently deliver high-quality utility services and strive for uninterrupted access.

### *Sustainability*

We employ environmentally responsible practices in our operations and services.

### *Transparency*

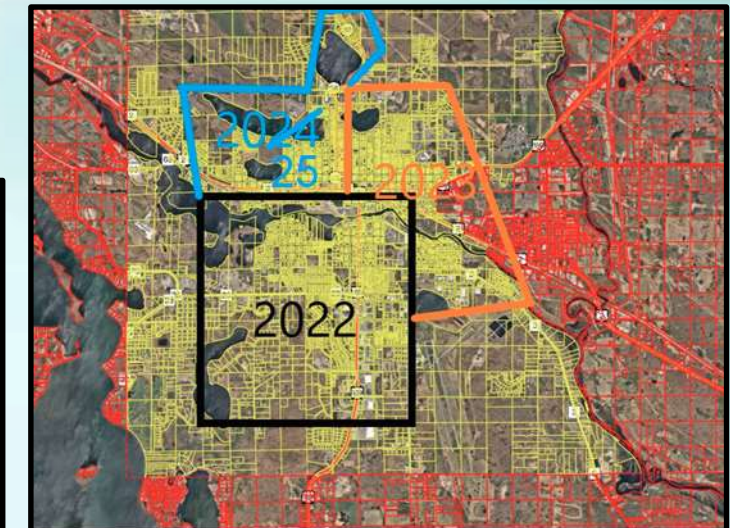
We openly share information and decision-making processes, promoting informed community involvement.



# Uninterrupted, High-Quality Utility Services (US)

## Operations: Jetting/Televising by Steve Mattson

- 2022 - set out to televise entire system - set our sights on LMCIT No-fault insurance
- Best Practices Goal – entire system cleaned every 3-5 years, televised every 10 years
- Cost to Jet/Televise
  - GRPU - \$9,000/mile
  - Contractor - \$13,700/mile
- It can be expensive, but it is the bare bones basic for reasonable care .... or negligence
- This work aligns with 2 GRPUC Strategic Pillars
- Collaboration with city - replace bad areas along with street repairs
- Future plans - developing a new schedule
  - PVC every 7 years, clay tile every 3-4
  - Maintenance shifting to other departmental needs



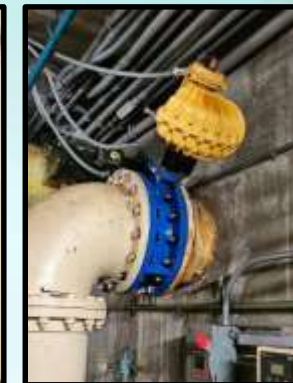




# Uninterrupted, High-Quality Utility Services (US)

## Capital: Water Plant Renovation by Steve Mattson

- Preliminary engineering – through Dec 2025 – ~70% comp major design elements, 3D model, updating water distribution model
- Detailed water quality study – through Nov 2025 wells, changes through plant operations
- Begin Final Design – Jan 2026  
Includes electrical/mechanical/structural drawings  
MDH approval of plans
- Complete Final Design – Aug 2026
- Bidding - Fall 2026
- Construction – Fall 2026 – Fall 2028

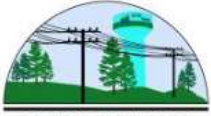




# Engaging and Educating the Community (EC)

## Operations: New Utility Customer Service Portal by Julie Kennedy

### Welcome to Grand Rapids Public Utilities



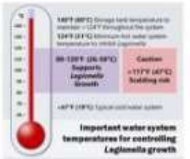
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**IT'S HERE!**  
Grand Rapids Public Utilities  
New Utility  
Customer Service Portal


**CUSTOMER CAMPAIGN - It's Here: New Utility Customer Service Portal**  
Grand Rapids Public Utilities is thrilled to announce the launch of its brand-new Utility Customer Service Portal, designed with you, the customer, in mind. Managing your utility services has never been easier or more convenient. Click [HERE](#) for more information.



**Water Quality - Homeowner and Building Manager Tips**  
Legionella is responsible for >90% of waterborne outbreaks caused from plumbing, according to the Centers for Disease Control and Prevention (CDC). In most cases, the treated water delivered to homes all over the U.S. is required to meet federal and state standards for drinking water. Once the water enters a home's plumbing, a different environment exists where the water quality can degrade over time and the plumbing becomes vulnerable to the growth of these bacteria. Homeowners and building managers have a critical role in protecting the health of their occupants. Click [HERE](#) to learn how to maintain proper water quality in your home or building.



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Grand Rapids Public Utilities is working on our lead service line inventory as required by the Minnesota Department of Health (MDH). Please read more about the inventory work [HERE](#) along with the required process to replace lead line in the coming decade.




**GRPU Terms & Conditions**  
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### Public Utilities

- + About GRPUC
- Customer Service**
- + Education & Environment
- + Rebates & Programs
- + Utility Services

### Useful Links



### Contact Information

**Address**  
500 SE 4th Street  
Grand Rapids, MN 55744

**Office Hours**  
Monday-Friday: 8:30 AM - 4:30 PM

**Office Numbers**  
Phone: 218-326-7024  
Fax: 218-326-7499

Edit Contact Details

[View Full Contact Details](#)





# Engaging and Educating the Community (EC)

## Operations: New Utility Customer Service Portal by Julie Kennedy

The screenshot displays the City of Grand Rapids website with a focus on the new Utility Customer Service Portal. The header includes the city logo, navigation links for City Home, Contact Us, Community, Departments, Resources, and Economic Development, and a search bar. The main content area is titled 'Customer Service' and features a green banner with the text: 'Click on the Customer Portal/Online Payments button below to access your customer account!'. Below this, a paragraph states: 'This new site is your one-stop destination for managing all your utility needs! Easy account management and payment options'. A bulleted list highlights the portal's features: 24/7 access, user-friendly interface, bill viewing, multiple payment options, and auto-pay/paperless options. A note mentions that new users must create an account and that existing paperless billing or auto-pay users must re-enroll. A promotional graphic states: 'IT'S HERE! Grand Rapids Public Utilities' New Utility Customer Service Portal. All customers who enroll in paperless billing will receive a \$10 bill credit and customers who enroll in autopay will receive a \$5 bill credit. Other payment options are listed: in-person at the GRPU office (cash, check, money order) and by mail (5-day delivery). A footer note provides contact information: 'FOR ANY BILLING OR CUSTOMER SERVICE INQUIRIES, PLEASE CONTACT US VIA EMAIL AT INFO@GRPUC.ORG OR CALL 218-326-7024.' The bottom navigation bar contains two buttons: 'Customer Portal / Online Payments' (circled in red) and 'Energy Assistance Information'. A right sidebar titled 'Public Utilities' lists links for About GRPUC, Customer Service, Education & Environment, Rebates & Programs, Utility Services, and Useful Links. A Facebook icon and a 'Contact Information' section with address, office hours, and office numbers are also present.

**CITY OF GRAND RAPIDS**  
IT'S IN MINNESOTA'S NATURE

City Home Contact Us Search

Community Departments Resources Economic Development

### Customer Service

Click on the Customer Portal/Online Payments button below to access your customer account!

This new site is your one-stop destination for managing all your utility needs!

Easy account management and payment options

- 24/7 access
- User friendly
- View bills
- Multiple payment options
- Set up auto-pay • Go paperless

If you previously had an online account, you'll need to create a new one in our updated portal to access your information. Customers who were enrolled in paperless billing (e-bill) or auto-pay must re-enroll in these services.

All customers who enroll in paperless billing will receive a \$10 bill credit and customers who enroll in autopay will receive a \$5 bill credit.

Other payment options:

Customers may pay in-person at the GRPU office by cash, check, or money order. Additionally, there is a drive-up drop box located in the parking lot outside the GRPU office.

If sending by mail, please allow 5 days for mail delivery and payment processing.

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**IT'S HERE!**  
Grand Rapids Public Utilities' New Utility Customer Service Portal

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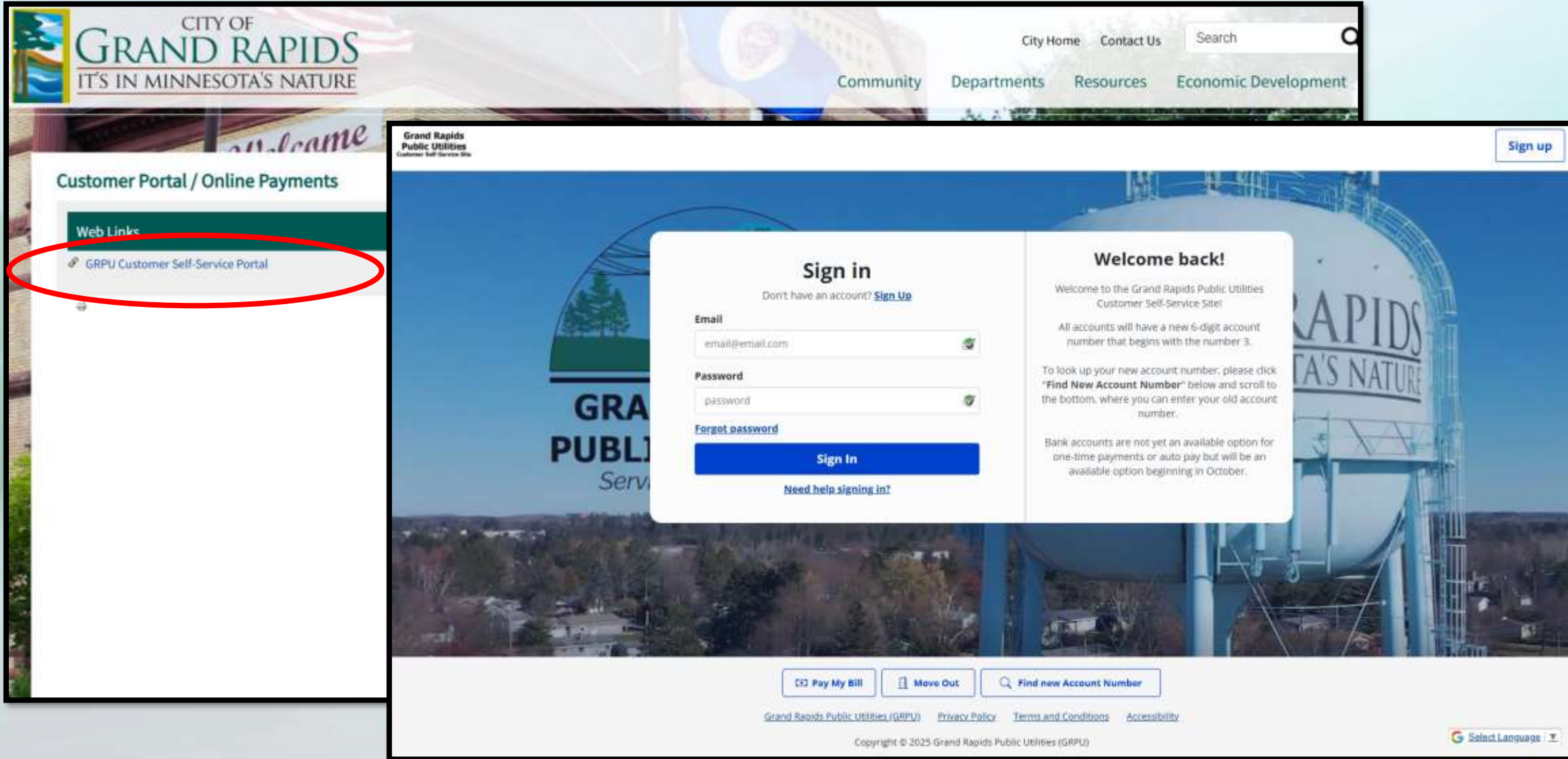
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Customer Portal / Online Payments Energy Assistance Information

# Engaging and Educating the Community (EC)

Operations: New Utility Customer Service Portal by Julie Kennedy



The image displays two overlapping screenshots of the City of Grand Rapids website. The top screenshot shows the main navigation bar with links for City Home, Contact Us, Search, Community, Departments, Resources, and Economic Development. Below this, the 'Customer Portal / Online Payments' section is visible, featuring a 'Web Links' area where the 'GRPU Customer Self-Service Portal' is highlighted with a red circle. The bottom screenshot shows the 'Grand Rapids Public Utilities Customer Self-Service Site' with a 'Sign in' form. The form includes fields for Email and Password, a 'Forgot password' link, and a 'Sign In' button. A 'Welcome back!' message is also present, along with a 'Sign up' button in the top right corner. The footer contains links for 'Pay My Bill', 'Move Out', 'Find new Account Number', 'Privacy Policy', 'Terms and Conditions', 'Accessibility', and a 'Select Language' dropdown.

**City of Grand Rapids**  
IT'S IN MINNESOTA'S NATURE

City Home Contact Us Search

Community Departments Resources Economic Development

**Customer Portal / Online Payments**

**Web Links**

- GRPU Customer Self-Service Portal

**Grand Rapids Public Utilities**  
Customer Self-Service Site

**Sign in**  
Don't have an account? [Sign Up](#)

**Email**

**Password**

[Forgot password](#)

**Sign In**

[Need help signing in?](#)

**Welcome back!**  
Welcome to the Grand Rapids Public Utilities Customer Self-Service Site!

All accounts will have a new 6-digit account number that begins with the number 3.

To look up your new account number, please click "Find New Account Number" below and scroll to the bottom, where you can enter your old account number.

Bank accounts are not yet an available option for one-time payments or auto pay but will be an available option beginning in October.

[Pay My Bill](#) [Move Out](#) [Find new Account Number](#)

[Grand Rapids Public Utilities \(GRPU\)](#) [Privacy Policy](#) [Terms and Conditions](#) [Accessibility](#)

Copyright © 2025 Grand Rapids Public Utilities (GRPU)

[Select Language](#)






# Engaging and Educating the Community (EC)

## Operations: Water Quality-Homeowner & Building Manager Tips by Julie Kennedy

- Keep hot water HOT (>120°F)
- Keep cold water COLD (<68°F)

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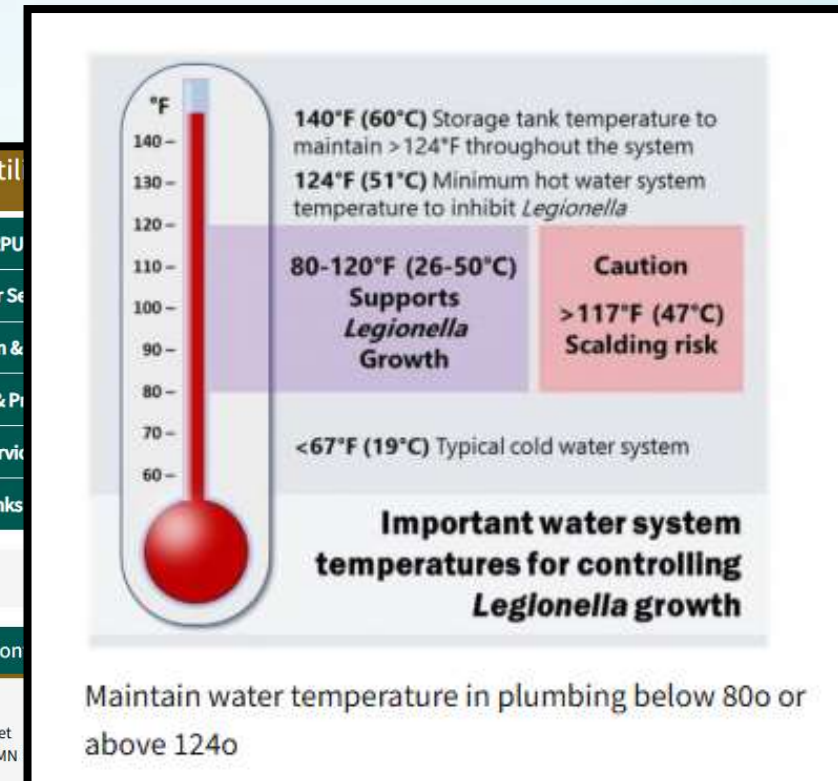
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[Legionella in the Indoor Environment, EPA](#)



# Engaging and Educating the Community (EC)

Operations: Grand Rapids Area Chamber of Commerce by Chad Troumbly

- POWER HOUR – “Updates on Energy”
- GR Area Chamber of Commerce – September monthly luncheon
- Promotes Community Discussions and Cooperation with Area Utilities
- Representatives from:  
GRPU, MP, Great River Energy, Lake Country Power
- Topics discussed:
  - Upcoming projects
  - Service improvements
  - Developments in green energy
  - Sustainability
  - Franchise fees
- Followed by Q & A





# Use and Stewardship of the Natural Environment (NE)

## Capital: Phase 1-4 Landfill Cover Update by Steve Mattson

- Commission approval to work with Stantec - 2022 ✓
- Engineering design – completed ✓
- MPCA project approval – completed Feb 2025 ✓
- Funding approval UPM/Blandin – Fall 2025
- Bid packages – Winter 2025
- Bid award – February 2026
- Construction begins - Spring 2026
- Construction complete - Fall 2026

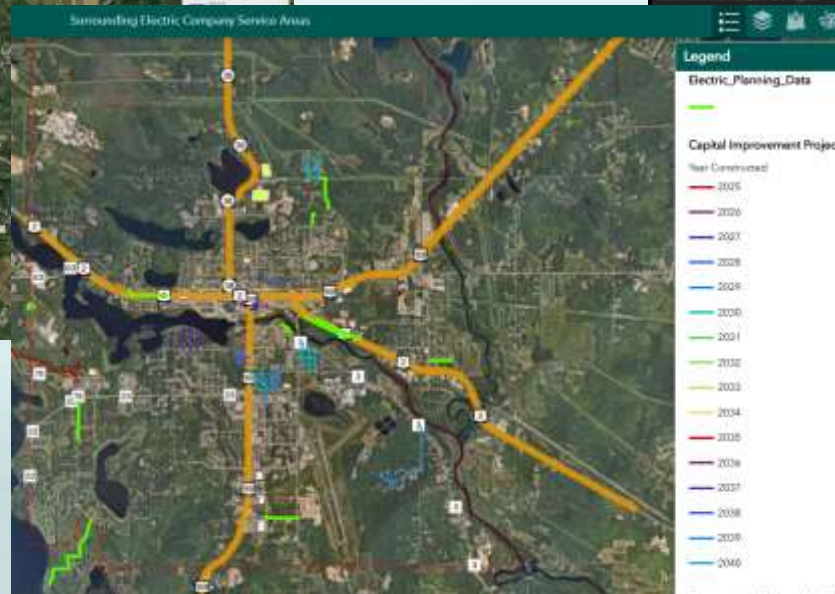
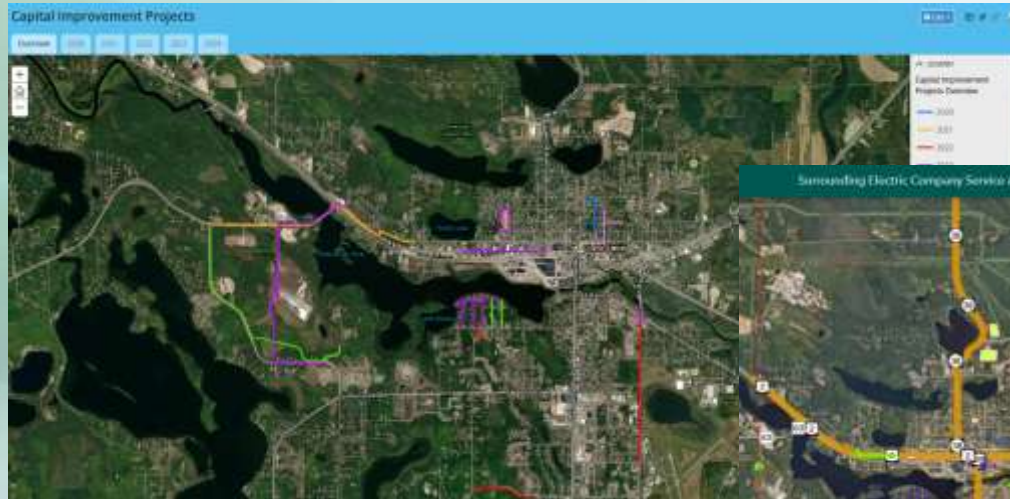






# Operations: CIP Collaboration by Mike LeClaire

- Electric, Sewer, Water, City & County Projects
- Projects listed by proposed year of construction
- Electric, Water, Sewer, & City each have own site for project entry



# Operational Excellence (OE)

## Operations: September Safety Summary by Julie Kennedy

### Safety Training This Month:

Safety Brad trained on Employee Right To Know (ERTK) and Hearing Conservation/Protection.

### Safety Committee Program Review This Month:

Safety Brad and the Safety Committee reviewed the Hearing Conservation/Protection program.

### Incidents Reported last Month by Department

Administration: None

Business Services: None

Electric: None

Water-Wastewater: None

#### Cumulative Incidents for 2025

Recordable Incidents	0
Lost Time Days 2025	0
Restricted Days 2025	0
First Aid Only (not recordable)	2

Total FROI 2

#### Recordable Incident 5-year History

	2021	2022	2023	2024	2025
ADMIN	0	0	0	0	0
BUS SVCS	0	0	1	0	0
ELEC	0	0	0	1	0
W-WW	1	0	0	0	0
TOTAL	1	0	1	1	0



# **Grand Rapids Public Utilities**

## **Upcoming Commission Meetings**

**Joint Council / Commission Work Session: October 6, 2025**

**Work Session: October 8, 2025**

**Regular Meeting: October 22, 2025**

