

Grand Rapids Public Utilities

August 27, 2025

Operational and Capital Updates

GRPU Management Team



**GRAND RAPIDS
PUBLIC UTILITIES**

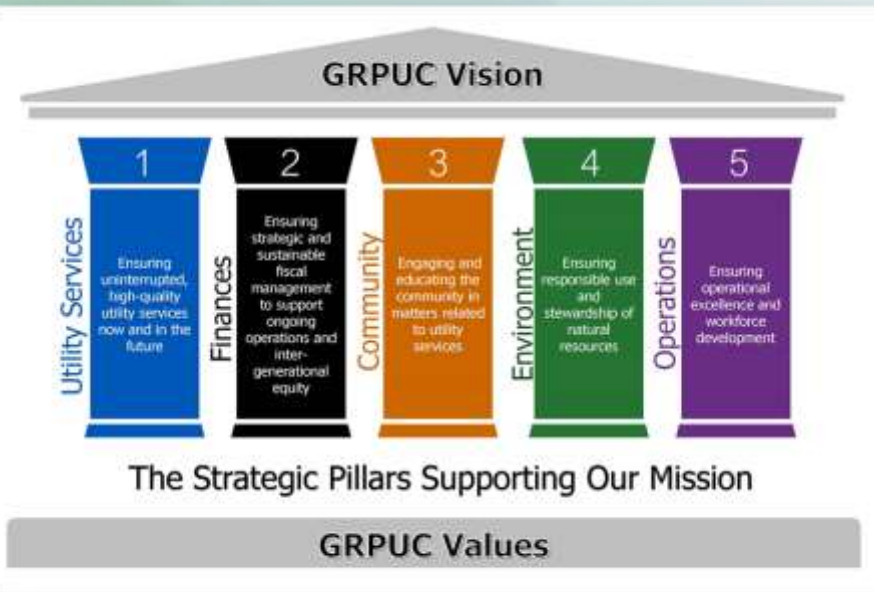
Service is Our Nature



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: Well 4 Security Improvements by Steve Mattson

Project Highlights:

- EPA-America's Water Infrastructure Act (AWIA)
- MN Dept of Health sanitary surveys/EPA audit
- Previous storm damage
- Breakdown of grant/revenue
 - \$9,600 MDH sourcewater grant
 - \$15,000 GRPU water revenues



Project Name	Location	Status/ Completion Date	Budgeted Amount	Actual Spent	Funding Source
Security Improvements	Well 4	Completed 8/12/25	\$24,600	\$24,600	Grant & Revenue



Uninterrupted, High-Quality Utility Services (US)

Capital: Substation Control Building Roof Replacement by Chad Troumbly

- Roof has been leaking
- Long process with weather and contractor
- Updated design
- Found holes in roof and siding



Project Name	Location	Status/ Completion Date	Budgeted Amount	Actual Spent	Funding Source
Substation Roof	Main Substation	Complete Cost Collection	\$25,000	\$30,000 <small>est</small>	Revenue



Uninterrupted, High-Quality Utility Services (US)

Capital: Move Transformer by Chad Troumbly

- High Voltage Transformer Originally Bought for Ainsworth Site (Now HWY 35)
 - New Occupant is using lower voltage and different layout
- The Transformer needed to be moved
 - Decided to move to the East Substation as a spare distribution transformer
 - This would reduce downtime in an emergency





Uninterrupted, High-Quality Utility Services (US)

Capital: Hwy 35 Update by Chad Troumbly

- Hwy 35 is Cannabis Facility located at the old Potlatch/Ainsworth site
- Customer power usage is estimated to be over 14 MW at final buildout (total city is averages 25 MW)
- Construction is broken into phases, with the first phase now in service
 - Second phase is expected by the end of 2025 with additional phases in upcoming years
- Facility is served from the Tioga substation, and an expansion will be needed to serve the full load
 - Expansion study is in process with MP
- GRPU has invested in transformers and other infrastructure to support this customer





Strategic and Sustainable Fiscal Management (FM)

Operations: Oracle NS4G Go Live Immediate Benefits by Jean Lane

- August 18-22 NS4G financials go live (purchase orders, accounts payable, general ledger - everything but payroll & NSPB)
- Successful completion of the first part of our strategic ERP initiative (3 years in the making)
- Immediate results – the time to produce the Commission bill list went from 4 hours to 15 minutes!
- Meeting with the auditors for compliance and confirmed we balance from the old system to the new system when we went live
- New NS4G system allows us to revise and establish new policies for financial and operational efficiencies
 - Revised procurement policy adopted last February in anticipation is now fully functioning – fully electronic Purchase Order request and approval process



PURCHASE ORDER		
Item	QTY	Unit
00014	50	
00019	50	
00010	25	
00002	90	

Engaging and Educating the Community (EC)

Operations: New Utility Customer Service Portal by Julie Kennedy

If you haven't
seen this yet,
you'll be seeing
and hearing
about it soon!!

Coming Soon!

New Utility Customer Service Portal

Your one-stop destination for managing all your utility needs!

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.

Easy account management

- 24/7 access
- User friendly

Streamlined billing and payments

- View bills
- Multiple payment options
- Set up auto-pay
- Go paperless



Payments will not process after August 28 for any scheduled payments or auto pay until your new online account is created. This may affect bill pay through your bank.

Customers will not be able to make a one-time payment after August 28 until the new online portal goes live.

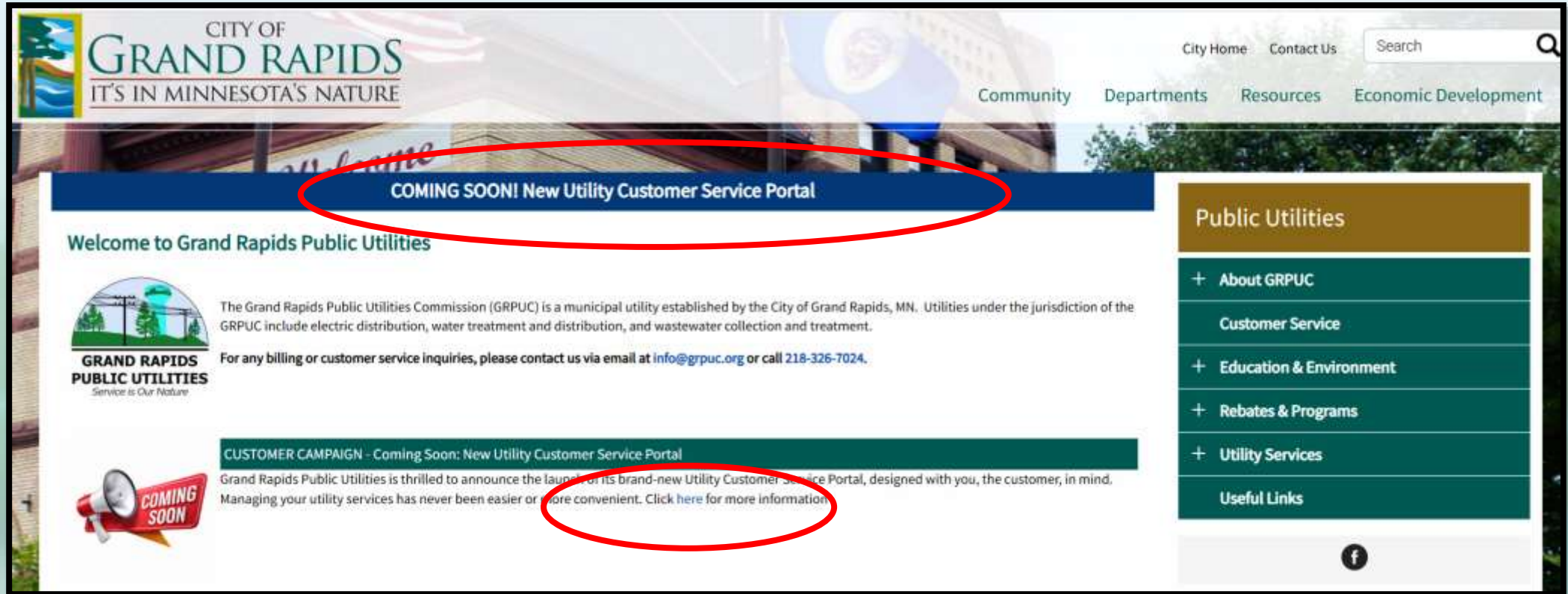
All online customers must create a new online account.

All auto-pay customers must re-enroll.

Watch our website for more information: www.grpuc.org

Engaging and Educating the Community (EC)

Operations: New Utility Customer Service Portal by Julie Kennedy




Aug 28, 2025	Aug 29 - Sept 3, 2025	Sept 4, 2025
Last day for online payments in the current system	No online payments accepted or customer transactions allowed	New online account setup is available

Engaging and Educating the Community (EC)

Operations: Water Service Line Inventory by Steve Mattson

- Working with SEH via MDH grant
- Customers who haven't responded to date will receive a letter from GRPU/SEH
- Letter will be sent out in the coming weeks
- There are two options:
 - Setup appointment for a 5-minute home inspection (SEH staff)
 - Self-identify via online survey
- Project will go through October 31, 2025
- Thank you for your assistance




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500 SE Fourth Street • Grand Rapids, Minnesota 55744

GRPU Customer
111 First St
Grand Rapids, MN 55744

Grand Rapids Public Utilities is pleased to announce that a Minnesota Department of Health (MDH) grant has been provided to conduct updates to our lead service line inventory, required of all community water systems. A service line is the pipe connecting the water main to the interior plumbing of a building, and it can be made of various materials including lead – commonly used during the 1900s through the 1940s but banned in Minnesota on January 1, 1985. The Utility has partnered with engineering firm SEH to develop a lead service line inventory, documenting the location and material of all service lines. There is no safe level of lead, and developing a lead service line inventory is the first step toward replacing any lead service lines in the City's water system.

To help complete this required inventory, you have the option to either self-identify your own service line or allow Utility and SEH staff to inspect your service line. To self-identify your own service line, visit our web page at <https://arcq.is/1b01iv1> or scan the QR code below. Follow the directions to upload your photos, and enter the information requested, including your water billing account number: 1234567



If you would prefer not to self-identify your service line, you can schedule a 5-minute in-home inspection appointment by visiting our online calendar at online.calendar.com. Inspections are open Monday through Friday between September 2 and October 31.

To learn more about this project, please visit our website. If you have any additional questions, contact SEH at LSLinventory@sehinc.com or call our office at 651.490.2000.

Thank you for participating in this important and necessary endeavor.





Engaging and Educating the Community (EC)

Operations: Customer Support - Flickering Lights by Chad Troumbly

- Customers – If you experience flickering call GRPU (24/7)
- Be safe and gather as much information as you can
 - Do you have partial power? Are your breakers tripped?
- When the line crew arrives, we will work together to best determine the problem
 - It may require an electrician
 - It may require a full outage
 - The crew will do their best to inform you of the status of the problem if it requires your action

I'm home. Your guys are very good at their job and good with the customer as well.

You better give them a raise

Customer comment about repaired connection

olve the issue



Example Electrical Panel



Operational Excellence (OE)

Operations: August Safety Summary by Julie Kennedy

Safety Topic This Month:

Safety Brad and Lisa from Minnesota Safety Council trained required employees on Distracted Driving on August 12 and August 20.

Safety Committee Program Review This Month:

Safety Brad and the Safety Committee reviewed the Silica Dust program on August 21.

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

Work Session: September 10, 2025

Regular Meeting: September 24, 2025

