



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: July 26, 2023

AGENDA ITEM: Review draft Water Wastewater policies

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

GRPU managers continue to draft policies for Commission review. Attached are the draft policies for Metered Use, Water Leak and Drought. These policies have been modernized and establish the standard for GRPU interactions with customers.

As you recall, the previous all-in-one water department policy was rescinded by the commission as a whole, with the direction of adding specific, individual, modernized policy to address the current and future needs.

The Metered Use policy establishes that all customers (present and future) are required to have a meter and node for any utility service (electric, water and wastewater).

Water leaks on the customers portion of the line can be viewed from many viewpoints. This policy should address the operational issues and concerns from the aspect of water loss and possible damage to infrastructure. Additionally, it should also address from a customer service perspective, for instance, the ability to provide a wastewater credit for customers for lost water due to a break after the meter.

The Drought policy addresses the requirement of GRPU to follow state protocol but also illustrate how GRPU will address issues with customers.

Upon feedback from the Commission on the draft policies, revised policies will be prepared for approval at the August 16 GRPU Commission meeting.

RECOMMENDATION:

Review and comment on draft water wastewater policy.