

Grand Rapids Public Utilities

March 8, 2023 Commission Meeting

Department Head Presentation

Jean Lane – Business Services Department Manager



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

GRPU Business Services - Customer Service

MN COLD WEATHER RULE – required communication to customers about their rights and necessary actions

October 1 to April 30

Make and keep a payment plan

Communicate financial difficulties

Available to residential customers only



Shut off notice before disconnection

List of local energy assistance providers

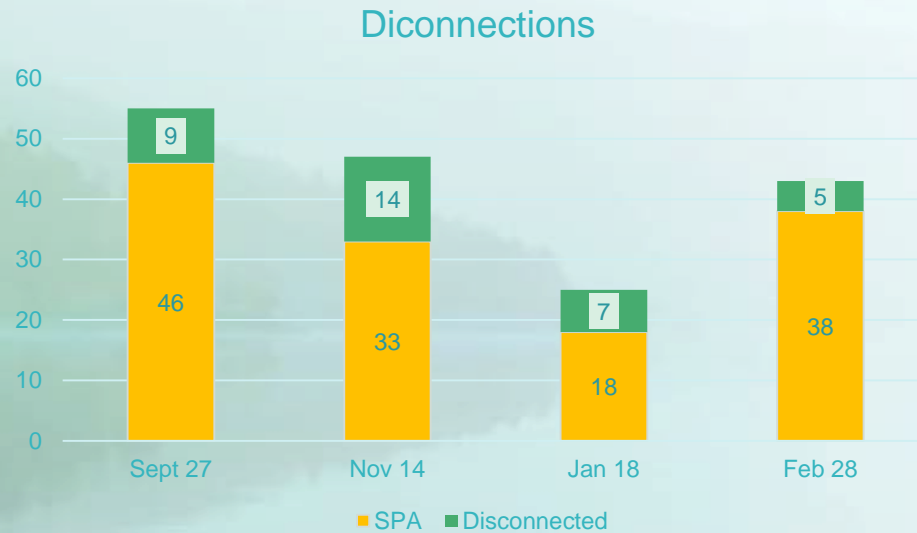
Suggestions to reduce energy bill

Not keep payment plan then disconnect

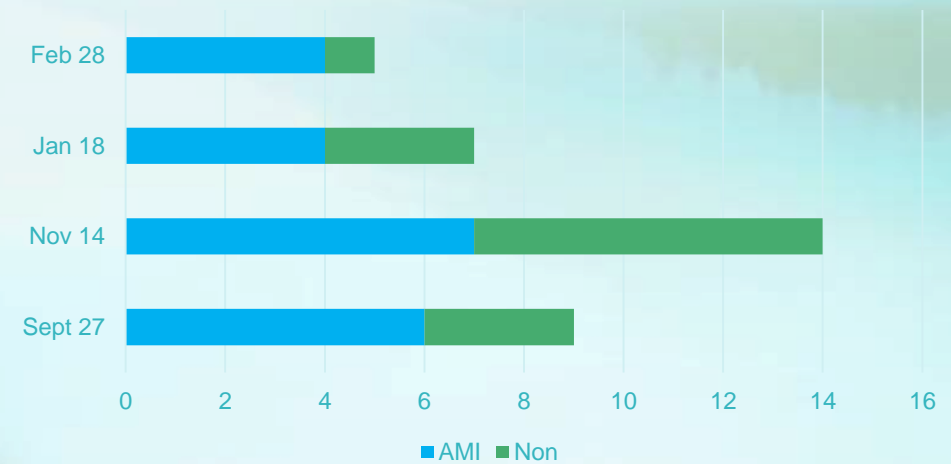
Special rules for landlord/tenant

GRPU Business Services - Customer Service

Disconnects started September 2022 after two years of no disconnects due to COVID-19



Meter AMI vs Non



GRPU Business Services – Customer Complaints

Recorded in Outage Management System
Connected to the customer record



Crew focus reliability to customer
CSR Lead focus customer satisfaction



Incident

Customer Compliant Form

Manager Incident Form

Submit to Insurance
Carrier

Adjuster Assigned

Adjuster Reviews Document
“negligent”

Adjuster Negotiates

GRPU pays deductible amount

GRPU Business Services – Information Systems

GIS

AMI

OMS

CITY WORKS

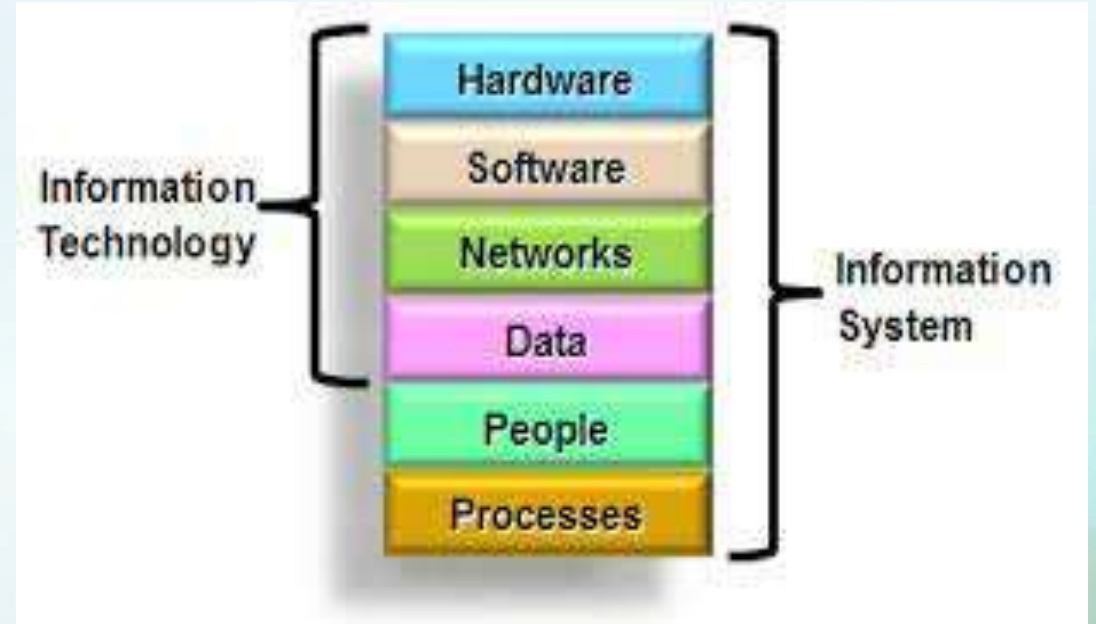
PROJECTS

**CUSTOMER UTILITY
SERVICE**

FINANCIAL

REPORTING

COMMUNICATIONS



GRPU Business Services - Finance

OUTSTANDING DEBT = 3 Bonds & 1 Note

MN PFA Note

\$9,719,200 91.8% UPM & 8.2% GRPU \$796,974

WWTRMT Improvements

Matures 8/1/2029 – Interest 2.9%

GO Utility Revenue Refunded Bonds Series 2021A

\$582,500 70% Electric 15% Water 15% Sewer

Refunded AMI lease purchase debt

Matures 10/15/2025 – Interest 0.23% to 0.63%



Taxable GO Utility Revenue Refunded Bonds Series 2021C

\$1,195,000 100% UPM

WWTRMT Improvements

Matures 2/1/2029 – Interest 0.45% to 1.25% (true rate 1.1137%)

GO Utility Revenue Refunded Bonds Series 2021D

\$1,120,000 65% Water 35% Sewer

Water and Sewer Improvements

Matures 2/1/2033 – Interest 3% drops to 2% (true rate 1.3067%)



Questions / Comments

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