



GRAND RAPIDS PUBLIC UTILITIES COMMISSION

MEETING AGENDA

Wednesday, April 22, 2026

4:00 PM

CALL TO ORDER: Pursuant to due notice and call thereof, a Regular Meeting of the Grand Rapids Public Utilities Commission will be held on Wednesday, April 22, 2026 at 4:00 PM in the conference room of the Public Works/Public Utilities Service Center at 500 SE 4th Street, Grand Rapids, Minnesota.

CALL OF ROLL:

PUBLIC FORUM:

APPROVAL OF MINUTES:

1. Consider a motion to approve the March 11, 2026 Work Session and the March 25, 2026 Regular Meeting Minutes.

VERIFIED CLAIMS:

2. Consider a motion to approve \$1,658,331.79 in verified claims for March and April 2026.

COMMISSION REPORTS:

CONSENT AGENDA: Any item on the consent agenda shall be removed for consideration by the request of any one Commission member, Utility Staff, or the public and put on the regular agenda for discussion and consideration.

3. Consider a motion to ratify the quote with Flexible Pipe Tools & Equipment for implementation and annual software licensing in the amount of \$16,250.00.
4. Consider a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the south tower for \$12,200.
5. Consider a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the north tower for \$9,163.
6. Consider a motion to ratify the procurement contract with Graybar Inc. for a Yaskawa 180 amp variable frequency drive for the industrial screen house for \$11,134.07.

SETTING OF REGULAR AGENDA: This is an opportunity to approve the regular agenda as presented, or add/delete an agenda item by a majority vote of the Commission members present.

OPERATIONS & CAPITAL BUSINESS:

7. Operations & Capital Updates

- [8.](#) Consider a motion to approve the Unpaid Internship Agreement with Emma Bradford to provide her with educational experience and training in GIS within the Information Systems Department.
- [9.](#) Consider a motion to approve updates to the GRPU Frozen Water Service Line policy.
- [10.](#) Consider a motion to adopt Resolution Number 04-22-26-05 approving revisions to the Customer Utility Services Policy regarding cash payment penny rounding.

CONTRACTS:

- [11.](#) Consider a motion to approve the procurement contract with Eaton/Cannon for new electrical meters and authorize the General Manager to sign the contract for \$129,168.00.
- [12.](#) Consider a motion to approve the procurement contract with Border States for new transformers and authorize the General Manager to sign the contract for \$130,734.06.
- [13.](#) Consider a motion to award the 12th & 14th Avenue SW Electric UG Project contract to Castrejon Incorporated for an estimated total amount of \$180,800 and authorize the General Manager to sign the contract.
- [14.](#) Consider a motion to award the 29th Street & Crystal Springs Road UG Projects contract to Lake States Construction for an estimated total amount of \$89,205 and authorize the General Manager to sign the contract.

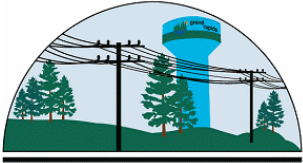
REPORTS:

- [15.](#) Monthly Reports

ADJOURNMENT:

The next Work Session is scheduled for Wednesday, May 13, 2026 at 3:00 PM in the conference room of the Public Works/Public Utilities Service Center at 500 SE 4th Street.

The next Regular Meeting of the Commission is scheduled for Wednesday, May 27, 2026 at 4:00 PM in the conference room of the Public Works/Public Utilities Service Center at 500 SE 4th Street.



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

**GRAND RAPIDS PUBLIC UTILITIES COMMISSION
WORK SESSION
MEETING MINUTES**

**Wednesday, March 11, 2026
3:00 PM**

CALL TO ORDER: Pursuant to due notice and call thereof, a Work Session Meeting of the Grand Rapids Public Utilities Commission will be held on Wednesday, March 11, 2026 at 3:00 PM in the conference room of the Public Works/Public Utilities Service Center at 500 SE 4th Street, Grand Rapids, Minnesota.

President Stanley called the meeting to order at 3:05 PM.

CALL OF ROLL:

PRESENT: President Tom Stanley, Secretary Luke Francisco, Commissioner Rick Smith, Council Representative Rick Blake

ABSENT: Commissioner Nancy Saxhaug with notice

OTHERS: Julie Kennedy, Michael LeClaire, Chad Troumbly, Taylor Bird, Megan Sjostrand

BUSINESS:

1. Consider a motion to approve \$2,229,202.98 in verified claims for February and March 2026.

Motion made by Commissioner Smith, Seconded by Council Representative Blake to approve \$2,229,202.98 in verified claims for February and March 2026.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Smith, Council Representative Blake

2. Operations & Capital Updates

GRPU staff gave a presentation on Operations & Capital Updates

ADJOURNMENT:

There being no further business, the meeting adjourned at 4:05 PM.

Respectfully submitted,

Megan Sjostrand

Megan Sjostrand



**GRAND RAPIDS PUBLIC UTILITIES COMMISSION
MEETING MINUTES**

Tuesday, March 31, 2026

4:00 PM

CALL TO ORDER: Pursuant to due notice and call thereof, a Regular Meeting of the Grand Rapids Public Utilities Commission will be held on Wednesday, March 31, 2026 at 4:00 PM in the conference room of the Public Works/Public Utilities Service Center at 500 SE 4th Street, Grand Rapids, Minnesota.

President Stanley called the meeting to order at 4:00 PM.

CALL OF ROLL:

PRESENT: President Tom Stanley, Secretary Luke Francisco, Commissioner Nancy Saxhaug, Commissioner Rick Smith

ABSENT: Council Representative Rick Blake with notice

OTHERS: Julie Kennedy, Steve Mattson, Taylor Bird, Megan Sjostrand

PUBLIC FORUM:

No one from the public was present

ORGANIZATIONAL MEETING:

1. Consider the election of the 2026 GRPU Commission Officers of President and Secretary.

Motion made by Commissioner Saxhaug to elect Tom Stanley as the GRPU Commission President. Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

Motion made by Commissioner Smith to elect Luke Francisco as the GRPU Commission Secretary. Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

APPROVAL OF MINUTES:

2. Consider a motion to approve the February 11, 2026 Work Session and the February 25, 2026 Regular Meeting Minutes.

Motion made by Commissioner Saxhaug, Seconded by Commissioner Smith to approve the February 11, 2026 Work Session and the February 25, 2026 Regular Meeting Minutes.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

VERIFIED CLAIMS:

3. Consider a motion to approve \$628,352.33 in verified claims for March 2026.

Motion made by Commissioner Smith, Seconded by Commissioner Saxhaug to approve \$628,352.33 in verified claims for March 2026.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

COMMISSION REPORTS:

CONSENT AGENDA: Any item on the consent agenda shall be removed for consideration by the request of any one Commission member, Utility Staff, or the public and put on the regular agenda for discussion and consideration.

Motion made by Secretary Francisco, Seconded by Commissioner Saxhaug to approve the consent agenda as presented.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

4. Consider a motion to ratify the quote with ZixCorp Systems for an amount of \$3,037.38 for Essentials Email Security & Compliance Suite of software.

Approved on consent agenda.

5. Consider a motion to ratify the Scope of Work with Emergent Software for an amount up to \$17,200.00 for migration and configuration to modernize network management.

Approved on consent agenda.

6. Consider a motion to ratify the Scope of Work with Procise Solutions, Inc. for an amount not to exceed \$24,900.00 for administration and customization of the Microsoft Office 365 platform.

Approved on consent agenda.

7. Consider a motion to ratify the Supplemental Letter Agreement with Short Elliott Hendrickson Inc. (SEH) for consulting work on Crystal Springs and 29th Street SE Electrical Underground projects in the amount of \$13,800.

Approved on consent agenda.

8. Consider a motion to ratify the Supplemental Letter Agreement with Short Elliott Hendrickson Inc. (SEH) for construction administration services and easement support on 2026 electric capital projects for \$13,500.

Approved on consent agenda.

9. Consider a motion to ratify the agreement with SEH Inc. for engineering services for designing supports for the watermain at the Horn bridge for \$5,000.

Approved on consent agenda.

SETTING OF REGULAR AGENDA: This is an opportunity to approve the regular agenda as presented, or add/delete an agenda item by a majority vote of the Commission members present.

Motion made by Commissioner Saxhaug, Seconded by Secretary Francisco to approve the regular agenda as presented.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

OPERATIONS & CAPITAL BUSINESS:

10. Operations & Capital Updates

GRPU staff presented the Operations & Capital Updates

11. Consider a motion to approve the Record Retention Policy.

Motion made by Commissioner Smith, Seconded by Commissioner Saxhaug to approve the Record Retention Policy.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

12. Consider a motion to approve the Data Access Request Policy.

Motion made by Commissioner Saxhaug, Seconded by Secretary Francisco to approve the Data Access Request Policy.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

13. Consider a motion to approve the amended GRPUC bylaws.

Motion made by Commissioner Smith, Seconded by Commissioner Saxhaug to approve the amended GRPUC bylaws.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

14. Consider a motion to adopt Resolution 02-25-26-1 approving the 2026 GRPU Operating Plan and the 2026 Operations and Capital Budgets.

Motion made by Secretary Francisco, Seconded by Commissioner Smith to adopt Resolution 02-25-26-1 approving the 2026 GRPU Operating Plan and the 2026 Operations and Capital Budgets.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

15. Consider a motion to adopt Resolution Number 03-31-26-03 approving the revisions to the Procurement policy.

Motion made by Commissioner Saxhaug, Seconded by Commissioner Smith to adopt Resolution Number 03-31-26-03 approving the revisions to the Procurement policy.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

16. Consider a motion to adopt the Resolution 03-31-26-04 removing Jean Lane as an authorized representative of the 4M Fund investment account and adding Taylor Bird as an authorized representative.

Motion made by Commissioner Smith, Seconded by Secretary Francisco to adopt the Resolution 03-31-26-04 removing Jean Lane as an authorized representative of the 4M Fund investment account and adding Taylor Bird as an authorized representative.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

CONTRACTS:

17. Consider a motion to approve the procurement contract with Rob's Bobcat Service Inc. for vegetation control and restoration services for the 2026 calendar year and authorize the General Manager to sign the contract, for an amount not to exceed \$75,000.

Motion made by Commissioner Smith, Seconded by Commissioner Saxhaug to approve the procurement contract with Rob's Bobcat Service Inc. for vegetation control and restoration services for the 2026 calendar year and authorize the General Manager to sign the contract, for an amount not to exceed \$75,000.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

18. Consider a motion to approve the procurement contract with Electric Pump LLC for the purchase of two Flygt Pumps for \$167,671 and authorize the General Manager to sign the contract.

Motion made by Secretary Francisco, Seconded by Commissioner Saxhaug to approve the procurement contract with Electric Pump LLC for the purchase of two Flygt Pumps for \$167,671 and authorize the General Manager to sign the contract.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

19. Consider a motion to approve the procurement contract with Bolton and Menk for engineering services for the detailed design of the water treatment plant renovation project and authorize the General Manager to sign the contract for \$980,000.

Motion made by Secretary Francisco, Seconded by Commissioner Smith to approve the procurement contract with Bolton and Menk for engineering services for the detailed design of the water treatment plant renovation project and authorize the General Manager to sign the contract for \$980,000.

Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug, Commissioner Smith

20. Consider a motion to approve the procurement contract with Stantec Consulting Services for engineering and construction management services for Landfill Phases 1-4/Kettle D cover project for \$139,500 and authorize the General Manager to sign the contract.

Motion made by Commissioner Smith, Seconded by Commissioner Saxhaug to approve the procurement contract with Stantec Consulting Services for engineering and

**construction management services for Landfill Phases 1-4/Kettle D cover project for \$139,500 and authorize the General Manager to sign the contract.
Voting Yea: President Stanley, Secretary Francisco, Commissioner Saxhaug,
Commissioner Smith**

REPORTS:

21. Monthly Reports

Reviewed the GRPU Monthly Reports

ADJOURNMENT:

There being no further business, the meeting adjourned at 5:13 PM.

Respectfully submitted,

Megan Sjostrand

Megan Sjostrand



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to approve \$1,658,331.79 in verified claims for March and April 2026.

PREPARED BY: Taylor Bird, Finance Manager

BACKGROUND:

See attached check registers:

Bill list:	\$1,378,544.08
Bill payments with prior approval:	\$279,787.71
Total	\$1,658,331.79

RECOMMENDATION:

Approve \$1,658,331.79 in verified claims for March and April 2026.

Grand Rapids Public Utilities
Meeting Date: 4/22/2026
GRPU: Bill List

Item 2.

PUC Meeting Identifier	Vendor	Vendor Name	Payment Amount
Commission Meeting	Bunes Septic Service Incorporated	Bunes Septic Service Incorporated	300.00
Commission Meeting	Central McGowan	CM2 Supply	3,428.87
Commission Meeting	City of Grand Rapids	City of Grand Rapids	127.60
Commission Meeting	Climate Makers Incorporated	Climate Makers Incorporated	1,586.26
Commission Meeting	Compass Minerals	Compass Minerals	9,869.12
Commission Meeting	Core & Main	Core & Main	4,789.70
Commission Meeting	Duncan Company	Duncan Company	269.90
Commission Meeting	Fastenal Company	Fastenal Company	1,655.24
Commission Meeting	Hawkins Water Treatment Group	Hawkins Water Treatment Group	29,931.18
Commission Meeting	Ingersoll Rand Industrial	Ingersoll Rand Industrial	1,600.55
Commission Meeting	Jamar Company	Jamar Company	9,677.74
Commission Meeting	McMaster Carr	McMaster Carr	1,918.43
Commission Meeting	MN Power	MN Power	1,130,115.55
Commission Meeting	Otis Elevator Company Incorporated	Otis Elevator Company Incorporated	2,410.56
Commission Meeting	Polydyne Incorporated	Polydyne Incorporated	71,129.80
Commission Meeting	Rapid Garage Door	Rapid Garage Door	484.00
Commission Meeting	Temporary Vendor- Rebates	Auto Zone	206.22
Commission Meeting	Temporary Vendor- Rebates	Tom Hanna	1,000.00
Commission Meeting	Temporary Vendor- Rebates	William Marshall	100.00
Commission Meeting	Temporary Vendor- Rebates	Thomas and Linda Schedin	100.00
Commission Meeting	Temporary Vendor- Rebates	Davis and Lois Ness	150.00
Commission Meeting	Temporary Vendor- Rebates	Jacqueline MacPherson	70.00
Commission Meeting	Temporary Vendor- Rebates	Calvin Burgraff	150.00
Commission Meeting	Wesco	Wesco	17,256.61
Commission Meeting	Ziegler Incorporated	Ziegler Incorporated	90,216.75
Total			1,378,544.08

Grand Rapids Public Utilities
Meeting Date: 4/22/2026
Checks/EFT/Auto: 3/28/2026-4/17/2026
PUC: Bill Payments w/ Prior Approvals

PUC Meeting Identifier	Name	Sum of Bill Amount
Prior Approval	V00048 Emergent Software LLC	11,881.03
Prior Approval	V00122 RMB Environmental Laboratories Incorporated	3,484.80
Prior Approval	V00136 LeClaire Mike	40.00
Prior Approval	V00294 Riley Joseph	40.00
Prior Approval	V00396 UNUM Life Insurance Company of America	5,345.37
Prior Approval	V00420 Cooperative Response Center Incorporated	1,994.99
Prior Approval	V00433 Stoltz Gary	40.00
Prior Approval	V00853 Oracle America, Inc	33,193.70
Prior Approval	V00901 Core & Main	598.24
Prior Approval	V00967 Stanley Tom	824.40
Prior Approval	V01002 First Net AT & T Mobility	590.87
Prior Approval	V01144 Gopher State One Call	17.55
Prior Approval	V01173 Sandstrom's Incorporated	623.81
Prior Approval	V01194 Waste Management of WI MN	3,585.49
Prior Approval	V01210 Hach Chemicals	917.68
Prior Approval	V01258 Stuart C Irby Company	3,119.34
Prior Approval	V01353 Viking Electric Supply Incorporated	478.27
Prior Approval	V01658 USA Bluebook	6,275.31
Prior Approval	V01697 MN Department of Health	78.00
Prior Approval	V01900 MN Child Support Payment Center	427.31
Prior Approval	V01916 Davis Petroleum	515.62
Prior Approval	V02304 MN Energy Resources Corporation	884.39
Prior Approval	V02342 UPS	444.08
Prior Approval	V02585 NCPERS Group Life Insurance	80.00
Prior Approval	V02590 Hansen Mark	40.00
Prior Approval	V02599 Xerox Corporation	146.08
Prior Approval	V02619 Rapid Garage Door	278.00
Prior Approval	V02638 Innovative Office Solutions	839.43
Prior Approval	V02679 Dimich Corey	40.00
Prior Approval	V02785 Vestis	866.39
Prior Approval	V02870 Bolton and Menk Inc	9,026.50
Prior Approval	V02892 Radtke James	6,276.60
Prior Approval	V02941 North Central Laboratories	1,016.64
Prior Approval	V03113 CliftonLarsonAllen LLP	2,607.15
Prior Approval	V03135 Procise Solutions Inc	92.50
Prior Approval	V03154 Blanchard Jason	40.00
Prior Approval	V03202 Dakota Mailing & Shipping	234.00
Prior Approval	V03311 Rundell Eric	690.40
Prior Approval	V03359 Langer Stephen A	40.00
Prior Approval	V03546 City of LaPrairie	19,544.15
Prior Approval	V03671 City of Grand Rapids	157,506.56
Prior Approval	V03794 MN Pollution Control Agency	1,264.49
Prior Approval	V04333 Border States Electric	1,152.36
Prior Approval	V04340 Fastenal Company	1,582.07
Prior Approval	V04423 Sjostrand Megan	40.00
Prior Approval	V04424 Veith Jamie	40.00
Prior Approval	V04461 Temporary Vendor- Customer Refund	217.89
Prior Approval	V04521 Adam Dragicevich	40.00
Prior Approval	V04532 Messerli Kramer P.A.	686.25
Total		279,787.71



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22nd, 2026

AGENDA ITEM: Consider a motion to ratify the quote with Flexible Pipe Tools & Equipment for implementation and annual software licensing in the amount of \$16,250.00.

PREPARED BY: Mike LeClaire, Information Systems Department Manager

BACKGROUND:

As part of our optimization goals, we are moving away from our current sanitary video software to a new system. The new software allows for more internal users at more cost-effective price as well as providing an on demand sharing of sanitary videos to customers and vendors via a web portal. Additionally, the new software allows for web video storage included in the price reducing our internal server storage costs annually. New software will reduce staff time from manual transfer of video files and searching on the server to find videos for referene. Total return on investment including implementation of switching to new software will be 1.2 years of current licensing costs.

RECOMMENDATION:

Ratify the quote with Flexible Pipe Tools & Equipment for implementation and annual software licensing in the amount of \$16,250.00.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the south tower for \$12,200.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

This procurement is a pass-through exchange where the cell provider pays for the project approval and installation inspection expenses. GRPU has contracted Badger State Inspection as an owner's agent.

The vendor's Certificate of Insurance has been verified to meet the contract requirement and is on file.

RECOMMENDATION:

Approve a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the south tower for \$12,200.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the north tower for \$9,163.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

This procurement is a pass-through exchange where the cell provider pays for the project approval and installation inspection expenses. GRPU has contracted Badger State Inspection as an owner's agent.

The vendor's Certificate of Insurance has been verified to meet the contract requirement and is on file.

RECOMMENDATION:

Approve a motion to ratify the quote with Badger State Inspection for drawing review, shop inspection and field installation inspection for the AT&T project on the north tower for \$9,163.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to ratify the procurement contract with Graybar Inc. for a Yaskawa 180 amp variable frequency drive for the industrial screen house for \$11,134.07.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

This procurement is for an approved Water Wastewater capital project with a budget of \$20,745. \$0 has been spent to date.

The asset management plan on the screen house identified that all 4 of the current variable frequency drives (VFD) are beyond their usual life and require replacement. GRPU is planning a phased replacement approach over the next few years to get the VFD's modernized.

The GRPUC Procurement Policy was followed. GRPU has two quotes for identical Yaskawa VFD's from two different suppliers and also a quote for a similar sized VFD from another manufacturer (Schneider). GRPU is choosing the low quote for the Yaskawa VFD for the following reasons:

Yasakawa has the reputation for extremely long life and low failure rates. The existing Yaskawa VFD's have been functioning a long time in the warm and moist environment of the industrial screen house. Published mean time between failures figures can exceed 20 years, which is amongst the highest in the industry. The heavy-duty design of coated boards, vibration resistance and high temperature components make them strong in harsh environments such as wastewater and pulp. Furthermore, it is widely considered easy to program and commission which makes it a good fit for typical maintenance staff. It is known to be mid-range cost with premium reliability.

The vendor's Certificate of Insurance has been verified to meet the contract requirement and is on file.

RECOMMENDATION:

Approve a motion to ratify the procurement contract with Graybar Inc. for a Yaskawa 180 amp variable frequency drive for the industrial screen house for \$11,134.07.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026
AGENDA ITEM: Operations & Capital Updates
PREPARED BY: GRPU Staff

BACKGROUND:

GRPU Operating & Capital Updates

RECOMMENDATION:

None. Review Only.

Grand Rapids Public Utilities

April 22, 2026

Operational and Capital Updates

GRPU Management Team





MISSION VISION VALUES

Item 7.

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)

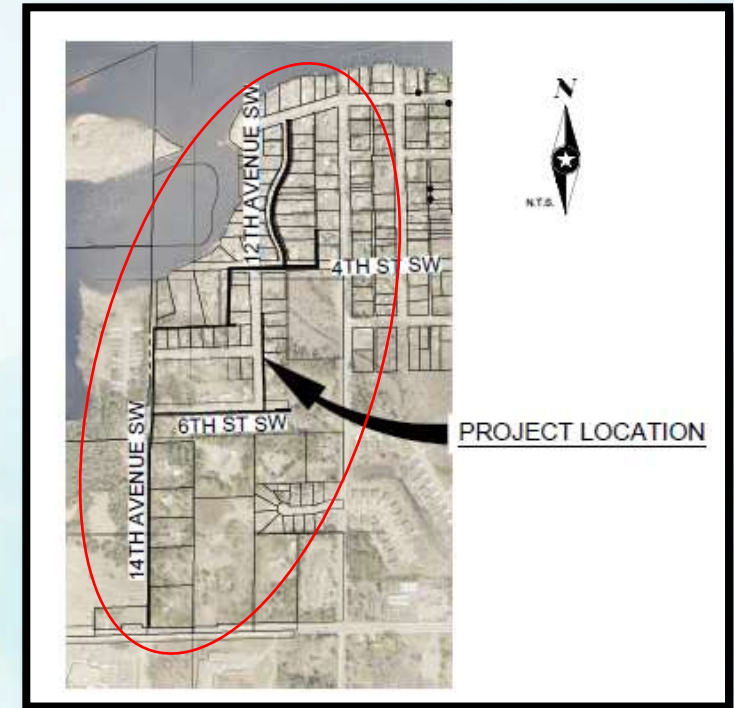
Capital: 12th & 14th Ave SW Electric Project by Julie Kennedy

Project: Underground conversion that supports the broader GRPU voltage conversion on the south side, converts select overhead secondary lines to underground to improve reliability and reduce tree-related outages and improves crew access for faster restoration.

Budget Update: Construction bids were ~12% below budget.

Construction Schedule: Completed by July 17.

Next Steps: Preconstruction Meeting



Execution Phase: Contractor Bids Received April 14

Dept	Project #	Strategic Goal	Materials / Inventory	Consultant / Contractor	Equipment	Internal Labor	Total Project	Funding Sources
100	ELCP5043	US-3	\$239,288	\$220,000 \$195,800	\$40,000	\$96,000	\$595,288 \$571,088	Reserves



Uninterrupted, High-Quality Utility Services (US)

Capital: 29th St SE & Crystal Springs Rd Electric Project by Julie Kennedy

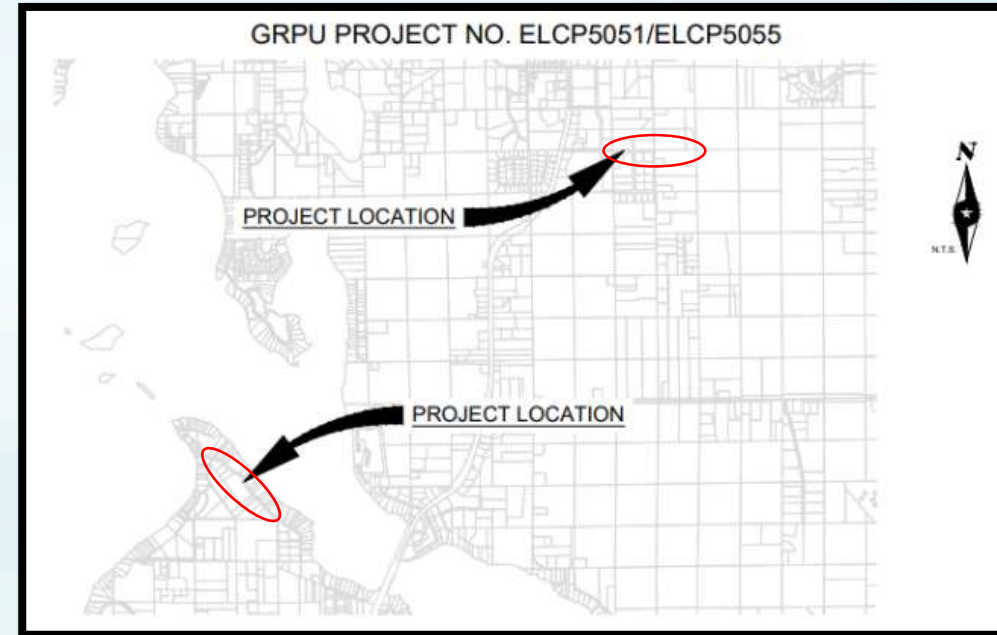
29th Street Project: Underground upgrade to increase the Grand Rapids Industrial Park capacity and enhancement to GRPU system redundancy and operational flexibility.

Crystal Springs Loop Project: Overhead to underground infrastructure conversion that supports the broader GRPU voltage conversion on the south side.

Budget Update: Construction bids were 52% below budget.

Construction Schedule: Crystal Springs completed by July 24 and 29th Street completed by August 13.

Next Steps: Preconstruction Meeting



Execution Phase: Contractor Bids Received April 14

Dept	Project #	Strategic Goal	Materials / Inventory	Consultant / Contractor	Equipment	Internal Labor	Total Project	Funding Sources
100	ELCP5051/ ELCP5055	US-3	\$102,000	\$200,000 \$103,005	\$31,200	\$97,000	\$430,200 \$333,205	Reserves



Uninterrupted, High-Quality Utility Services (US)

Item 7.

Capital: Screen House Pumps VFD Upgrade by Steve Mattson

Description: The variable frequency drives (VFDs) enable the industrial lift station pumps to adjust their pumping rate in response to incoming flow conditions.

Purpose: The asset management plan for the screen house identified the existing VFD's being beyond the useful life and need to be replaced to ensure consistent operation into the future and meet commission strategic goals of 100% compliance of regulations.

Status/Win/Issue/Risk: Phasing the replacement over the next 4 years helps spread out investment, ensure new technology works while having a back-up.

Next Steps: Procurement and preparation/planning. Followed by removal of existing and installation of newer, smaller VFD.



Execution Phase: Estimated Budget (± 3-10%)

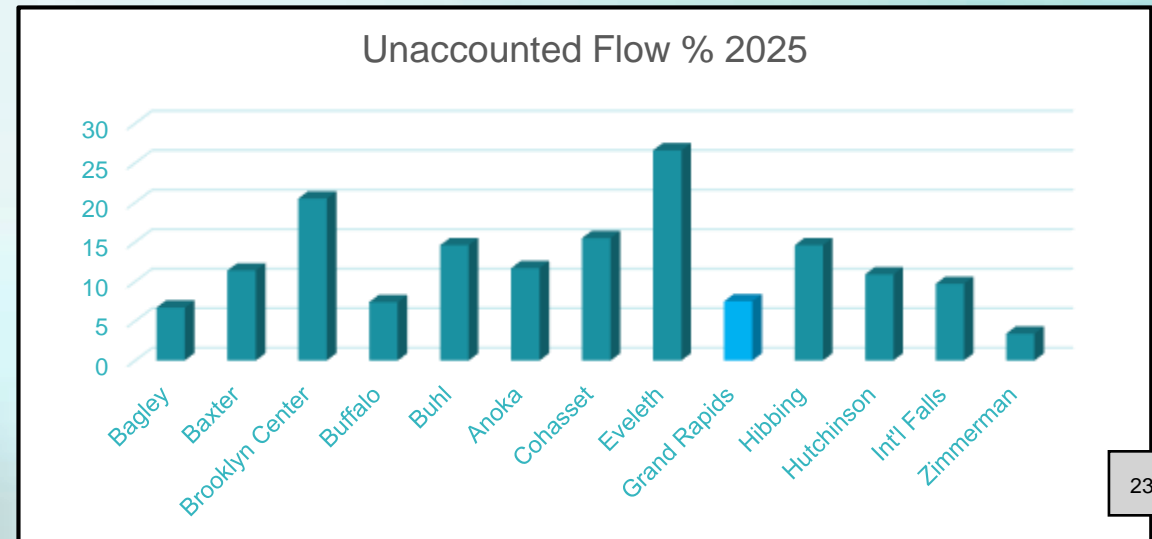
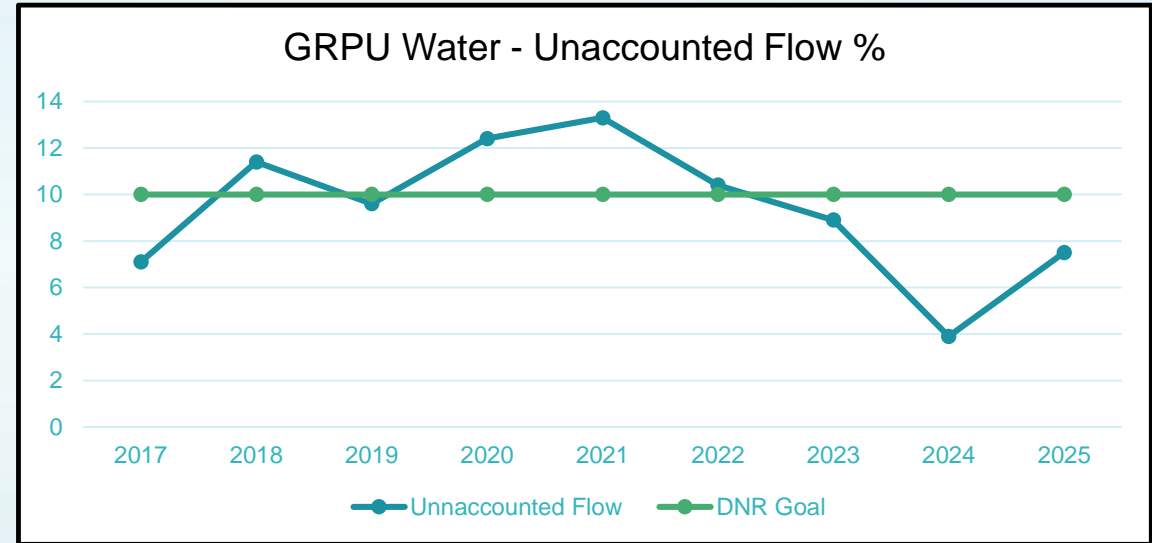
Dept	Project #	Strategic Goal	Materials / Inventory	Consultant / Contractor	Vehicle Usage	Internal Labor	Total Project	Funding Sources
470	WTCP8200	NE-1	\$2,000	\$12,745	\$0	\$6,000	\$20,745	UPM Blandin



Strategic and Sustainable Fiscal Management (FM)

Operations: Water Unaccounted Flow Update by Steve Mattson

- DNR established a goal of < 10% unaccounted flow for Public Water Suppliers
- 2025 – Unaccounted flow was 7.5%
- Real and apparent losses ~\$95,000/yr
- Survey of 30+ utilities – 51% of non-revenue water loss is from leaks on distribution mains and service connections
- 2024 - Replaced flow meters at Water Treatment Plant and wells 4&6
- 2025 – Replaced flow meter for well 3
- Operations: Continue with distribution system leak studies biennially, annual flow verifications on flow meters





Engaging and Educating the Community (EC)

Item 7.

Operations: Customer Incentive for Lead & Copper Testing by Julie Kennedy

Required Compliance Testing: GRPU does lead & copper sampling at MDH-approved sites (60 samples, twice annually) that is dependent on customer participation.

Current Process: GRPU does an evening drop-off of bottle/form; customer collects first-draw sample in the morning and leaves for pickup and lab submission.

Challenge: Missed or declined samples require securing new MDH-approved sites, increasing administrative time and delays

Operational Impact: Higher CSR coordination, added field staff time, and additional state approval steps.

Proposed Pilot: Offer a \$20 customer bill credit for successful sample completion to those customers on the MDH-approved site list.

Cost vs. Benefit: ~\$2,400 annual cost is lower than staff time spent managing retests; expected to improve participation and streamline compliance.





Operational Excellence (OE)

Operations: April Safety Summary by Julie Kennedy

Safety Topic This Month:

Safety Brad will conduct Hot Sticks and Grounds Testing on April 22.

Safety Committee Program Review This Month:

The Safety Committee will meet on April 23 and review the follow up from the mock OSHA inspection.

Incidents Reported last Month by Department:

(thru March workdays)

Administration: None

Business Services: None

Electric: None

Water-Wastewater: None

Cumulative Incidents for 2026

Recordable Incidents	1
Lost Time Days 2026	0
Restricted Days 2026	0
First Aid Only (not recordable)	0
Total FROI	1

Recordable Incident 5-year History

	2022	2023	2024	2025	2026
ADMIN	0	0	0	0	0
BUS SVCS	0	1	0	0	0
ELEC	0	0	1	0	0
W-WW	0	0	0	0	1
TOTAL	0	1	1	0	1

Grand Rapids Public Utilities

Upcoming Commission Meetings

Work Session: May 13, 2025

Regular Meeting: May 27, 2025



Grand Rapids Public Utilities

April 22, 2026 Commission Regular Meeting

2026 Annual Plan Q1 Scorecard Presentation

Julie Kennedy – General Manager


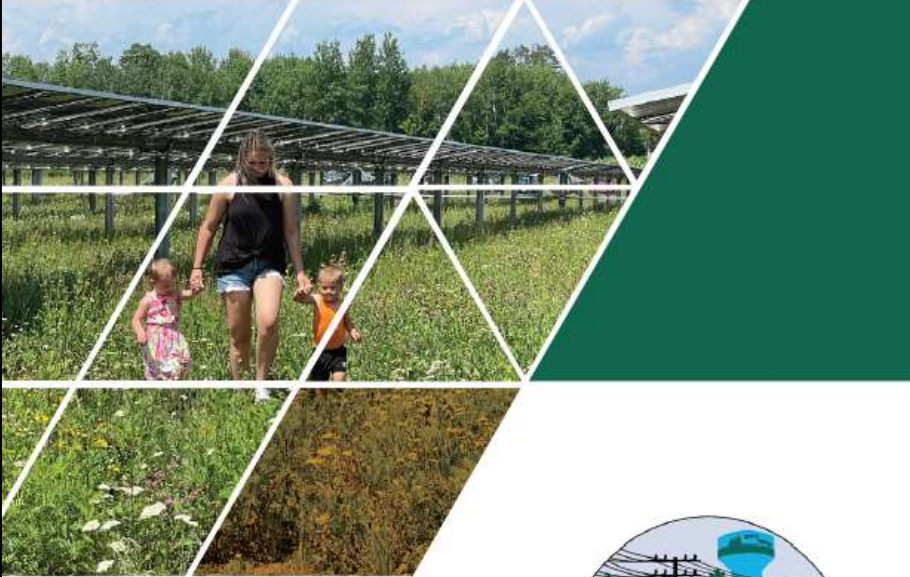


2023-2028 Strategic Plan

STRATEGIC PLAN

PLAN

2023-2028



GRAND RAPIDS PUBLIC UTILITIES
Service is Our Nature

Strategic Plan GRAND RAPIDS PUBLIC UTILITIES/2023 03

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 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.

Our Mission



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

2023-2028 Strategic Plan



STRATEGIC PILLARS

Following are GRPU's objectives for the next five years. They are aspirational, and will be attained through the process of breaking the objectives down into specific, measurable, achievable, relevant, and timely (SMART) goals. These will be documented annually in the period's operating plan and supported by the approved budget.

Uninterrupted, High-Quality Utility Services (US)

GRPU recognizes that nothing else we do matters more to our customers than the delivery of reliable, affordable, and sustainable services. GRPU's Strategic Plan sets the following goals for the next five years related to ensuring uninterrupted, high-quality utility services now and in the future.

1. GRPU will develop and begin to execute a long-term (i.e., no less than five year, no greater than twenty year) infrastructure replacement plan that also accounts for anticipated system growth of up to 20% and gradual undergrounding of the electrical system.
2. GRPU will complete the renovation of its water treatment facility to improve operations and ensure adequate future capacity.
3. GRPU will complete the process of jetting its sanitary sewers.
4. GRPU will assess and address customer expectations regarding future technology upgrades they may expect or desire as our system evolves.
5. GRPU will adopt policies and develop contingency plans to:
 - a. manage risks to infrastructure that may result from the activities of bad actors.
 - b. manage risks associated with grid failures or the inability of our single source of power to meet its obligations.

Strategic and Sustainable Fiscal Management (FM)

GRPU aims to be proactive with its resources, recognizing that all decisions are made on behalf of past and future ratepayers. GRPU's Strategic Plan sets the following goals for the next five years related to ensuring strategic and sustainable fiscal management to support ongoing operations and inter-generational equity.

1. GRPU will develop a financial forecast model that accounts for capital expenditures as described in objective US-1 above, including inflation assumptions, target dates, key performance indicators, and decision criteria. The model will account for supply chain issues that may require placing orders years in advance of anticipated project execution.
2. GRPU will take preparatory steps to ensure debt or emergency funding can be obtained quickly should an unexpected infrastructure failure require unplanned expenditures that cannot be addressed with existing resources.
3. GRPU will explore and, when both feasible and practical, adopt an updated rate structure that accounts for the evolving use patterns resulting from electrification (e.g., transition to electric vehicles, distributed energy resources/adoption of solar by home and business owners, etc.).

OPERATIONAL PLANNING, REPORTING AND ACCOUNTABILITY

PLANNING



Each year in September, the GRPUC and GM will review the organization's SWOT, strategic and operational progress. Over the next month, the strategic plan will be updated. Implications and priorities for operations will then be discussed with the GRPUC in October.

Following updated and reaffirmed strategic direction from the GRPUC, the GM and staff will create an annual operating plan. This plan will include SMART goals based on the operating priorities and strategic intent of the GRPUC.

The annual budget will be developed to support the successful realization of the operating plan. Each year GRPU's Audit and Finance Committee will review the budget in November and provide feedback. The final draft of the operating plan and supporting budget will be referred to the GRPUC for action at their December meeting.

REPORTING



Monthly staff reports to the GRPUC will align with and reference the approved operating plan. Items requiring action by the GRPUC will be placed on the agenda.

The GM will report to the GRPUC on progress toward achieving each approved goal/deliverable in a report card prepared in advance of GRPUC meetings in the months following the end of each quarter (April, July, October, and January).

Timelines and/or other details regarding achievement of the SMART goal(s) will be adjusted as needed when conditions require doing so.

SMART goals will not be fully discarded unless they are being replaced with another tactic that will achieve the strategic objective they support. GRPUC action is required to alter or eliminate a strategic objective.

STAFF ACCOUNTABILITY



Each year, employees work toward individual performance goals that support GRPU's objectives and aid in their own professional development.

Beginning in 2024, annual employee goals will align with the SMART goals in GRPU's operating plan, and we will foster an organizational culture that is consistent with GRPU's vision, mission, and values as described in the Strategic Plan.

Supervisors will provide ongoing feedback to employees in a manner determined by the GM and consistent with relevant union contracts. Our intent is to ensure that each GRPU team member feels fully connected to the organization's strategic path, knows how they uniquely contribute to achieving our goals, and are supported by the entirety of GRPU in carrying out their roles.

2026 Q1 Annual Work Plan Scorecard

High Quality Utility Services (US)

Name	Primary Goal	Lead	Q1
Finalize the engineering, bidding and funding for the Water Treatment Plant (WTP) renovation project.	US-1	Steve Mattson	Working on it
Refine the 5-year capital asset and infrastructure replacement plan.	US-2	Julie Kennedy	Done
Complete the engineering for a project to increase the Tioga substation capacity.	US-3	Julie Kennedy	Working on it
Establish electric, water and wastewater reliability goals, assess current performance, and develop action plans to address any needed improvements.	US-5	Julie Kennedy	Not Started

2026 Q1 Annual Work Plan Scorecard

Sustainable Fiscal Management (FM)

Name	Primary Goal	Lead	Q1
Design and implement ERP metrics, dashboards and reports to support data driven decision making	FM-1	Taylor Bird	Working on it
Finalize the financial reserve policy	FM-4	Taylor Bird	Not Started
Complete and implement electric, water and wastewater rates studies.	FM-5	Julie Kennedy	Working on it
Assess current WWTP operations and develop the plan to optimize efficiency through improved technology and process enhancements.	FM-7	Steve Mattson	Working on it
Successfully complete labor negotiations	FM-6		Not Started

2026 Q1 Annual Work Plan Scorecard

Sustainable Fiscal Management (EC)

Name	Primary Goal	Lead	Q1
Develop and publish material on the shared-responsibility materials, the CIP program, and the SpryEngage portal.	EC-1	Julie Kennedy	Planned
Continue incentives for customers to enroll in paperless billing.	EC-4	Julie Kennedy	Working on it
Publish a popular report summarizing 2025 projects and financials results.	EC-5	Julie Kennedy	Not Started
Hold two joint Council-Commission meetings.	EC-6	Julie Kennedy	Planned
Participate in ItasCAP, GRACC Government Affairs, and Tall Timber Days	EC-7	Julie Kennedy	Working on it

2026 Q1 Annual Work Plan Scorecard

Stewardship of Natural Environment (NE)

Name	Primary Goal	Lead	Q1
Remain 100% compliant with all environmental regulations.	NE-1	Julie Kennedy	Working on it
Assess and report on the long-term benefits and ROI of the revised sanitary sewer televising program.	NE-4	Steve Mattson	Working on it
Complete the engineering and bidding documents for the Septic Hauler Relocation Project.	NE-3	Steve Mattson	Working on it
Complete the Landfill 1-4, Kettle D Cover Reconstruction Project.	NE-5	Steve Mattson	Working on it

2026 Q1 Annual Work Plan Scorecard

Operational Excellence (OE)

Name	Primary Goal	Lead	Q1
Finalize personnel policy/employee handbook update.	OE-1	Julie Kennedy	Working on it
Complete the projects in the 2026 approved capital budget.	OE-2	Julie Kennedy	Working on it
Continue to develop and utilize project management tools (Cityworks, Teams, ERP) for improved tracking and reporting.	OE-2	Julie Kennedy	Working on it
Complete the workflow for the Laserfiche Report Section and get documents uploaded	OE-4	Julie Kennedy	Working on it
Evaluate and streamline existing software and technology platforms to align with organizational needs and long-term value.	OE-5	Michael LeClaire	Working on it
Evaluate IS/IT resources to ensure long-term optimization and continued protection against cyber threats.	OE-5	Michael LeClaire	Working on it
Develop and begin reporting on an employee safety metric.	OE-6	Julie Kennedy	Not Started
Engage in legislative activities at the local, state and federal level.	OE-7	Julie Kennedy	Done

Questions / Comments



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



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to approve the Unpaid Internship Agreement with Emma Bradford to provide her with educational experience and training in GIS within the Information Systems Department.

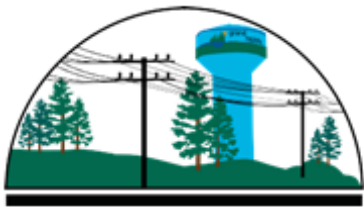
PREPARED BY: Mike LeClaire, Information Systems Department Manager

BACKGROUND:

Emma Bradford recently completed her job training through the US Army. During her training she did an 8-week course learning about GIS and has decided to pursue this as career field. She has inquired with the IS department to see if there was a volunteer opportunity with GRPU to gain additional knowledge and other practical real-world applications in the field of GIS towards her career goals. She is currently enrolled at Liberty University.

RECOMMENDATION:

Approve the Unpaid Internship Agreement with Emma Bradford to provide her with educational experience and training in GIS within the Information Systems Department.



GRAND RAPIDS
PUBLIC UTILITIES

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UNPAID INTERNSHIP AGREEMENT

This Unpaid Internship Agreement (“Agreement”) is entered into by and between Grand Rapids Public Utilities (“Organization”) and Emma Bradford (“Intern”) as of April 27, 2026.

1. Purpose of Internship

The purpose of this internship is to provide the Intern with a structured educational experience that enhances the Intern’s knowledge and skills in Geographic Information Systems (GIS). The internship is intended for the benefit of the Intern and is not intended to provide immediate advantage to the Organization.

2. Nature of Relationship

The Intern understands and agrees that:

- This is an unpaid internship.
- The Intern is not considered an employee of the Organization for wages or compensation.
- The internship is for educational and training purposes only.
- The Intern is not entitled to wages, benefits, or compensation for time spent in the internship.

3. Educational Training

The Organization agrees to provide:

- Opportunities to work with the Information Systems Manager to review data design and management practices to enhance the intern’s understanding of system structure and governance.
- Guided, supervised experience with the GIS Analyst to review and digitize historic electric easements into the GIS system, including preparation for recording with the County Recorder’s Office, for training purposes and skill development in GIS applications.
- Exposure to GIS system integrations by working with the Systems Analyst to understand connections between GIS, Asset Management, Outage Management Systems (OMS), and other platforms.
- Opportunities to observe and participate in project meetings with Information Systems staff to gain insight into GIS project development and implementation.
- Guided experience assisting the GIS Analyst in refining field correction and data editing processes.
- Guided experience developing and creating maps and applications within the ArcGIS Portal to build knowledge of online mapping platforms.
- Training on ArcGIS Utility Network tools and capabilities to expand understanding of advanced GIS applications.

4. No Guarantee of Employment

The Intern understands that completion of the internship does not entitle the Intern to a paid position with the Organization at the conclusion of the internship.

5. Duration and Schedule

- Internship Start Date: On or around April 27th, 2026

- Internship End Date: The internship is anticipated to continue through August 2026 and will be reassessed in September based on the intern's academic workload. Subject to mutual agreement, the volunteer internship may continue through the remainder of 2026, with an additional reassessment to determine interest and availability for continuation into 2027.

- Expected Schedule: The intern's schedule will be flexible, not to exceed four (4) days per week or five (5) hours per day, and will be based on educational objectives and supervisor availability. The schedule may be adjusted based on mutual agreement and operational needs.

- Work Location: This internship will be performed in person at the Organization's office unless otherwise agreed upon in advance.

6. No Displacement of Employees

The Intern will not displace regular employees and will work under close supervision. The Intern's activities are intended to supplement—not replace—the work of paid staff.

7. Academic Credit

The Intern is responsible for coordinating any academic credit with their educational institution. The Organization will reasonably cooperate with documentation requirements.

8. Confidentiality

The Intern agrees to maintain the confidentiality of all non-public, proprietary, or sensitive information obtained during the internship and will not disclose such information without authorization.

9. Policies and Conduct

The Intern agrees to follow all applicable Organization policies, procedures, and standards of conduct, including those related to safety, confidentiality, and respectful workplace behavior.

10. Compliance with Laws

This internship is intended to comply with all applicable federal, state, and local laws, including the Fair Labor Standards Act. The terms of this Agreement will be interpreted and applied in accordance with such laws. If it is determined that the Intern qualifies as an employee under applicable law, the Organization will comply with all applicable legal requirements.

11. Termination

Either party may terminate this Agreement at any time, with or without cause, upon reasonable notice.

12. Acknowledgment

By signing below, both parties acknowledge that they have read, understood, and agree to the terms of this Agreement.

INTERN

Signature: _____

Name: _____

Date: _____

ORGANIZATION REPRESENTATIVE

Signature: _____

Name/Title: _____

Date: _____



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to approve updates to the GRPU Frozen Water Service Line policy.

PREPARED BY: Steve Mattson, Water/Wastewater Department Manager

BACKGROUND:

The attached Water Wastewater policy was reviewed and discussed with GRPU staff. The revision is necessary to provide clarity that GRPU provides this service 7 days a week. As edits were being made, the policy was revised to improve overall flow and readability.

RECOMMENDATION:

Approve a motion to approve updates to the GRPU Frozen Water Service Line policy.



COMMISSION POLICY

Frozen Water Lines

Category: Water	Subcategory: General	Policy Number: 5.1.003
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Section I - Introduction

This policy was developed to be used as a guide by Grand Rapids Public Utilities (GRPU) personnel and to provide GRPU customers the greatest practicable latitude in the use of utilities services consistent with reliable, economical and safe service to all customers. The result of using this policy should be consistent, logical and fair treatment of GRPU customers in regard to water and wastewater discussions.

Section 2 – Policy

When a property owner or customer notifies GRPU that a water service line is frozen, GRPU will make every effort to restore water service. This assistance is available seven days a week to ensure prompt service and minimize inconvenience.

Special Considerations for Service Line Materials

In cases where the customer has a plastic or non-conductible service line, standard thawing procedures may not be applicable. Special arrangements will be necessary to restore water service to these customers. GRPU will work with each customer individually to determine the most appropriate solution based on the specific circumstances.

Thawing Conductible Service Lines

For customers with conductible service lines, GRPU will attempt to thaw the service line to restore water flow. The customer MUST be present during the thawing process. GRPU personnel are required to enter the residence to assess electrical safety and monitor the situation. The customer is also responsible for watching for flowing water during the thawing process to ensure successful restoration.

Initial Thawing Procedure

GRPU will first attempt to thaw the water service line that runs from the public water main to the curb stop. If the thawing of this portion successfully restores water service to the customer, there will be no charge for this service. This complimentary thawing service is

limited to one occurrence per year for each customer. Should the need for additional thawing arise within the same calendar year, customers are advised to refer to the Ancillary Services and Fees schedule for information regarding all applicable costs.

Responsibility for Thawing Customers Service Line

If thawing the section between the public water main and the curb stop does not restore water service, this indicates that the frozen condition exists on the customer’s own portion of the service line. Customers should consult the Jurisdictional Boundaries Policy for further clarification. In these cases, the responsibility for thawing falls to the customer, who will be required to pay for thawing services. Detailed cost information can be found in the Ancillary Services and Fees schedule.

Maintaining Water Flow After Thawing

After a water line has been thawed, regardless of side of ownership, it is essential to maintain a continuous flow of water through the line until GRPU notifies the customer that this precaution is no longer necessary. GRPU permits customers to maintain this constant flow, and there will be no water usage charge beyond the average monthly bill during this period. For example, customers may be instructed to keep a small stream of water running into a sink. This process will be coordinated directly with a GRPU Customer Service Representative. Billing will follow standard GRPU procedures.

Safety Protocols and Work Hours

Due to numerous safety concerns associated with thawing water lines using welding equipment, GRPU will not initiate new thawing jobs within an hour before dusk, during nighttime hours, or before 7:00 AM. Jobs that started earlier in the day may sometimes continue into the evening. Adequate visibility is necessary for the safety of personnel, and nighttime work poses additional risks such as traffic hazards and disturbance from generators. These precautions are in place to ensure the safety of GRPU staff and minimize disruption to the neighborhood.

GRPUC Commissioner

GRPUC Commissioner

POLICY HISTORY:

Adopted: November 9, 2022

Revised:



COMMISSION POLICY

Frozen Water Lines

Category: Water	Subcategory: General	Policy Number: 5.1.003
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Section I - Introduction

This policy was developed to be used as a guide by Grand Rapids Public Utilities (GRPU) personnel and to provide GRPU customers the greatest practicable latitude in the use of utilities services consistent with reliable, economical and safe service to all customers. The result of using this policy should be consistent, logical and fair treatment of GRPU customers in regard to water and wastewater discussions.

Section 2 – Policy

~~Upon being notified by a property owner or customer that a water service line is frozen, GRPU will attempt to restore the water service.~~

~~If the customer has plastic or a non-conductible service line then special arrangements will need to be made in order to be able to provide the customer with water. GRPU will work on a solution on a case by case basis.~~

~~If the customer has a conductible service line then GRPU will attempt to thaw the service line. The customer **MUST** be present in order for GRPU to provide the service. For electrical safety reasons, GRPU personnel will be required to enter the residence to assess the electric situation throughout the thawing process. The customer will also need to watch for flowing water during the thawing process.~~

~~GRPU will first attempt to thaw the water service from the public water main to the curb stop on the service line. If thawing this portion of the line restores water service, no charge will be made to the customer. This thawing is allowed one time annually. If additional thawing is required at a later date, see Water and Sewer Ancillary Charges schedule for all applicable costs.~~

~~In the event that thawing between the public water main and the curb stop does not restore water service, then the frozen condition is deemed on the customers portion of the service line, see Jurisdictional Boundaries Policy. In this case, the customer will need to pay for thawing their part of the service line. See Water and Sewer Ancillary Charges schedule for all applicable costs.~~

~~Once a customer's service line has become frozen, it is imperative that the customer maintains a constant flow of water through the line until GRPU notifies the customer that it is no longer necessary. In this case, the customer will be permitted by GRPU to maintain a constant flow of water and no water usage charge above the customer's average monthly bill will be made. For example, the customer will keep running a small stream of water into a sink. This will be coordinated with a GRPU Customer Service Representative.~~

~~Billing will be based on standard GRPU procedures.~~

~~Due to many safety concerns involved with thawing water lines with welding equipment, no new thawing jobs will be started within an hour before dusk, during the night, or before 7:00 am. GRPU personnel need to be able to see what they are doing at all times. During the night, traffic control and traffic can put GRPU employees and GRPU equipment at risk. Additionally, running a generator can disturb the peace of the neighborhood.~~

When a property owner or customer notifies GRPU that a water service line is frozen, GRPU will make every effort to restore water service. This assistance is available seven days a week to ensure prompt service and minimize inconvenience.

Special Considerations for Service Line Materials

In cases where the customer has a plastic or non-conductible service line, standard thawing procedures may not be applicable. Special arrangements will be necessary to restore water service to these customers. GRPU will work with each customer individually to determine the most appropriate solution based on the specific circumstances.

Thawing Conductible Service Lines

For customers with conductible service lines, GRPU will attempt to thaw the service line to restore water flow. The customer MUST be present during the thawing process. GRPU personnel are required to enter the residence to assess electrical safety and monitor the situation. The customer is also responsible for watching for flowing water during the thawing process to ensure successful restoration.

Initial Thawing Procedure

GRPU will first attempt to thaw the water service line that runs from the public water main to the curb stop. If the thawing of this portion successfully restores water service to the customer, there will be no charge for this service. This complimentary thawing service is limited to one occurrence per year for each customer. Should the need for additional thawing arise within the same calendar year, customers are advised to refer to the Ancillary Services and Fees schedule for information regarding all applicable costs.

Responsibility for Thawing Customers Service Line

If thawing the section between the public water main and the curb stop does not restore water service, this indicates that the frozen condition exists on the customer's own portion of the service line. Customers should consult the Jurisdictional Boundaries Policy for

further clarification. In these cases, the responsibility for thawing falls to the customer, who will be required to pay for thawing services. Detailed cost information can be found in the Ancillary Services and Fees schedule.

Maintaining Water Flow After Thawing

After a water line has been thawed, regardless of side of ownership, it is essential to maintain a continuous flow of water through the line until GRPU notifies the customer that this precaution is no longer necessary. GRPU permits customers to maintain this constant flow, and there will be no water usage charge beyond the average monthly bill during this period. For example, customers may be instructed to keep a small stream of water running into a sink. This process will be coordinated directly with a GRPU Customer Service Representative. Billing will follow standard GRPU procedures.

Safety Protocols and Work Hours

Due to numerous safety concerns associated with thawing water lines using welding equipment, GRPU will not initiate new thawing jobs within an hour before dusk, during nighttime hours, or before 7:00 AM. Jobs that started earlier in the day may sometimes continue into the evening. Adequate visibility is necessary for the safety of personnel, and nighttime work poses additional risks such as traffic hazards and disturbance from generators. These precautions are in place to ensure the safety of GRPU staff and minimize disruption to the neighborhood.

~~Tom Stanley~~
~~GRPUC Commissioner-President~~

~~Luke Francisco~~
~~GRPUC SecretaryCommissioner~~

POLICY HISTORY:

Last Revision:

~~Adopted:~~

~~Novemer~~

~~9, 2022~~

~~Revised:~~

~~Adopted:~~

~~November~~

~~9, 2022~~

~~Revised:~~



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to adopt Resolution Number 04-22-26-05 approving revisions to the Customer Utility Services Policy regarding cash payment penny rounding.

PREPARED BY: Taylor Bird, Finance Manager

BACKGROUND:

Grand Rapids Public Utilities periodically reviews internal policies to ensure customer service practices remain efficient, practical, and aligned with current operational standards.

The proposed revision to the Customer Service Policy adds a formal cash payment penny rounding provision applicable only to customers making payments with cash. Due to the limited circulation and practical use of pennies in cash transactions, the revised policy establishes a standardized rounding methodology to the nearest five-cent increment for cash payments.

Under the proposed policy, customers paying by cash who request change back will receive rounded change in accordance with the penny rounding guidelines. Customers may also elect to leave any overpayment as an exact credit on their utility account or donate all or a portion of their change to the GRPU Caring Fund. All non-cash payment methods will continue to be processed for the exact billed amount without rounding.

The proposed revision improves cashiering efficiency, provides consistency in customer payment processing, reduces the handling of low-value coinage, and formally documents the organization's practice for penny rounding in the Customer Service Policy.

RECOMMENDATION:

Adopt Resolution Number 04-22-26-05 approving the revisions to the Procurement policy.

GRAND RAPIDS PUBLIC UTILITIES COMMISSION

RESOLUTION NO. 04-22-26-05

**A RESOLUTION APPROVING REVISIONS TO THE
CUSTOMER UTILITY SERVICE POLICY REGARDING
CASH PAYMENT PENNY ROUNDING**

WHEREAS, the Grand Rapids Public Utilities Commission has adopted policies governing customer service arrangements and utility billing practices; and

WHEREAS, the Commission periodically reviews and updates policies to ensure operational efficiency, consistency in customer service practices, and alignment with current business operations; and

WHEREAS, due to the limited circulation and practical use of pennies in cash transactions, Grand Rapids Public Utilities has determined that establishing a formal cash payment penny rounding procedure will improve cashiering efficiency and standardize customer payment processing; and

WHEREAS, the proposed revisions to the Customer Service Policy establish that penny rounding shall apply only when returning physical cash change to customers paying by cash, while allowing customers the option to leave exact overpayments as account credits or donate such amounts to the GRPU Caring Fund; and

WHEREAS, the Commission finds that adoption of the revised Customer Service Policy is in the best interest of Grand Rapids Public Utilities and its customers;

NOW, THEREFORE BE IT RESOLVED THAT the Grand Rapids Public Utilities Commission has reviewed and adopts the Customer Utility Service Policy and effective immediately.

Adopted this 22nd day of April, 2026.

GRPUC Commissioner

Witness:

GRPUC Commissioner



COMMISSION POLICY

Customer Utility Services

Category: Governance	Subcategory: Delegation to Management	Policy Number: 1.4.041
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Purpose:

This policy clearly defines the customer service arrangements and expectations for reliable GRPU electric, water, and wastewater services between the customer and Grand Rapids Public Utilities (GRPU) beginning with the application for service and ending with disconnection and/or final payment of services.

Delegation:

The Commission delegates to the General Manager the ability to change the details of processes below if determined to be a change in best practices for municipal utilities, accounting standards, federal law, and/or MN state statutes so long as such changes are still in accordance with this policy.

Policy:

The customer service arrangements and expectations are identified in the following sections:

Application

There will be a written or computer-generated application for all GRPU customers. This application will include information from the customer which is necessary to establish an account with GRPU and may include some private customer data. The customer information will be kept private per MN state statutes unless allowed by MN law or the customer approves the release of this data. The application must be signed by the customer(s) on the account. This application is a legal binding agreement between the customer(s) and GRPU for utility services. The customer agrees to pay GRPU for services provided. The customer grants to GRPU the right and easement on the premises to determine utility usage and construct, operate, repair, maintain any and all GRPU meters, materials, equipment, and service connections/lines.

Deposit

All customers shall be required to submit a deposit before the GRPU utility service(s) is/are supplied

to the customer. The required deposit minimizes the GRPU exposure of bad debts and impact rate payers. In lieu of the deposit, a customer may provide documentation from their prior utility company which shows the customer was in good-standing. A customer in good-standing is defined as a customer who has paid their utility bill in full and on time for the prior 12 months. Existing GRPU customers who are establishing a new account or adding an additional account are also subject to the required deposit. Existing customers who have been disconnected by GRPU for non-payment shall be required to submit a deposit in addition to all amounts owed before service will be reconnected.

The required deposit amount shall be calculated either as a flat fee or based on prior months' usage of the same location or, if no data then, a similar use customer. If the required deposit amount calculation is not a flat fee then the calculation based on prior usage will need to reach a minimum deposit amount determined by best practices in the industry. The General Manager shall review the minimum required deposit amount.

Form of Deposit

The deposit shall be in the form of a cash deposit or an irrevocable letter of credit. If an irrevocable letter of credit, the letter of credit shall be renewed at least 30 days prior to its expiration. Failure to renew a letter of credit will result in the letter of credit being drawn on as a cash deposit.

Interest of Deposits

Interest shall be paid on all deposits at the rate established by Minnesota Statutes, 325E.02(b). GRPU may, at its option, pay the interest at intervals it chooses, annually at minimum. Interest will be paid by a credit on the customer's account. If the customer requests discontinuation of utility services the interest on the deposit will be applied to the customer's final bill. RETURN OF DEPOSIT Continued utility service(s) – any deposit received by GRPU shall be returned to the customer by applying the deposit to the customer's utility account, if the customer is in good-standing. A customer in good-standing is defined as a customer who has paid their utility bill in full and on time for the prior 12 months.

Discontinued utility service(s) – any deposit received by GRPU shall be returned to the customer by applying the deposit to the customer's final bill. If the deposit exceeds the outstanding amount due, the balance will be returned to the customer. If the deposit is not sufficient to cover the amount due, the customer shall remain liable to GRPU for the balance and shall pay the balance due within 15 days of final bill notice from GRPU.

Utility Bills

Utility bills based on flat fees and/or usage charges will be calculated, prepared, and sent to the customers on a monthly basis.

Cash Payment Penny Rounding

For customers making payment by cash and requesting change back, GRPU will round the cash change provided to the nearest five-cent increment due to the limited circulation of pennies. Rounding shall be applied as follows:

- Amounts ending in \$0.01 or \$0.02 shall round down to \$0.00
- Amounts ending in \$0.03, \$0.04, \$0.06, or \$0.07 shall round to \$0.05
- Amounts ending in \$0.08 or \$0.09 shall round up to \$0.10

Customers may elect to leave any overpayment as an exact credit balance on their utility account or donate their change to the GRPU Caring Fund.

This rounding practice applies only when returning physical cash change. All non-cash payment methods shall be processed for the exact billed amount without rounding.

Late Payment Charges

Customer payments must be received by the due date each month to avoid a late payment charge. The late payment amount will be based on best practices and current industry standards as a percentage of the current month’s charges or a flat minimum dollar amount.

Delinquent Accounts and Collections of Past Due Utility Bills

A delinquent, or past due, customer account is one in which the customer has not paid the current utility services charges/bill in full on time per the utility bill statement. If a customer has an outstanding balance for utility services, GRPU will use internal collection processes, external collection processes, services of a collection agency, and may request the City of Grand Rapids to specially assess the property for outstanding balances of utility bills.

Disconnection of Utility Services

GRPU has the right to disconnect utility services to a customer for non-payment; broken special payment arrangements; safety concerns; tampering with meters; failure to provide access to GRPU owned equipment; unauthorized use of GRPU utility meters, equipment, or service lines; a condition determined to be hazardous; customer has not complied with the requirements for application of services; or alleged and proven theft of utility services.

GRPU will provide all legal notices to the customer of pending disconnection of utility services and communicate to residential customers their rights per MN laws.

If a customer’s services are disconnected for non-payment or broken special payment arrangements, the customer will be required to pay a reconnection fee plus a deposit and any unpaid balance on the customer’s current or prior accounts with GRPU before the utility services will be restored.

GRPU will follow all MN state statutes regarding disconnection of utility services to a customer.

GRPU Commissioner

GRPU Commissioner

POLICY HISTORY:

Adopted: July 8, 2022

Revised:

TITLE: Customer ~~Service Arrangements~~ UTILITY SERVICES

CATEGORY: Governance

SUBCATEGORY: Delegation to Management

NUMBER: 1.4.041

PURPOSE: This policy clearly defines the customer service arrangements and expectations for reliable GRPU electric, water, and wastewater services between the customer and Grand Rapids Public Utilities (GRPU) beginning with the application for service and ending with disconnection and/or final payment of services.

DELEGATION: The Commission delegates to the General Manager the ability to change the details of processes below if determined to be a change in best practices for municipal utilities, accounting standards, federal law, and/or MN state statutes so long as such changes are still in accordance with this policy.

POLICY: The customer service arrangements and expectations are identified in the following sections:

APPLICATION

There will be a written or computer-generated application for all GRPU customers. This application will include information from the customer which is necessary to establish an account with GRPU and may include some private customer data. The customer information will be kept private per MN state statutes unless allowed by MN law or the customer approves the release of this data. The application must be signed by the customer(s) on the account. This application is a legal binding agreement between the customer(s) and GRPU for utility services. The customer agrees to pay GRPU for services provided. The customer grants to GRPU the right and easement on the premises to determine utility usage and construct, operate, repair, maintain any and all GRPU meters, materials, equipment, and service connections/lines.

DEPOSIT

All customers shall be required to submit a deposit before the GRPU utility service(s) is/are supplied to the customer. The required deposit minimizes the GRPU exposure of bad debts and impact to all rate payers. In lieu of the deposit, a customer may provide documentation from their prior utility company which shows the customer was in good-standing. A customer in good-standing is defined as a customer who has paid their utility bill in full and on time for the prior 12 months. Existing GRPU customers who are establishing a new account or adding an additional account are also subject to the required deposit. Existing customers who have been disconnected by GRPU for non-payment shall be required to submit a deposit in addition to all amounts owed before service will be reconnected.

The required deposit amount shall be calculated either as a flat fee or based on prior months' usage of the same location or, if no data then, a similar use customer. If the required deposit amount calculation is not a flat fee then the calculation based on prior usage will need to reach a minimum deposit amount determined by best practices in the industry. The General Manager shall review the minimum required deposit amount.

FORM OF DEPOSIT

The deposit shall be in the form of a cash deposit or an irrevocable letter of credit. If an irrevocable letter of credit, the letter of credit shall be renewed at least 30 days prior to its expiration. Failure to renew a letter of credit will result in the letter of credit being drawn on as a cash deposit.

INTEREST ON DEPOSITS

Interest shall be paid on all deposits at the rate established by Minnesota Statutes, 325E.02(b). GRPU may, at its option, pay the interest at intervals it chooses, annually at minimum. Interest will be paid by a credit on the customer's account. If the customer requests discontinuation of utility services the interest on the deposit will be applied to the customer's final bill.

RETURN OF DEPOSIT

Continued utility service(s) – any deposit received by GRPU shall be returned to the customer by applying the deposit to the customer's utility account, if the customer is in good-standing. A customer in good-standing is defined as a customer who has paid their utility bill in full and on time for the prior 12 months.

Discontinued utility service(s) – any deposit received by GRPU shall be returned to the customer by applying the deposit to the customer's final bill. If the deposit exceeds the outstanding amount due, the balance will be returned to the customer. If the deposit is not sufficient to cover the amount due, the customer shall remain liable to GRPU for the balance and shall pay the balance due within 15 days of final bill notice from GRPU.

UTILITY BILLS

Utility bills based on flat fees and/or usage charges will be calculated, prepared, and sent to the customers on a monthly basis.

CASH PAYMENT PENNY ROUNDING

For customers making payment by cash and requesting change back, GRPU will round the cash change provided to the nearest five-cent increment due to the limited circulation of pennies. Rounding shall be applied as follows:

- Amounts ending in \$0.01 or \$0.02 shall round down to \$0.00
- Amounts ending in \$0.03, \$0.04, \$0.06, or \$0.07 shall round to \$0.05
- Amounts ending in \$0.08 or \$0.09 shall round up to \$0.10

Customers may elect to leave any overpayment as an exact credit balance on their utility account or donate their change to the GRPU Caring Fund.

This rounding practice applies only when returning physical cash change. All non-cash payment methods shall be processed for the exact billed amount without rounding.

LATE PAYMENT CHARGE

Customer payments must be received by the due date each month to avoid a late payment charge. The late payment amount will be based on best practices and current industry standards as a percentage of the current month's charges or a flat minimum dollar amount.

DELINQUENT ACCOUNTS AND COLLECTION OF PAST DUE UTILITY BILLS

A delinquent, or past due, customer account is one in which the customer has not paid the current utility services charges/bill in full on time per the utility bill statement. If a customer has an outstanding balance for utility services, GRPU will use internal collection processes, external collection processes, services of a collection agency, and may request the City of Grand Rapids to specially assess the property for outstanding balances of utility bills.

DISCONNECTION OF UTILITY SERVICES

GRPU has the right to disconnect utility services to a customer for non-payment; broken special payment arrangements; safety concerns; tampering with meters; failure to provide access to GRPU owned equipment; unauthorized use of GRPU utility meters, equipment, or service lines; a condition determined to be hazardous; customer has not complied with the requirements for application of services; or alleged and proven theft of utility services.

GRPU will provide all legal notices to the customer of pending disconnection of utility services and communicate to residential customers their rights per MN laws.

If a customer's services are disconnected for non-payment or broken special payment arrangements, the customer will be required to pay a reconnection fee plus a deposit and any unpaid balance on the customer's current or prior accounts with GRPU before the utility services will be restored.

GRPU will follow all MN state statutes regarding disconnection of utility services to a customer.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to approve the procurement contract with Eaton/Cannon for new electrical meters and authorize the General Manager to sign the contract for \$129,168.00.

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

This contract includes 400 electric meters to support future growth and system improvements. Two hundred meters are designated for apartment buildings to serve ongoing construction within the GRPU service area, and the remaining 200 are upgraded meters for residential customers.

The GRPUC Procurement Policy was followed. Eaton Corporation is a sole-source, value-added provider compatible with our existing AMI metering system, and pricing is comparable to other vendors. While standardizing with our current AMI platform supports operational efficiency and system integration, GRPU will continue to evaluate overall system specifications and technology options on a 5–7 year cycle to ensure long-term effectiveness and competitiveness.

RECOMMENDATION:

Approve the procurement contract with Eaton/Cannon for new electrical meters and authorize the General Manager to sign the contract for \$129,168.00.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to approve the procurement contract with Border States for new transformers and authorize the General Manager to sign the contract for \$130,734.06.

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

This contract includes 38 pad-mounted transformers in three sizes to support approved capital projects and inventory needs.

The GRPUC Procurement Policy was followed. Quotes were solicited, four were received, and the selected vendor provided the most favorable combination of price and lead time (approximately 20 weeks).

RECOMMENDATION:

Approve the procurement contract with Border States for new transformers and authorize the General Manager to sign the contract for \$130,734.06.



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to award the 12th & 14th Avenue SW Electric UG Project contract to Castrejon Incorporated for an estimated total amount of \$180,800 and authorize the General Manager to sign the contract.

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

The 12th & 14th SW Avenue Electric Underground Conversion Project, located in the Sylvan Bay area, is part of GRPU's broader effort to remove the south substation and complete the associated voltage conversion. This project includes replacement of aging underground conductors to improve reliability and conversion of select overhead lines to underground to reduce tree-related outages and improve access to secondary lines for faster restoration.

The bid package was prepared by SEH and publicly advertised, with bids opened on April 14, 2026. As outlined in SEH's attached recommendation letter, six bids were received and compared against the engineer's estimate.

The lowest bid was deemed non-compliant; therefore, SEH recommends awarding the contract to the next lowest responsive bidder, Castrejon Incorporated.

RECOMMENDATION:

GRPU staff are recommending the award of the 12th & 14th Avenue SW Electric UG Project contract to Castrejon Incorporated for an estimated total amount of \$180,800 and authorize the General Manager to sign the contract.



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April 14, 2026

RE: Grand Rapids Public Utilities
12th & 14th Ave SW Electrical ELCP5034
SEH No. GRAPU 183149

Grand Rapids Public Utilities
Attn: Julie Kennedy
500 SE 4th St
Grand Rapids, Minnesota, 55744

Dear Julie,

Bids on the referenced project were opened via Microsoft Teams at 11:00 AM on Tuesday, April 14, 2026
The bids received are summarized with the Engineer's estimate as follows:

<u>Contractor</u>	<u>Bid</u>	<u>Note</u>
Lake States Construction LLC	\$162,700.00	Bid rejected due to MN § 363A.36
Castrejon Incorporated	\$180,800.00	Lowest qualifying responsible bid
MP Technologies, LLC	\$186,126.23	
Parsons Electric	\$208,502.00	
Apex Drainage LLC	\$251,650.00	
Hunt Electric Corporation	\$909,539.16	
Engineer's Estimate	\$280,000.00	

SEH has reviewed the bids and recommends that Grand Rapids Public Utilities award a contract to Castrejon Incorporated for their low bid amount of \$180,800.00.

If you require further information or have any questions, please do not hesitate to call me at 218.322.4513.

Sincerely,

Sara Christenson, PE (MN)
Client Service Manager



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026

AGENDA ITEM: Consider a motion to award the 29th Street & Crystal Springs Road UG Projects contract to Lake States Construction for an estimated total amount of \$89,205 and authorize the General Manager to sign the contract.

PREPARED BY: Julie Kennedy, General Manager

BACKGROUND:

The 29th Street Project is an underground capacity upgrade that completes the loop near Walmart and continues the 7th–17th Street project to increase capacity to the industrial park. This project will enhance system redundancy and operational flexibility, reducing the scope and duration of outages.

The Crystal Springs Loop Project involves converting overhead to underground infrastructure on the south side of Pokegama Lake. The project includes approximately 6,225 feet of new underground facilities to support the broader voltage conversion, replace aging underground, and reduce tree-related outages.

The bid package was prepared by SEH and publicly advertised, with bids opened on April 14, 2026. As outlined in SEH's attached recommendation letter, five bids were received and evaluated against the engineer's estimate.

SEH recommends awarding the contract to the lowest responsive bidder, Lake States Construction.

RECOMMENDATION:

GRPU staff are recommending to award the 29th Street & Crystal Springs Road UG Project contract to Lake States Construction for an estimated total amount of \$89,205 and authorize the General Manager to sign the contract.



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April 14, 2026

RE: Grand Rapids Public Utilities
29th Street SE & Crystal Springs Electrical
Improvements ELCP5051 / ELCP5055
SEH No. GRAPU 183149

Grand Rapids Public Utilities
Attn: Julie Kennedy
500 SE 4th St
Grand Rapids, Minnesota, 55744

Dear Julie,

Bids on the referenced project were opened via Microsoft Teams at 2:00 PM on Tuesday, April 14, 2026
The bids received are summarized with the Engineer's estimate as follows:

<u>Contractor</u>	<u>Bid</u>
Lake States Construction LLC	\$89,205.00
Parsons Electric	\$165,000.00
Apex Drainage LLC	\$171,800.00
MP Technologies, LLC	\$252,723.39
Hunt Electric Corporation	\$648,893.96
Engineer's Estimate	\$261,500.00

SEH has reviewed the bids and recommends that Grand Rapids Public Utilities award a contract to Lake States Construction for their low bid amount of \$89,205.00.

If you require further information or have any questions, please do not hesitate to call me at 218.322.4513.

Sincerely,

Sara Christenson, PE (MN)
Client Service Manager



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: April 22, 2026
AGENDA ITEM: Monthly Reports
PREPARED BY: GRPU Staff

BACKGROUND:

The following reports have been submitted and stored into Laserfiche:

03-2026 Electric Peak Demand Report

03-2026 Electric Reliability Report

03-2026 Water Analysis Report

03-2026 Wastewater Analysis Report

RECOMMENDATION:

None. Review Only.