

MEMORANDUM

CITY OF GRAND RAPIDS

DATE: March 17, 2020

TO: James Hurt, Managing Director,
Wayne Jernberg, Assistant Water System Manager,
Mike Grenier, Acting Assistant Water System Manager,

FROM: Mark A. Washington, City Manager

SUBJECT: City Manager Administrative Order 2020 – 02: Water Shut Off Policy

With the ongoing COVID-19 health crisis in our area, it is imperative that we continue to provide access to safe and clean water for our customers.

Because of this and in accordance with the Water System Rules and Regulations and Section 26.2.23 of the City of Grand Rapids Municipal Ordinance, I am enacting the following emergency policy to ensure residents have access to our water without risk of service cutoff for non-payment through April 30, 2020:

Effecting Immediately, the Water System is directed to:

1. *Suspend all water/sewer shutoffs related to non-payment beginning immediately and extending through April 30, 2020.*
2. *Restore service to all accounts currently shutoff for non-payment. Please schedule appointments with each account that has been off for more than 20 days to restore service.*
3. *Restore service immediately to all accounts that have been shutoff in the past 20 days or less for nonpayment.*
4. *Suspend penalty fees associated with late payments that would be applied during the time frame of this policy being in place.*

This policy is effective for the City of Grand Rapids and each of our retail water system partner communities including the City of Kentwood, Grand Rapids Township, Tallmadge Township, Cascade Township, City of Walker and Wright Township.

CC: Eric DeLong
Doug Matthews