

### **Bill Insert Policy**

The Bill Insert Policy has been developed for all internal City departments and retail water/sewer Customer Communities served by the City of Grand Rapids Water System.

1. City Departments and Customer Communities must submit a bill insert request via email to [water@grcity.us](mailto:water@grcity.us). Requests shall be reviewed and approved by the Administrative Services Officer in the Utility Business Office (UBO). \*Insert requests submitted by customer communities are limited to distribution within that customer community.

Request shall include:

- a. An attached copy of the insert (PDF file)
  - b. Requester's name, department/community and phone number
  - c. Insert size
    1. 8-3/4 x 3-7/8
    2. 8.5 x 11
    3. 11 x 17
  - d. Color option
    1. Black & White
    2. Color (color restrictions may apply)
  - e. Boundary information (whom to send the insert to)
    1. GIS Map
    2. Customer Community name
    3. Residential
    4. Commercial
    5. # of inserts per address (one insert per address or one insert per bill)
  - f. Requested start date (all time frames shall coincide with billing cycles)
2. The UBO will work with each City Department/Customer Community and the printing vendor to complete each request. The UBO will review and respond to requests within 5 business days.
  3. Each request will be assessed an administrative service fee (please refer to the current water/sewer rate study), printing cost, and any additional acquired cost.
    - a. A processing administrative fee will be charged for coordinating requests between the requester and printing vendor.
    - b. The printing cost is determined by the vendor and can vary depending on the specifications selected. A quote will be provided prior to finalization of printing request and the administrative fee is assessed for all work completed by the UBO staff for printed and non-printed services.
    - c. All fees and charges shall be paid as a direct bill via the utility billing system.