




85th Annual Conference & Exhibits

Conscientious Communication with Community

City of Grand Rapids Water System 
Samarhia Giffel
Izamar Contreras

3342

MI-ACE 2023

5 Steps

- 1- Assemble a Team
- 2- Communication & Correspondences
- 3- City Events
- 4- Community Events
- 5- Take it Further!!!

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Our Mission

- To bill accurately and on time
- To build an understanding of the needs of our work to improve the customer experience

TO EDUCATE AND ENHANCE THE
WATER EXPERIENCE FOR THE
COMMUNITY



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Step 1- Water Team Assemble!

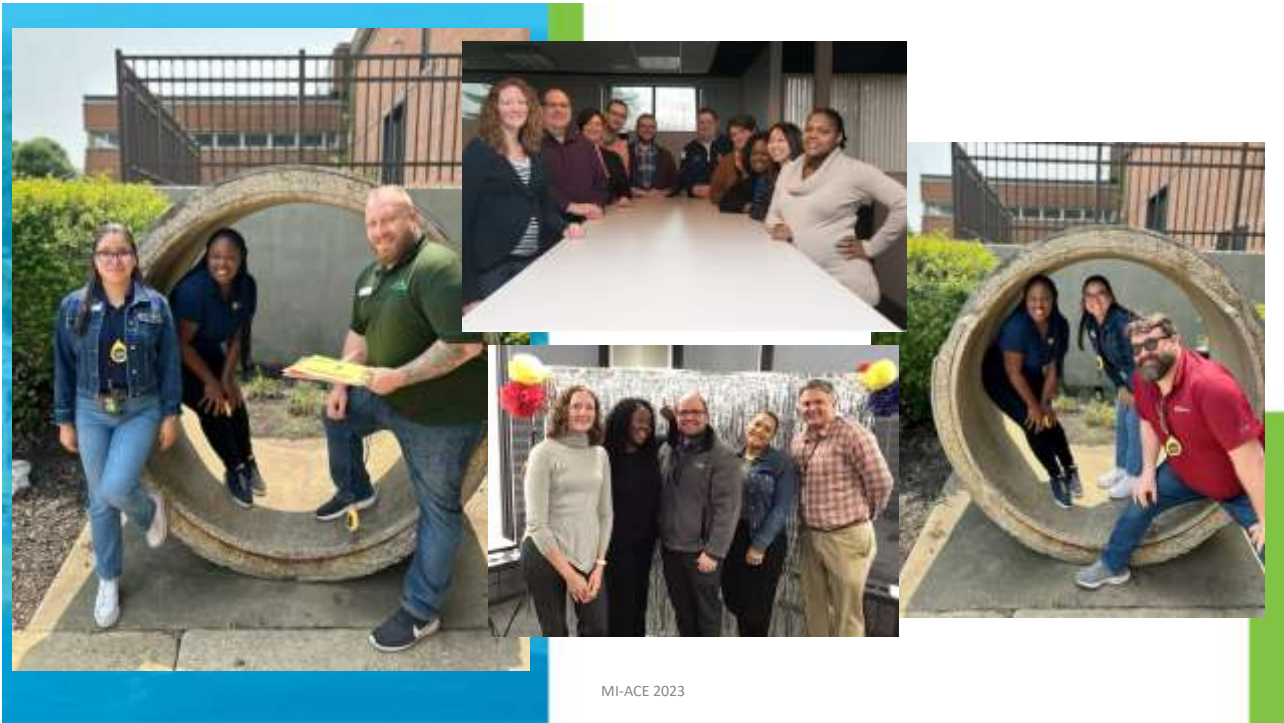


- Assemble a Team
 - Be Inclusive
 - Write Down Intentions
 - Document Intended Changes or Updates



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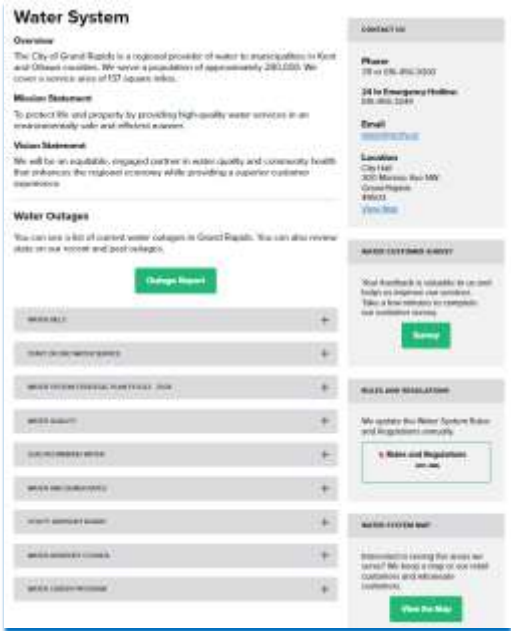
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Step 2-

- Website Redesign
- Bill Redesign
- Utility Agreement
- Payment Assistance
- Bill Inserts
- Plant Tours
- City Commission
- Social Media



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Water Payment Assistance

The ICB Assistance Program helps customers pay their bills. Each year up to 12.5% of the penalty fees paid by retail water and sewer customers are set aside to support this program. Kent County Community Action (KCCA) helps us manage this program.

Our program helps with water/sewer bill payments. But we can't help with reconnect fees or deposits.

Eligibility Requirements

- Must be a Grand Rapids Water/Sewer System customer
- Must meet the income guidelines
- Must provide a copy of the City of Grand Rapids Water and Sewer utility bill in their name
- Must be a property owner and the principle resident of the property. Or must be a legal tenant of the property with a bill in their name
- Must be in shut-off status and/or service must be off

Contact KCCA to find out if you qualify for help with your payments.

KCCA is located in the Kent County Human Services Complex

Kent County Human Services Complex

121 Franklin St SE

Grand Rapids, MI 49507

Phone: 616-632-7950

Other Agencies

Don't qualify for help from KCCA? Contact the United Way at 211. They can connect you to other agencies that may be able to help.

Related Information

Agency Assistance Door Hanger.pdf PDF GUIDE

GET HELP PAYING YOUR WATER UTILITY BILL.

For more information and eligibility requirements, contact:

- KCCA (Kent County Community Action)
616.632.7950

Department of Health and Human Services (DHHS)
616.248.1000

THAW (The Heat and Warmth Fund)
1.800.806.8429 or thawfund.org

United Way
2.1.1 or 1.800.887.1107

CONSIGA AYUDA PARA PAGAR SU FACTURA

Para obtener más información y si es elegible, comuníquese con:

- KCCA (Kent County Community Action)
616.632.7950

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Informe de Calidad de Agua del Año 2022

Estamos orgullosos de anunciar que el Informe de Calidad de Agua del año 2022 esta disponible por página web aquí <https://www.grandrapidsmi.gov/informedequalidaddelagua> o escaneando el código QR. Este reporte proporciona información importante sobre su agua potable. Seguimos satisfaciendo el estándar de agua potable que es segura y de calidad.

Nota: Este reporte no será enviado por correo a usted. Para obtener una copia, por favor llame al cliente al 311 o 616.456.3000.

¡Escaneame!

¿Quiere saber más sobre el Informe de Calidad de Agua del Año 2022?

¡Escaneame!

Para obtener más información, visite <https://www.grandrapidsmi.gov/informedequalidaddelagua> o llame al 311.


City of Grand Rapids
Water & Sewer Department
Grand Rapids, MI 49503
Phone: 616.456.3000
Email: water@gr.org

The City of Grand Rapids Water System

2022 WATER QUALITY REPORT

Obtenga el Informe de Calidad de Agua del Año 2022 en español. Visite <https://www.grandrapidsmi.gov/informedequalidaddelagua> o llame al 311.







City of Grand Rapids

View & pay your city utility bill

Mire y pague su factura de servicios públicos

grcity.us/water-bill





Need help with water & sewer bills?


¿Necesita ayuda con su factura de servicios públicos?


grcity.us/utility-assistance

Your feedback is valuable

Tu opinión es importante

grcity.us/watersurvey






Resources for clients

Recursos para clientes

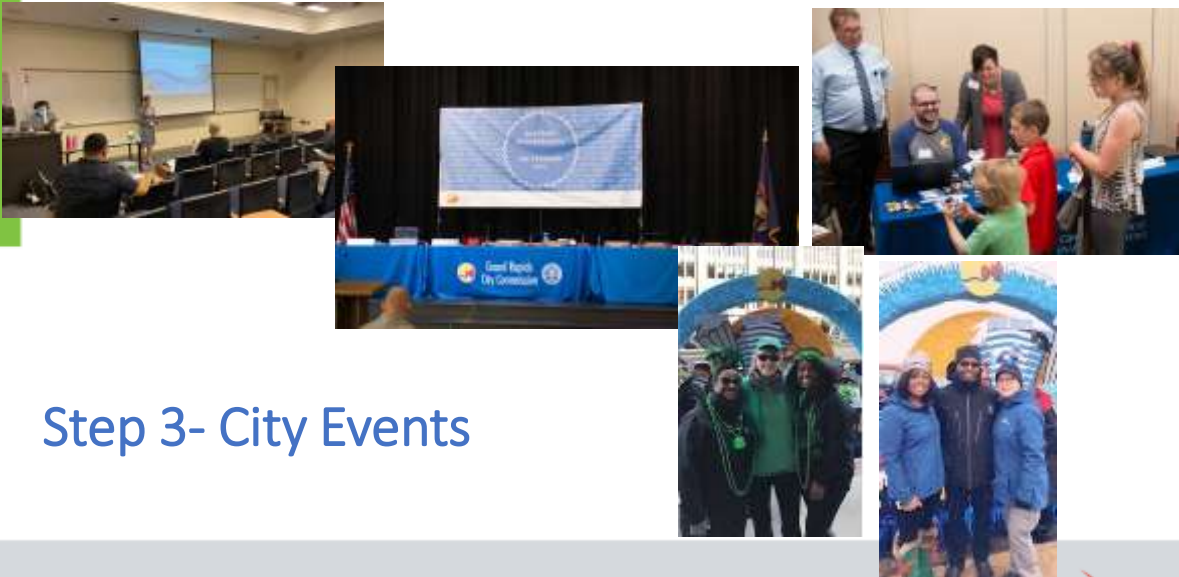
grcity.us/water

616-456-3000

water@grcity.us



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Step 3- City Events

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Step 4 – Community Events

- Tabling Events (Neighborhood Meetings & Job Fairs)
- Imagine a Day Without Water Writing Contest
 - Classroom visits
 - Library Workshop
 - Grab & Go Kits



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Step 5- Taking it Further

- Water Career Program
- Lake Michigan Filtration Plant Virtual Tour Video
- Water Customer Survey

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5 Take Aways



- Assemble a Team
 - Be inclusive
 - Who can help behind the scenes- task oriented
 - Who will be open to public interactions- people centric
- Communication & Correspondences
 - What ways do you communicate
 - Update Materials
 - Accessibility
- Attend City Events
- Ask to Attend Community Events
 - Partnerships are key!
- Take It Further!!!!
 - K-12 education
 - Writing Contest
 - Virtual Tours

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