



GRAND RAPIDS
PUBLIC UTILITIES

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500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT November 2022 Commission Meeting

Effective Wholesale Electric Power Rate Last Month

The attached graph shows the effective wholesale electric rate for last month and a chart on the aggregated NEMMPA peak versus non-NEMMPA peak.

Projects Performed Last Month

- Developed reports and inquiry from accounting data.
- Continued to review and improve instructions for customer service tasks.
- Met with Managers and Directors on budget versus actual financial reporting.
- CSR team prepared several standard operating procedures for customer service applications, billing cycle, disconnect procedures, and new customer services.
- PIT Crew meetings for ERP software project to discuss process improvements.
- Work with managers on 2023 budget document preparation.
- Internal audit by CSR team for customer with sales tax exemption and multi-family rate structure versus commercial rates.
- Provided customer data usage for electric and water to consultant for rate water and electric rate studies.
- Assist with managers in review of cost of service data in electric, water, and waste collection rate studies.

Projects Scheduled for This Month

- Review processes identified in PIT Crew meetings with GRPU crew/team members and GFOA consultant for ERP software project to determine RFP ERP specific criteria.
- Work the 2022 operations and capital budget plan.
- Prepare for Department of Revenue sales tax audit.
- Finalize review of chart of accounts number schematic and determine effectiveness any recommendation for change in schematic.
- Finalize 2023 operations and capital budget for presentation to Commission.
- Cross-train lead CSR to perform payroll function.
- Develop several data reports requested from customer and accounting data.
- Review proposed rate structures from water, waste collection, and electric rate studies.