



GRAND RAPIDS  
PUBLIC UTILITIES

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT September 2021 Commission Meeting**

### **Safety**

There were no OSHA recordable accidents in August.

### **Revenue Report Last Month**

The attached table shows the monthly revenue report for last month.

### **Effective Wholesale Electric Rate Last Month**

The attached graph shows the effective wholesale electric rate for last month.

### **Projects Performed Last Month**

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Tested Cogsdale and GP Dynamics software applications.
- Continued to review and improve instructions for customer service tasks.
- Implemented short and long form contract templates
- Supported water department in water drought procedure development and communications to customer
- Go live on 2018 GP Dynamics/Cogsdale software upgrade.
- Established user defined fields in customer service software modular to provide utility usage reports requested by subsidized housing managers gaining efficiency in report preparation.

### **Projects Scheduled for This Month**

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Finalize outstanding cases (upgrade software issues) for 2018 GP Dynamics/Cogsdale.
- Implement Commercial Purchasing Card process.
- Support electric department in solar garden project billing template.
- Implemented change in cold weather rule dates per MN legislation.
- Assisted in interview process of two customer service open positions.
- Support electric department in implementation of outage management system.

- 2022 operations and capital budget development kickoff meetings and establish parameters.
- Start phased implementation of JourneyX software for time keeping.