



GRAND RAPIDS  
PUBLIC UTILITIES

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT April 2022 Commission Meeting**

### **Safety**

There were no OSHA recordable accidents in the Business Services Department last month.

### **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**

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Continued to review and improve instructions for customer service tasks.
- Met with Managers and Directors on budget versus actual financial reporting.
- Final training for 2018 GP Dynamics/Cogsdale upgrade.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- Audit field work.
- Training on contract preparation for managers and directors.

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

- Continue training new customer service team members.
- Partner with the City Finance Department regarding ERP software.
- Work the 2022 operations and capital budget plan.
- Finish Audit field work.
- Implement GRPU Corporate Credit Card program - PCards.