

**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT November 2023 Commission Meeting

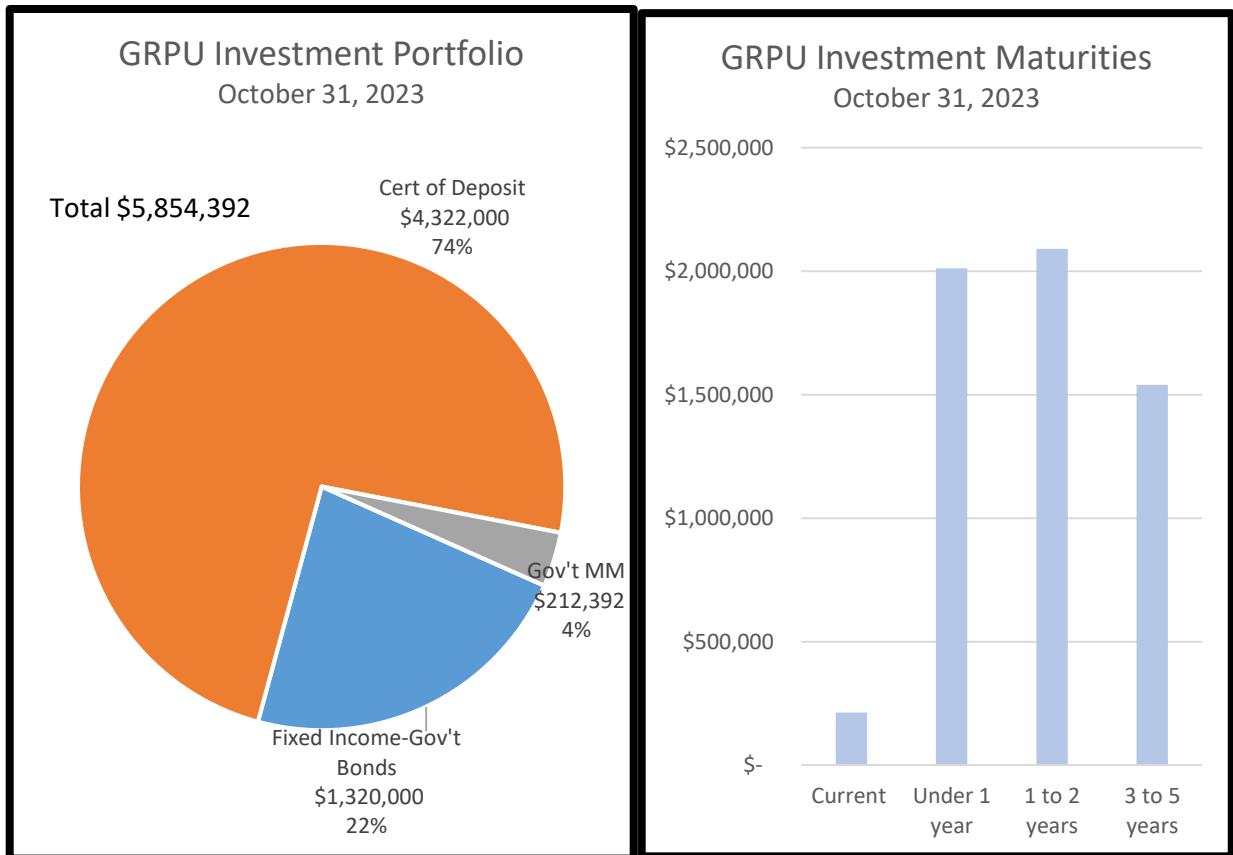
SAFETY

RELIABILITY

CUSTOMER SERVICE

Governments have a fiduciary responsibility in managing their funds, including the ongoing management and monitoring of investment activity. Investments increased from \$2,658,837 at EOY 2022 to \$5,854,392 as of October 31, 2023.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS

October 2023 focused communications was GRPU Caring Fund (roundup program) which will continue into November. November 2023 customer-focused communication is water and sewer lines customer responsibility and available home repair plans.

Click on the following link to review online documents regarding water and sewer line responsibility.

Link – [Water & Sanitary Sewer Lines – What Property Owners Should Know Fact Sheet](#)

Radio advertising promoting the GRPU caring fund and customer water and sewer lines responsibility and available home repair plans.

RELIABILITY – UPDATE ON NEW ENTERPRISE RESOURCES PLANNING SOFTWARE

City and GRPU ERP software themes: (1) importance of transparency and customer interactions; (2) self-service portals for customers; (3) interface with utility billing, OMS, AMI, and GIS.

The new ERP software will allow the City and GRPU to have data that is easier to access and increased reliability.

The GR joint steering/strategy team met to finalize some Enterprise Resource Planning (ERP) request for proposal (RFP) discussion, decisions, and next action steps. The current software GRPU software Cogsdale (utility billing) and Great Plains (GP) Dynamics (financial & projects) is outdated or will not be supported in the near future. The City software MSI is not being supported. Below are some decisions and next steps from the joint steering/strategy team:

- GFOA has started negotiations, on GRPU behalf, with SpryPoint for utility billing and related software. A SpryPoint team member will be at GRPU November 6 for a kick-off implementation meeting.
- Financial software platform – Two financial software vendors have been asked to respond to the joint City and PU full financial RFP which are due November 15, 2023.