

GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT August 2023 Commission Meeting

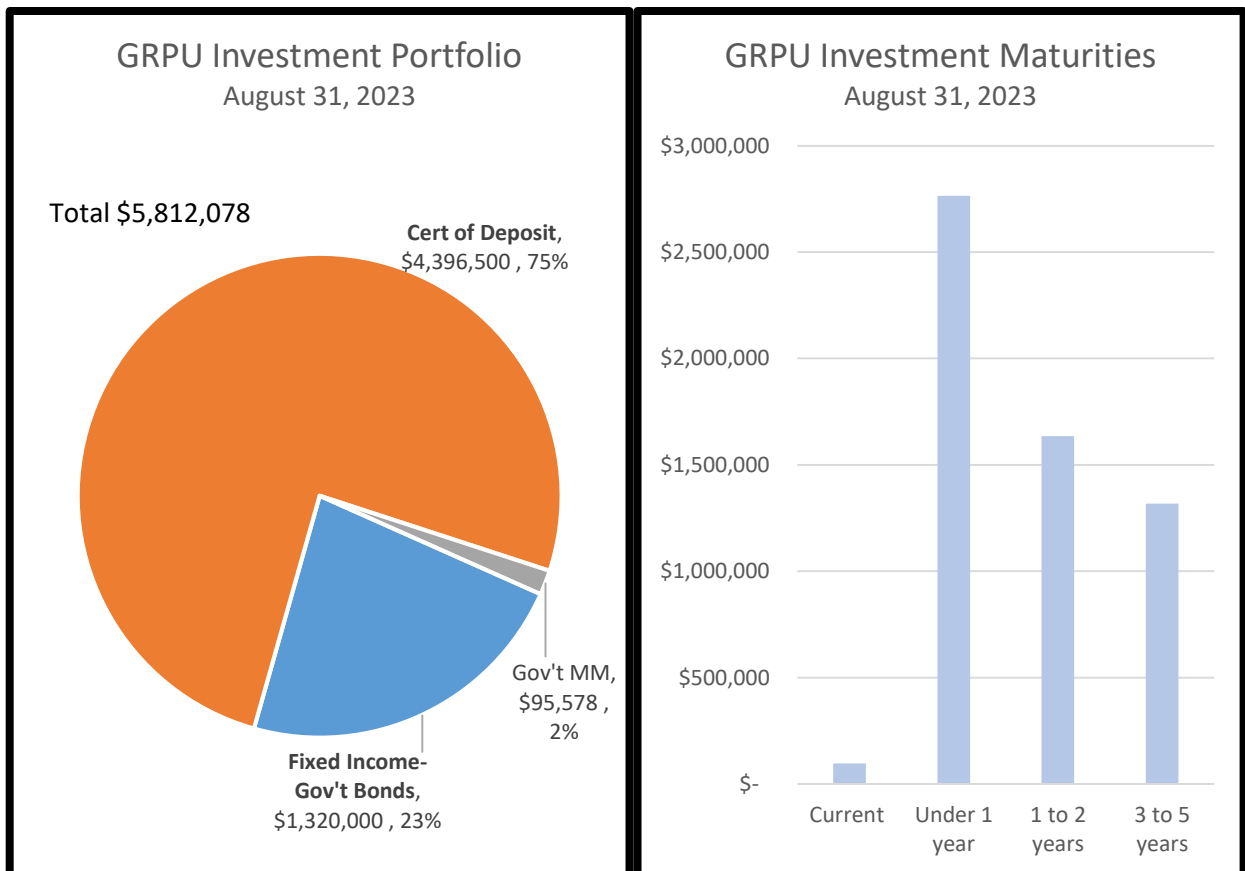
SAFETY

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 \$5,812,078 as of August 31, 2023.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS

September 2023 focused communications – Cold Weather Rule

Click on any of the following links to review online documents regarding the Cold Weather Rule:

- [GRPU Facebook](#) posts with links to the GRPU website
- [GRPU Annual Notice to Customers](#)
- [GRPU Application for Winter Disconnect Protection](#)
- [Minnesota Statute 216B.097](#)

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The current software GRPU software Cogsdale (utility billing) and Great Plains (GP) Dynamics (financial & projects) is outdated or will not be supported in the near future.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:

- Upon satisfactory responses from SpryPoint, the steering/strategy team recommended to start negotiating a contract with SpryPoint for utility billing and related software.
- Financial software platform - the steering/strategy team decided to go into the market for a request for qualifications to a limited target group of possible financial software vendors.
- Change in lead team members – Candy Carsella-Kee will lead software implementation and the GFOA will negotiate the software contracts for both the City and GRPU.