



GRAND RAPIDS  
PUBLIC UTILITIES

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT October 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**

- CSR team members performed two cycles of disconnect procedures.
- 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.

### **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.
- Assist with managers in data capture for electric, water, wastewater rate studies.
- Review chart of accounts number schematic and determine effectiveness any recommendation for change in schematic.
- Meet with City Accounting Department team members for semi-annual meeting.
- Develop process for collection of outstanding utility bills via special assessment (levied taxes) by the City of Grand Rapids.
- Work through several current customer rates for consistency implementation.
- Develop sub-reports from the aged accounts receivable to be able to focus on specific type of delinquent accounts receivable customer accounts.