



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT September 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

- 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.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- 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.
- Finalize review of revised customer application and implement.
- Develop standard operating procedures for the approved utility customer services policy.