



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT July 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.
- Presented language for customer service policies.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- Established PIT Crew meetings for ERP software project to discuss process improvements.

Projects Scheduled for This Month

- Continue training new customer service team members.
- Held several PIT Crew meetings with GRPU crew/team members with GFOA consultant for ERP software project documenting current processes and discussing process improvement.
- Work the 2022 operations and capital budget plan.
- Summer college student intern training and project assignments.
- Training for crew/team members on smart lists.
- Clean up of accounts payable vendor descriptions and customer addresses in preparation for ERP software future implementation.
- Implement electronic vendor payments.