

**GRAND RAPIDS  
PUBLIC UTILITIES**

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT February 2023 Commission Meeting**

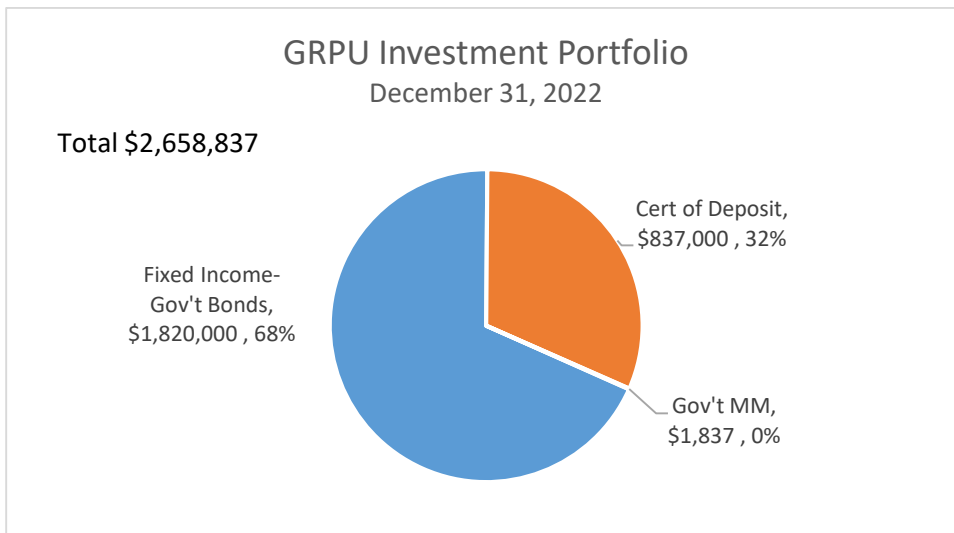
### ***SAFETY***

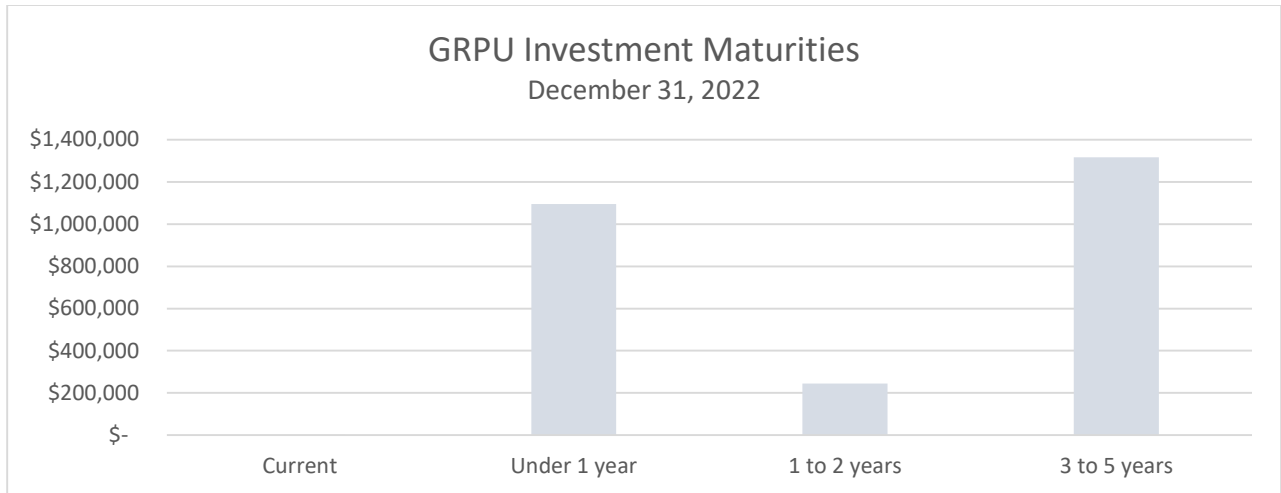
### ***RELIABILITY***

### ***CUSTOMER SERVICE***

Governments have a fiduciary responsibility in managing their funds, including the ongoing management and monitoring of investment activity. Developing a public funds investment program is essential to effective financial management, and it sets the foundation for creating protocols and internal controls, constructing and managing the portfolio, navigating changing economic conditions, and communicating information. The Business Services Manager will review current policies and present a revised best practices public funds investment program for consideration in 2023.

### **SAFETY OF ASSETS – INVESTMENTS**

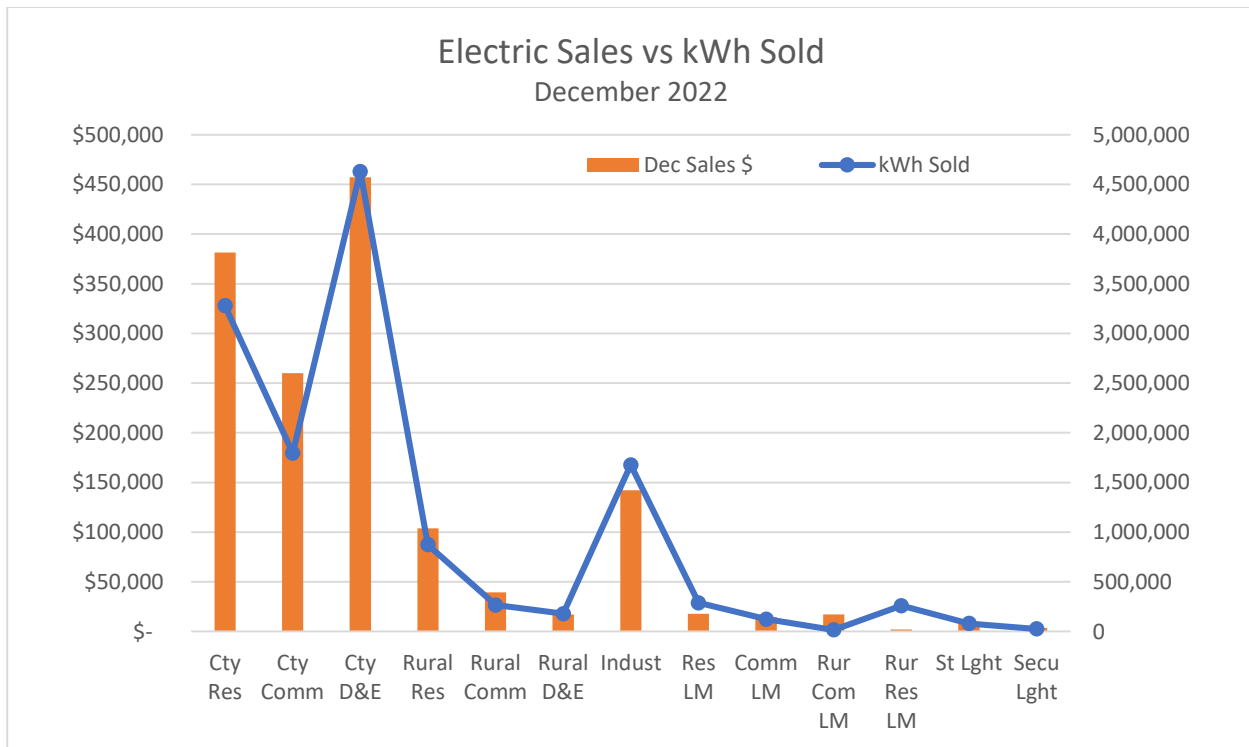


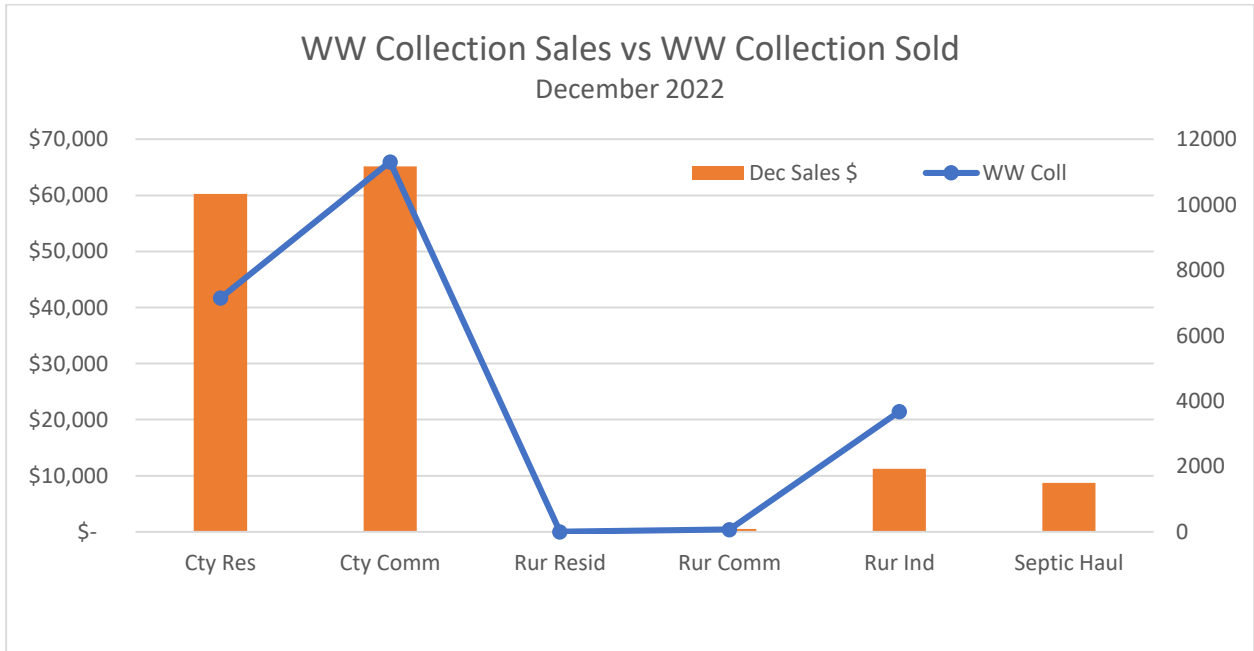
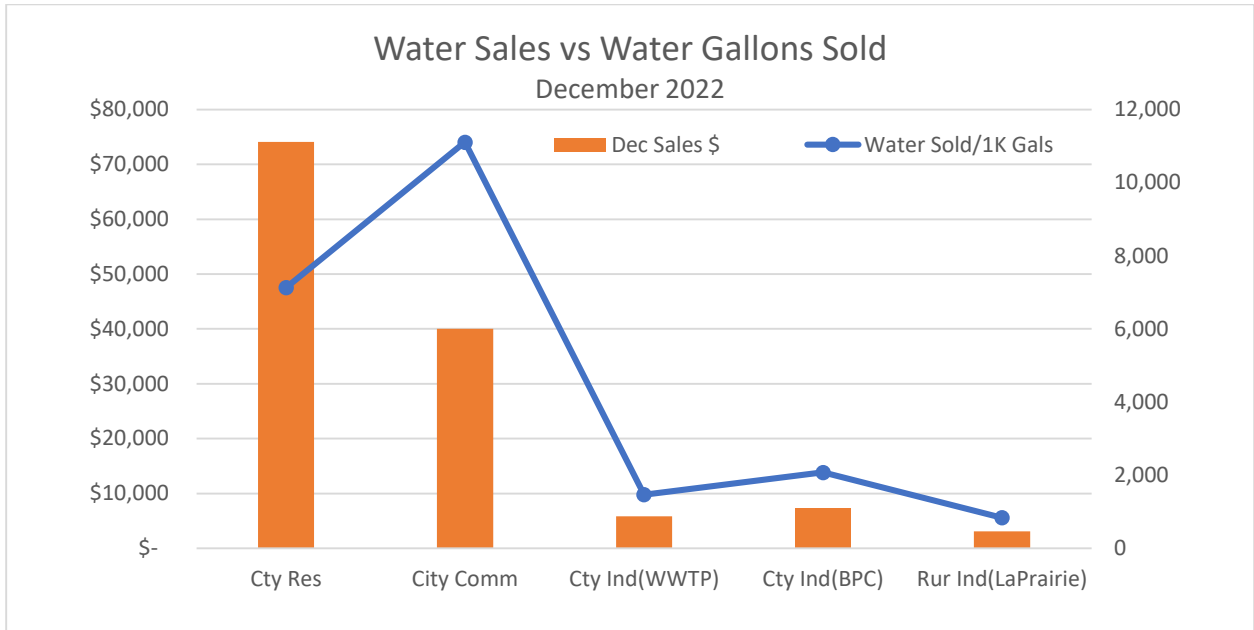


Dave Berg Consulting, LLC has undertaken a study of the retail rates GRPUC charges its customers for electric, water and domestic wastewater service. Reports were provided for each utility summarizing the analyses undertaken and the resulting recommendations for changes to the existing rates. The first year (2023) rate recommendations result in a reduction in average electric bills of 5.4% and increases of 15% for water and 5% for domestic wastewater. The approved new rates for electric, water, and wastewater collection were implemented with January 2023 consumption billed in February.

### CUSTOMER SERVICE – SALES VERSUS UNITS SOLD

Below are graphics for December 2022 sales by utility versus their respective units sold for same month.





**RELIABILITY – UPDATE ON NEW ENTERPRISE RESOURCES PLANNING SOFTWARE**

The request for proposal document has the following language in the purpose/objectives section. The entire RPF is located on the City and GRPU websites.

*Grand Rapids sees value in the combined group seeking a single, shared platform to conduct its operations and share information with each other. Given the amount of natural*

*cooperation, Grand Rapids seeks software to use as a tool to help leverage better collaboration across the organizations.*

*Grand Rapids also seeks professional services to configure, install, and implement a new software along with the necessary change management, process improvement, and training generally required of these types of projects.*

*More specifically, Grand Rapids expects the vendor to assist the organizations to meet the following objectives in preparation of this project:*

- Create operating efficiencies across organizations*
- Improve on end users' ability to easily get information*
- Eliminate/reduce paper*
- Improve customer service*
- Eliminate tracking of information outside of ERP software*

The joint RFP was released January 6, 2023 to approximately 92 possible vendors, a pre-proposal meeting was held on February 2, 2023 and the RFP responses are due on February 10, 2023. There were approximately seven vendors who participated in the pre-proposal meeting asking very specific questions of the City and GRPU with the following 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 which is easier to access and increased reliability.