

**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT September 2023 Commission Meeting

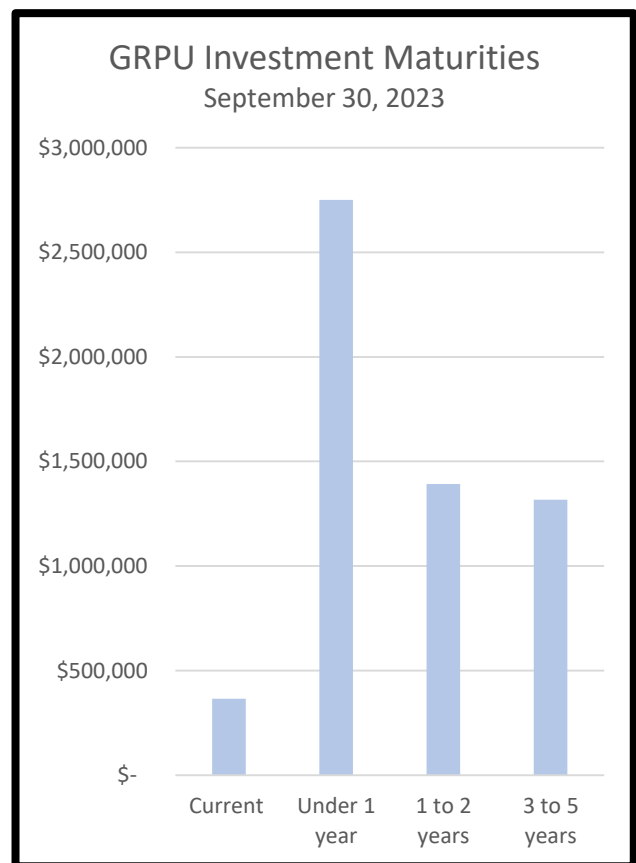
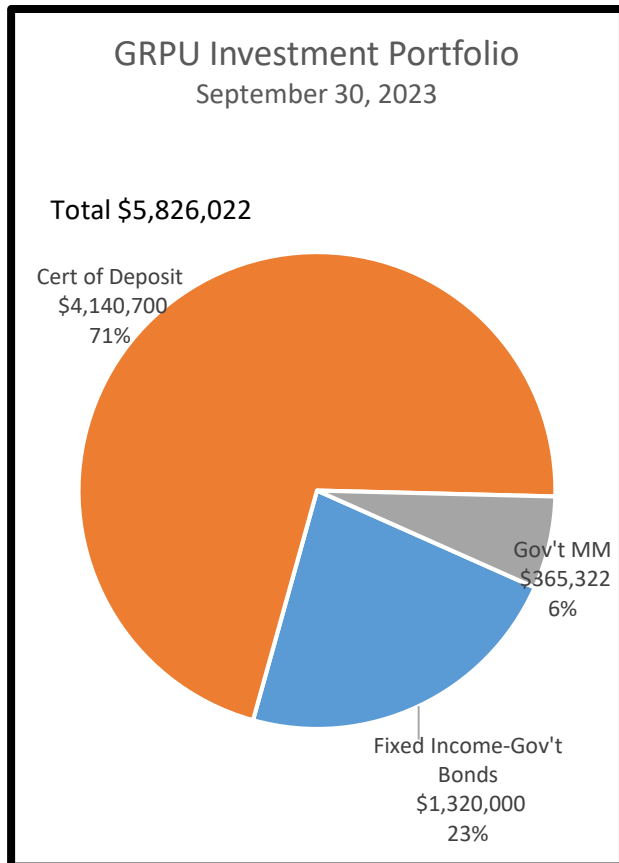
SAFETY

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 \$5,826,022 as of September 30, 2023.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS

October 2023 focused communications – Public Power Week and GRPU Caring Fund (roundup program)

Click on any of the following links to review online documents regarding the Caring Fund:

- [GRPU Facebook](#) posts with links to the GRPU website

Radio advertising for Public Power Week the first week of October. The remainder of October the radio advertising is promoting the GRPU caring fund.

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The current software GRPU software Cogsdale (utility billing) and Great Plains (GP) Dynamics (financial & projects) is outdated or will not be supported in the near future.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

- GFOA has started negotiations, on GRPU behalf, with SpryPoint for utility billing and related software. A SpryPoint team member will be at GRPU November 6 for a kick-off implementation meeting.
- Financial software platform – Ten vendors responded to the request for qualifications for a financial software platform. Three financial software vendors passed the IT requirements and were asked to demonstrate specific finance related tasks in mid-October. Upon successful demonstration responses none or all the three financial vendors will be asked to respond to a full financial software RFP.