

**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT January 2024 Commission Meeting

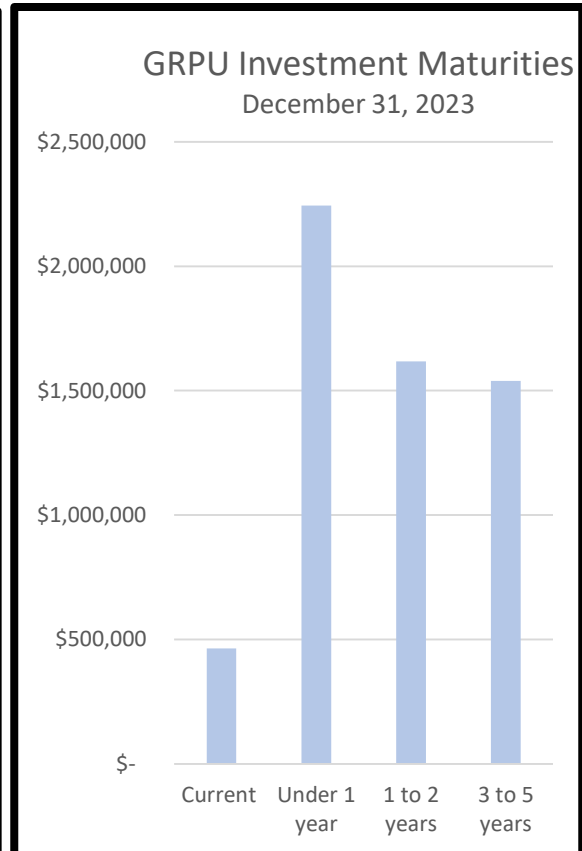
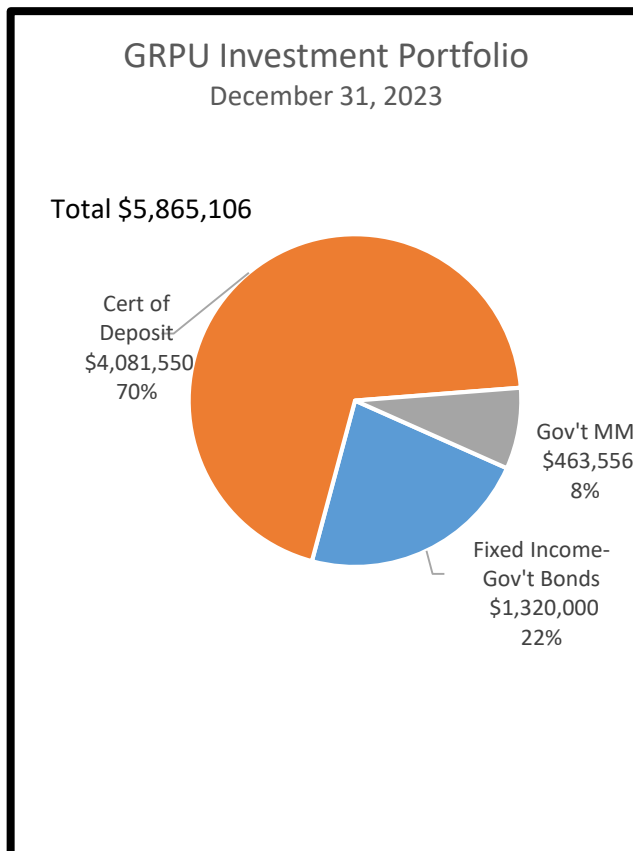
SAFETY

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 \$5,856,106 as of December 31, 2023.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS

December 2023 customer focused communication campaign was energy audits.

Act now and save on energy costs all year long!

Grand Rapids Public Utilities works in partnership with Frontier Energy to provide home energy audits for as low as \$25. If you want to save money on your energy bills, enjoy a cozier, weatherized home, or just want to help reduce energy waste, contact Doug Eli at 1-763-222-3039. To learn more, visit us on Facebook or go to our website www.grpuc.org.

Link - <https://cityofgrandrapidsmn.com/utilities/page/energy-audits>

January 2024 customer focused communication campaign is rebates.

Starting the new year with new appliances? Grand Rapids Public Utilities offers rebates to our residential customers on Energy Star certified appliances and so much more! Air conditioning, heat pumps, custom lighting, washers, and dryers are just a few examples of the rebates GRPU offers. Save energy and earn up to \$1,000 on a qualifying purchase. Wow! Put money back in your pocket, check out our rebates at www.grpuc.org or visit us on Facebook.

Link – <https://cityofgrandrapidsmn.com/utilities/page/rebates>

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's behalf, with SpryPoint for utility billing and related software. Negotiations slowed to allow for a review of another utility billing software integrated with an ERP financial software being reviewed. Following that review, SpryPoint is now being recommended as the best utility billing software for GRPU and negotiations are being finalized for a contract presentation to the GRPU Commission meeting in February 2024.
- Financial software platform – Two financial software vendors are in the final stages of discovery and the City and GRPU are optimistic they'll make a decision at the end of January 2024.