

**GRAND RAPIDS  
PUBLIC UTILITIES**

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT September 2024 Commission Meeting**

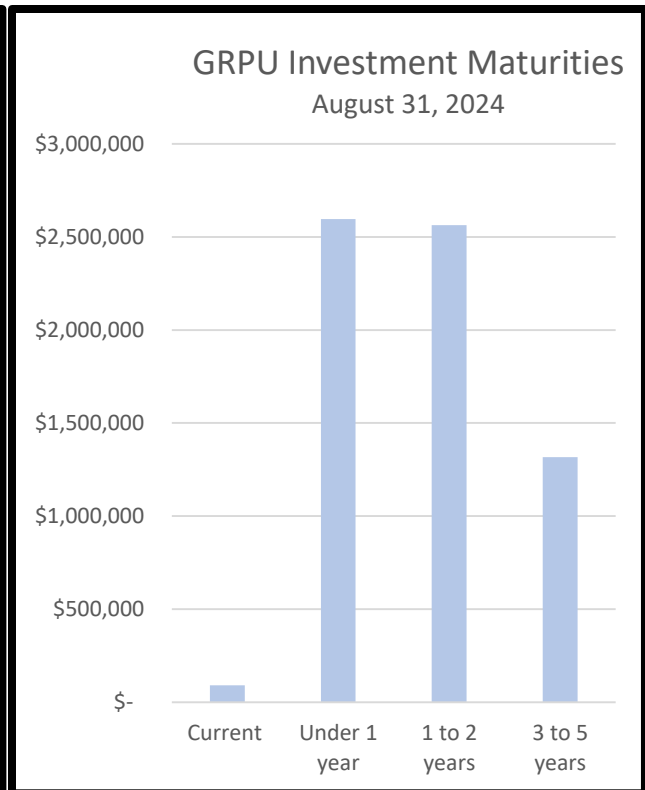
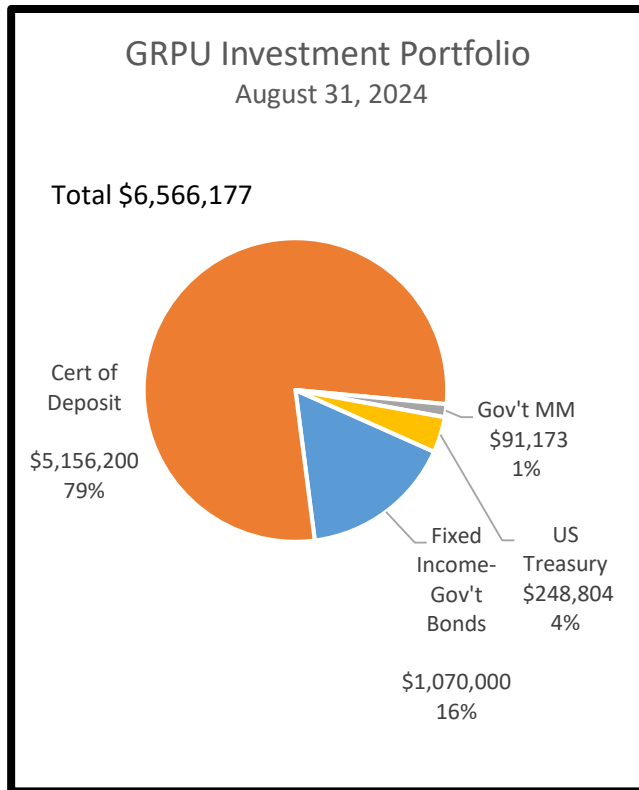
### ***SAFETY***

### ***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 \$6,566,177 as of August 31, 2024.

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



**CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS**

The customer outreach message for September focuses on the Cold Weather Rule. In August, radio ads, Facebook posts, and bill inserts were distributed, featuring materials mandated by the state of Minnesota.