



GRAND RAPIDS  
PUBLIC UTILITIES

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT May 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.
- Drafted language for budget and financial planning policy.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- Audit field work.
- Drafted a revised City Multi-Family Water Rate Schedule.
- Drafted Water Hydrant Use Agreement and revised fees with water utility team members.

### **Projects Scheduled for This Month**

- Continue training new customer service team members.
- Partner with the City Finance Department regarding ERP software.
- Work the 2022 operations and capital budget plan.
- Finish Audit field work.
- Implement water hydrant use policy, agreement and revised fees with water utility team members.
- Develop the standard operating procedure for water hydrant use tasks.
- Review and revise customer application and process.
- Review and revise delinquent payment and collection processes.