

**GRAND RAPIDS
PUBLIC UTILITIES**

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT May 2024 Commission Meeting

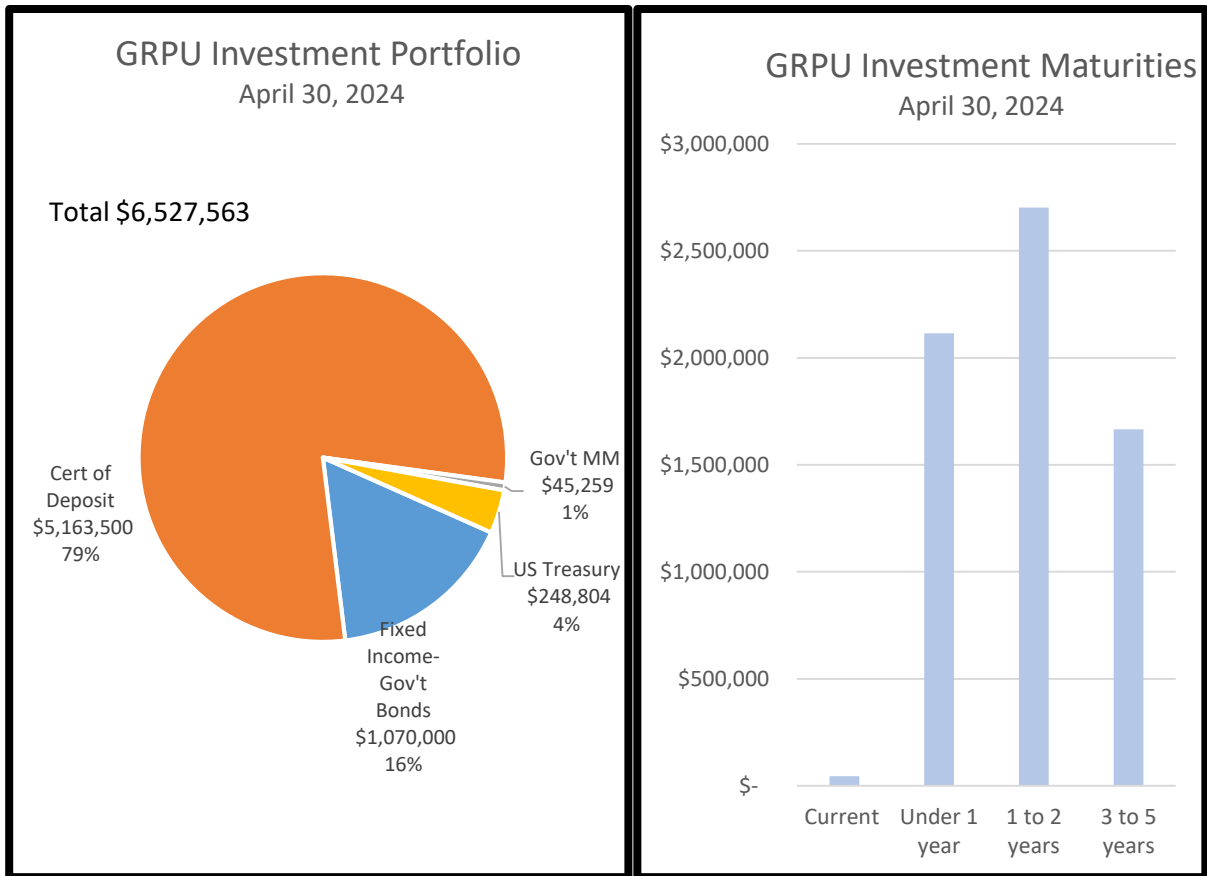
SAFETY

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 \$6,527,563 as of April 30, 2024.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER-FOCUSED COMMUNICATION CAMPAIGNS

April 2024 customer focused communication was load management and the Caring Fund.

Grand Rapids Public Utilities' Caring Fund ... where a little change can change a lot. When you choose to round your payment up to the next whole dollar amount, G.R.P.U. donates that amount to the Caring Fund administered by the Grand Rapids Area Community Foundation. All Caring Fund donations will be used for your neighbors in utility crisis by providing small grants for emergency needs. You can sign up at www.grpuc.org or visit us on Facebook. Grand Rapids Public Utilities ... service is their nature.

February, March, & April 2024 customer focused communication was about Legionella.

ERP SOFTWARE IMPLEMENTATION STARTED

Discover meetings for SpryPoint Utility Billing third week of May. Meetings for Oracle NetSuite for Government ERP with the City the first week of June.

