



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT June 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.
- Presented language for budget and financial planning policy.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- Presented draft audited annual comprehensive financial report and auditor's letters.
- Discussed internal and external customer communications.

Projects Scheduled for This Month

- Continue training new customer service team members.
- Kickoff with the City Finance Department ERP software project.
- Work the 2022 operations and capital budget plan.
- Present for adoption the 2021 audited annual comprehensive financial report and auditor's letters.
- Review and revise customer application and process.
- Review and revise delinquent payment and collection processes.
- Summer college student intern training and project assignments.