



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT October 2021 Commission Meeting

Safety

There were no OSHA recordable accidents in September

Revenue Report Last Month

The attached table shows the monthly revenue report for last month.

Effective Wholesale Electric Rate Last Month

The attached graph shows the effective wholesale electric rate for last month.

Projects Performed Last Month

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Documentation of Cogsdale and GP Dynamics software application processes.
- Continued to review and improve instructions for customer service tasks.

Projects Scheduled for This Month

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Finalize outstanding cases (upgrade software issues) for 2018 GP Dynamics/Cogsdale.
- Implement Commercial Purchasing Card process.
- Support electric department in solar garden project billing template.
- Implemented change in cold weather rule dates per MN legislation.
- Support electric department in implementation of outage management system.
- 2022 operations and capital budget development.
- Start phased implementation of JourneyX software for time keeping.