

GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT July 2023 Commission Meeting

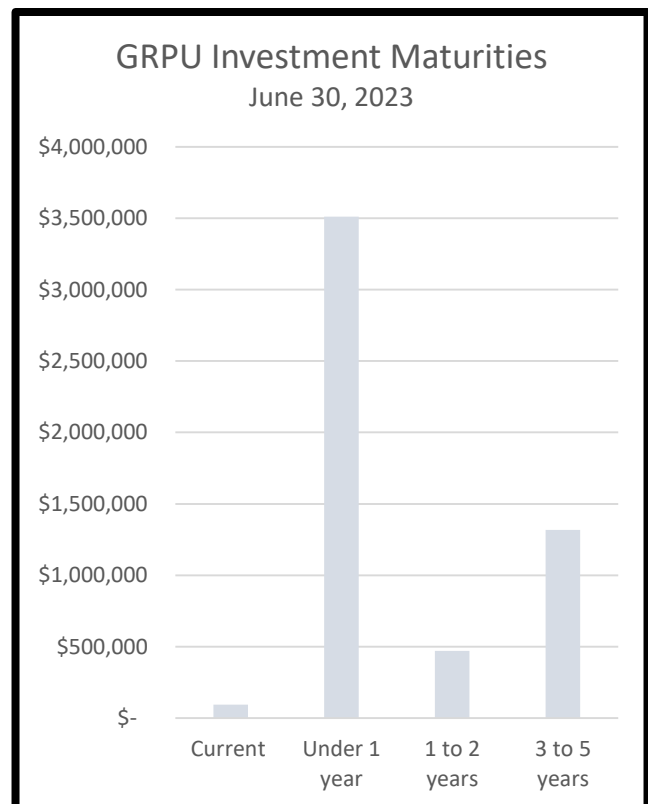
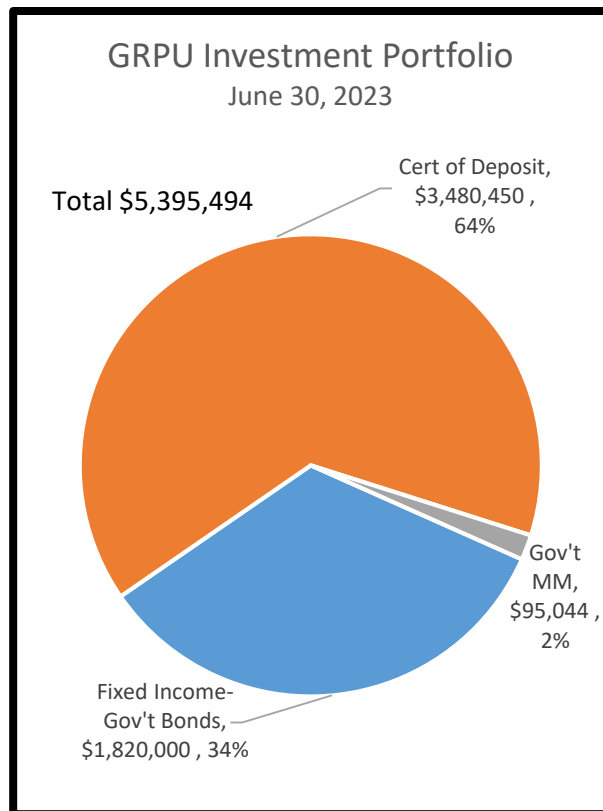
SAFETY

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 \$5,395,494 as of June 30, 2023.

SAFETY OF ASSETS – INVESTMENTS



CUSTOMER SERVICE – CUSTOMER FOCUSED COMMUNICATION CAMPAIGNS

July 2023 focused communications –Water Conservation

Radio ads informing the community about the importance of water conservation.



Water conservation focuses on taking action to improve the effectiveness of water use through various means, such as choosing to change behavior by using those fixtures and appliances less. Water efficiency often refers to the state of water use in a community, and higher levels of efficiency implies the community uses less according to metrics such as gallons per person per day or gallons per acre of irrigated area. *From the AWWA website.*

RELIABILITY – UPDATE ON NEW ENTERPRISE RESOURCES PLANNING SOFTWARE

City and GRPU ERP software themes: (1) importance of transparency and customer interactions; (2) self-service portals for customers; (3) interface with utility billing, OMS, AMI, and GIS.

The new ERP software will allow the City and GRPU to have data which is easier to access and increased reliability.

The evaluation team decided to invite the three software vendors to the discovery evaluation stage which is the final stage before contract negotiations. The team is represented by 6 City and 10 GRPU team members who have actively participated in each stage of the evaluation process.

The discovery evaluation stage was started in June with scheduled vendor specific questions and discussions. The discovery evaluation stage is serving its primary purpose to uncover issues or concerns. GR will continue this stage through July with the goal to negotiate a contract starting in August 2023.