



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT January 2022 Commission Meeting

Safety

There were no OSHA recordable accidents last month.

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.
- 2022 operations and capital budgets presented for approval.
- Met with outsourced IT support and discussed internal communication platforms.

Projects Scheduled for This Month

- Continue training new customer service team members.
- Finalize scheduling training for 2018 GP Dynamics/Cogsdale upgrade.
- Work the 2022 operations and capital budget plan.
- EOY 2021 and BOY 2022 processes
- Manager and Foreman budget versus actual monthly kickoff meeting.
- Start phased implementation of Journyx software for time keeping.
- Audit kickoff meeting for 2021