



GRAND RAPIDS  
PUBLIC UTILITIES

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

## **BUSINESS SERVICES DEPARTMENT MONTHLY REPORT November 2021 Commission Meeting**

### **Safety**

There were no OSHA recordable accidents in October

### **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.
- Began 2022 operations and capital budgeting process.
- Met with outsourced IT support and discussed and clarified roles and responsibilities.
- CSR team members met with City of Grand Rapids Public Works point person on storm water background.

### **Projects Scheduled for This Month**

- Continue training new customer service team members.
- Finalize outstanding cases (upgrade software issues) for 2018 GP Dynamics/Cogsdale.
- Finalize implementation of Commercial Purchasing Card process.
- Support electric department in implementation of outage management system.
- 2022 operations and capital budget development.
- Start phased implementation of JourneyX software for time keeping.