



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT December 2021 Commission Meeting

Safety

There were no OSHA recordable accidents in November

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 the highest rate in the past five years.

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 internal communication platforms.

Projects Scheduled for This Month

- Continue training new customer service team members.
- Finalize scheduling training for 2018 GP Dynamics/Cogsdale upgrade.
- Finalize implementation of Commercial Purchasing Card process.
- CSR team members met with KOOTACA team members to learn about programs for GRPU customers.
- Finalize the 2022 operations and capital budget.
- Start phased implementation of JourneyX software for time keeping.