



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT August 2022 Commission Meeting

Safety

There were no OSHA recordable accidents in the Business Services Department last month.

Effective Wholesale Electric Power Rate Last Month

The attached graph shows the effective wholesale electric rate for last month and a chart on the aggregated NEMMPA peak versus non-NEMMPA peak.

Projects Performed Last Month

- Continue training new customer service and accounting personnel.
- Cybersecurity awareness training (Knowbe4).
- Continued to review and improve instructions for customer service tasks.
- Met with Managers and Directors on budget versus actual financial reporting.
- Weekly Q & A meetings with Cogsdale trainers for GP Dynamics and Cogsdale.
- PIT Crew meetings for ERP software project to discuss process improvements.
- Collections and shut-off procedure implemented for each utility billing cycle.

Projects Scheduled for This Month

- Continue training customer service team members.
- Review processes identified in PIT Crew meetings with GRPU crew/team members and GFOA consultant for ERP software project to determine RFP ERP specific criteria.
- Work the 2022 operations and capital budget plan.
- Assist with managers in data capture for electric, water, wastewater rate studies.
- Clean up of accounts payable vendor descriptions and customer addresses in preparation for ERP software future implementation.
- Implement electronic vendor payments and email check payment information.
- Finalize review of revised customer application and implement.
- Develop standard operating procedures for the approved utility customer services policy.