



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

BUSINESS SERVICES DEPARTMENT MONTHLY REPORT February 2022 Commission Meeting

Safety

There were no OSHA recordable accidents last month.

Effective Wholesale Electric Power 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.
- Met with outsourced IT support and discussed internal communication platforms.
- Projects training with managers and directors.
- Purchase order training with managers and directors.
- Successful upload to Cogsdale CSM module new City storm water rates vs manual entry.

Projects Scheduled for This Month

- Continue training new customer service team members.
- Start to develop quarterly financial reports for Commission.
- Finalize scheduling the training for 2018 GP Dynamics/Cogsdale upgrade.
- Work the 2022 operations and capital budget plan.
- Audit field work March 21 – 25 virtual.
- Manager and Director budget versus actual monthly meeting February 17.
- Joint meeting with City Finance and GRPU Finance teams February 16.
- Start phased implementation of Journyx software for time keeping.