

REGULAR SESSION –WEDNESDAY, APRIL 17, 2024

STATE OF KANSAS)
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CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, April 17, 2024 at 6:00 PM. The following Board Members were present: Thomas Groneman, President; Stevie A. Wakes Sr., Secretary; Mary Gonzales, Brett Parker, and Rose Mulvany Henry. David Haley, Vice President, attended via Zoom.

Also present: Jeremy Ash, Chief Operating Officer; Casey Meyer, Senior Counsel; Lori Austin, Chief Financial Officer; Jerry Sullivan, Chief Information Officer; Abbey Frye, Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jerin Purtee, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Donald Stahl, Executive Director Electric Production; David Mehlhaff, Chief Communications Officer; Andrew Coffelt, NERC Compliance Officer; Dennis Dumovich, Director of Human Resources; Douglas Bowen, Director Electric Production Operations/Maintenance; Dustin Miller, Director of Applications; Patrice Townsend, Director Utility Services; Gabriela Freeman, Supervisor Customer Services; Mark Masloski, Meter Data Management System Analyst; Steve Hargis, Supervisor Water Operations; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Mr. Groneman called the Board meeting to order at 6:00 PM. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the visitor comments section, those who attended in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. In addition, there would be a public comments section after the General Manager/Staff Reports. During this section, the public could comment on the items presented in the General Manager/Staff Reports section that evening. Both visitor and public comments were limited to three minutes and should be addressed to the Board. Members of the public who wished to speak to the Board using Zoom needed to use the raise hand feature at the bottom of the application or window to signal that they wish to address the board during the public comment section. Members of the public connected by phone only, needed to press *9 to indicate they wished to address the Board in the visitor and public comment sections. No confidential information should be shared, including, account information. Staff would not provide individual account information during an open meeting. As always, the public could also email or call the BPU with any concerns. He informed all participants to act respectfully to each other; personal attacks or accusations would not be tolerated. All concerns would be directed to the Board only, they would then determine staff involvement. If side discussion was necessary, it was to be conducted outside of the Board room to avoid interfering with presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

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Mr. Groneman introduced himself and the other Board members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board members were present.

Item #3 – Approval of Agenda

A motion was made to approve the 2nd Amended Agenda by Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

Item #4– Approval of the Minutes of the Regular Session of April 3, 2024:

A motion was made to approve the minutes of the Regular Session of April 3, 2024, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

Item #5– Visitors Comments

Ms. Alma Rosas-Hall, 4345 N. 122nd Street, expressed her thoughts regarding plant staffing, the lobby hours, community resources, and a personal matter.

Ms. Louise Lynch, Kansas City, KS, spoke about a Unified Government (UG) meeting she attended regarding their budget and the PILOT charge.

Item #6– General Manager / Staff Reports

- i. *Rubin Brown Audit Update:* Mr. Andrew Coffelt, NERC Compliance Officer, gave an update on the Internal Audit Request for Proposal (RFP) process. Mr. Rick Feldt, with Rubin Brown, explained who Rubin Brown was and the internal auditing services they provided to BPU. (See attached PowerPoint.)

Mr. Coffelt, Mr. Feldt, and Mr. Ash responded to questions and comments from the Board.

- ii. *Customer Service Quarterly Update:* Ms. Gabriela Freeman, Supervisor Customer Services, presented the Customer Service Dashboard information to the Board. She compared the first quarter data to previous years and explained what caused a shift in some of the metrics presented. (See attached PowerPoint.)

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Ms. Mulvany Henry referred to the financial assistance category and asked if the data could be provided to the Board to reflect how the Hardship and Utility Assistance funds had been utilized.

Ms. Freeman and Mr. Ash responded to questions and comments from the Board.

- iii. *Infill Housing Program – Resolution #5297*: Ms. Patrice Townsend, Director Utility Services, presented Resolution #5297, which would authorize the waiving of certain fees in support of the Unified Government Infill Housing Program. (See attached resolution.)

A motion was made to approve Resolution #5297, by Mr. Wakes, seconded by Ms. Mulvany Henry. Roll call was taken:

Mr. Parker – yes

Ms. Gonzales – yes

Mr. Groneman – yes

Mr. Haley – no response

Mr. Wakes – yes

Ms. Mulvany Henry – yes

The motion carried.

- iv. *Water Fee Program – Resolution #5298*: Ms. Townsend, presented Resolution #5298, which would authorize the General Manager of the Kansas City Board of Public Utilities to waive water fees east of I-635 until December 31, 2025 if certain conditions are met. (See attached resolution.)

A motion was made to approve Resolution #5298 by Ms. Mulvany Henry, seconded by Mr. Parker. Roll call was taken:

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Mr. Parker – yes

Ms. Gonzales – yes

Mr. Groneman – yes

Mr. Haley – no response

Mr. Wakes – yes

Ms. Mulvany Henry – yes

The motion carried.

v. *Miscellaneous Comments:* There were no miscellaneous comments.

Item #7– Public Comments on Agenda Items

Mr. Groneman asked if there were any visitors who wished to address the Board on the previous items presented.

Ms. Pamela Penn-Hicks, Wyandotte County, spoke about the financial hardships of the community and asked for additional information on the Resolutions that were approved.

Ms. Alma Hall, Kansas City, KS, asked what the requirements were to get approved for financial assistance and asked where to find the internal audit information on the BPU website.

Item #8– Board Comments

Ms. Mulvany Henry had no comments.

Ms. Gonzales thanked staff for their presentations.

Mr. Parker had no comments.

Mr. Wakes echoed thanks to staff for their presentations.

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Mr. Haley thanked staff for their presentations and community members for their participation. He also thanked Mr. Ash for stepping in for the evening’s meeting.

Mr. Groneman said he would be attending the next meeting remotely.

Item 10 – Adjourn

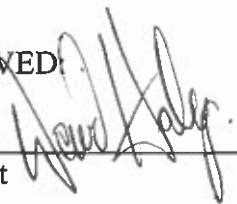
At 7:53 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:



Secretary

APPROVED:



President

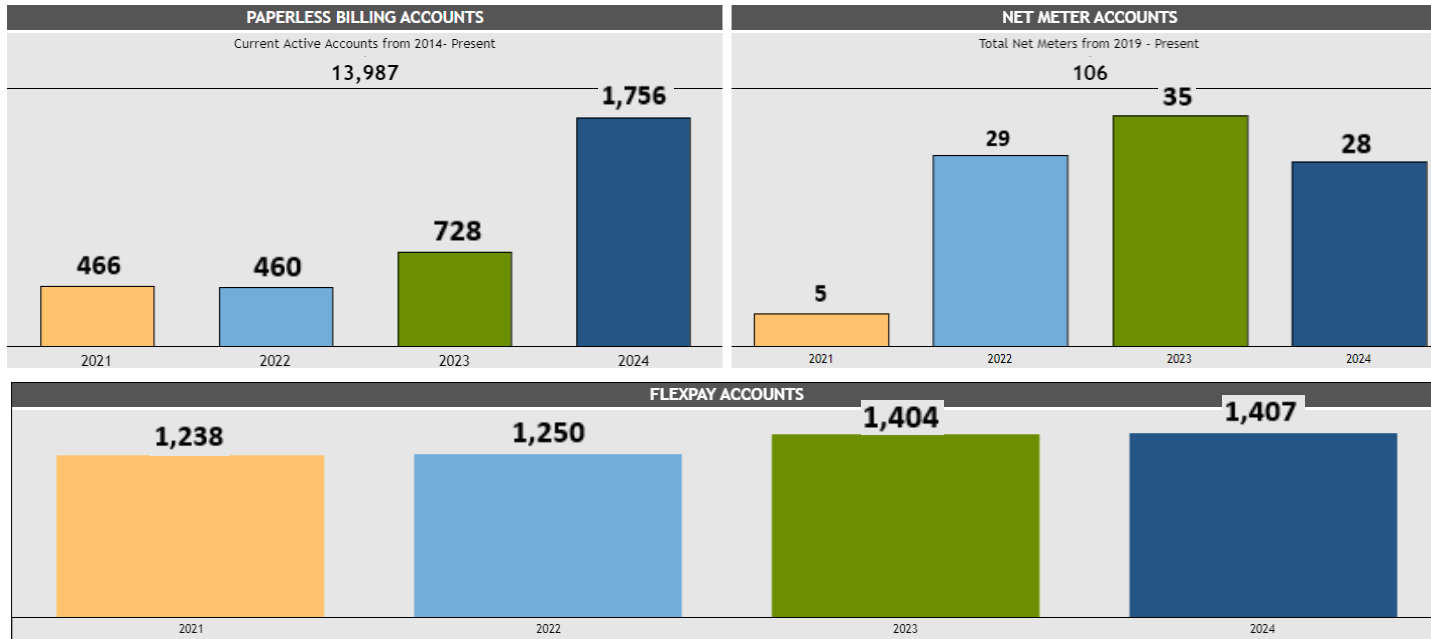


Customer Service Dashboard

April 17, 2024

Reporting Categories:

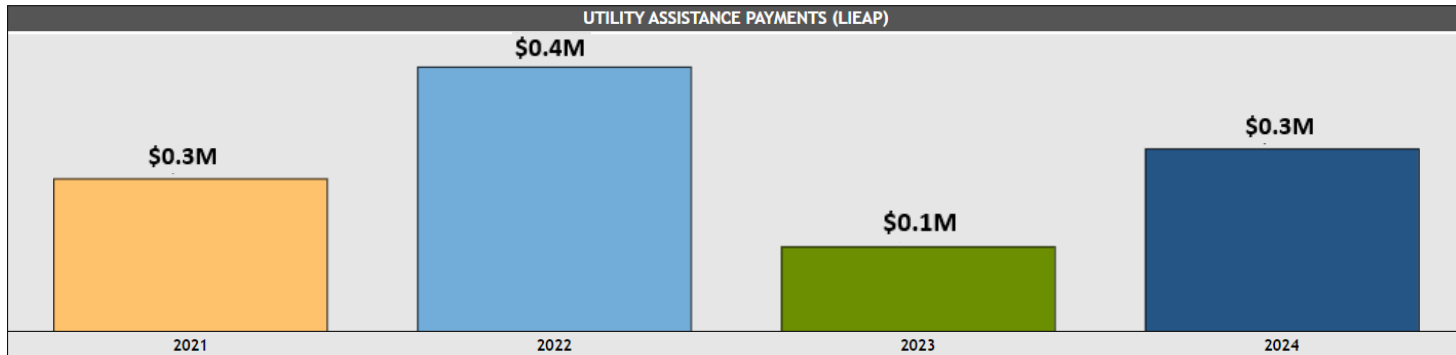
- Accounts
- Financial Assistance
- Delinquent Accounts
- Call Metrics
- Survey Responses



- Paperless billing signups continue to increase and is more than double the new accounts of 2023 for the first quarter.
- New Net Meter Accounts are comparable to years 2022 and 2023.

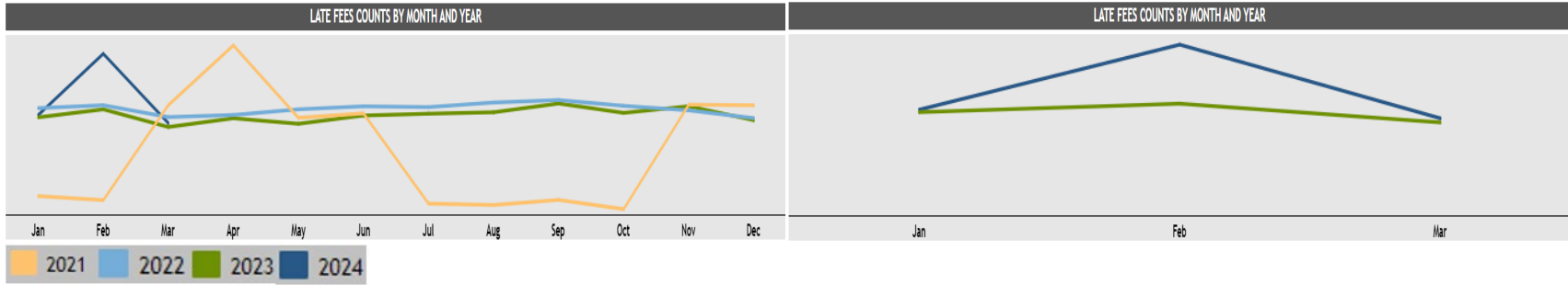
Financial Assistance

PAYMENT ARRANGEMENTS				
	2021	2022	2023	2024
Total Arrangements	2,951	3,318	3,710	4,792
Arrangements Amount	\$1,578,942	\$1,709,152	\$1,845,928	\$2,470,392

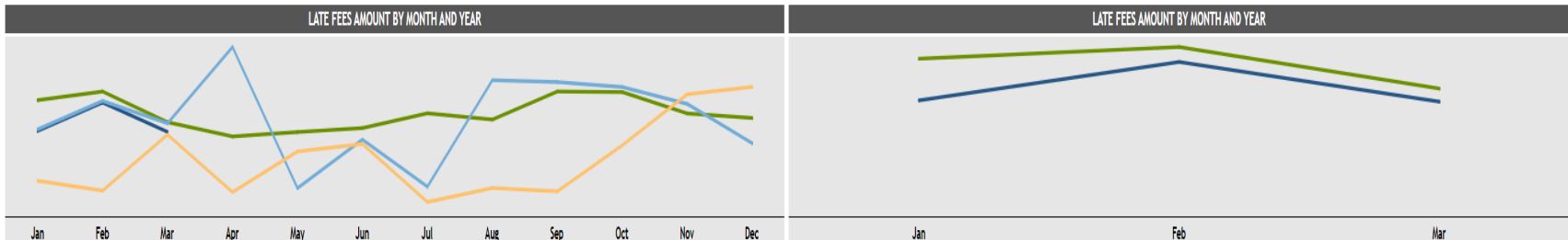


- 1Q24 Payment Arrangements are higher but should level out during the year.
- 2024 LIEAP assistance is trending higher than 2023.

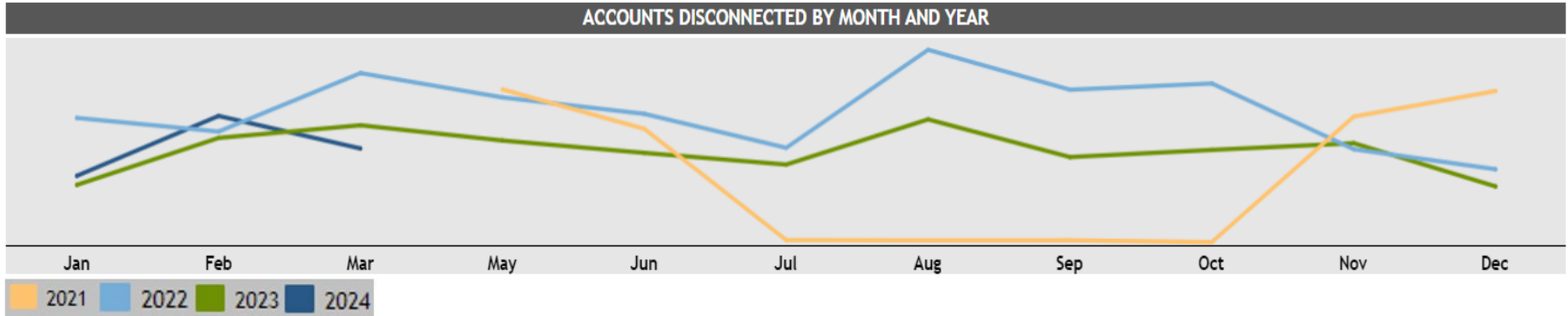
Delinquent Accounts - Late Fees



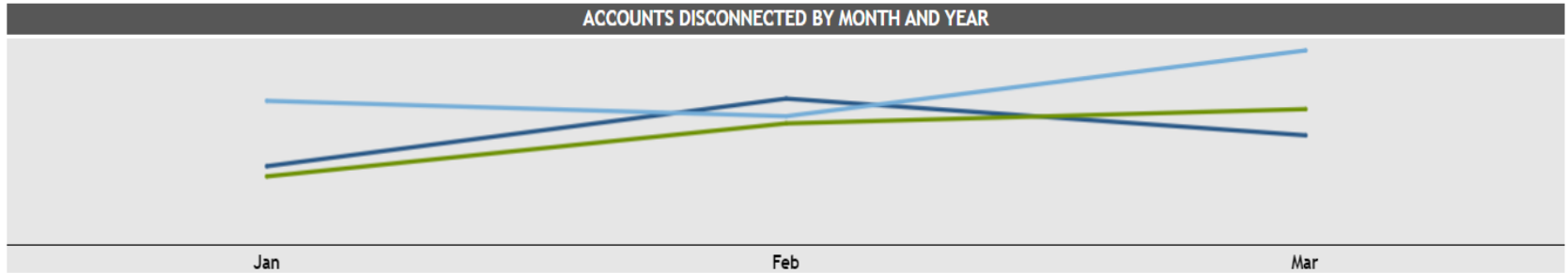
- Late Fee counts increased from Q1 of 2024 compared to Q1 of 2023 due to UG SW only accounts.
- Late Fees are averaging ~\$233,000/month. This is down ~\$42,000/month compared to the first quarter of 2023.



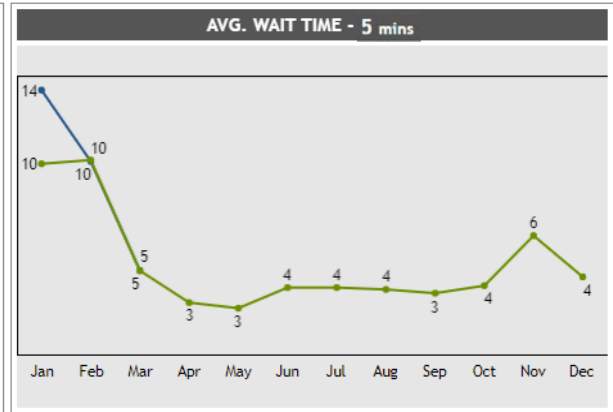
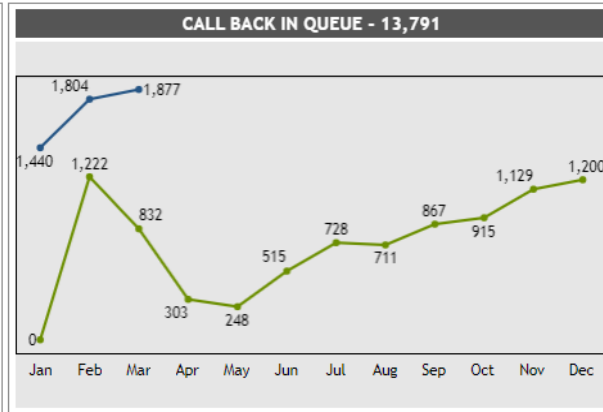
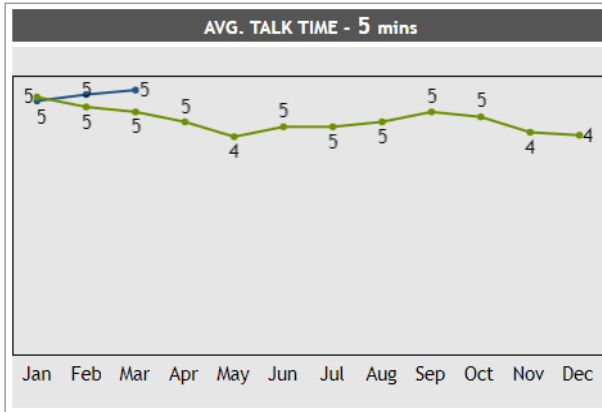
Delinquent Accounts - Disconnects



– Disconnects have decreased for Q1 of 2023 and 2024 compared to 2022 with the implementation of the new cold weather policy.

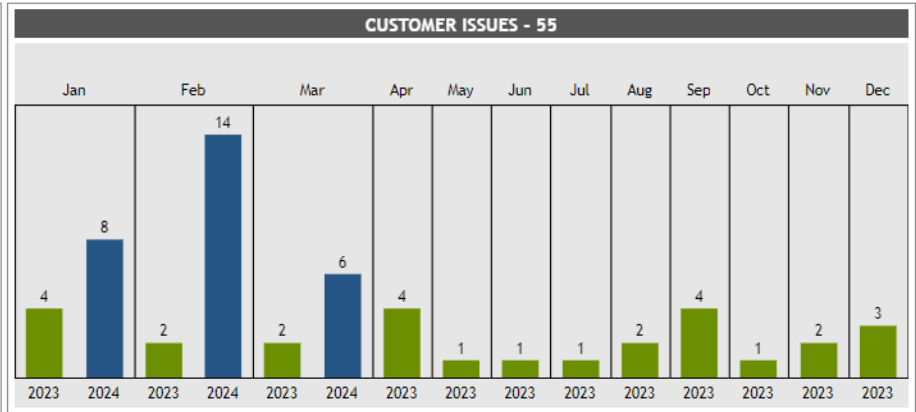
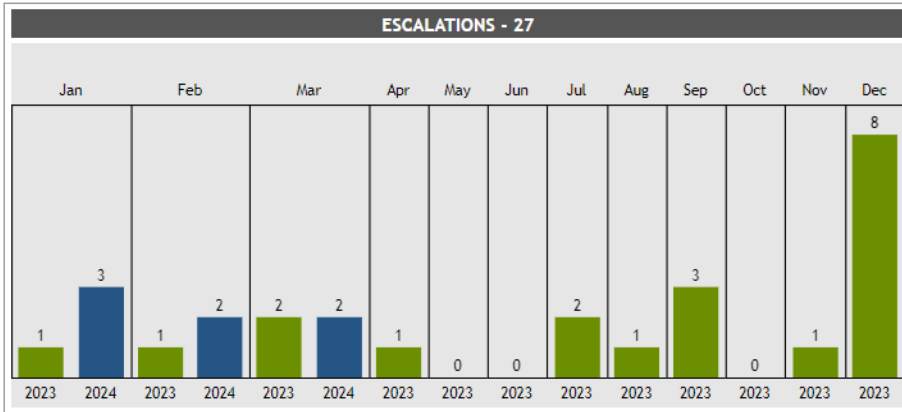


Call Metrics



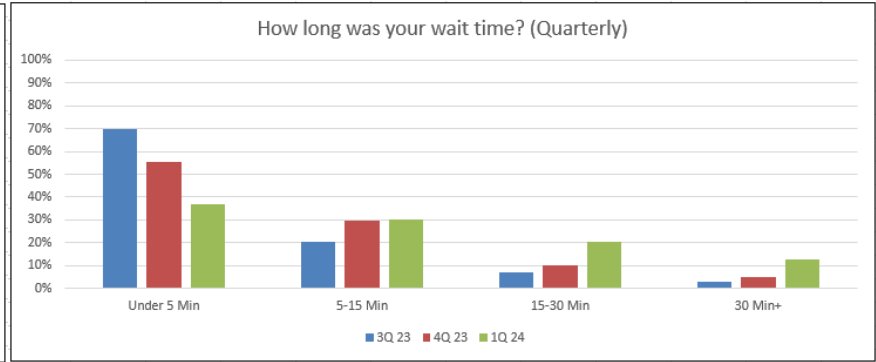
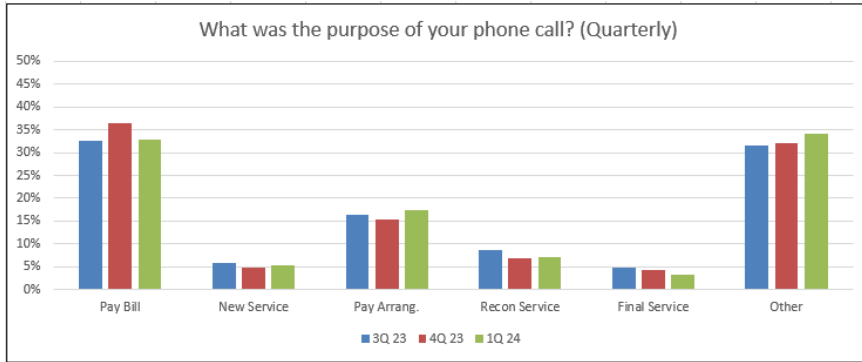
■ 2023 ■ 2024

- Average Talk Time remains consistent at 5 minutes.
- Call Backs increased for the first quarter due to staffing. We were down 60% in staffing.
- Average Wait Time was high to start 2024 but it went back down in March to around 5 minutes.



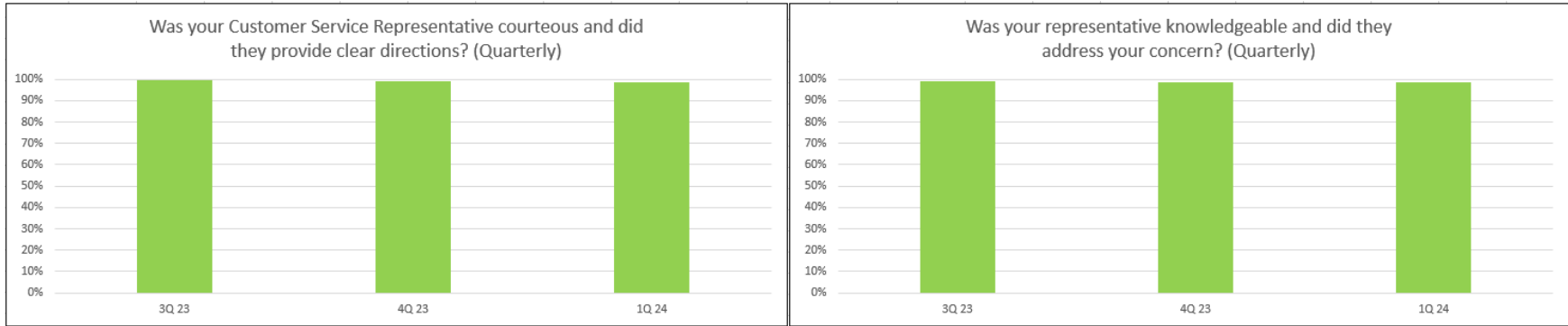
- Escalations in December were primarily around water disconnects.
- Increase in Issues are from Storm Water only customers (UG) and bill prints for rebates.
- All Escalations and Customer Issues were resolved by Customer Service

Survey Responses



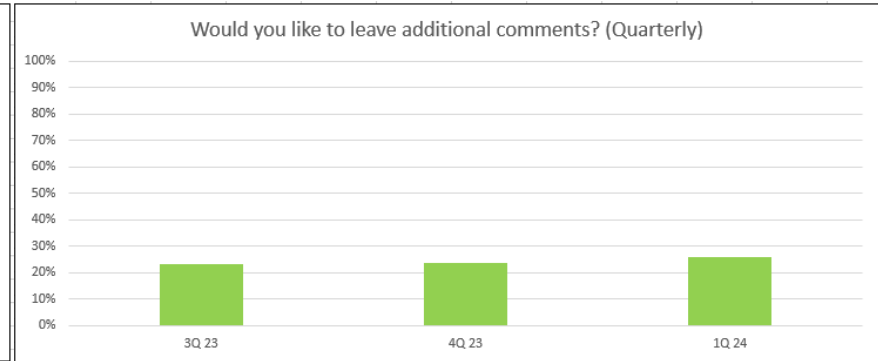
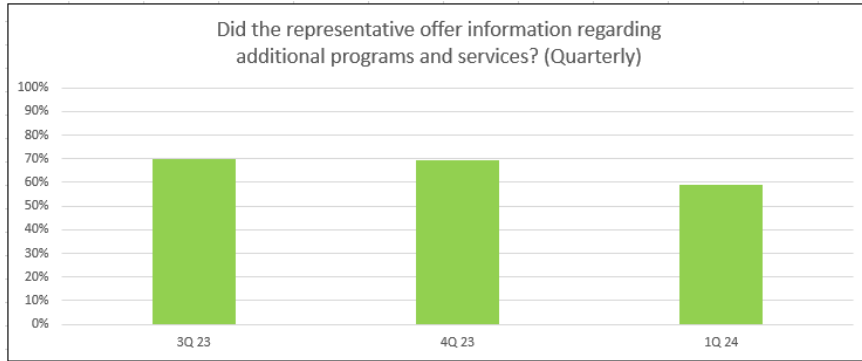
- Most calls focused on Bill Payment, Payment Arrangements and Other.
- In 1Q24, 36% of respondents reported under five minutes of wait time; 32% reported 5-15 minutes of wait time.

Survey Responses



- Over 99% of all surveys said the rep was courteous and provided clear directions.
- ~99% of respondents stated their rep was knowledgeable and their concern was addressed.

Survey Responses



- During the 1Q24, ~60% of all surveys said the rep offered information regarding additional programs & services.
- Less than 30% of respondents wanted to leave additional comments.

*Thank
you*