

**REGULAR SESSION –WEDNESDAY, FEBRUARY 1, 2023**

STATE OF KANSAS        )  
  ) SS  
CITY OF KANSAS CITY )

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, February 1, 2023 at 6:00 P.M. The following Board Members were present: Rose Mulvany Henry, President; Robert L. Milan, Secretary; Jeff Bryant, Mary Gonzales. Thomas Groneman, Vice President and David Haley attended via Zoom.

Also present: William Johnson, General Manager; Wendy Green, Senior Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Jeremy Ash, Interim Chief Operating Officer; Johnetta Hinson, Executive Director Customer Service; Steve Green, Executive Director Water Operations; Darrin McNew, Acting Executive Director Electric Operations; Glen Brendel, Executive Director Electric Production; Jerin Purtee, Executive Director Electric Supply; Maurice Moss, Executive Director Corporate Compliance; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer; Dennis Dumovich, Director of Human Resources; Dustin Miller, Director of Applications; Patrice Townsend, Director Utility Services; Gabriela Freeman, Supervisor Customer Services; Mark Masloski, Meter Data Management System Analyst; Al Garcia, Key Account Utility Specialist; 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](http://www.bpu.com).

Ms. Mulvany Henry called the Board meeting to order at 6:00 P.M. She welcomed all that were listening to or viewing the meeting. She informed all that the meeting was being recorded including video and audio. During the public comment section, those attending in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. Public comments were limited to five 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 public comment section. 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. Ms. Mulvany Henry introduced herself and the other Board Members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board Members were present, Mr. Haley and Mr. Groneman via Zoom.

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**Item #3 – Approval of Agenda**

A motion was made to approve the Agenda by Mr. Bryant, seconded by Ms. Mulvany Henry and unanimously carried.

**Item #4– Approval of Regular Session Minutes of January 18, 2023**

A motion was made to approve the minutes of the Regular Session of January 18, 2023, by Ms. Gonzales, seconded by Mr. Bryant, and unanimously carried.

**Item #5– Public Comments**

Tscher Manck, Wyandotte County, expressed her concerns including customer bills.

Mr. Johnson offered to meet with Ms. Manck after the Board meeting to obtain more information regarding her concerns.

Ms. Manaea Taylor (could not confirm spelling), Wyandotte County, expressed her thoughts on public comment time and also utility charges.

Mr. Johnson asked her to speak with Ms. Johnetta Hinson, Executive Director Customer Service who was in attendance.

**Item #6– General Manager / Staff Reports**

- i. *Customer Service Update:* Ms. Gabriela Freeman, Supervisor Customer Services, reviewed the Self-Service options that customers had available to pay their monthly bill. Her review and demonstration encompassed, the phone system as well as the BPU website. When speaking about the website, she highlighted helpful and informative tabs available for residential customers. (See attached PowerPoint.)

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

There was Board discussion about having an estimate of Unified Government (UG) charges similar to BPU’s Energy Engage. The Board also spoke about the request to have separate bills for UG and BPU charges, and what the projected cost could be to implement such a change.

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The Board also discussed the benefits of having BPU/UG quarterly meetings resume in 2023 and also having a joint meeting with the UG Commissioners and the BPU Board to discuss the issues.

- ii. *Chief Operating Officer (COO) Update:* Mr. Jeremy Ash, Interim Chief Operating Officer, spoke to the Board about his position as interim COO and the objectives of the Operations Executive Team which encompassed, the Executive Directors of; Electric Supply, Water Operations Electric Productions and the Interim Executive Director of Electric Operations. (See attached PowerPoint.)

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

- iii. *Miscellaneous Comments:* Mr. Johnson informed the Board that work was still continuing on the search for a new County Administrator. He said there would be a public meet and greet on February 7<sup>th</sup> for the three final candidates.

He also reported that at the end of February, Executive Assistant, Jenny Burley-Krenzer would be retiring.

**Item #9 – Board Comments**

Ms. Gonzales said that she had begun studying the issue of community engagement and would like for it to be a topic at the next Work Session.

Mr. Groneman thanked the staff for the great informative presentations. He also said he was on the mend and planned on being at the next Board meeting.

Mr. Haley said he was attending the Kansas Municipal Utilities meeting in Topeka. He appreciated both updated and looked forward to continuing the discussion involving Customer Service. He also looked forward to hearing from Ms. Burley-Krenzer at the next meeting.

Mr. Milan congratulated Customer Service for their presentation and also thanked Mr. David Mehlhaff, Chief Communications Officer, for making sure the website had informative information for the public.

Ms. Mulvany Henry said that there was going to be a Charter Ordinance amendment presented at Unified Government Commission meeting, February 2<sup>nd</sup>, regarding the PILOT and separating residential customers and all other classes of customers. She also thanked Ms.

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Gonzales for beginning discussions with the community regarding the information that had been sent to the Board and General Manager. She agreed that the topic should be on the Work Session agenda to talk about next steps. She also thanked Ms. Freeman for her presentation and thorough discussion of the website. She also thanked Mr. Ash for his informative presentation.

Mr. Bryant expressed his thanks for the evening’s presentations. He also thanked staff and the crews for the work that they do out in the elements. Their work was truly appreciated.

**Item #10 – Adjourn**

At 7:52 P.M. a motion to adjourn was made by Mr. Bryant, seconded by Mr. Milan and unanimously carried.

ATTEST:

  
Secretary

APPROVED:

  
President

# Self-Service Options



# IVR Options

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- Account Balance
- Bill Due Date
- Last Payment Amount and Date Paid
- Kiosk Locations
- Instructions to Start or Transfer Service



# BPU Home Page

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- [Outage Map](#)
- [New Service/Transfer Service](#)
- [One-Time Bill Pay](#)
- [Search Bar](#)
- [Contact Us](#)



# Residential Tab

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- Life Support
- Street Lights
- Rate Application Manual
- Understanding my Bill
- Bill Pay Options
- Utility Assistance



# Resources Tab

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- Saving Energy with Your Appliances
- Smart Heating, Cooling and Water Tips
- Helpful Home Owners Hints



# About BPU Tab

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- Customer Service Policies
- Electric Service Policies
- Water Service Policies
- Other Policies and Procedures

# Customer Self-Service



# Manage Account

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- Account Transition History
- Update your Phone Number and Email
- Update your Mailing Address
- Paperless Billing
- Energy Engage



# Payment Tab

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- Pay Online
- Automatic Bank Draft
- Equalized Payment
- Kiosk Locations



# Utility Services Tab

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- Connect Service
- Disconnect Service
- Transfer Service



# Contact Us Tab

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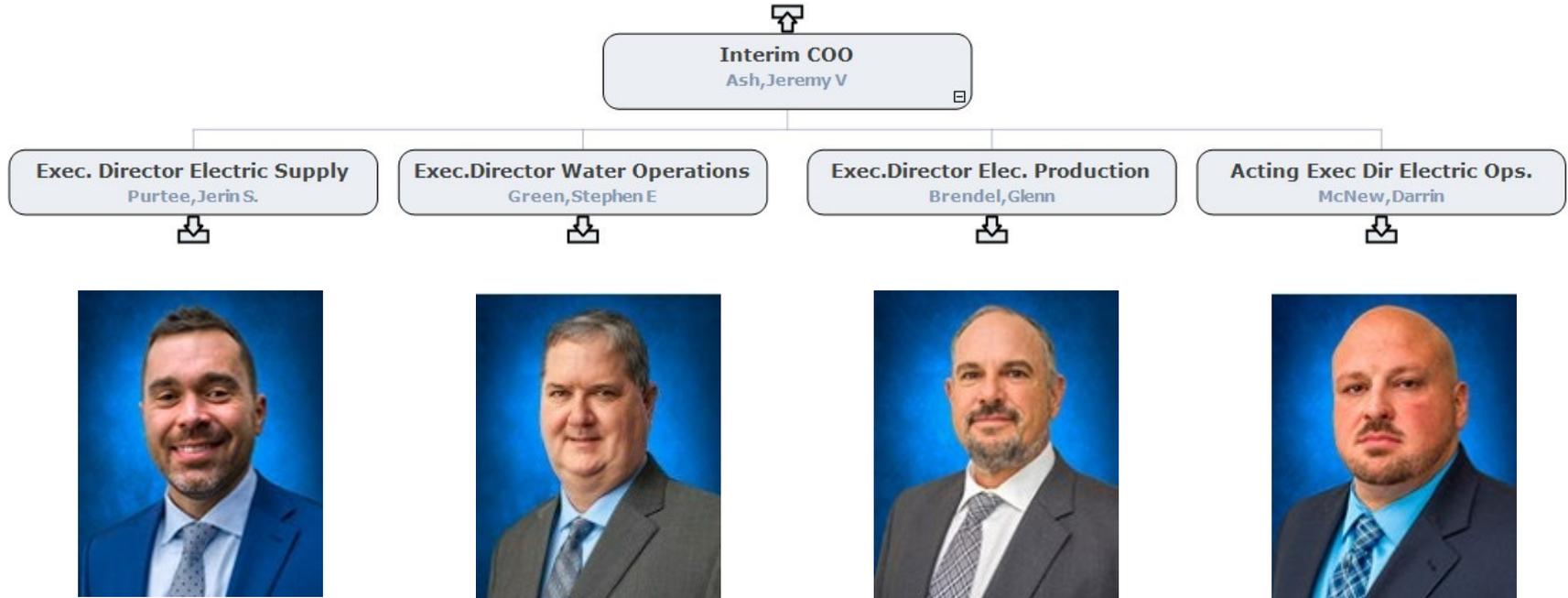
- Billing Inquiries
- Log in Issues
- Meter Reading Inquiries

# COO Operations Update



- Executive Team Members
- Divisional Activities
- 2023 Team Objectives
- 2023 COO Objectives

# Operations Executive Team



## Approved 2023 Team Members - 24

Weekly (Monday) update/strategy meeting

Enhanced information capture & sharing with EPROD

Reorganization & new role creation for succession purposes

## Approved 2023 Team Members - 97

- 2 key retirements since implementation of COO role
- Replacement strategy & reorganizing of responsibilities
- G.M. approval to move forward with replacement strategy
- Work with EPROD, HR & IBEW to cooperatively to create flexibility
- EPROD, COO & Purchasing - agreement reviews & updates
- EPROD, COO, E Supply, Finance & Compliance - Fuel MGMT strategy



# Nearman Solar Farm

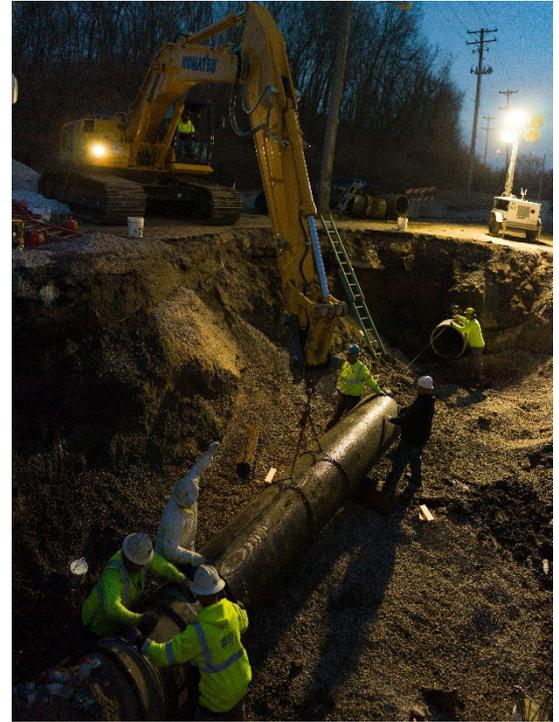


# Water Operations

## Approved 2023 Team Members - 107

- Work to establish consistency - EOPS & WOPS - two largest mobile operations groups in organization
- Information & Strategy Sharing - monthly leadership meetings
- Engineering staffing enhancements - succession planning
- GIS updating - WOPS & EOPS - more technical efficiency

# Muncie Crew Repairing Main



# Electric Operations

## Approved 2023 Team Members - 168

- Work to establish consistency - EOPS & WOPS - two largest mobile operations groups in organization
- Information & Strategy Sharing - monthly leadership meetings
- Q1 - Update & Post Executive Director role
- GIS updating - WOPS & EOPS - more technical efficiency

# Line Crew Installing Power Cable



# 2023 Team Objectives

- Continue enhancing consistencies amongst leadership teams
- Assist leadership teams with opportunities for exposure to activities and initiatives to help prepare for organizational mobility
- Enhance goal setting - personal & professional - leadership teams
  - Ensure professional development initiatives are being taken advantage of within each leadership team

Empower - Enhance - Expose - Lead

# 2023 COO Objectives

- Continue to enhance information sharing amongst groups
- Enhance current leadership monthly meetings
  - Invite other leaders from the organization to present & participate
- Establish monthly Executive Director meeting
- Dive into more with:
  - Finance
  - Customer Service
  - State & National Associations (Water)
  - Continue personal & professional development (If I expect it from the team, I should participate myself)

# Thank you!

