

REGULAR SESSION –WEDNESDAY, MAY 18, 2022

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, May 18, 2022 at 6:00 P.M. The following Board Members were present: Mary Gonzales, President; Rose Mulvany Henry, Vice President; Thomas Groneman, Secretary; Robert L. Milan, Jeff Bryant and David Haley.

Also present: William Johnson, General Manager; Wendy Green, Senior Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jerry Sullivan, Chief Information Officer; Steve Green, Executive Director Water Operations; Dong Quach, Executive Director Electric Production; Maurice Moss, Executive Director Corporate Compliance; David Mehlhaff, Chief Communications Officer; Andrew Ferris, Director Electric Supply Planning; Darren McNew, Director Electric Transmission & Substation; and Robert Kamp, IT Project Manager.

A tape of this meeting is on file at the Board of Public Utilities.

Ms. Gonzales called the Board meeting to order at 6:01 P.M. She welcomed all that were listening to or viewing the meeting. She stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. During the public comment section, 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. Staff would assist those attending in person. During the public comment section of the agenda, community members would be asked to provide their name and address and had five minutes to speak. As always, the public could also email or call the BPU with any concerns. The agenda and presentations could be found on the BPU website or if they were using Zoom they would appear on their screen. Ms. Gonzales 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.

Item #3 – Approval of Agenda

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

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Item #4– Approval of Work Session Minutes of May 4, 2022

A motion was made to approve the minutes of the Work Session of May 4, 2022, by Ms. Mulvany Henry, seconded by Mr. Bryant, and unanimously carried.

Item #5– Approval of Regular Session Minutes of May 4, 2022

A motion was made to approve the minutes of the Regular Session of May 4, 2022, by Mr. Bryant, seconded by Mr. Milan, and unanimously carried.

Item #6 – Public Comments

Mr. William Johnson, General Manager, asked Mr. Robert Kamp, IT Project Manager, if there were any visitors wishing to speak.

Mr. Kamp said that no one had their hand raised via teleconference.

Item #7 – General Manager / Staff Reports

- i. *Presentation and Resolutions for 2021 ERC Recovery and Annual Audit:* Lori Austin, Chief Financial Officer/Chief Administrative Officer, presented the final results and highlights for the 2021 Audit of the Financial Statements and Schedules. (See attached PowerPoint.) Ms. Austin then introduced Mr. Jacob Holman and Mr. Jim Vandyke of BKD, LLC to review the year-end audit and process.

Ms. Austin and Mr. Holman, responded to questions and comments from the Board.

A motion was made to approve Resolution 5272, the Under Recovery of the Energy Rate Component (ERC) for the 3rd and 4th quarter of 2021 in the amount of \$2.3 million which would be recognized over the first and second quarters of 2022, by Mr. Bryant, seconded by Mr. Milan, and unanimously carried.

A motion was made to approve Resolution 5273, authorizing the Adoption of the 2021 Audited Financial Statements and Schedules, by Mr. Milan, seconded by Mr. Groneman, and unanimously carried.

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- ii. *Website Development:* Mr. David Mehlhaff, Chief Communications Officer, gave a PowerPoint presentation reviewing the ongoing improvements and upcoming projects being made to the BPU website. (See attached PowerPoint.)

Mr. Mehlhaff answered questions and comments from the Board.

During the discussion it was confirmed that the Board member emails would be added to their profiles on the website.

- iii. *Miscellaneous Comments:* Mr. Johnson spoke about train delivery issues regarding coal supplies to Nearman Power. Mr. Dong Quach, Executive Director Electric Production, and Mr. Johnson were working on this rail operations matter.

Mr. Johnson also said he'd recently had the pleasure of speaking at the Donnelly College graduation ceremony.

Item #8 – Board Comments

Mr. Haley said he would like to see our public service be noted on the website. He also expressed his appreciation for the evening's presentations. He also suggested perhaps doing a resolution to show where the Board stood with the Unified Government (UG) charges. He would provide a more detailed outline of Eco Devo standing committee on the PILOT. He also congratulated Mr. Maurice Moss, Executive Director Corporate Compliance, on being named as Ingram magazine's 40 Under 40.

Mr. Groneman had no comments.

Mr. Milan thanked staff for their presentations and the update on the coal situation.

Mr. Bryant thanked all for the presentations this evening. He also thanked the staff who had participated in the Policy Committee meeting. He commented on Mr. Ferris's presentation and stated that keeping Nearman Power as an operational asset for the community was the right decision.

Ms. Mulvany Henry had no comments.

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Ms. Gonzales thanked Mr. Ferris and Mr. Quach for the information given this evening.

Item #9 – Executive Session

Ms. Wendy Green, Senior Counsel, proposed a motion for adoption as follows:

“I move that after taking a ten minute break the Board go into Executive Session for 30 minutes in the first floor Board room to discuss confidential matters related to review of the general manager, a personnel matter of nonelected personnel as justified under the personnel matters of a nonelected employee exception in the Kansas Open Meetings Act; and that the and that General Manager William Johnson, and Senior Counsel Wendy Green, be present to participate in the discussion, all others to be dismissed from the room and electronic and telephonic transmissions to cease. and that we and reconvene in open session returning to both electronic and telephonic broadcasting at 8:10 P.M. in the Board Room to either take action in an open session or to adjourn.

This motion was made by Mr. Bryant, seconded by Ms. Mulvany Henry and unanimously carried. The Board moved into a closed Executive Session with Mr. Johnson and Ms. Green in attendance.

At 8:10 P.M. the meeting was opened and broadcasting resumed.

Item #9 – Adjourn

A motion was made to adjourn at 8:10 P.M. by Mr. Bryant, seconded by Mr. Milan, and unanimously carried.

ATTEST:


Secretary

APPROVED:


President

2021 Audited Financial Results

May 18, 2022



Financial Results

Revenues – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 296.125	\$ 265.467		\$ 257.761	\$ 296.125	
Water	50.927	52.425		52.221	50.927	
Combined	\$ 347.052	\$ 317.892	9.2%	\$ 309.982	\$ 347.052	12.0%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2021

Electric:

Residential (\$280K)
Commercial \$1.7M
Industrial (\$4.9M)

Water:

Residential \$350K
Commercial (\$268K)
Industrial (\$489K)

**Recognized ERC Under Collection for 2021 3rd & 4th Quarter of \$2.3M. Recognized in Jan-June of 2022

Financial Results

Operating Expenses – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 222.335	\$ 208.069		\$ 204.320	\$ 222.335	
Water	36.275	35.130		38.430	36.275	
Combined	\$ 258.610	\$ 243.199	6.3%	\$ 242.750	\$ 258.610	6.5%

**Dollars in millions

Variance – YTD comparing Budget to Actual 2021

Electric:

Purchased Power	\$13.3M
Fuel	\$15.4M
Production	(\$3.0M)
T&D	(\$1.9M)
G&A	(\$5.1M)

Water:

Production	(\$1.2M)
T&D	(\$131K)
G&A	(\$1.3M)



Financial Results

Change in Net Position – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD	Budget 2021 YTD	(CY) 2021 YTD
Electric	\$ 26.766	\$ 5.957	\$ 7.440	\$ 26.766
Water	7.959	9.345	6.902	7.959
Combined	\$ 34.725	\$ 15.302	\$ 14.342	\$ 34.725

**Dollars in millions



Financial Results

Cash Position & Debt Coverage

Cash Position

	(CY) 2021 December	(PY) 2020 December	2021 November
Combined (E&W)	\$ 44.09	\$ 45.43	\$ 49.25
Days Cash-on-Hand	72	81	84

1 Day = Approximately \$550K-\$600K
 **Dollars in millions

Debt Coverage with PILOT

	(CY) 2021 December	(PY) 2020 December
Combined	2.45	2.15

Debt Coverage w/o PILOT

	(CY) 2021 December	(PY) 2020 December
Combined	1.85	1.52

2022 Website Update

May 18, 2022

Web Stats Overview

BPU Website Year-Over-Year Overview:

About **12%** of new users accessed the site over the past year

Sessions to the site increased
over **10%**

6% more users are **engaging** with the site, overall

Almost **9%** growth in clicks to the “Pay Bill” portal

“Contact Us” form submissions increased
13%

Clicks to the BPU Connection Newsletter sign-up banner grew
8%

Clicks to the “Multiple Bill Pay Choices” banner increased
13%

New Users: Number of first-time users during the selected date range. This also includes any user who has come back to the website after visiting over 30 days ago.
Sessions: Total number of sessions within the date range. A session is the period of time a user visits with your website. All usage data (screen views, events, etc.) is associated with a session.
Engagement: Any user interaction with the site such as clicks.

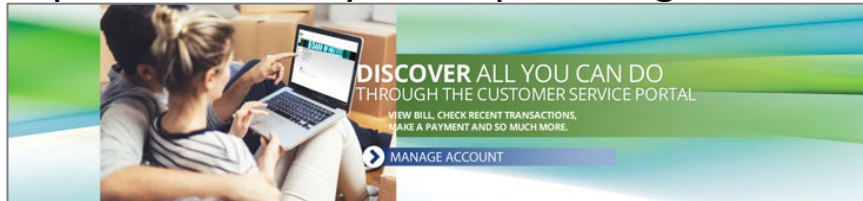
Homepage Banners

The website featured these four homepage banners. We created six more banners to promote additional initiatives.



Homepage Banners

Six additional banners have been added to the rotation on the homepage. Banners are updated monthly to keep messages fresh and top of mind.



DISCOVER ALL YOU CAN DO THROUGH THE CUSTOMER SERVICE PORTAL

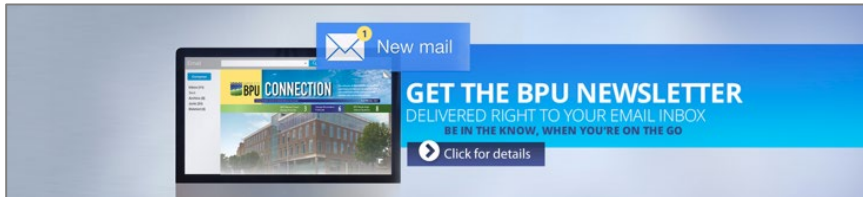
VIEW BILL, CHECK RECENT TRANSACTIONS, MAKE A PAYMENT AND SO MUCH MORE.

MANAGE ACCOUNT



DID YOU KNOW?
IF YOU HAVE A STREETLIGHT-RELATED NEED, YOU MAY CONTACT US.

Click for details



New mail

GET THE BPU NEWSLETTER
DELIVERED RIGHT TO YOUR EMAIL INBOX
BE IN THE KNOW, WHEN YOU'RE ON THE GO

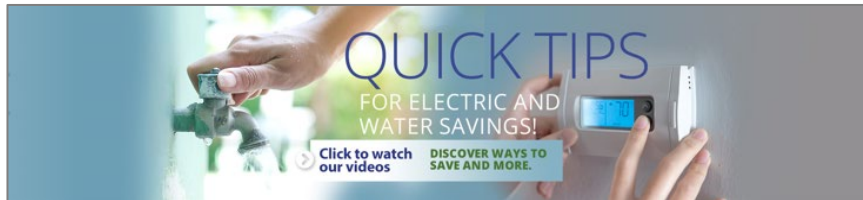
Click for details



AN ACCURATE PHONE NUMBER HELPS TO DISPATCH CREWS QUICKLY.
Be sure BPU has your correct phone number.

It's easy! Just Call 913.573.9190 and talk to a BPU representative, or

Click here to make the change.



QUICK TIPS
FOR ELECTRIC AND WATER SAVINGS!

Click to watch our videos

DISCOVER WAYS TO SAVE AND MORE.



BPU COMMUNITY SOLAR FARM

SIGN UP, LEASE AND POWER THE FUTURE!
SOLAR PANELS AVAILABLE TODAY!

Learn how to go solar

Energy Efficiency Webpage

Refreshed copy on the Energy Efficiency webpage

Added button that links to the Energy.gov calculator



ENERGY EFFICIENCY

RESOURCES > ENERGY EFFICIENCY

Be an informed energy user.

Learn more about energy use with these helpful tools.

Click the button below to check out the [energy cost calculator](#). It measures annual energy use and the costs required to operate the appliances in your home. This tool will help you make energy conscious decisions and lower your overall energy footprint.




Track your own usage with Energy Engage.

To see how much energy and water you're using in your home, [sign up for Energy Engage](#). For more information, click [here](#).

Green minds think alike.

BPU is a proud member of the American Public Power Association and the Greater Kansas City Action Partnership. We are also participants or sponsors of many organizations committed to Wyandotte County. Some of these include:

- Kansas City Kansas Build Green Conference
- Eagle Days
- Shred-it paper shredding and recycling
- Annual electronic waste collection for recycling/reuse program
- Hazardous waste collection events



Refreshing Multiple Webpages

Customer Responsibilities - Water

CUSTOMER RESPONSIBILITIES

RESIDENTIAL - WATER SERVICE - CUSTOMER RESPONSIBILITIES

Water Service Customer Responsibilities

OWNER IS RESPONSIBLE FOR the water service line from the home to the 1st control valve. Water service is supplied using an indoor or outdoor meter.




← Homeowner's Responsibility → → BPU's Responsibility →

REPORT WATER RUNNING outside and outages to the Water Outage Line at 913-573-9622.

OWNER MUST CALL a Wyandotte County licensed plumber for leak repairs. Plumber shall contact 913-573-9843 for the maintenance permit that's required.

THE SHUT-OFF VALVE inside the house controls water flow in the home. Find out where it is and how to turn it off for emergencies and home repairs.

For water issues/concerns, please call: 913-573-9622.

THE UG PUBLIC WORKS maintains public sewer lines and storm drains. For storm drains call: 913-573-5400. For public sewer lines call: 913-573-5535.

[Click here for a printer-friendly version.](#)

Refreshed design



CUSTOMER RESPONSIBILITIES

RESIDENTIAL - WATER SERVICE - CUSTOMER RESPONSIBILITIES

Water Service Customer Responsibilities

Owner is responsible for the water service line from the home to the 1st control valve. Water service is supplied using an indoor or outdoor meter.

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Refreshing Multiple Webpages


Customer Responsibilities - Electric


CUSTOMER RESPONSIBILITIES


RESIDENTIAL > ELECTRIC SERVICE > CUSTOMER RESPONSIBILITIES


Electric Service Customer Responsibilities

- 


BPU IS RESPONSIBLE FOR THE SERVICE LINE AND METER ONLY. Owner is responsible for all else, and must contract repairs with a licensed electrician before power can be restored.
- 

OWNER IS RESPONSIBLE FOR TRIMMING TREES around the service line. BPU can lower the service line before you trim, just ask for our Line Drop Service at 913-573-9535.
- 

TO HAVE ELECTRIC ISSUES REPAIRED quickly and correctly, select from the menu options when calling the Electric Outage Line.
- 

AVOID TOUCHING POWER LINES or poles with your body or any other objects.
- 

CALL ELECTRIC OUTAGE LINE if you see an object on a power line or pole.




For electric issues/concerns, please call: 913-573-9522.

BE SURE TO CHECK your fuse/breaker box before calling to report an outage.

[Click here for a printer-friendly version.](#)


Refreshed design





CUSTOMER RESPONSIBILITIES


RESIDENTIAL > ELECTRIC SERVICE > CUSTOMER RESPONSIBILITIES


Electric Service Customer Responsibilities

- 


BPU is responsible for the service line and meter only. Owner is responsible for all else, and must contract repairs with a licensed electrician before power can be restored.
- 

Owner is responsible for trimming trees around the service line. BPU can lower the service line before you trim, just ask for our Line Drop Service at 913-573-9535.
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Refreshing Multiple Webpages

Emergency Tree Trimming Procedures

EMERGENCY TREE TRIMMING

RESIDENTIAL > ELECTRIC SERVICE > EMERGENCY TREE TRIMMING

Emergency Tree Trimming Procedures

At BPU, we know that few things are more inconvenient to you than a power outage, or more dangerous than a downed power line on your property. That is why we do everything we can to get to the root of the problem and prevent these situations from occurring. Simply put, that is why we trim trees. High wind, ice and decay are just a few of the things that can lead to fallen limbs, damaged power lines and costly repairs. So, to ensure reliable service for our customers, BPU maintains a proactive tree trimming program.

- 

OWNER IS RESPONSIBLE for maintaining all tree and plant growth on the property. BPU can safely lower power lines before you trim, just ask for our Line Drop Service at 913-573-9535.
- 

BPU SENDS AN ELECTRIC TROUBLEMAN when tree-related issues are reported. The troubleman verifies if the issue is a safety concern and requires BPU to trim.
- 

IF A TREE CAUSED AN OUTAGE or is on a power line, call the Electric Outage Line at 913-573-9522. Trees and limbs must be safely cleared from power lines and poles before power can be restored.
- 

OWNER IS RESPONSIBLE FOR TREE AND DEBRIS REMOVAL when emergency tree trimming is complete. For yard waste disposal options and drop-off sites call US Waste Management at 913-573-5400.
- 

BPU PROVIDES TREE TRIMMING of plants and trees on the customer's property to address safety concerns and to restore service.



For electric issues/concerns, please call 913-573-9522.

ALWAYS CALL TO BE SURE it's safe to trim or remove trees around power lines.

[Click here for a printer-friendly version.](#)

Refreshed design



EMERGENCY TREE TRIMMING

RESIDENTIAL > ELECTRIC SERVICE > EMERGENCY TREE TRIMMING

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Refreshing Multiple Webpages


Scheduled Tree Maintenance


SCHEDULED TREE MAINTENANCE


RESIDENTIAL > ELECTRIC SERVICE > SCHEDULED TREE MAINTENANCE


Scheduled Tree Maintenance Procedures

- 

TO HELP AVOID ELECTRIC SERVICE INTERRUPTIONS BPU trims trees in the public right-of-way based on a scheduled growth cycle.
- 

A CUSTOMER FEEDBACK DOOR HANGER is left on the home by BPU's vegetation contractors.
- 

OWNER IS RESPONSIBLE FOR TRIMMING TREES around the service line. BPU can lower the service line before you trim; just ask for our Line Drop Service at 913-573-9535.
- 


TO NOTIFY YOU THAT TREE TRIMMING IS PLANNED for your neighborhood, BPU must have your correct phone number.
- 

TREE SERVICE COMPANIES CONTRACTED BY BPU ARE RESPONSIBLE for tree debris removal once cycle maintenance trimming is complete.

For tree trimming issues/concerns, please call 913-573-9900.

BPU OFFERS FREE ADVICE on tree trimming and planting the right tree in the right spot. Just call and leave your name and phone number.

Click [here](#) for a printer-friendly version.




Refreshed design





SCHEDULED TREE MAINTENANCE


RESIDENTIAL > ELECTRIC SERVICE > SCHEDULED TREE MAINTENANCE


Scheduled Tree Maintenance Procedures

- 

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- 

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Click [here](#) for a printer-friendly version.



Refreshing Multiple Webpages


Streetlights

STREETLIGHTS


RESIDENTIAL • ELECTRIC SERVICE • STREETLIGHTS

Lighting Our Community

How to report streetlight issues in Kansas City, Kansas



Streetlights play an important role in Kansas City, Kansas. They light our roads and sidewalks, plus they make it easier for us to see drivers and pedestrians. While the Unified Government (UG) owns and decides where streetlights are needed, the Kansas City Board of Public Utilities (BPU) is responsible for repairing nearly 19,000 streetlights and over 5,000 private area lights in our community.



STREETLIGHT REPAIRS Call BPU at 913-873-9522 anytime to report streetlight issues. Pole numbers help BPU find the location. Please provide a pole number, address or cross streets with a summary of the problem.

NEW STREETLIGHTS & PRIVATE AREA LIGHTS The UG and BPU depend on community residents to report when new streetlights are needed or when they are in need of repairs. To request a new streetlight call the UG at 913-873-8311. Private area lights for backyards, alleys and parking lots can be requested from BPU at 913-873-9531.

STREETLIGHT CALLBACK PROCESS BPU's service area is divided into seven zones. Streetlight repair and replacement times can vary for each zone. To let residents know that their repair request is important and has been processed, BPU recently added a callback feature to their phone system.

Once BPU creates a work order for streetlight repair, you will receive a callback message letting you know the problem is being addressed. Once repairs are scheduled, you will receive a second message with the approximate time of when repairs will be completed.

WHAT'S NEXT The UG and BPU are reviewing options to replace current streetlights with LED lights. LEDs use 40% less energy, improve visibility, and last longer.

KNOW THE NUMBER TO CALL:
 A Streetlight Needs Repair: (913) 873-9522
 Request a New Streetlight: (913) 873-8311
 Order Private Area Lighting: (913) 873-9531

[Click here for a printer-friendly version.](#)

Refreshed design



STREETLIGHTS

RESIDENTIAL • ELECTRIC SERVICE • STREETLIGHTS

Lighting Our Community

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New streetlights & private area lights. The UG and BPU depend on community residents to report when new streetlights are needed or when they are in need of repairs. To request a new streetlight call the UG at 913-873-8311. Private area lights for backyards, alleys and parking lots can be requested from BPU at 913-873-9531.

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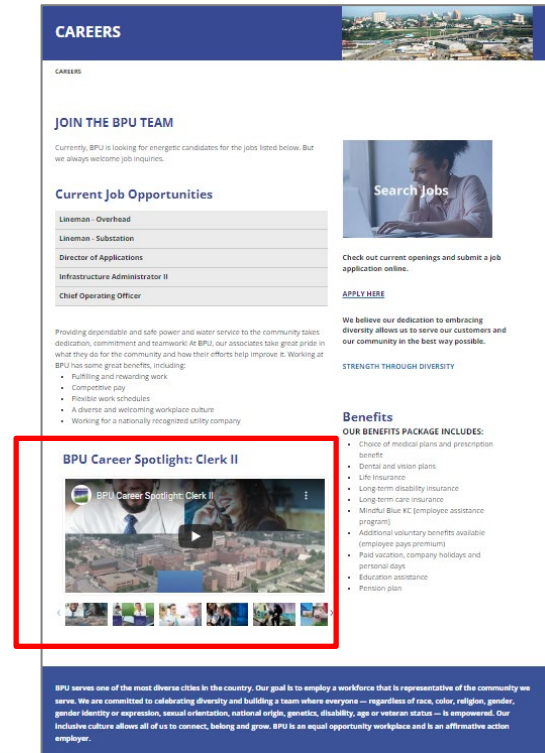
[Click here for a printer-friendly version.](#)



Career Videos

Updated career videos for these positions:

- Clerk II
- Level 1 Electric Transmission & Distribution Engineer
- Laboratory Technician
- System Programmer Analyst II
- Lineman
- Water System Operator Class B



The screenshot shows the BPU Careers website. At the top, there is a 'CAREERS' header. Below it, a section titled 'JOIN THE BPU TEAM' contains the text: 'Currently, BPU is looking for energetic candidates for the jobs listed below. But we always welcome job inquiries.' To the right of this text is a 'Search Jobs' button with an image of a woman. Below the 'JOIN THE BPU TEAM' section is a 'Current Job Opportunities' section with a table listing several positions: Lineman - Overhead, Lineman - Substation, Director of Applications, Infrastructure Administrator II, and Chief Operating Officer. Below the table is a paragraph about BPU's commitment to the community and a list of benefits: Competitive pay, Flexible work schedules, A diverse and welcoming workplace culture, and Working for a nationally recognized utility company. To the right of the table is a 'Search Jobs' button and a 'Check out current openings and submit a job application online.' link. Below that is an 'APPLY HERE' link. Further down is a 'Benefits' section titled 'OUR BENEFITS PACKAGE INCLUDES:' with a list of benefits: Choice of medical plans and prescription benefits, Dental and vision plans, Life Insurance, Long-term disability insurance, Long-term care insurance, Mutual Blue KC (employee assistance program), Additional voluntary benefits available (employee pays premium), Paid vacation, company holidays and personal days, Education assistance, and Pension plan. At the bottom of the page is a blue banner with the text: 'BPU serves one of the most diverse cities in the country. Our goal is to employ a workforce that is representative of the community we serve. We are committed to celebrating diversity and building a team where everyone — regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status — is empowered. Our inclusive culture allows all of us to connect, belong and grow. BPU is an equal opportunity workplace and is an affirmative action employer.'

CAREERS

CAREERS

JOIN THE BPU TEAM

Currently, BPU is looking for energetic candidates for the jobs listed below. But we always welcome job inquiries.

Current Job Opportunities

Lineman - Overhead
Lineman - Substation
Director of Applications
Infrastructure Administrator II
Chief Operating Officer

Providing dependable and safe power and water service to the community takes dedication, commitment and teamwork. At BPU, our associates take great pride in what they do for the community and how their efforts help improve it. Working at BPU has some great benefits, including:

- Competitive pay
- Flexible work schedules
- A diverse and welcoming workplace culture
- Working for a nationally recognized utility company

Search Jobs

Check out current openings and submit a job application online.

[APPLY HERE](#)

We believe our dedication to embracing diversity allows us to serve our customers and our community in the best way possible.

STRENGTH THROUGH DIVERSITY

Benefits

OUR BENEFITS PACKAGE INCLUDES:

- Choice of medical plans and prescription benefits
- Dental and vision plans
- Life Insurance
- Long-term disability insurance
- Long-term care insurance
- Mutual Blue KC (employee assistance program)
- Additional voluntary benefits available (employee pays premium)
- Paid vacation, company holidays and personal days
- Education assistance
- Pension plan

BPU Career Spotlight: Clerk II

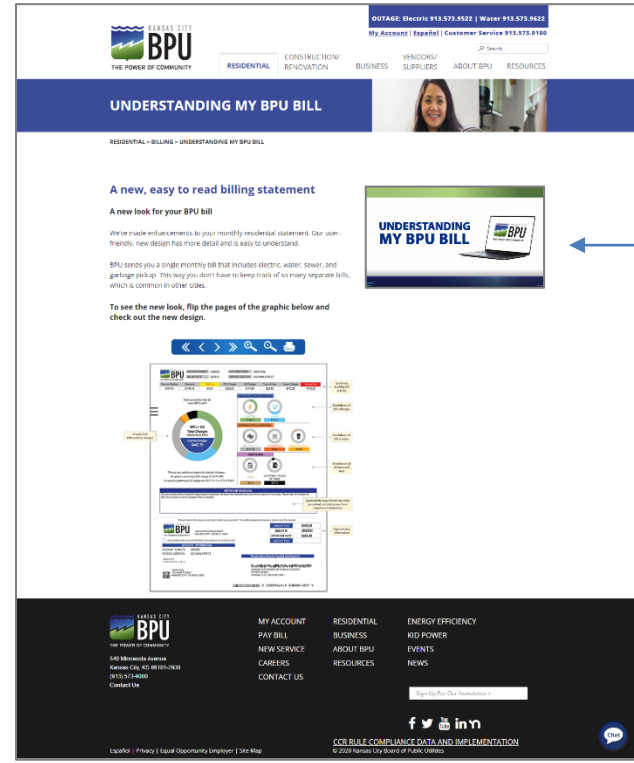
BPU Career Spotlight: Clerk II

BPU serves one of the most diverse cities in the country. Our goal is to employ a workforce that is representative of the community we serve. We are committed to celebrating diversity and building a team where everyone — regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status — is empowered. Our inclusive culture allows all of us to connect, belong and grow. BPU is an equal opportunity workplace and is an affirmative action employer.

UPCOMING PROJECTS

Understanding My Bill Video

Created a new video to explain the details of BPU's updated billing statement



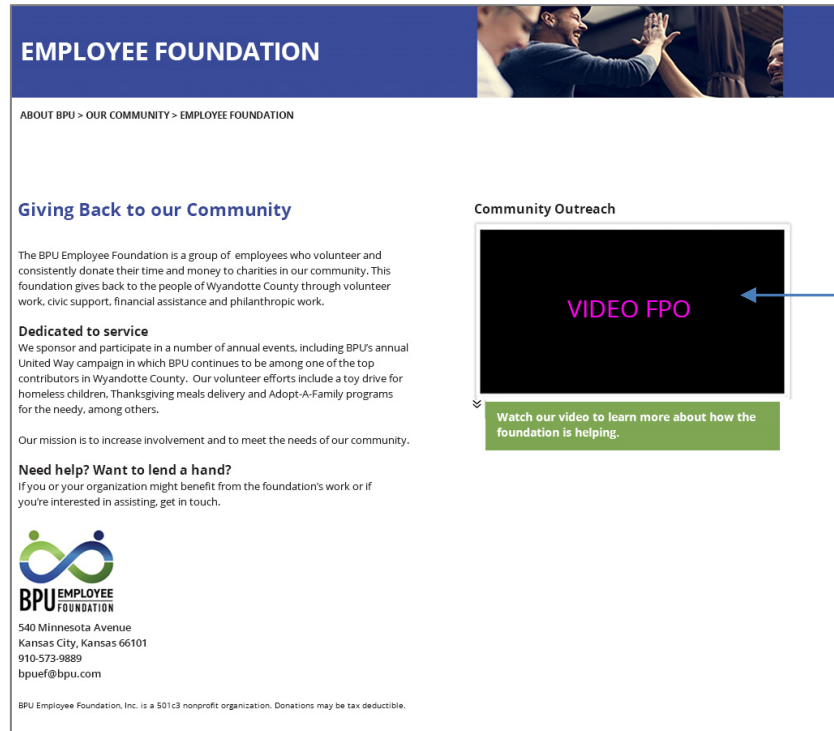
The screenshot shows the BPU website's 'Understanding My BPU Bill' page. At the top, there is a navigation bar with the BPU logo, 'RESIDENTIAL' selected, and other links like 'CONSTRUCTION/ RENOVATION', 'BUSINESS', 'HISTORY/ SUPPLIERS', 'ABOUT BPU', and 'RESOURCES'. A search bar is also present. Below the navigation, the page title 'UNDERSTANDING MY BPU BILL' is displayed. The main content area features a video thumbnail titled 'UNDERSTANDING MY BPU BILL' with a play button icon. To the left of the video, there is text explaining the new billing statement: 'A new, easy to read billing statement. A new look for your BPU bill. We've made enhancements to your monthly residential statement. Our user-friendly, new design has more detail and is easy to understand. BPU sends you a single monthly bill that includes electric, water, sewer, and garbage pickup. This way you don't have to keep track of so many separate bills, which is common in other cities. To see the new look, flip the pages of the graphic below and check out the new design.' Below this text is a graphic showing a sample of the new billing statement with numbered callouts (1-6) pointing to various sections. The footer contains the BPU logo, contact information, a list of links (MY ACCOUNT, PAY BILL, NEW SERVICE, CAREERS, CONTACT US, RESIDENTIAL, BUSINESS, ABOUT BPU, RESOURCES), and social media icons for Facebook, Twitter, LinkedIn, and YouTube. There is also a 'Sign Up For Our Newsletter' field and a 'CCB BUREAU COMPLIANCE DATA AND IMPLEMENTATION' notice.



Video will be added to webpage & YouTube

Employee Foundation Webpage & Video

Webpage will be updated
with new copy and video



EMPLOYEE FOUNDATION

ABOUT BPU > OUR COMMUNITY > EMPLOYEE FOUNDATION

Giving Back to our Community


The BPU Employee Foundation is a group of employees who volunteer and consistently donate their time and money to charities in our community. This foundation gives back to the people of Wyandotte County through volunteer work, civic support, financial assistance and philanthropic work.

Dedicated to service

We sponsor and participate in a number of annual events, including BPU's annual United Way campaign in which BPU continues to be among one of the top contributors in Wyandotte County. Our volunteer efforts include a toy drive for homeless children, Thanksgiving meals delivery and Adopt-A-Family programs for the needy, among others.

Our mission is to increase involvement and to meet the needs of our community.

Need help? Want to lend a hand?
If you or your organization might benefit from the foundation's work or if you're interested in assisting, get in touch.


BPU EMPLOYEE FOUNDATION
540 Minnesota Avenue
Kansas City, Kansas 66101
910-573-9889
bpuef@bpu.com

BPU Employee Foundation, Inc. is a 501c3 nonprofit organization. Donations may be tax deductible.

Community Outreach

VIDEO FPO

Watch our video to learn more about how the foundation is helping.



Video will be
added to the
webpage &
YouTube

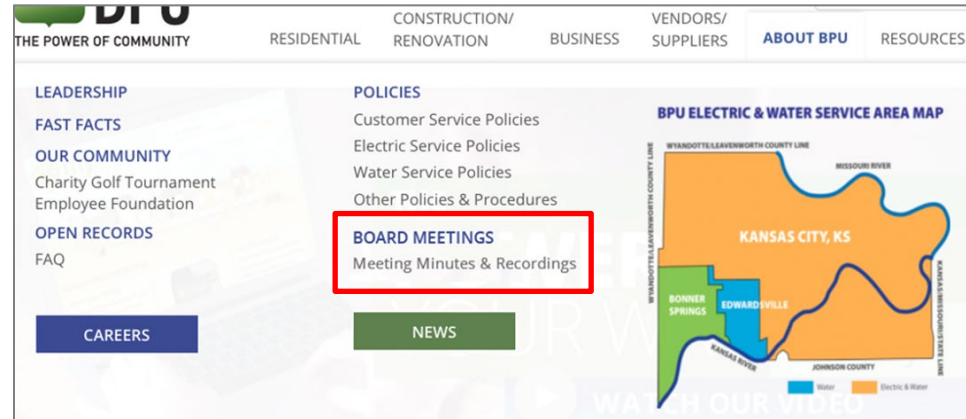
Board Meeting Recordings & Form

Update Mega Menu

Current “ABOUT BPU” Mega Menu



Proposed “ABOUT BPU” Mega Menu



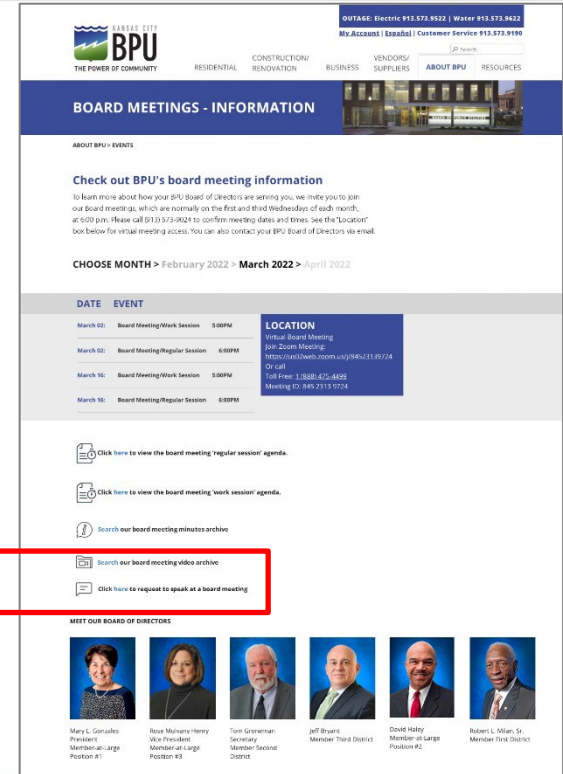
Suggest making “BOARD MEETINGS” a link (rather than a button) and adding “Meeting Minutes & Recordings” as a sub-link under it.

Board Meeting Recordings & Form

Main Board Meeting Page

Add icons & links to the pages:

- Search our board meeting video archive
- Click here to request to speak at a board meeting



The screenshot shows the BPU website's 'BOARD MEETINGS - INFORMATION' page. At the top, there are navigation links for Residential, Construction/Renovation, Business, Vendors/Suppliers, About BPU, and Resources. A utility status bar indicates 'OUTAGE: Electric 913.572.9622 | Water 913.572.9622' and 'My Account | Español | Customer Service 913.572.9190'. The main heading is 'BOARD MEETINGS - INFORMATION' with a sub-heading 'ABOUT BPU + EVENTS'. A section titled 'Check out BPU's board meeting information' provides details on meeting schedules and contact information. Below this is a 'CHOOSE MONTH' filter set to 'March 2022'. A table lists upcoming meetings for March 02, 09, 16, and 23, 2022, with columns for Date, Event, and Location. The location details include 'Virtual Board Meeting', a Zoom link, and a phone number. Below the table are four links with document icons: 'Click here to view the board meeting "regular session" agenda.', 'Click here to view the board meeting "work session" agenda.', 'Search our board meeting minutes archive', and 'Click here to request to speak at a board meeting'. The last link is highlighted with a red box. At the bottom, there is a 'MEET OUR BOARD OF DIRECTORS' section with portraits and names of board members: Mary L. Gonzales (President), Rose Mulvany-Henry (Vice President), Tom Gorman (Secretary), Jeff Byars (Member Third District), David Holby (Member at Large Position #2), and Robert L. Moran, Sr. (Member First District).

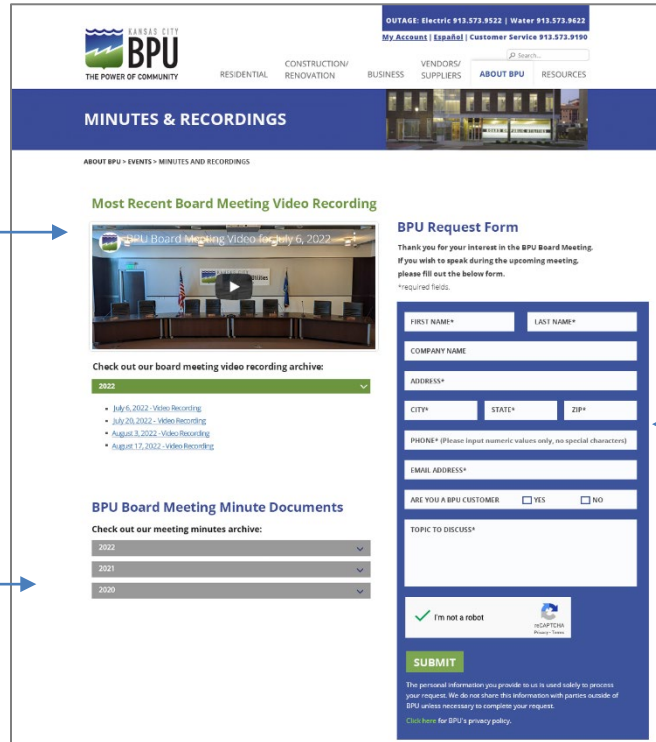
Board Meeting Recordings & Form

Board Meeting Video Recording

- Add board meeting videos to webpage.
- Most recent video will be displayed as the default video.
- Video archive will include a drop-down menu and each hyperlink will load that video into the video player window (as shown).
- Video archive will show the current and past year only.

Board Meeting Minutes Archive

- This functionality will stay the same as current site.



The screenshot shows the BPU website's 'MINUTES & RECORDINGS' page. At the top, there's a navigation bar with links for RESIDENTIAL, CONSTRUCTION/ RENOVATION, BUSINESS, VENDORS/ SUPPLIERS, ABOUT BPU, and RESOURCES. Below this, the 'MINUTES & RECORDINGS' section is highlighted. It includes a breadcrumb trail: ABOUT BPU > EVENTS > MINUTES AND RECORDINGS. The main content area is titled 'Most Recent Board Meeting Video Recording' and features a video player for 'BPU Board Meeting Video Recording July 6, 2022'. Below the video player is a section for 'Check out our board meeting video recording archive:' with a dropdown menu set to '2022'. The dropdown shows a list of video recordings: July 6, 2022 - Video Recording, July 20, 2022 - Video Recording, August 3, 2022 - Video Recording, and August 17, 2022 - Video Recording. To the right of the video player is the 'BPU Request Form' section, which includes a thank you message and a form with fields for FIRST NAME*, LAST NAME*, COMPANY NAME, ADDRESS*, CITY*, STATE*, ZIP*, PHONE* (with a note: Please input numeric values only, no special characters), EMAIL ADDRESS*, ARE YOU A BPU CUSTOMER (YES/NO checkboxes), and TOPIC TO DISCUSS*. A 'SUBMIT' button is at the bottom of the form. Below the form, there's a checkbox for 'I'm not a robot' and a small CAPTCHA logo. At the very bottom, there's a privacy policy notice and a link to 'Click here for BPU's privacy policy.'

BPU Request Form

- Add a form for customers who would like to speak at an upcoming board meeting.
- A notification email will be sent to the applicable contact at BPU upon form submission.

Urgent Message - Power Outage



[OUTAGE: Electric 913.573.9522 | Water 913.573.9622](#)
[My Account | Español | Customer Service 913.573.9190](#)

[RESIDENTIAL](#) [BUSINESS](#) [ABOUT BPU](#) [RESOURCES](#) [ENERGY EFFICIENCY](#)



OUTAGE ALERT!

We are currently experiencing multiple power outages due to the recent storm. Please note that restoration of power may take several days.

To report an electric outage, please call 913-573-9522.

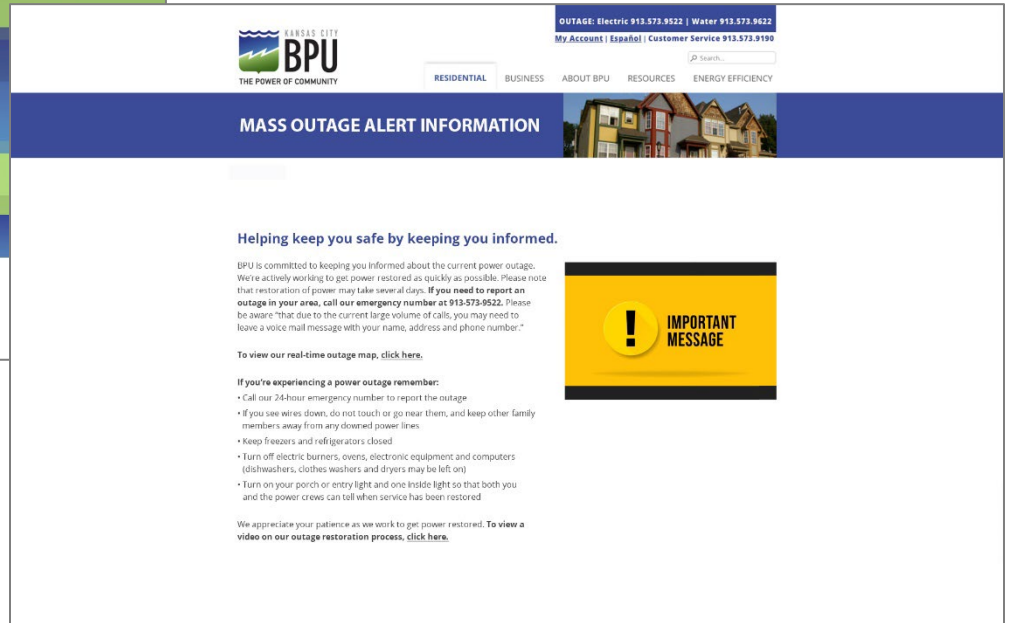
For more information on outages,

[CLICK HERE](#)

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a

Banner - Outage Alert


Button links to landing page



[OUTAGE: Electric 913.573.9522 | Water 913.573.9622](#)
[My Account | Español | Customer Service 913.573.9190](#)

[RESIDENTIAL](#) [BUSINESS](#) [ABOUT BPU](#) [RESOURCES](#) [ENERGY EFFICIENCY](#)

MASS OUTAGE ALERT INFORMATION



Helping keep you safe by keeping you informed.


BPU is committed to keeping you informed about the current power outage. We're actively working to get power restored as quickly as possible. Please note that restoration of power may take several days. **If you need to report an outage in your area, call our emergency number at 913-573-9522.** Please be aware that due to the current large volume of calls, you may need to leave a voice mail message with your name, address and phone number.*

To view our real-time outage map, [click here](#).

If you're experiencing a power outage remember:

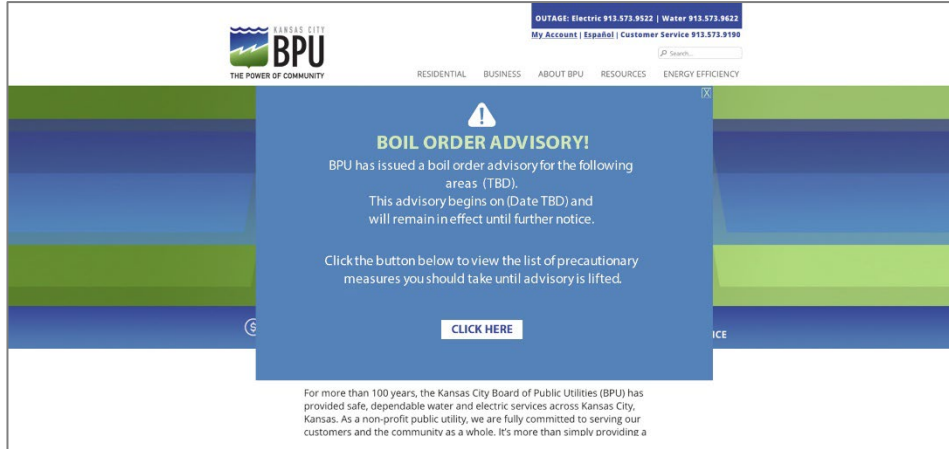
- Call our 24-hour emergency number to report the outage
- If you see wires down, do not touch or go near them, and keep other family members away from any downed power lines.
- Keep freezers and refrigerators closed
- Turn off electric burners, ovens, electronic equipment and computers (dishwashers, clothes washers and dryers may be left on)
- Turn on your porch or entry light and one inside light so that both you and the power crews can tell when service has been restored


We appreciate your patience as we work to get power restored. To view a video on our outage restoration process, [click here](#).



IMPORTANT MESSAGE

Urgent Message - Boil Order




OUTAGE: Electric 913.573.9522 | Water 913.573.9623
[My Account](#) | [Español](#) | [Customer Service 913.573.9190](#)

[RESIDENTIAL](#) | [BUSINESS](#) | [ABOUT BPU](#) | [RESOURCES](#) | [ENERGY EFFICIENCY](#)

⚠️ BOIL ORDER ADVISORY!

BPU has issued a boil order advisory for the following areas (TBD). This advisory begins on (Date TBD) and will remain in effect until further notice.

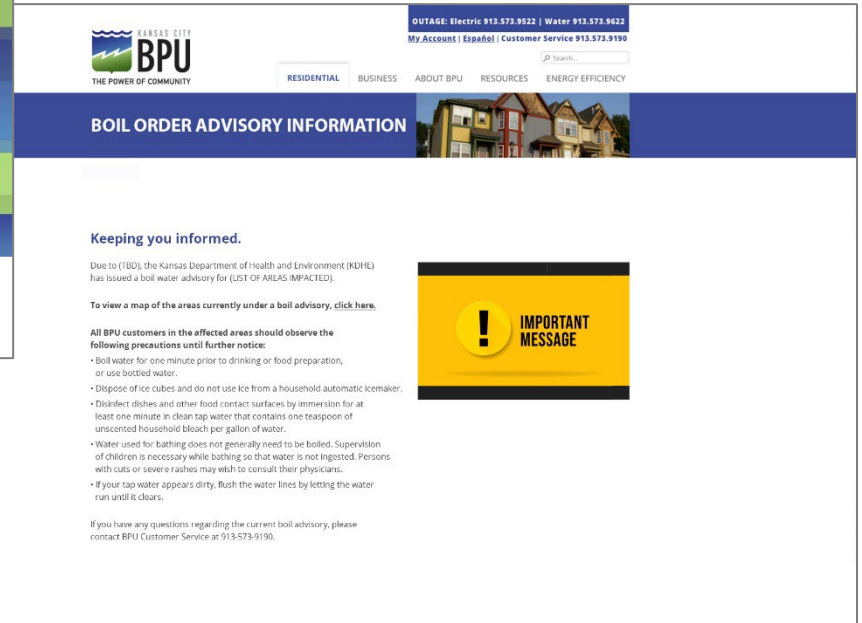
Click the button below to view the list of precautionary measures you should take until advisories are lifted.


[CLICK HERE](#)

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a

Banner - Boil Order Advisory

Button links to landing page




OUTAGE: Electric 913.573.9522 | Water 913.573.9623
[My Account](#) | [Español](#) | [Customer Service 913.573.9190](#)

[RESIDENTIAL](#) | [BUSINESS](#) | [ABOUT BPU](#) | [RESOURCES](#) | [ENERGY EFFICIENCY](#)

BOIL ORDER ADVISORY INFORMATION

Keeping you informed.


Due to (TBD), the Kansas Department of Health and Environment (KDHE) has issued a boil water advisory for (LIST OF AREAS IMPACTED).

To view a map of the areas currently under a boil advisory, [click here](#).

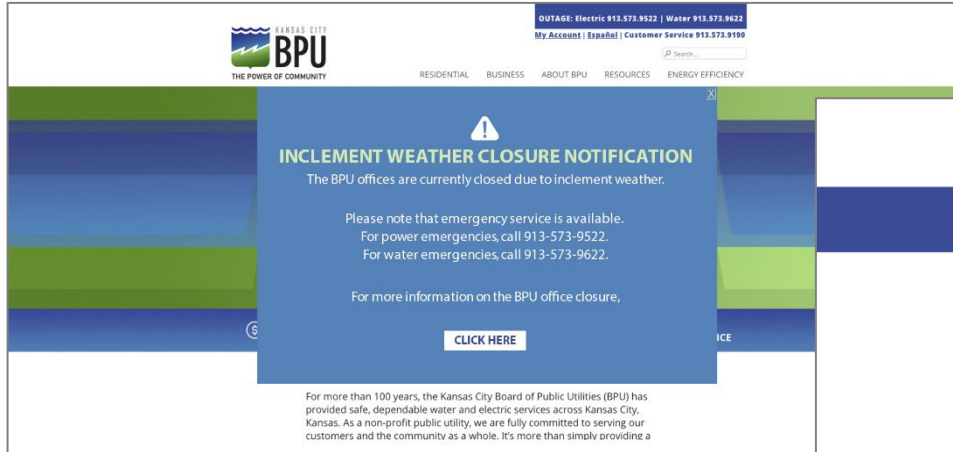
All BPU customers in the affected areas should observe the following precautions until further notice:

- Boil water for one minute prior to drinking or food preparation, or use bottled water.
- Dispose of ice cubes and do not use ice from a household automatic icemaker.
- Disinfect dishes and other food contact surfaces by immersion for at least one minute in clean tap water that contains one-teaspoon of unscented household bleach per gallon of water.
- Water used for bathing does not generally need to be boiled. Supervision of children is necessary while bathing so that water is not ingested. Persons with cuts or severe rashes may wish to consult their physicians.
- If your tap water appears dirty, flush the water lines by letting the water run until it clears.

If you have any questions regarding the current boil advisory, please contact BPU Customer Service at 913-573-9190.



Urgent Message - Weather Closure



INCLEMENT WEATHER CLOSURE NOTIFICATION
The BPU offices are currently closed due to inclement weather.

Please note that emergency service is available.
For power emergencies, call 913-573-9522.
For water emergencies, call 913-573-9622.

For more information on the BPU office closure,

[CLICK HERE](#)

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a

Inclement Weather Closure

Button links to landing page



INCLEMENT WEATHER CLOSURE

Our offices are currently closed.

To ensure the safety of our employees, BPU has closed our offices due to the inclement weather. If you need to report an electrical outage in your area, call 913-573-9522. For water emergencies, call 913-573-9622.

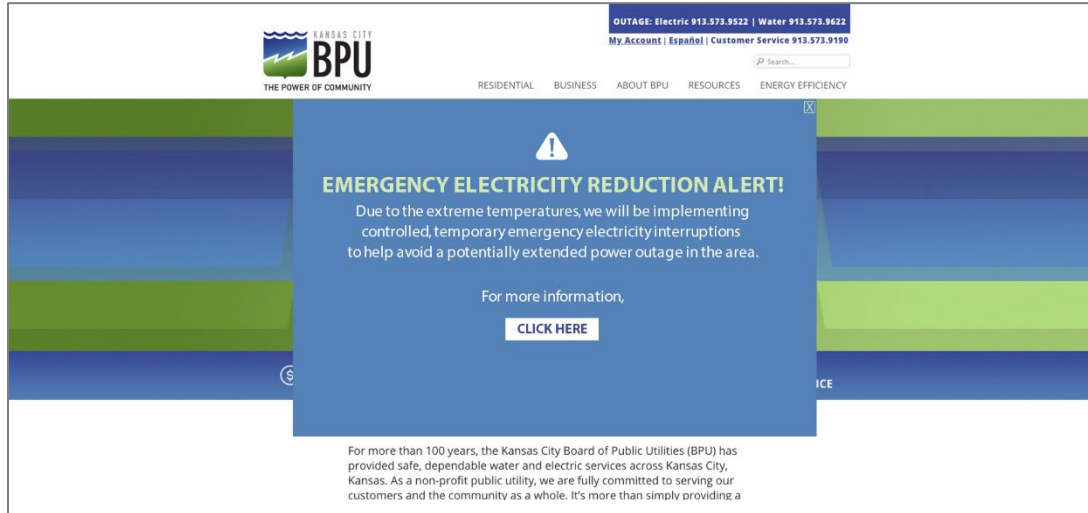
Experiencing an outage?
If you are currently experiencing a loss of power or need to view areas impacted by an outage, please [click here](#) to view our regularly updated outage map.
And remember:

- Call our 24-hour emergency number to report the outage
- If you see wires down, do not touch or go near them, and keep other family members away from any downed power lines
- Keep freezers and refrigerators closed
- Turn off electric burners, ovens, electronic equipment and computers (dishwashers, clothes washers and dryers may be left on)
- Turn on your porch or entry light and one inside light so that both you and the power crews can tell when service has been restored

Even though our offices are closed, our teams are working on getting power restored as quickly as possible. We appreciate your patience.

! IMPORTANT MESSAGE

Urgent Message - Electric Reduction

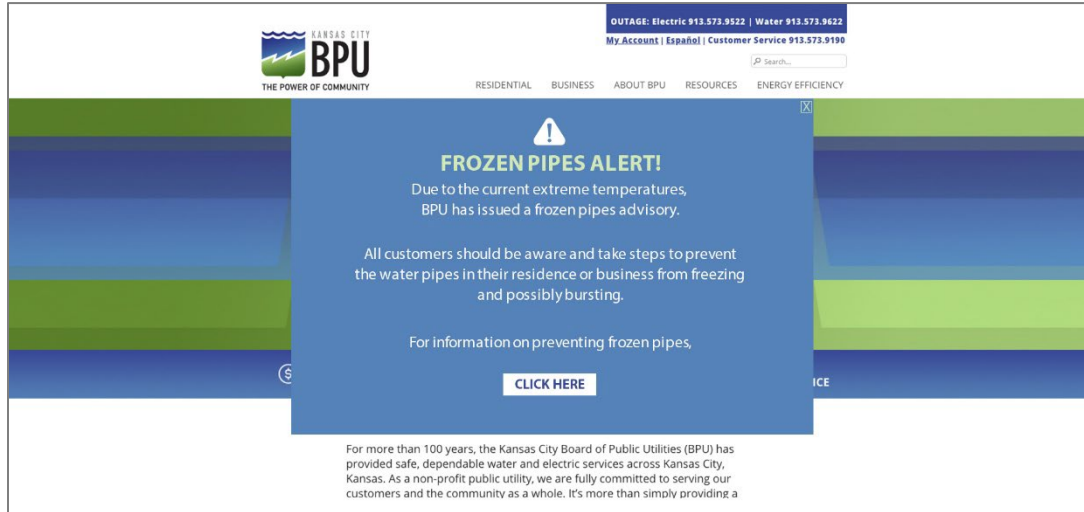


The screenshot shows the top portion of the BPU website. At the top right, there is a blue header with white text: "OUTAGE: Electric 913.573.9522 | Water 913.573.9622". Below this is a navigation menu with links for "My Account | Español | Customer Service 913.573.9190" and a search bar. The main navigation includes "RESIDENTIAL", "BUSINESS", "ABOUT BPU", "RESOURCES", and "ENERGY EFFICIENCY". The central focus is a large blue banner with a white warning icon at the top. The banner text reads: "EMERGENCY ELECTRICITY REDUCTION ALERT! Due to the extreme temperatures, we will be implementing controlled, temporary emergency electricity interruptions to help avoid a potentially extended power outage in the area." Below the text is a white button with the text "CLICK HERE". At the bottom of the banner, there is a small paragraph: "For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a".

Button will link to news release

Banner - Emergency Electricity Reduction Alert

Urgent Message - Frozen Pipes



FROZEN PIPES ALERT!
Due to the current extreme temperatures, BPU has issued a frozen pipes advisory.

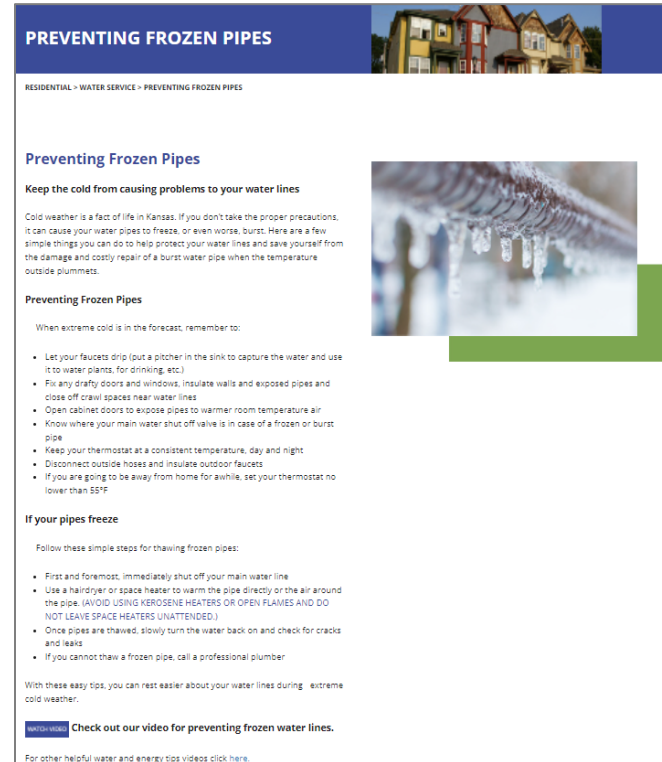
All customers should be aware and take steps to prevent the water pipes in their residence or business from freezing and possibly bursting.

For information on preventing frozen pipes,
[CLICK HERE](#)

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a

Banner - Frozen Pipes Alert

Button will link to the
“Preventing Frozen Pipes” webpage

PREVENTING FROZEN PIPES

RESIDENTIAL > WATER SERVICE > PREVENTING FROZEN PIPES

Preventing Frozen Pipes

Keep the cold from causing problems to your water lines

Cold weather is a fact of life in Kansas. If you don't take the proper precautions, it can cause your water pipes to freeze, or even worse, burst. Here are a few simple things you can do to help protect your water lines and save yourself from the damage and costly repair of a burst water pipe when the temperature outside plummets.

Preventing Frozen Pipes

When extreme cold is in the forecast, remember to:

- Let your faucets drip (put a pitcher in the sink to capture the water and use it to water plants, for drinking, etc.)
- Fix any drafty doors and windows, insulate walls and exposed pipes and close off crawl spaces near water lines
- Open cabinet doors to expose pipes to warmer room temperature air
- Know where your main water shut off valve is in case of a frozen or burst pipe
- Keep your thermostat at a consistent temperature, day and night
- Disconnect outside hoses and insulate outdoor faucets
- If you are going to be away from home for awhile, set your thermostat no lower than 55°F

If your pipes freeze

Follow these simple steps for thawing frozen pipes:

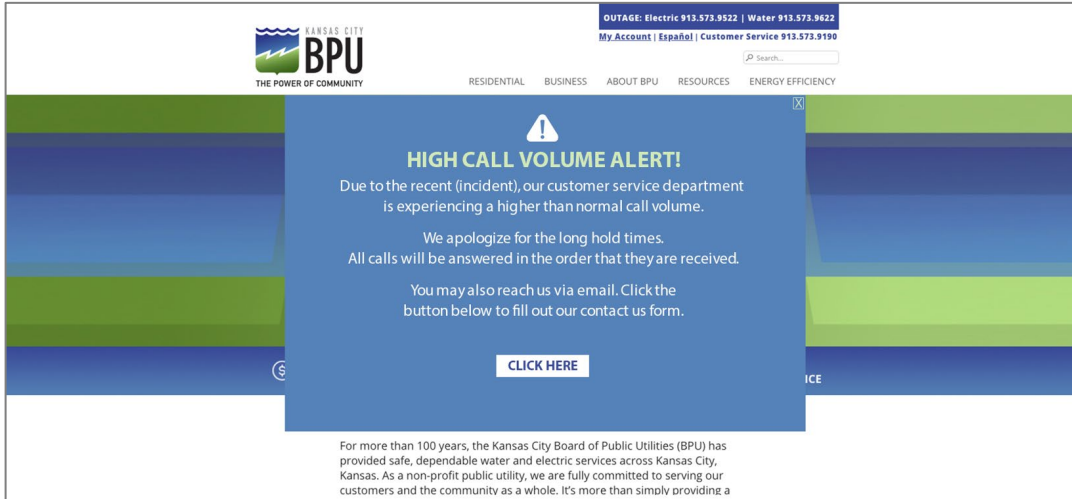
- First and foremost, immediately shut off your main water line
- Use a hairdryer or space heater to warm the pipe directly or the air around the pipe. (AVOID USING KEROSENE HEATERS OR OPEN FLAMES AND DO NOT LEAVE SPACE HEATERS UNATTENDED.)
- Once pipes are thawed, slowly turn the water back on and check for cracks and leaks
- If you cannot thaw a frozen pipe, call a professional plumber

With these easy tips, you can rest easier about your water lines during extreme cold weather.

[WATCH VIDEO](#) Check out our video for preventing frozen water lines.

For other helpful water and energy tips videos click here.

Urgent Message - High Call Volume



[OUTAGE: Electric 913.573.9522 | Water 913.573.9622](#)
[My Account](#) | [Español](#) | [Customer Service 913.573.9190](#)

RESIDENTIAL BUSINESS ABOUT BPU RESOURCES ENERGY EFFICIENCY

HIGH CALL VOLUME ALERT!

Due to the recent (incident), our customer service department is experiencing a higher than normal call volume.

We apologize for the long hold times. All calls will be answered in the order that they are received.

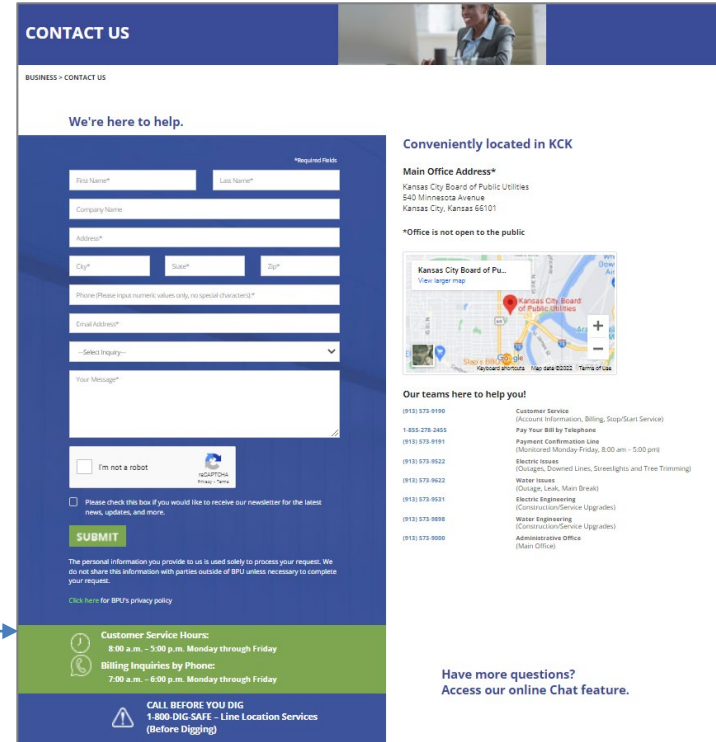
You may also reach us via email. Click the button below to fill out our contact us form.

[CLICK HERE](#)

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, we are fully committed to serving our customers and the community as a whole. It's more than simply providing a

Banner - High Call Volume Alert

Button will link to the "Contact Us" webpage




CONTACT US

BUSINESS - CONTACT US

We're here to help.

*Required Fields



First Name* Last Name*
 Company Name
 Address*
 City* State* Zip*
Please enter your numbers without any special characters!
 Email Address*
 Select Inquiry*
 Your Message*

I'm not a robot 

Please check this box if you would like to receive our newsletter for the latest news, updates, and more.

[SUBMIT](#)

The personal information you provide to us is used solely to process your request. We do not share this information with parties outside of BPU unless necessary to complete your request.
[Click here](#) for BPU's privacy policy.


 **Customer Service Hours:**
 8:00 a.m. - 5:00 p.m. Monday through Friday
 **Billing Inquiries by Phone:**
 7:00 a.m. - 6:00 p.m. Monday through Friday

CALL BEFORE YOU DIG
 1-800-DIG-SAFE - Line Location Services (Before Digging)

Conveniently located in KCK

Main Office Address*
 Kansas City Board of Public Utilities
 840 Minnesota Avenue
 Kansas City, Kansas 66101

*Office is not open to the public

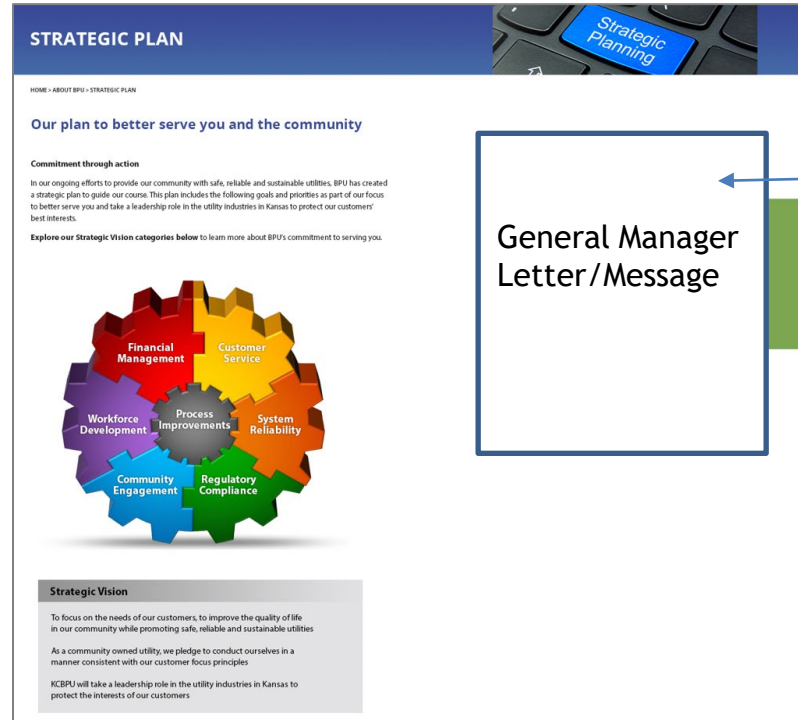


Our teams here to help you!

- (913) 573-9190 Customer Service (Account Information, Billing, Stop/Start Service)
- 1-855-278-2465 Pay Your Bill by Telephone
- (913) 573-9191 Payment Confirmation Line (Monitored Monday-Friday, 8:00 am - 5:00 pm)
- (913) 573-9522 Electric Issues (Outage, Downed Lines, Safety/Signs and Tree Trimming)
- (913) 573-9622 Water Issues (Outage, Leak, Main Break)
- (913) 573-9631 Electric Engineering (Construction/Service Upgrades)
- (913) 573-9898 Water Engineering (Construction/Service Upgrades)
- (913) 573-9000 Administrative Office (Main Office)

Have more questions?
 Access our online Chat feature.

The wheel graphic will be interactive. When the user hovers over a cog in the wheel, the applicable copy will display in the box below it



The screenshot shows a website page titled "STRATEGIC PLAN" with a blue header. Below the header is a navigation bar with "HOME - ABOUT BPU - STRATEGIC PLAN". The main content area has the heading "Our plan to better serve you and the community" and a sub-heading "Commitment through action". Below this is a paragraph of text and a link "Explore our Strategic Vision categories below". The central graphic is a wheel of eight interlocking gears: Financial Management (red), Customer Service (yellow), System Reliability (orange), Regulatory Compliance (green), Community Engagement (blue), Workforce Development (purple), Process Improvements (grey), and a central grey gear. Below the wheel is a "Strategic Vision" section with text. To the right of the wheel is a white box with a blue border containing the text "General Manager Letter/Message". A blue arrow points from the text on the left to the wheel, and another blue arrow points from the text on the right to the box.

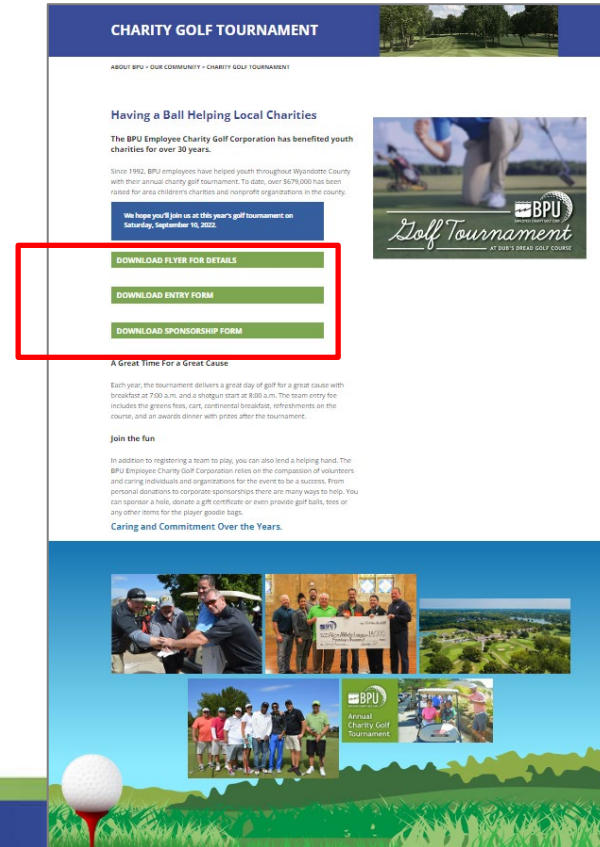
Will include a letter/message from Bill Johnson

General Manager Letter/Message

Golf Tournament

Updated webpage with the 2022 golf tournament event information & buttons:

- Download Flyer for Details
- Download Entry Form
- Download Sponsorship Form



The screenshot shows the BPU Charity Golf Tournament webpage. At the top, there is a blue header with the text "CHARITY GOLF TOURNAMENT". Below the header, there is a navigation bar with "ABOUT BPU - OUR COMMUNITY - CHARITY GOLF TOURNAMENT". The main content area features a section titled "Having a Ball Helping Local Charities" with a sub-header "The BPU Employee Charity Golf Corporation has benefited youth charities for over 30 years." Below this, there is a paragraph of text and a small image of a golfer. A blue button with white text says "We hope you'll join us at this year's golf tournament on Saturday, September 10, 2022." Below this, there are three green buttons with white text: "DOWNLOAD FLYER FOR DETAILS", "DOWNLOAD ENTRY FORM", and "DOWNLOAD SPONSORSHIP FORM". These three buttons are highlighted with a red rectangular box. Below the buttons, there is a section titled "A Great Time For a Great Cause" with a paragraph of text. At the bottom of the page, there is a collage of images showing people at the tournament, a golfer, and a golf course. A large white golf ball is visible in the bottom left corner of the page.

New or Updated Webpages:

- BPU Awards Page
- Benefits of a Public Utility
- Electric Heat

Upcoming Videos:

- Report Streetlight Issues
- Ways to Pay Your Bill
- Automatic Bank Draft
- Municipal Utility
- BPU Solar Farm
- Update Power of Community

Questions?

