

REGULAR SESSION –WEDNESDAY, NOVEMBER 20, 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, November 20, 2024 at 6:00 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; Mary Gonzales and Brett Parker. Rose Mulvany Henry attended via Zoom.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Jeremy Ash, Chief Operating Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Darrin McNew, Executive Director Electric Operations; Jerin Purtee, Executive Director Electric Supply; Donald Stahl, Executive Director Electric Production; Steve Green, Executive Director Water Operations; Amber Oetting; Director Communications & Marketing; Dennis Dumovich, Director of Human Resources; Clifford Robinett, Director Water Distribution; Michael Oldehoeft, Superintendent Operations WO; Steve Hargis, Supervisor Water Operations; Maurice Coleman, Supervisor Water Distribution; Louis Mickles, Supervisor Water Distribution Meters; 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 6:07 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 comment, 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

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presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

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 Agenda, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

Item #4– Approval of the Minutes of the Work Session of November 6, 2024

A motion was made to approve the minutes of the Work Session of November 6, 2024, by Mr. Wakes, seconded by Mr. Parker, and unanimously carried.

Item #5– Approval of the Minutes of the Regular Session of November 6, 2024

A motion was made to approve the minutes of the Regular Session of November 6, 2024, by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

Item #6– Visitors Comments

There were no visitors wishing to speak.

Item #7– General Manager / Staff Reports

- i. *Communications Update & Forecast:* Ms. Amber Oetting, Director Communications & Marketing, reviewed future communications and marketing goals with the Board. Key items included; creating a proactive Communications approach, sharing clear and consistent messaging in the community, and the implementation of digital analytics tools to help BPU track and respond to various metrics. (See attached PowerPoint.)

Ms. Oetting and Mr. Johnson responded to questions and comments from the Board.

Mr. Robert Kamp, IT Project Manager, gave an update regarding the Request for Proposal (RFP) that was out for the Communications analytics tracking tool.

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- ii. *Resolution #5306 – Customer Service Fee & Deposit Schedule:* Ms. Abbey Frye, Chief Administrative Officer, presented Resolution #5306, a resolution revising and replacing the recently revised Customer Service Adopted Fee and Deposit Schedule, approved on November 6, 2024. The current version reflects wording and formatting updates only.

A motion was made to approve Resolution #5306 by, Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

- iii. *Miscellaneous Comments:* Mr. Johnson wished Mr. Groneman a Happy Birthday on November 21st.

Item #9– Public Comments on Agenda Items

There were no visitors wishing to speak.

Item #10– Board Comments

Ms. Mulvany Henry wished Mr. Groneman a Happy Birthday and thanked staff for their presentations and continued work on the Customer Service Policy and Fee Schedule.

Ms. Gonzales also wished Mr. Groneman a Happy Birthday and thanked staff for their presentations.

Mr. Parker echoed previous comments, wished Mr. Groneman a Happy Birthday and thanked staff for their informational presentations.

Mr. Wakes wished Mr. Groneman a Happy Birthday.

Mr. Haley also wished Mr. Groneman a Happy Birthday, thanked staff for their presentations, and said he planned to attend the December 4th meeting virtually.

Mr. Groneman thanked the presenters, said he looked forward to improving customer communications, and thanked the Corporate Compliance team for their part in helping the utility keep the lights and water running.

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Item 11 – Adjourn

At 6:45 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:



Secretary

APPROVED:



President