

Regular Session

March 5, 2025 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ Stevie A. Wakes, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Brett Parker, District 3
 - _____ Mary L. Gonzales, At Large, Position 1
 - _____ Tom Groneman, District 2
 - _____ David Haley, At Large, Position 2
- III. Approval of Agenda
- IV. Approval of the Minutes of the Regular Session of February 19, 2025
- V. Visitor Comments
- VI. General Manager / Team Reports
 - i. Customer Care Update
 - ii. Miscellaneous Comments
- VII. Public Comments on Agenda Items
- VIII. Board Comments
- IX. Adjourn



KANSAS CITY

BPU

THE POWER OF COMMUNITY

Customer Service Update



Presentation Agenda



Our 2024 accomplishments.



Where we are today.



Looking forward; next steps.



2024 Customer Service Statistics



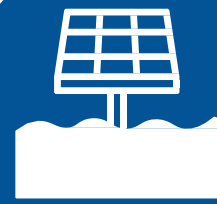
Open Lobby

390 completed
in-person
appointments
since April
2024



Paperless

19,520
paperless
accounts



Net Metering

432
accounts



FlexPay

1,420
accounts



MyMeter

28,962
users



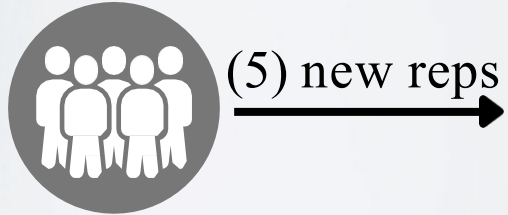
Payment Arrangements

\$7.09 million
via 15,429
arrangements



2024 CUSTOMER SERVICE SCORECARD

MONTH	INCOMING CALLS	CALLS HANDLED	ABANDONMENT %	VIRTUAL QUE VOICEMAIL	AVG. SPEED OF ANSWER (sec.)	AVG. HANDLE TIME (sec.)
JANUARY	17371	5919	24%	7362	853	312
FEBRUARY	14360	6527	18%	5444	633	325
MARCH	12892	6658	11%	4802	291	334
APRIL	14130	7853	11%	4769	216	345
MAY	16864	8949	21%	4345	202	348
JUNE	11960	8660	8%	2390	135	332
JULY	13817	9759	8%	3001	162	323
AUGUST	14483	10691	7%	2737	94	317
SEPTEMBER	14216	8659	12%	3872	249	329
OCTOBER	15586	9201	12%	4564	300	335
NOVEMBER	12558	7107	20%	2967	175	344
DECEMBER	13911	6451	23%	4193	253	354



Evolving to Customer Care



 **Customer-centric culture that is reliable, trustworthy, and prompt.**

 **Working collaboratively as a team to leverage customer-driven solutions.**



VALUES



INTEGRITY
Do the right thing.



CUSTOMER-FOCUS
Commitment to serving
our community.



ADVOCACY
Compassion, support, and
accountability.



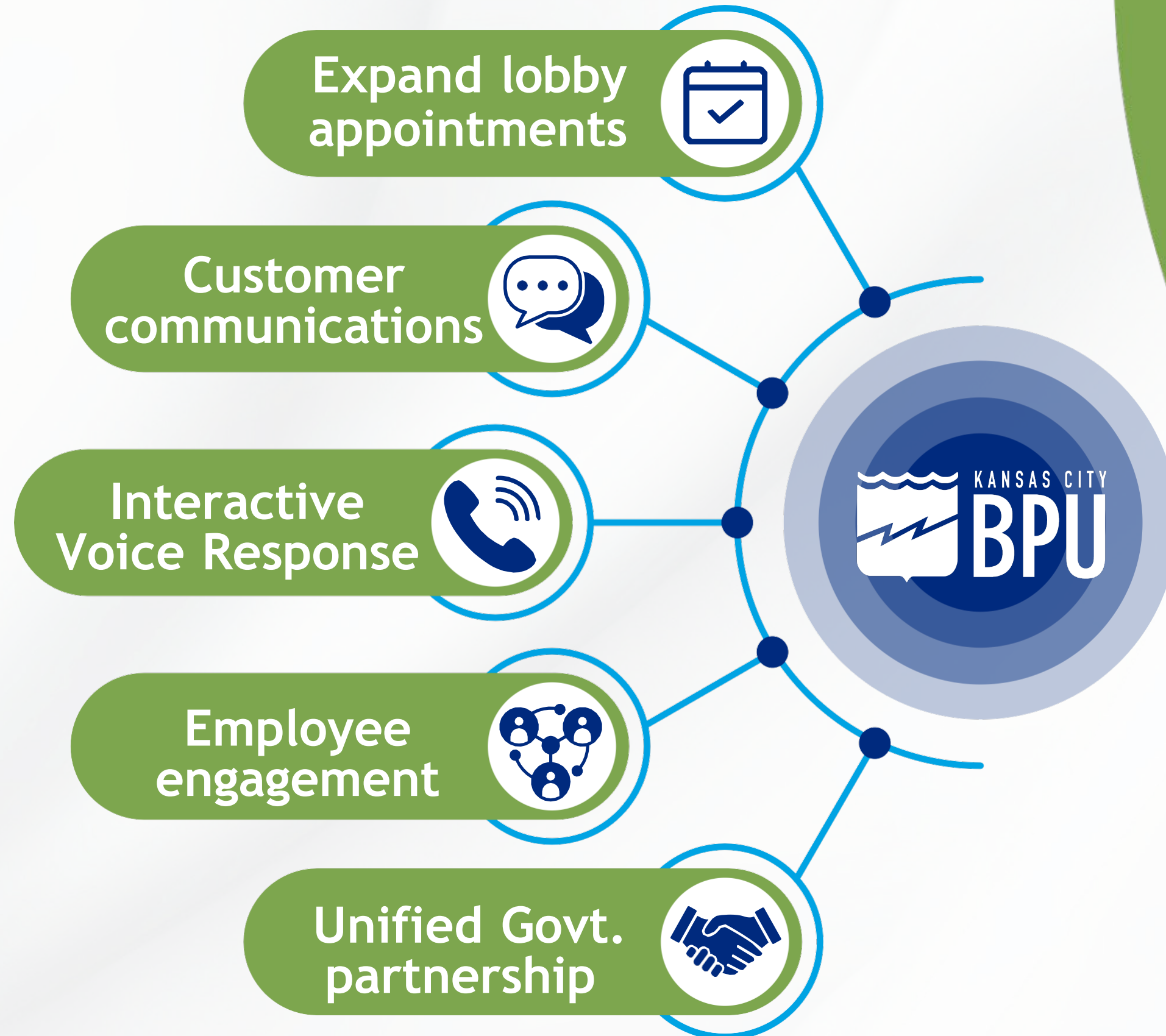
RESPECT
Treat others how they
want to be treated.



EXCELLENCE
Going above and beyond,
even when it's not easy.



Customer Care



Looking Forward and Next Steps



Improving how we do business
for our customers.



Strengthening our processes.



Modernizing our customer
interaction management tools.



Providing above average
customer resources.



Implementing translation
services.






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Connect with us:

 www.bpu.com

 913-573-9190 (customer service)

 custservice@bpu.com

