

BOARD INFORMATION PACKET



**Board of Public Utilities
Kansas City, Kansas**

Regular Meeting of

October 16, 2024



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Agenda Item #V.....Approval of the Minutes of the Regular Session of October 2, 2024

Regular Session

October 16, 2024 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ Tom Groneman, District 2
 - _____ David Haley, At Large, Position 2
 - _____ Stevie A. Wakes, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Brett Parker, District 3
 - _____ Mary L. Gonzales, At Large, Position 1
- III. Approval of Agenda
- IV. Approval of the Minutes of the Work Session of October 2, 2024
- V. Approval of the Minutes of the Regular Session of October 2, 2024
- VI. Visitor Comments
- VII. IRP Public Comments
- VIII. General Manager / Staff Reports
 - i. Employee Engagement Survey Results
 - ii. S&P Rating Review
 - iii. Miscellaneous Comments
- IX. Public Comments on Agenda Items
- X. Board Comments
- XI. Adjourn

WORK SESSION MINUTES – WEDNESDAY, OCTOBER 2, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, October 2, 2024 at 4:30 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; Mary Gonzales, Rose Mulvany Henry and Brett Parker.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Jeremy Ash, Chief Operating Officer; Lori Austin, Chief Financial Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Johnetta Hinson, Executive Director Customer Service; Dennis Dumovich, Director of Human Resources; Ashley Culp, HR Manager; Gabriela Freeman, Supervisor Customer Services; Tamara Millsap, Supervisor Collections; Mark Masloski, Meter Data Management System Analyst; and Rick Hardman, 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 meeting to order at 4:30 PM.

Roll call was taken and all members were present.

Item #3 – Approval of Agenda

A motion was made to approve the Agenda, by Mr. Parker, seconded by Ms. Gonzales, and unanimously carried.

Item #4 – Staffing Plan

Mr. Dennis Dumovich, Director of Human Resources, and Ms. Ashley Culp, HR Manager, presented the 2025 Staffing Authorization and Statistics to the Board. They reviewed current and proposed staffing numbers as well as the results of a prior benchmark study that compared BPU’s staffing levels to similar public owned utilities. (See attached PowerPoint.)

Mr. Dumovich, Ms. Culp, and Mr. Johnson responded to questions and comments from the Board.

WORK SESSION MINUTES – WEDNESDAY, OCTOBER 2, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #5 – Customer Service Policy Review

The Board continued discussion regarding updates to the Customer Service Policy. The conversation focused on the details of collecting bad debt. Due to time, the Board decided to have the Policy Committee continue the review of the Customer Service Policy. (See attached document.)

Item #6 – Adjourn

A motion was made to adjourn the Work Session at 5:58 PM, by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



2025 Staffing Authorization and Statistics

Board Work Session
October 2, 2024

Overview

- Proposed Staffing Plan: BPU 2025
 - 2025 Proposed Staffing
 - Budgeted Positions and Full-Time Headcount
 - Vacancies and Personnel Requisitions
 - Recruiting Trends
 - Historical Overtime
 - Employment Trends
 - Staff Demographics and Retirement Data
- 2025 vs. 2022: Staffing Trends and Benchmark Insights



PROPOSED STAFFING PLAN: BPU 2025



2025 Proposed Staffing

Operating Division	2017	2018	2019	2020	2021	2022	2023	2024	2025 Proposed Staffing
Accounting & Finance	53	53	53	52	51	49	56	54	40
Corporate Compliance	11	11	12	12	13	14	14	14	13
Customer Services	53	51	51	51	49	44	44	44	44
Electric Operations	178	177	174	174	174	169	168	168	161
Electric Production	154	152	140	126	118	102	96	96	84
Electric Supply	28	28	28	28	28	28	24	24	22
General Management	9	8	9	9	9	9	7	7	35
Human Resources	9	9	9	9	9	9	9	9	10
Technology	28	30	31	31	31	31	33	33	31
Water Operations	109	109	110	108	108	108	108	107	106
Total:	632	627	620	600	590	563	559	556	545

Budget Positions and Full-Time Headcount

	2017	2018	2019	2020	2021	2022	2023	2024 as of 10/1
Budget Positions	632	627	620	600	590	563	559	556
Full-Time Headcount	535	534	528	510	495	488	484	505

- Budgeted Positions have decreased steadily from 632 in 2017 to 556 in 2024
- Percentage of vacancies generally decreased over the years, from 15% in 2017 to 9% in 2024
- Full-Time Headcount over the years shows a decreasing trend but a notable increase in 2024.



Vacancies and Personnel Requisitions

Monthly Averages	2019	2020	2021	2022	2023	2024 as of 10/1
Separations	3	3	3	3	3	3
Posted Requisitions	6	3	5	7	7	7
Filled Requisitions	5	3	4	5	7	7
Days to Fill	76	115	104	100	84	99
New Hires	2	1	2	3	3	5
% of Vacancies	15%	15%	16%	13%	13%	9%
Active Requisitions	14	10	18	21	20	23

Recruiting Trends

- Both posted and filled requisitions show an upward trend, with numbers increasing from 2019 to 2024.
- A notable decrease in the days to fill requisitions from 115 in 2020 to 99 in 2024.
- The number of separations has remained consistent at 3 per month, indicating stable workforce dynamics.
- The number of new hires has shown an increase, from 2 in 2019 to 5 in 2024.
- Active requisitions have seen a steady rise, reaching 23 in 2024, which is an effort to lower the overall vacancies.



Historical Review of Overtime

<u>Division</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Accounting & Finance	\$117,661	\$148,674	\$66,966	\$101,905	\$106,233	\$88,226	\$96,502
Corporate Compliance	N/A	N/A	\$0	\$0	\$0	\$0	\$0
Customer Services	\$59,594	\$31,032	\$11,173	\$10,242	\$12,951	\$8,295	\$21,185
General Management	\$14,126	\$0	\$0	\$0	\$0	*\$23,655	*\$18,414
Human Resources	\$0	\$0	\$0	\$0	\$0	\$3,975	\$891
Electric Operations	\$1,631,737	\$1,830,529	\$1,699,759	\$2,111,970	\$2,379,280	\$2,072,397	\$1,912,837
Electric Production	\$1,190,839	\$970,617	\$852,700	\$852,700	\$791,575	\$863,230	\$762,575
Electric Supply	\$11,178	\$12,304	\$12,014	\$11,752	\$11,716	\$11,612	\$8,852
Technology	N/A	N/A	\$0	\$0	\$0	\$0	\$0
Water Operations	\$1,068,308	\$899,623	\$610,489	\$838,881	\$771,222	\$790,499	\$752,746
Total:	\$4,093,443	\$3,892,779	\$3,253,101	\$3,927,450	\$4,072,977	\$3,861,889	\$3,574,002

*Administrative Services moved from Accounting & Finance to GM Division

Employment Trends

	2019	2020	2021	2022	2023	2024 as of 10/1
Overall Turnover *	6.48%	6.47%	7.71%	7.64%	6.76%	6.06%
Termination Turnover **	4.07%	3.62%	4.74%	3.42%	3.28%	3.41%
New Hires	22	13	23	37	27	44

Turnover Rate Formula: Turnover Rate= # of Separations / Average # of Employees X 100

* Overall Turnover - includes # of separations that retired, resigned and terminated

** Termination Turnover - includes # of separations that resigned and terminated

Retirement Data

Year	Percentage Eligible	Percentage Retired
2017	15%	3.07%
2018	18%	3.12%
2019	17%	2.41%
2020	18%	2.85%
2021	21%	2.96%
2022	22%	4.22%
2023	20%	3.62%
2024 to 10/1	21%	2.65%

Age and Length of Service History

	2017	2018	2019	2020	2021	2022	2023
Average Age	45	46	46	47	49	48	47
Length of Service	11	12	11	12	14	13	13

Demographics and Tenure Analysis

- Average age of a full-time BPU employee: 47 years
- Average age of the group increased from 45 to 49 between 2017 and 2021, then stabilized at 47 in the following years.
- Average retirement age: 57 years
- Percentage of employees eligible for retirement as of September 1, 2024: 21%
- Average years of service: 12 years
- Length of service peaked at 14 years in 2021 and saw a slight decrease to 12 years by 2024.

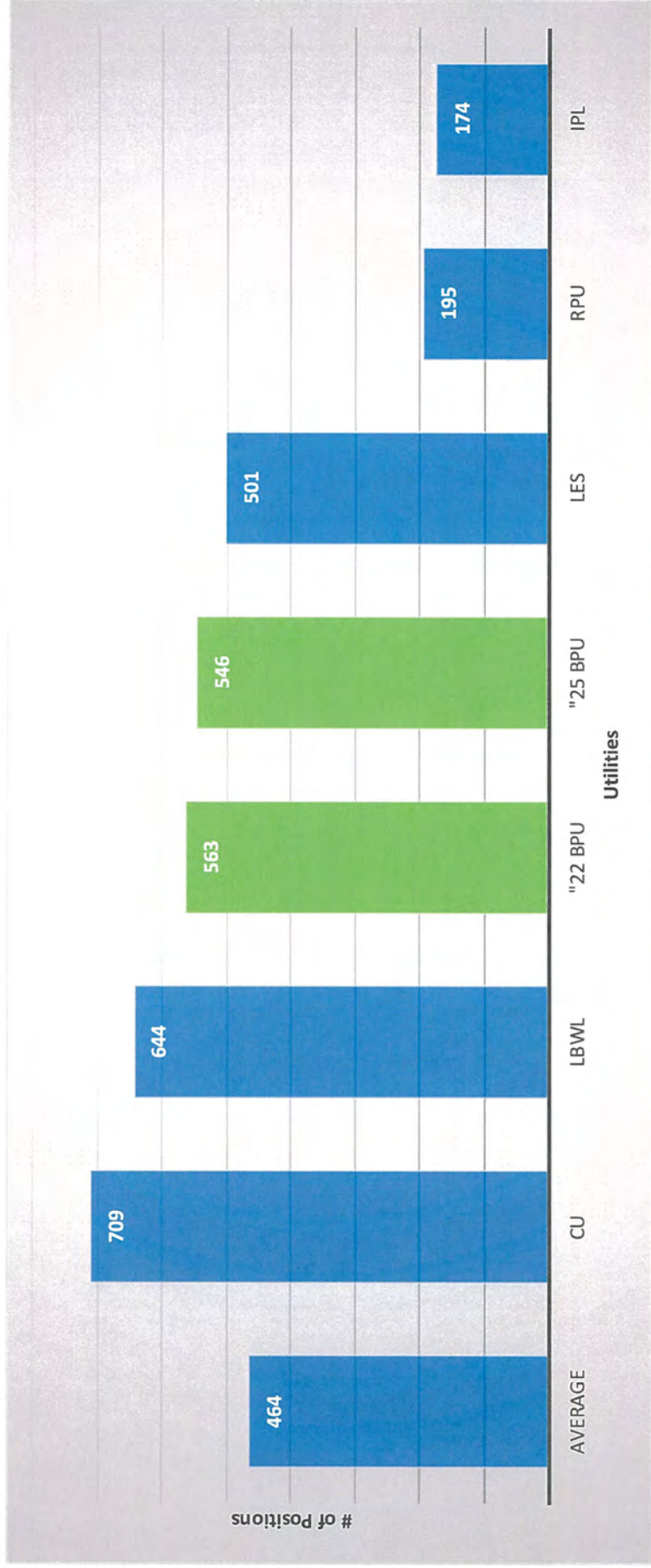
2025 VS. 2022: STAFFING TRENDS AND BENCHMARK INSIGHTS

2022 Benchmark Survey Participants

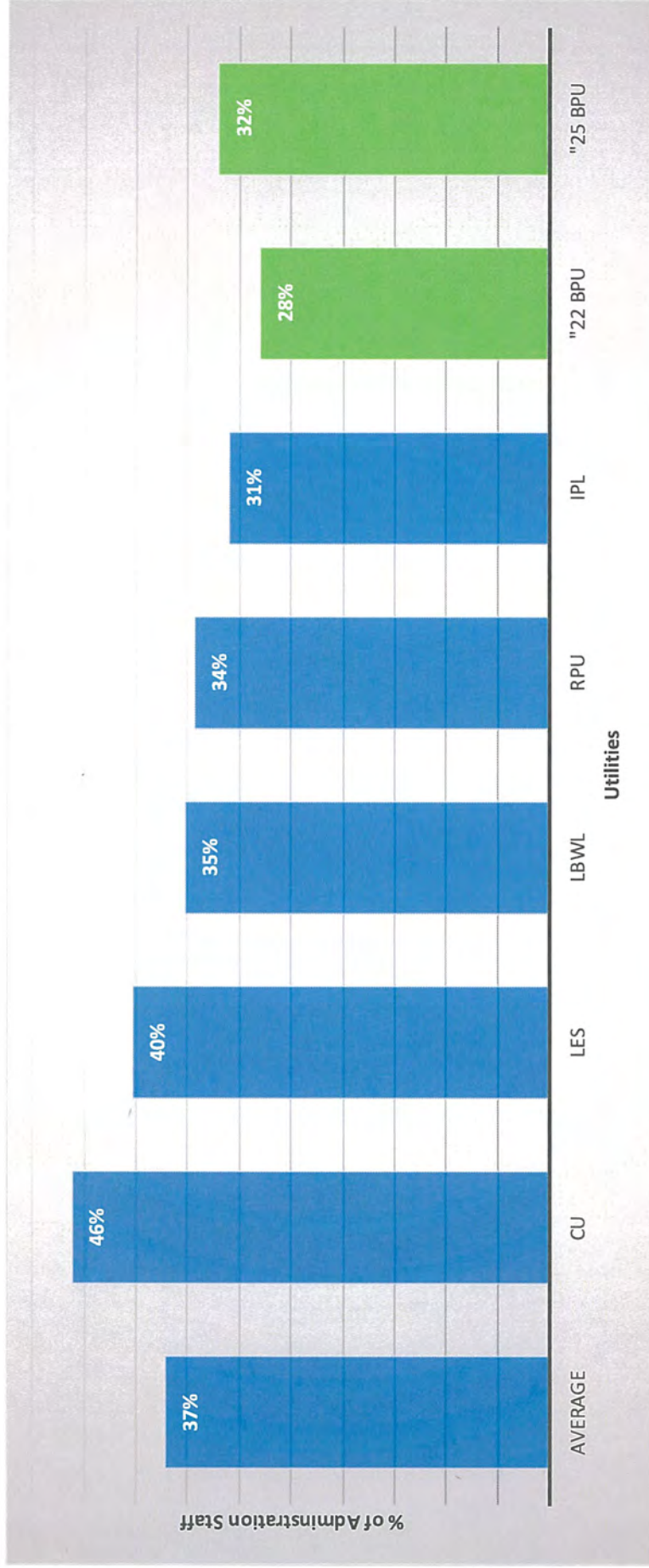
2022 Survey Participants	Location	Miles of T&D Lines	Miles of Water Distribution Lines	# of Water Customers	# of Electric Customers
City of Utilities of Springfield (CU)	Springfield, MO	2,047	1,209	84,293	1,18,892
Independence Power and Light (IPL)	Independence, MO	870	766	49,274	59,442
Kansas City Board of Public Utilities (BPU)	Kansas City, KS	2,847	966	53,000	65,000
Lansing Board of Water and Light (LBWL)	Lansing, MI	3,062	809	59,386	99,885
Lincoln Electric System (LES)	Lincoln, NE	2,363	N/A	N/A	145,834
Rochester Public Utilities (RPU)	Rochester, MN	880	613	41,300	58,182



BPU Proposed 2025 vs. 2022 Budget Positions



BPU Proposed 2025 vs. 2022 Administrative Support Staff

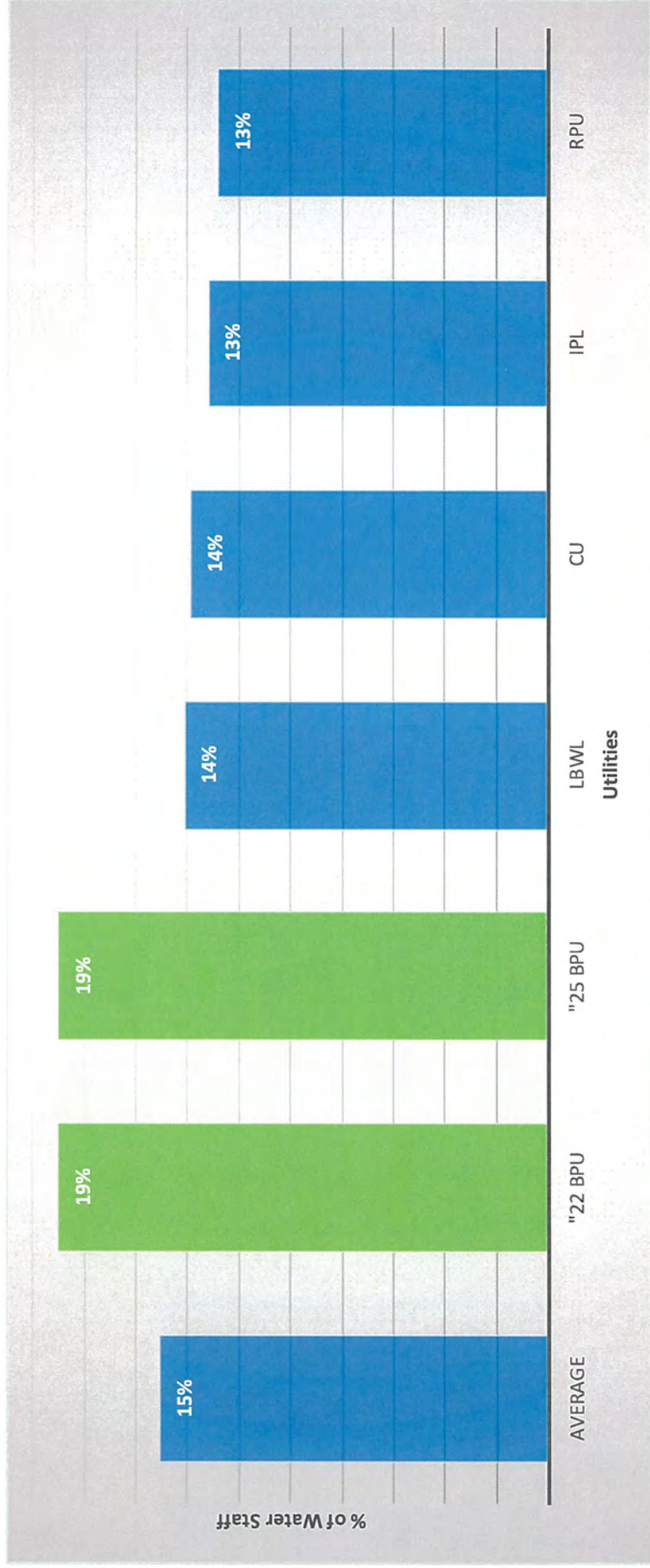




BPU Proposed 2025 vs. 2022 Electric Staff



BPU Proposed 2025 vs. 2022 Water Staff



2025 vs. 2022: Staffing Trends and Benchmark Insights

- Achieved a 3% reduction in utilities budgeted positions, optimizing resource allocation.
- Successfully reallocated resources to enhance administrative support, resulting in a leaner and more efficient budget position structure.
- Streamlined electric staff by 4%, aligning our workforce with industry benchmark standards and improving operational efficiency.

Questions?





Kansas City Board of Public Utilities Policy

General Policies Applying to Customer Service Issuing Credit, Billing and Debt Collections for Electric and Water Service

PC-200-001

Definitions:

"Applicant" means a person or entity who applies to obtain Service(s) from KCBPU.

"Authorized User" means a user added to a KCBPU account by the Primary or Secondary Account Holder. An Authorized User is not financially responsible for the account but may have access to information, submit payment on the account, and reconnect Service(s).

"Automated Phone System" means... **Definition needed a computer operated telephone system that uses prerecorded messages and menu options to allow callers to interact with the system without speaking to a live agent.**

"Board of Directors" means the elected governing Board of Directors of KCBPU.

"Charge(s)" means the monthly recurring charges assessed by KCBPU and the UG, the usage-based charges for electric and water Services, the Energy Rate Component (ERC) surcharge, the Environmental Surcharge (ESC), the UG Payment in Lieu of Taxes (PILOT) charge, Late Payment Charges, and taxes, each of the foregoing as applicable. For clarity, all Charges assessed by the UG, including the PILOT, are collected by KCBPU and remitted to the UG.

"Contractor" means a builder, developer, contractor, home renovator, landlord, or similar category.

"Customer" means an end user that receives electric and/or water service(s) from KCBPU. [A Customer may also be referred to as a Primary or Secondary Account Holder.](#)

"Customer Service Policy" means this General Policies Applying to Customer Service (PC-200-001) document.

~~"Debt Recovery" means...~~

"Designated Account Holder" means... **Definition needed the person or organization who signs up for KCBPU service.**

"Due Date" means... **Definition needed the date indicated on the KCBPU bill by which payment is required.**

"Eligible Account" means when a Residential Customer that has paid 22 out of 24 payments on time, or a Non-Residential Customer has paid 34 out of 36 payments on time (each such time period shall be evaluated on a rolling basis), and the Customer's deposit has been paid in full, the applicable account shall qualify as an Eligible Account.

"Fee Schedule" means the Customer Service Adopted Fee and Deposit Schedule (PC-200-002) document.

"Final" or "Finaled" means the termination of a Customer account with KCBPU. Such termination may be voluntary per Customer's request, or involuntary pursuant to this Customer Service Policy, other KCBPU policy, lawful rule, regulation, law, or court order.

"Force Majeure Event" means any event that is directly or indirectly caused by circumstances beyond the reasonable control of KCBPU, including but not limited to acts of nature (e.g. tornadoes, storms, etc.), criminal, illegal, or unlawful acts, acts of war or terrorism, or any law, order, or ordinance in any way restricting the operation or delivery of Service(s).

"KCBPU" means the administrative agency of the Unified Government of Wyandotte County/Kansas City, KS. KCBPU provides electric and water services to the residential and non-residential customers in designated service areas.

"Late Payment Charge" means a charge assessed when a customer bill is past due as described in the Fee Schedule.

"Non-Residential Applicant" means an Applicant who seeks KCBPU Service(s) as a non-residential location.

"Non-Residential Customer" means a customer who receives Service(s) at a non-residential location.

"Non-Residential Service" means the Service(s) provided to any non-residential location.

General Policies Applying to Customer Service
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PC-200-001

"Primary Account Holder" means the principal account holder for Service(s) at a location.

"Residential Customer" means a customer who receives Service(s) at a residential location.

"Residential Service" means the Service(s) provided to a residential location.

"Returned Item" means any payment made to KCBPU via check, money order, cashier's check, credit card, or debit card that is returned for any reason.

"Secondary Account Holder" means a person who is approved by KCBPU to be added onto an existing account. The Secondary Account Holder is financially responsible for the Customer account to which they are added, and is subject to the same application process, including an evaluation of such person's creditworthiness, as the Primary Account Holder.

"Service" means electric and water service provided by the KCBPU.

"Service Initiation Fee" means... **Definition needed a one-time fee paid to start or transfer service with KCBPU.**

Commented [RM1]: 9-24-24; I propose we strike this as this fee is not always assessed.

~~"Summer Months" means... Definition needed~~

~~"Terminated Payment Arrangement Agreement" means- If the a payment arrangement that is terminated by KCBPU due to a full payment not being made by the applicable Due Date or for a Returned Item on an account, is not made on the due date, or is returned by the bank — the Payment Arrangement is in default.~~

"UG" means the Unified Government of Wyandotte County/Kansas City, Kansas.

"Usage" means the amount of KCBPU Service(s) used by a Customer.

1.00 GENERAL

1.01 Purpose: It is the responsibility of KCBPU to provide electric and water service to the residents within our service territory.

1.02 Scope: This Customer Service Policy (or "Policy") outlines the responsibilities of KCBPU and the Customers of KCBPU, in accepting use and submitting timely payment for services.

This Policy is also designed to inform Customers of potential charges associated with certain situations, and to ensure all customers receive uniform and equitable consideration.

1.03 Privacy Policy: KCBPU employs a blend of technology and standard practices to safeguard customer information from unauthorized access or exposure. Customer information is protected on secure systems with restricted access, and KCBPU has implemented appropriate security controls to safeguard this data during storage or transmission. Before disclosing any information regarding their service and/or account, KCBPU requires customers to verify their account identity information. Contractors acting on behalf of KCBPU are also obligated to safeguard customer information.

In certain circumstances, such as by law, legal process, litigation, or requests from public and governmental authorities, KCBPU may need to disclose some customer information. As a municipal utility, KCBPU is governed by the Kansas Open Records Act (KORA). Additionally, KCBPU may disclose customer information if it determines that disclosure is necessary or appropriate for national security, law enforcement, or

other matters of public importance. Moreover, disclosure of customer information may occur if deemed reasonably necessary to enforce KCBPU's terms and conditions or to protect operations or users. KCBPU may also request that customers voluntarily provide additional information to better understand their needs and provide enhanced service.

2.00 CONDITIONS OF SERVICE

2.01 Conditions of Service:

A Customer is the end-use consumer of the Service(s) and the party who is responsible for payment of the Service(s) provided to the applicable Service location. Prior to accepting a Service application: (i) ~~A~~ Customer must pay in full all outstanding debt to KCBPU, but only to the extent such outstanding debt is within [X] years immediately preceding the Customer's request for Service, prior to KCBPU accepting a service application and (ii) shall promptly pay all bills for Services rendered. All Customers must be at least 18 years of age or legal adult to sign for Service(s).

Commented [RM2]: 9-24-24: This is has been edited based on the Board's discussions on 9/4 and 9/18. The Board has not reached consensus on the time frame. Additional question: does the Board want a policy on BPU back crediting a customer account for BPU billing error (e.g. billed residential customer as commercial).

3.00 SUPPLYING ELECTRIC AND WATER SERVICE

3.01 Supplying Electric and Water Service:

Reference Policy Numbers PE-310-001 Section 4.00 and PW-410-001 Section 6.00

4.00 REQUESTS FOR SERVICE AND DISCONTINUING SERVICE

4.01 Requests for Service:

KCBPU shall use a third-party credit rating service to assist in determining the risk profile of a Customer. In order to determine the credit risk and control bad debt expense, KCBPU seeks to discover the risk profile of a Customer.

Commented [RM3]: 9-26-24: Re-worded a bit.

A Service Initiation Fee, as set forth in the Fee Schedule, is assessed by KCBPU on the initial bill.

Residential Applicants must provide valid driver's license, or State or Federal issued photo identification, excluding military identification. A Social Security Number or Individual Taxpayer Identification Number (ITIN) is requested, but not required to be provided.

Commented [RM4]: 9-24-24: Comment to BPU Staff: Need to discuss this again. The purpose of a photo ID is to reasonably verify the applicant is who he/she says he/she is. Are other forms of photo IDs possible that would satisfy this purpose? Does it matter if an applicant has an expired DL if they provide all other necessary information?

KCBPU may waive the Service Initiation Fee for a Residential Customer if the Customer signs up for automatic utility bill payments by bank draft and continues such automatic bank draft payments for at least one year. If the Customer cancels the automatic payment or incurs an insufficient funds transaction within the first year, the Service Initiation Fee will be reinstated and must be paid.

General Policies Applying to Customer Service
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PC-200-001

The property identified on a Service application must qualify to receive applicable Service(s) requested. If a property failed inspection or is determined to be unfit/unsafe for Service, Service will not be provided until property passes inspection and is determined fit/safe for Service. A property will have all Services established at account creation.

4.02 **Discontinuing Service:**

Customer may discontinue Services upon giving KCBPU notice at least two business days in advance. If no such notice is given to KCBPU, the terminating Customer shall be responsible for all Services supplied until such notice is given to KCBPU.

Customer shall notify KCBPU when a change of occupancy or any other change of legal billing responsibility occurs on any Service being rendered, and when all required information is received by KCBPU, the request will be processed within two business days. The outgoing Customer shall be responsible for all Service(s) rendered until the notice of change has been received by KCBPU.

In the case of rental property, when services are terminated at the request of any tenant or landlord, a request to revert services to landlord may be requested for Services to be continued automatically, with full responsibility for payment of all Services thereafter delivered. If the landlord has an outstanding KCBPU debt, the Services will not be reverted and the outstanding debt must be paid before Services will be reverted.

Commented [RM5]: 9-24-24: Question for the Board: Will the BPU outstanding debt limit apply to non-residential customers, including landlords?

5.00 SECURITY DEPOSITS

5.01 **Security Deposits:**

Deposits may be assessed in an effort to ensure that all utility invoices are collected, and keeps the utility financially viable to continue providing Services to our Customers.

The deposit will be determined by a sliding scale based upon the credit rating of the aApplicant. The scale will be determined by using a third-party credit rating service utilized by KCBPU. Applicants, who do not provide the necessary information to determine a credit rating, will be required to pay the maximum deposit or use FlexPay. The deposit will be charged to the first three months of a Customer's monthly billing in equal installments, unless the Customer chooses to pay the deposit in full on the first month's bill.

Personal/business information is necessary for KCBPU to provide a basis of extending credit to the Customer for their Services.

The criteria used in requiring deposits from customers shall be as set forth in Sections 5.02 and 5.03 below.

5.02 **Residential Service Applicants:**

Residential Service aApplicants include Homeowners, Renters, and Contractors. When applying for Service at a residential location, the Customer is deemed to have signed up for all KCBPU Services provided to that location.

A Service aApplicant, who provides a social security number that is returned as deceased, non-issued, belonging to a person under the age of 18, or belonging to a person other than the applicant, or is fraudulent, shall be denied service or shall be charged the maximum deposit as set out in the Fee Schedule, and may be referred to

law enforcement, police, or prosecutor's office if warranted. Any aApplicant who has previously submitted a fraudulent application within the past five years, shall be charged the maximum deposit as set out in the Fee Schedule.

KCBPU cannot demand that an aApplicant provide their social security number as a requirement to initiate Service. However, it is KCBPU's policy that aApplicants who refuse to provide their social security number pose a greater credit risk and shall be charged the maximum deposit as set out in the Fee Schedule. The deposit may be held until the account is Finaled.

Residential Service Applicants – Homeowners, Renters, and Contractors

Residential Service Application Process Requirements:

All property owners (Homeowners) and renters (Renters) who reside at the property being served, and all Contractors who sign up for Service(s) and/or will be responsible for the Service(s) at the property to be served are required to complete the application process.

To obtain Service(s) at a residential location:

- (i) Homeowners must provide a copy of their settlement statement, and all signers must provide the necessary information requested by KCBPU;
- (ii) Renters must provide a copy of their lease, and all signers must provide the necessary information requested by KCBPU; and,
- (iii) Contractors must provide the legal documents between the applicant and the property owner, and all signers to the documents must provide the necessary information requested by KCBPU.

Residential Service Credit Requirements:

Homeowners, Renters, and Contractors who pose a substantial credit risk, as determined by a third-party credit agency, may be charged the applicable deposit as set out in the Fee Schedule.

Homeowners, Renters, and Contractors who pose a limited risk or have no credit history, as determined by a third-party credit agency, may be charged the applicable deposit as set out in the Fee Schedule.

Homeowners, Renters, and Contractor who pose no credit risk, as determined by a third-party credit agency, may not be required to pay a deposit.

Homeowners, Renters, and Contractors may not be required to pay a deposit if they:

- (i) are a current Customer of KCBPU;
- (ii) have not incurred more than one Late Payment Charge assessed and have not incurred any disconnect activity over the previous 12 months of billing history.

General Policies Applying to Customer Service
Issuing Credit, Billing and Debt Collections for Electric and Water Service

PC-200-001

If a Homeowner, Renter, or Contractor is disconnected for nonpayment of a bill for the third time within a 24-month period, a deposit as set out in the Fee Schedule may be imposed if they were

- (i) not originally required to pay a deposit;
- (ii) not originally assessed the maximum deposit; or
- (iii) previously refunded their deposit.

5.03 *Non-Residential Service Applicants/Customers:*

Non-Residential Service Applicants/Customers

Every non-residential ~~sService Applicant application~~ shall have a deposit assessed to its account based on the electric and water utility related ~~eCharges~~ only, over the past 12 months at the location to be serviced. The ~~nNon-rResidential eService aApplicant~~ deposit levels are specified in the Fee Schedule. The deposit can be reassessed every 12 months based upon usage and payment history, and may be adjusted per the Fee Schedule.

The deposit may be waived for Governmental entities or a registered 501(c)(3).

Non-Residential ~~aApplicants~~ may not be assessed a deposit if they sign up for and maintain automatic utility bill payments by bank draft. If the Customer cancels the automatic payment or incurs an insufficient funds transaction, a deposit will be assessed based on the Fee Schedule.

~~A deposit may be imposed on a Non-Residential Customer if: (i) in the event a Non-Residential Customer, who such Customer was not required to pay an adequate deposit to cover the risk associated with the usage; or (ii) their deposit was refunded or is disconnected for nonpayment of a bill for the third time within a two-year period, a deposit may be imposed.~~

Commented [RM6]: 9-26-24: Note to Staff; Should this be "and"? Need to talk this one through a bit to make sure intent is accurately captured.

5.04 *Form of the Deposit:*

Residential deposits may be in the form of cash, money order, credit card, debit card, cashier's check, personal check, or approved online payment method.

Non-Residential deposits may be in the form of an approved online payment method, cash, cashier's check, check or a surety bond written by an insurance company with at least an "A" rating from A.M. Best or equivalent credit rating and licensed to do business in the State of Kansas, or an Irrevocable Letter of Credit from a bank with at least a three-star rating from Bauer Financial (bauerfinancial.com): ~~(One star is the lowest bank rating and with five stars is being the highest rating.)~~. A non-cash deposit shall require a provision that notice must be given ~~to KCBPU at least~~ thirty days prior to expiration ~~to KCBPU~~ by the bank issuing the non-cash deposit.

5.05 *Credit of the Deposits:*

Subject to subsections ~~XXX5.05(i)-(iv)~~ below, Residential and Non-Residential deposits will be credited to an eligible Customer's account with interest. Such interest is determined by the Kansas Department of Administration, Municipal Services, and K.S.A. 12-822 ~~and~~ as amended.

- (i) If a Residential Customer has paid 22 out of 24 payments on time, or a Non-Residential Customer has paid 34 out of 36 payments on time (each such

time period shall be evaluated on a rolling basis), and the Customer's deposit has been paid in full, the applicable account shall qualify as an Eligible Account;

- (ii) For Eligible Accounts, deposits that are credited will be applied towards the outstanding balance, if any;
- (iii) Any credit balance remaining on a Finaled account will be refunded to the Customer;
- (iv) For any Customer account that is not in Eligible Account status as of the initial timely payment period analysis, the deposit credit will be delayed. Thereafter, KCBPU shall review the most current 12-month period, and when no more than two Late Payment Charges have occurred, the deposit will be credited to the Customer's account.

6.00 FRAUD

6.01 Fraud:

If a Customer and/or applicant provides fraudulent information or material misrepresentations to KCBPU, then:

- (i) KCBPU may refuse to provide new Service or discontinue existing Service;
- (ii) the Customer must bring their account to a zero balance;
- (iii) a deposit may be imposed for reconnection; and,
- (iv) proper authorities may be notified.

7.00 INDIVIDUAL LIABILITY

7.01 Individual Liability:

Where two or more persons are joint account holders, such persons shall be jointly and individually liable and shall be billed by means of a single periodic bill provided to the person(s) designated on the application to receive the bill.

A Primary Account Holder may add a Secondary Account Holder to an existing account, and such Secondary Account Holder shall be jointly and severally liable for the bill from KCBPU, as well as any past delinquencies at any Service location previously under the Primary Account Holder's name, [subject to Section 2.01 above](#). [When a Secondary Account Holder is added to an account, they must acknowledge to KCBU in writing \(which may be electronic\) their acceptance of joint and several liability for Charges, including past delinquencies on the account \(subject to Section 2.01 above\)](#). Upon request to KCBPU, a Primary Account Holder or Secondary Account Holder may be removed from the account at any time, provided the account is at a zero balance when the request is made.

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A Primary Account Holder or a Secondary Account Holder may add an Authorized User to an existing account, and such Authorized User is not financially responsible for the account in any way, but may obtain account information, make payment on the account, and reconnect Service(s).

Rose to add change to cover adding a secondary account holder and the acceptance of liability by both parties.

Commented [RM7]: 9-26-24: Attempted to address in 7.01 above.

7.02 **Unauthorized Tenant:**

A Designated Account Holder is the person(s) that signs up for a KCBPU account. A Customer must notify KCBPU if there is a change in status of such Designated Account Holder, which includes but is not limited to, death, divorce, or other similar change of circumstance whereby the Designated Account Holder no longer resides at the Service location. If a User fails to notify KCBPU of such change in status of the Designated Account Holder, KCBPU may send an Unauthorized Tenant notification to the Customer and require the Customer to apply for KCBPU Service by the date identified in the notification.

Commented [RM8]: 9-24-24: Note to Board: Do we need to change this title/how we refer to this? It is coming off as very accusatory to the customer (when they may have done nothing wrong). Suggestion: Unapproved/Unauthorized User? Unapproved seems less accusatory (to me).

Following the change in status, the Customer/user wanting to maintain Service(s) at the Service location; (i) will become the new Designated Account Holder; (ii) and is required to transfer the Services into their name; (iii) must and bring the account balance to a zero balance; and further; (iv) may be subject to have new deposit requirements. The new Designated Account Holder shall adhere to the requirements listed in Section 5.00 Security Deposits.

7.03 **Deceased Account Holder:**

When an account holder(s) is deceased, and a new responsible party seeks to transfer Service(s) into their name or to Final the account of the deceased, KCBPU may request documentation including, but not limited to, a death certificate or obituary. If KCBPU receives notice or determines that an account holder is deceased, notification of account closure may be given that would set forth a date on which the responsible party must bring the account balance to a zero balance and transfer the Services into their name to continue Services at the location of the deceased account holder.

Commented [RM9]: 09-27-24: Question to Customer Service: If BPU receives notice or determines that an account holder is deceased, this implies to me that BPU came to this conclusion on its own (and not through a party that wants to receive service at the location). In this instance, how do we know who the "responsible party" is?

If a The new responsible party wants to maintain Service(s) at the deceased Customer's Service location, such responsible party -who wants to maintain Service(s)- at that location; (i) will become the Designated Account Holder; (ii) and is required to transfer the Services into their name; (ii) must bring the account balance to a zero balance; and further; (iii) may be subject to have new deposit requirements. The new Designated Account Holder shall adhere to the same requirements that are listed in Section 5.00 Security Deposits.

If a party brings a legal challenge ("Challenging Party) regarding the property rights and/or the right to use the Service(s) at the original deceased account holder's property location that is now being occupied by the new responsible party/new Designated Account Holder, KCBPU may, but is not required to, provide interim Service(s) to the new Designated Account Holder at the location pending a lawful determination of the legal owner of the property and/or the party legally responsible for the property. If the Challenging Party provides proof of such lawful determination to KCBPU directly, then KCBPU shall require the new Designated Party to Final the existing account.

8.00 EFFECTIVE DATE OF SERVICE

- 8.01** **Effective Date of Service:** KCBPU's Charges will be assessed and bills rendered from the earlier of (i) the date the Service(s) are first requested to be available at the Service location; or (ii) the Service(s) are used by the Customer.

9.00 CHARGES

- 9.01** **Charges:** Charges for electric and water sServices provided to a Customer at any point of delivery are established by resolution(s) adopted by the Board of Directors and include various fees and penalties. The Rate Application Manual is available on KCBPU's website.
- Accounts will be charged monthly minimum charges, including Unified Government eCharges, even if there is no meter usage on the account.

10.00 BILLING AND PAYMENT

- 10.01** **Billing and Payment:** Bills shall be rendered monthly, or at such other interval as KCBPU determines appropriate. In computing bills for multiple month periods, the minimum charges of the rate may be prorated as applicable.
- If Services supplied do not correctly register due to a KCBPU network failure of any kind, a fForce mMajor eEvent, or if KCBPU metering equipment is damaged, destroyed, or tampered with, an estimated bill may be rendered to the customer based on consumption during previous periods, but in the case where no previous consumption is available, other information may be used to determine the estimated bill, including but not limited to the consumption of a previous similarly situated customer, similar type of business, etc.
- Failure to receive bill and/or notifications does not release the customer from the obligation to pay for Service(s) received.
- KCBPU can back-bill for any Charges including but not limited to failure to sign for service or a stuck or non-operating meter for up to three (3) years as per Kansas Statute 60-512 (the "Back-Bill Period"). Except in cases of unauthorized usage or fraud, Customers will have the same amount of time as the applicable Back-Bill Period to pay for such charges via an approved payment arrangement plan.

- 10.02** **Equalized Payment Program (EPP):** Only Residential Customers can elect to be billed in equal monthly installments.
- For a customer to be eligible to elect to be billed under the terms of the EPP, the customer must meet the following requirements:
- (i) Customer must have received service continuously at their present address for 12 consecutive-billing periods, and,
 - (ii) Prior to enrollment in the EPP a customer must have a zero balance.

- (iii) An account credit will not disqualify a customer from enrollment in EPP.

Initial monthly payments on the EPP will be determined by dividing customer's past 12 months billed amount by twelve.

The monthly amount payable may be adjusted by KCBPU, based on applicable rate changes, balance changes, and the Customer's recent consumption history.

The EPP will continue automatically unless terminated if

- (i) the Customer closes the account, in which case, KCBPU will render a final bill based on the actual unpaid balance; or,
- (ii) The Customer requests termination of the program, becomes eligible for involuntary disconnection, or has a payment returned (which was caused by Customer), in case of any of the foregoing, Customer's unpaid balance shall be due and payable with their next bill.

If a Customer's EPP is terminated by KCBPU, the Customer must pay the balance in full in order to be reinstated to the EPP.

10.03 ***Prorated & Estimated Bills:*** Bills for more days or less days than the normal billing cycle may be prorated for the actual days of service in accordance with the monthly schedule applicable thereto.

10.04 ***Due Dates:*** Payment must be received by KCBPU on or before the indicated Due Date to avoid a Late Payment Charge and potential disconnection of Service.

For reference, various payment options are listed below:

- (i) Authorized Payment Kiosk
- (ii) Bank Draft
- (iii) Online
- (iv) Phone/Automated Phone System
- (v) Drop Box at KCBPU (540 Minnesota Avenue)
- (vi) ACH (Automated Clearinghouse/Electronic Payments)
- (vii) Wire
- (viii) U.S. Mail

Note: All payments are cleared electronically including checks. Collection of payment at a customer's location is not permitted.

10.05 ***Waiver of Late Payment Charge for Customers in*** Residential Customers who are at least 62 years of age or disabled, and at or below 150% of the Federal Poverty Guidelines, and have a KCBPU account in the applicant's name, may submit an application to request a waiver of the Late Payment Charge at the

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Special Circumstances: Customer's primary residence. –Documented proof of income must be provided to KCBPU with an application. If an ~~a~~Applicant qualifies for the Unified Government Utility and Sales Tax Rebate Program, an application does not need to be submitted pursuant to this section. Future Late Payment Charges will be waived if the application is approved. Customers will be notified if the application is approved or denied.

10.06 Payment Allocation: KCBPU allocates payments to the oldest charges first on a Customer's account. KCBPU will not allocate payments per a Customer's specific request.

11.00 RETURNED ITEMS

11.01 Returned Items: If a Customer payment is returned it may be converted to an Automated Clearing House (ACH) electronic transaction for re-presentment and collection.

Commented [RM10]: 09-27-24: Note to BPU Staff: This is not in alignment.

The ~~e~~Customer may be charged the maximum established rate for a Returned Item pursuant to K.S.A. 60-2610.

Upon receipt of a Returned Item for any reason, KCBPU may disconnect a Customer's utility Services if the item is not redeemed or payment of the item and any applicable fee is not received. If Services are disconnected for a Returned Item, all past due Charges and the returned payment amount and applicable fees become due immediately. A Returned Item can be paid by cash, money order, credit/debit card, cashier's check, or wire payment only.

KCBPU may notify a Customer that future payments to KCBPU must be made by cash, money order, cashier's check, or wire payment only upon receipt of two returned checks or one returned credit or debit card payment.

12.00 PAYMENT ARRANGEMENTS

12.01 Payment Arrangements: ~~In accordance with this section, a Customer may contact KCBPU to request and KCBPU may approve may allow a Customer to enter into a payment arrangement in accordance with this section.~~ Payment arrangements are not available for: (i) Non-Residential ~~e~~Customers; (ii) ~~f~~Finalized or disconnected accounts; or (iii) where diversion or fraud has occurred; ~~Finalized accounts;~~ (iv) if ~~s~~Service is currently ~~disconnected or~~ scheduled for disconnection that day; or (v) a ~~r~~Returned Item.

Commented [RM11]: 09-27-24: A little wordsmithing here.

~~To maintain an approved payment arrangement,~~ Customers must keep their account current by paying any new utility charges billed ~~plus the applicable payment arrangement amount due, in order to maintain the payment arrangement or other actions on delinquent accounts.~~ Late ~~Payment e~~Charges may be applied to all past due amounts.

Commented [RM12]: 09-27-24: Note to Board: Need to discuss shortening the time frame between bill date and disconnection date, which is currently 75 days. Will it better assist customers in not getting so far behind if we shorten this time frame?

Any past due amounts incurred during a Payment Arrangement will render the Payment Arrangement in default and all outstanding balances ~~are~~ due immediately.

If a payment arrangement is in default, a Customer's Services are eligible for disconnection without prior notification. –A Customer is allowed up to three Terminated ~~Payment~~ Arrangements per calendar year.

13.00 PAST DUE AND COLLECTION STATUS

- 13.01 Past Due and Collection Status:** An account that remains unpaid or is past due may be subject to the following actions:
- (i) A Late Payment Charge
 - (ii) The Customer's utility service(s) may be disconnected.
 - (iii) A disconnect fee
 - (iv) Liens or Legal Action

14.00 DISCONNECTION AND RESTORATION OF SERVICE

- 14.01 Disconnection of Service:** If the amount due as indicated on the bill is not paid on or before the eDue date, a Late Payment Charge may be added to the bill. A courtesy phone call or text message may shall be attempted to the phone number on file to notify the eCustomer of a late payment. Non-payment in accordance with this Customer Service Policy can result in disconnection of service(s).
- If the bill remains unpaid following the Due Date and before the date for disconnection, a courtesy phone call or text message may shall be attempted to the phone number on file to notify the eCustomer of a pending disconnection, except in instances of a technical difficulty beyond KCBPU's control. Failure to receive a phone call or text message does not release the eCustomer from pending disconnection. Payment must be made before the cutoff date noted on the bill to avoid disconnection. Any previous unpaid amount is eligible for disconnection at any time.

- 14.02 Restoration of Service:** ~~In order to~~ restore disconnected service, the a eCustomer must pay all past due fees Charges, Late Payment Charges, reconnect fees, applicable penalties, and bills, plus the appropriate deposit if applicable.

~~It may take up to 24 hours for service restoration. KCBPU shall use commercially reasonable efforts to restore affected Service(s) within 24 hours of payment confirmed in KCBPU systems.~~

15.00 COLD AND HOT WEATHER DISCONNECTION RULE

- 15.01 Cold and Hot Weather Disconnection Rule:** ~~During Summer Months, o~~On any day when the National Weather service forecasts the temperature to be at or will rise above 95 degrees Fahrenheit, or the heat index will rise above 105 degrees Fahrenheit, KCBPU will not disconnect electric service for non-payment of bills. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM.

Commented [RM13]: 9-27-24: Note to Board: Revised these sections per our prior discussion, and further to be consistent in both paragraphs. Question: should the Cold Weather Rule be in parity with the Hot Weather Rule for wind chill? Example: "when the National Weather Service forecasts the temperature to be at or below 32 degrees Fahrenheit, or the wind chill will fall below "X" ..." Also, do we need to be consistent about the 24 hours time period for each?

~~During the period of November 1st through March 31st, On any day KCBPU will not disconnect Residential electric customers for non-payment of bills~~ when the National Weather Service forecasts the temperature will be at or below 32 degrees Fahrenheit in the next 24 hours, ~~KCBPU will not disconnect Residential electric Service for non-payment of bills~~. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM.

Water sService can be disconnected at any time.

16.00 FLEXPAY PROGRAM

16.01 FlexPay Program: Residential electric customers may qualify to receive Services under KCBPU's prepay service program called FlexPay.

The FlexPay Agreement can be found at:
<https://www.bpu.com/forhome/billing/flexpay.aspx>

The following provisions apply to the FlexPay program:

- (i) Only customers with electric Advanced Metering Infrastructure (AMI) meters that can be remotely disconnected and reconnected are eligible for the FlexPay program. Water only accounts are not eligible to participate.
- (ii) Prior to being approved for the FlexPay program, the customer must agree to the Service Agreement.
- (iii) Customers flagged as Life Support customers are not eligible to participate.
- (iv) Customers on certain programs (including Kansas Home Loan, etc.) are not eligible to participate.
- (v) ~~Deposit requirements may be waived. No deposit required.~~
- (vi) FlexPay eCustomers are not eligible for the Equalized Payment Program.
- (vii) Disconnection charges may apply.
- (viii) KCBPU offers eCustomers in the FlexPay program a notification when the customer's balance reaches a Low Bbalance threshold and when the balance becomes negative. KCBPU will not disconnect the eCustomer until the next business day after notification is attempted. After disconnection, KCBPU will provide eCustomers with a minimum payment amount required to re-establish sService.
- (ix) KCBPU will make available a separate website and mobile application for all eCustomers in the FlexPay program.
- (x) FlexPay program sService eCustomers are responsible for purchasing sServices in advance of usage. For Ccustomers in arrears before entering the FlexPay program, the percentage of their payments that will be applied to debt recovery may be 25%, unless a (1) Customer notifies KCBPU to that they will pay greater than 25%, (ii) relief agency paying on a

Customer's behalf commits to paying a fixed amount; or (iii) final debt payment is being made.

Regarding the application of 25% to a Customer's debt recovery, by way of example only, if a Customer pays \$100.00 toward their FlexPay account, \$75.00 will be applied to their prepay balance with FlexPay, and \$25.00 will be applied to the prior balance owed to KCBPU (the arrearage before entering the FlexPay program).

(x)(xi) A cCustomer electing to return to postpaid service may have the same payment plan options as other rResidential cCustomers after satisfying the conditions set forth in the FlexPay program. Conditions that may require a new or modified deposit are described in Section 5: Security Deposits.

For reference, various payment options are listed below:

- (i) Authorized Payment Kiosk
- (ii) Online
- (iii) Phone/Automated Phone System
- (iv) Drop Box at KCBPU (540 Minnesota Avenue)

Note: All payments are cleared electronically including checks.

General Policies Applying to Customer Service
Issuing Credit, Billing and Debt Collections for Electric and Water Service

PC-200-001

REVISION HISTORY

Prior Version # [Effective Date]	Owner [Author]		Approver	Board Approval Required <input checked="" type="checkbox"/> Yes
1.00 11-1-2022	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
1.01 xx-xx-xxxx	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Description of Changes:	<p>Made verbiage and content changes to the following sections: 1.01, 1.02, 1.03, 2.01, 4.01, 4.02, 5.01, 5.02, 5.03, 5.04, 5.05, 6.01, 7.01, 7.02, 7.03, 10.01, 11.01, 11.02, 11.04, 12.00, 12.01, 13.01</p> <p>Deleted sections: 7.04, 9.00, 9.01</p> <p>Renumbered the following sections: 10.00 and 10.01 to 9.00 and 9.01, 11.00 through 11.06 to 10.00 through 10.06, 12.00 and 12.01 to 11.00 and 11.01, 13.00 and 13.01 to 12.00 and 12.01, 14.00 and 14.01 to 13.00 and 13.01, 15.00 and 15.01 to 14.00 and 14.01, 16.00 through 16.02 to 15.00 through 15.02, 17.00 and 17.01 to 16.00 and 16.01, 18.00 and 18.01 to 17.00 and 17.01.</p>			
Resolution Number				
General Manager Signature/Date				

REGULAR SESSION –WEDNESDAY, OCTOBER 2, 2024

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, October 2, 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, Rose Mulvany Henry, and Brett Parker.

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; Jerry Sullivan, Chief Information Officer; Johnetta Hinson, Executive Director Customer Service; Donald Stahl, Executive Director Electric Production; Steve Green, Executive Director Water Operations; Jerin Purtee, Executive Director Electric Supply; Randy Otting, Director Accounting; Andrew Ferris, Director Financial Planning; Amber Oetting; Director Communications & Marketing; Dennis Dumovich, Director of Human Resources; Steve Hargis, Supervisor Water Operations; Rick Hardman, 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 6:03 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 presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

REGULAR SESSION –WEDNESDAY, OCTOBER 2, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

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

Item #4– Approval of the Minutes of the Work Session of September 18, 2024

A motion was made to approve the minutes of the Work Session of September 18, 2024, by Mr. Wakes, seconded by Mr. Parker, and unanimously carried.

Item #5– Approval of the Minutes of the Regular Session of September 18, 2024

A motion was made to approve the minutes of the Regular Session of September 18, 2024, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

Item #6– Visitors Comments

There were no visitors wishing to speak.

Item #7– General Manager / Staff Reports

- i. *August 2024 Financials:* Ms. Lori Austin, Chief Financial Officer, reviewed the August 2024 Financials to the Board. (see attached PowerPoint.)

A motion was made to approve the August 2024 Financials as presented, by Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

- ii. *Revenue Forecast:* Mr. Randy Otting, Director Accounting, presented the 2025 Revenue Forecast to the Board. He explained how the figures were generated and showed historical usage and revenue amounts for comparison. (See attached PowerPoint.)

Mr. Otting and Mr. Johnson responded to questions and comments from the Board.

REGULAR SESSION –WEDNESDAY, OCTOBER 2, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

iii. *Miscellaneous Comments:* Mr. Johnson spoke with the Board about future meetings regarding the Customer Service Policy and upcoming meeting topics. He also introduced Ms. Amber Oetting, Director of Communications and Marketing, to the Board.

Item #8– Public Comments on Agenda Items

Mr. Scott Harding, expressed comments regarding the PILOT fee and the cost to buy and sell power in the market.

Item #9– Board Comments

Ms. Mulvany Henry thanked staff for their presentations.

Ms. Gonzales welcomed Ms. Oetting and thanked staff for their information shared during both sessions.

Mr. Parker echoed Ms. Gonzales’ comments and said Go Royals.

Mr. Wakes echoed previous comments as well.

Mr. Haley thanked staff for their presentations.

Mr. Groneman welcomed Ms. Oetting and thanked staff for their information presented.

Item 10 – Adjourn

At 7:03 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



August 2024 Financial Results October 2, 2024

Financial Results

2024 Billed kWh (YTD August)

Electric	(CY) 2024 YTD	(PY) 2023 YTD
Residential	395,384,188	402,918,386
Commercial	659,725,059	676,039,673
Industrial	338,733,312	325,571,065
	1,393,842,559	1,404,529,124
		-0.8%

Residential and Commercial customer classes are below 2023 levels while Industrial customer class is slightly above last years level.

Residential – Down 2% Commercial – Down 2% Industrial – Up 4%

Financial Results

2024 Billed CCF's (YTD August)

Water	(CY) 2024 YTD	(PY) 2023 YTD
Residential	2,316,918	2,348,711
Commercial	1,826,555	1,806,158
Industrial	1,195,535	1,227,919
	5,339,008	5,382,788
		-0.8%

Residential – Down 1% Commercial – Up 1% Industrial – Down 3%



Financial Results

Revenues – August 2024

	(CY) 2024 August	(PY) 2023 August	Budget 2024 August	(CY) 2024 August
Electric	\$ 35.337	\$ 33.570	\$ 30.875	\$ 35.337
Water	\$ 5.757	\$ 5.332	\$ 5.493	\$ 5.757
Combined	\$ 41.094	\$ 38.902	\$ 36.368	\$ 41.094
				13.0%
			5.6%	

**Dollars in millions

Actual Compared to 2024 Budget

- Electric – Up 14%
- Water – Up 5%

Financial Results

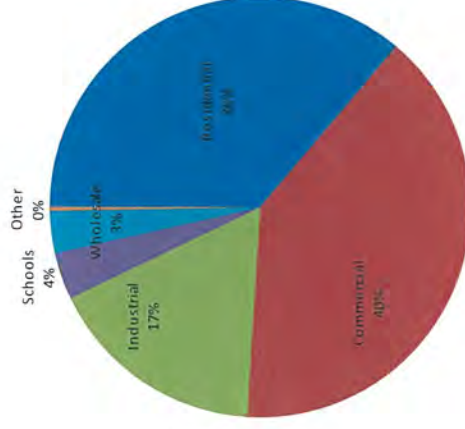
Revenues – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 221.542	\$ 220.725	\$ 210.728	\$ 221.542
Water	38.420	36.069	37.500	38.420
Combined	\$ 259.962	\$ 256.794	\$ 248.228	\$ 259.962
				4.7%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2024

Electric:	Up 5%	Water:	Up 2%
Residential	\$ 2.5M	Residential	\$ 44K
Commercial	\$ 6.9M	Commercial	\$ 1.0M
Industrial	(\$ 2.0M)	Industrial	\$ 41K
Schools	\$ 631K	Wholesale	(\$ 36K)
Wholesale	(\$ 2.5M)		



Recognized 6 months of 6 of the 2023 ERC Over Recovery of the ERC - \$4,087,528



Financial Results

Operating Expenses – August 2024

	(CY) 2024 August	(PY) 2023 August	Budget 2024 August	(CY) 2024 August
Electric	\$ 16,951	\$ 22,017	\$ 20,624	\$ 16,951
Water	3,216	3,145	3,692	3,216
Combined	\$ 20,167	\$ 25,162	\$ 24,316	\$ 20,167
				-17.1%
				-19.9%

**Dollars in millions

Actual Compared to 2024 Budget

Electric – Down 18%

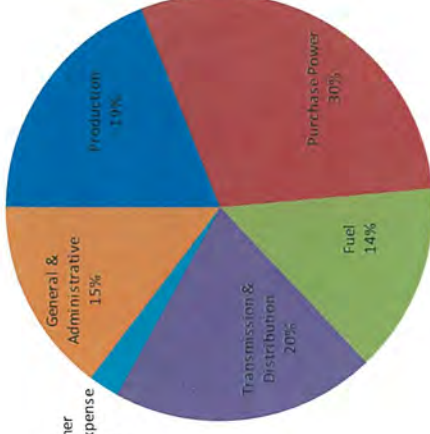
Water – Down 13%

Financial Results

Operating Expenses - 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 155.474	\$ 170.690	\$ 158.574	\$ 155.474
Water	25.424	25.503	28.763	25.424
Combined	\$ 180.898	\$ 196.193	\$ 187.337	\$ 180.898
				-7.8%
				-3.4%

Customer
Account Expense
2%



**Dollars in millions

Actual Compared to 2024 Budget

- Electric – Down 2%
- Water - Down 12%
- Combined – Down 3%

Financial Results

Operating Expenses – 2024 YTD less Depreciation

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 131.403	\$ 147.073	\$ 135.324	\$ 131.403
Water	19.807	19.883	23.238	19.807
Combined	\$ 151.210	\$ 166.956	\$ 158.562	\$ 151.210
				-4.6%

Electric:	Water:
Purchased Power	Production
Fuel	T&D
Production	G&A
T&D	
G&A	
\$ 8.2M	(\$ 785K)
(\$ 5.4M)	(\$ 1.8M)
(\$ 813K)	(\$ 692K)
(\$ 3.0M)	
(\$ 2.5M)	

** Dollars in millions

Variance – YTD comparing Budget to Actual 2024



Financial Results

Change in Net Position – August 2024

	(CY) 2024 August	(PY) 2023 August	Budget 2024 August	(CY) 2024 August
Electric	\$ 14,091	\$ 7,040	\$ 5,775	\$ 14,091
Water	1,645	1,388	0.957	1,645
Combined	\$ 15,736	\$ 8,428	\$ 6,732	\$ 15,736



**Dollars in millions

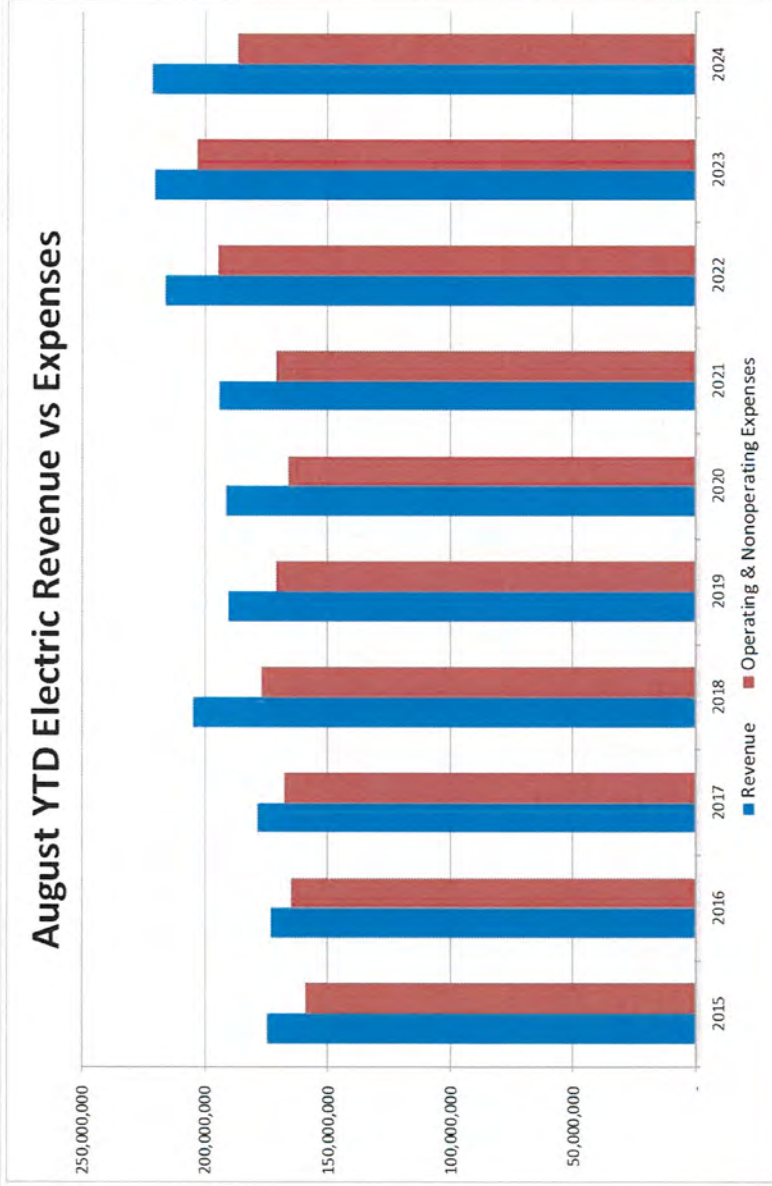
Change in Net Position – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 34.935	\$ 17.170	\$ 20.431	\$ 34.935
Water	10.587	6.630	4.416	10.587
Combined	\$ 45.522	\$ 23.800	\$ 24.847	\$ 45.522

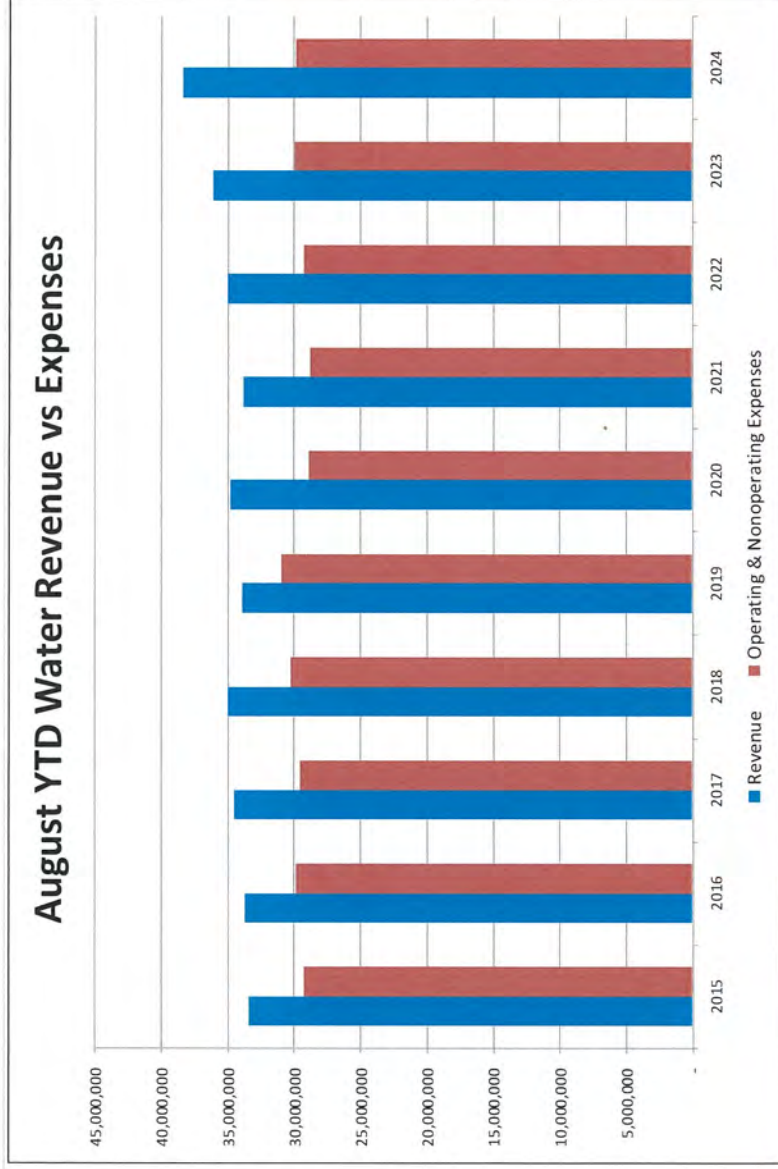


**Dollars in millions

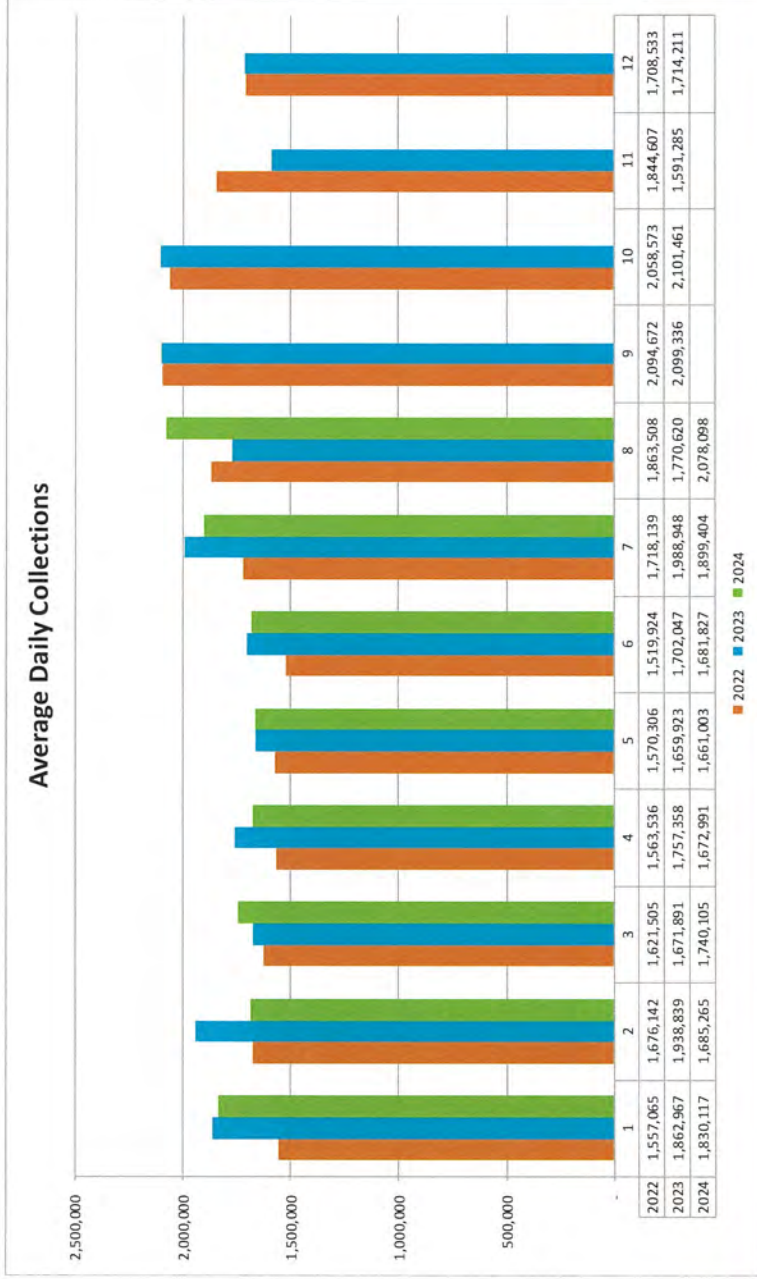
Financial Results – 10 Year Trend



Financial Results – 10 Year Trend

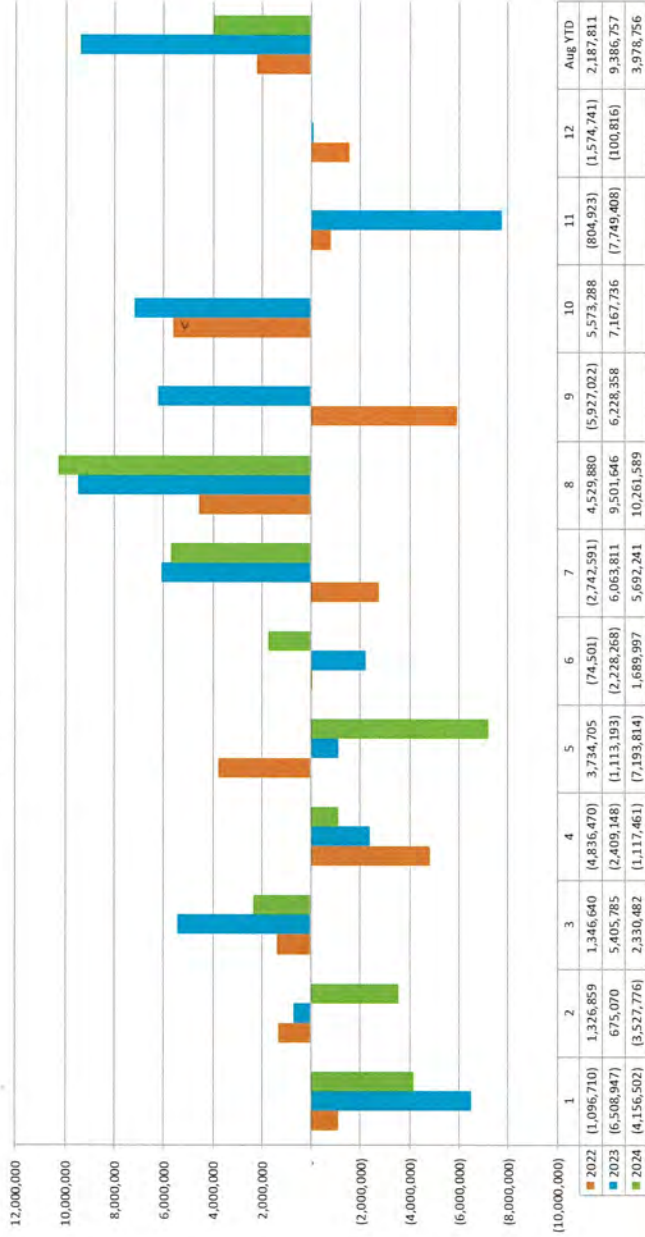


Financial Results



Financial Results

Historical Monthly Cash Comparison





Financial Results

Cash Position

Combined (E&W)
Days Cash-on-Hand

	(CY) 2024 August	(PY) 2023 August	2024 July
\$	61.64	\$ 52.50	51.64
	103	82	84

1 Day = Approximately \$600K-\$625K
(Based on 12 month rolling average of expenses)

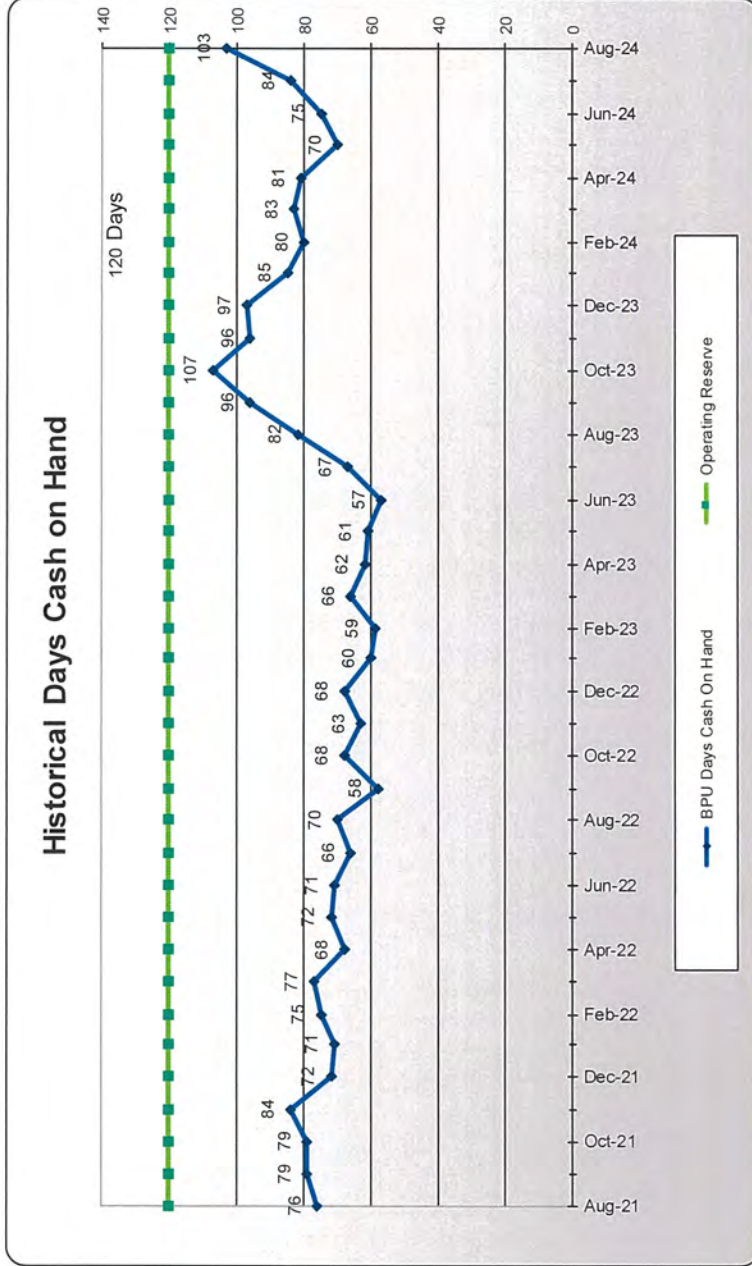
Balance Sheet: Notables

Fuel Inventory

	(CY) 2024 August	(PY) 2023 August
\$	7.677	\$ 7.127

**Dollars in millions

Financial Results





Financial Results

Capital Spending

	(CY) 2024 YTD	(PY) 2023 YTD	2024 Budget
Electric	\$ 13.17	\$ 17.59	\$ 35.58
Water	8.49	9.70	26.38
Common	2.71	2.16	5.13
Total YTD Capital	\$ 24.37	\$ 29.45	\$ 67.09
			Remaining
			64%

Major projects in 2024:

- Annual OH & UG Construction - \$1.3M
- Annual Meter Program - \$823K
- Distribution Pole Inspection - \$1.4M
- OH & UG Transformers - \$1.5M
- 98th St OH Feeder Relocation - \$706K
- Water Distribution - \$4.1M
- Water Production - \$339K
- Water Services - \$470K

**Dollars in millions

Financial Results

Debt Coverage

Debt Coverage with PILOT

	(CY) 2024 August	(PY) 2023 August
Electric	2.91	2.70
Water	2.99	2.22
Combined	3.04	2.81

Electric
Water
Combined

Financial Guideline Target
2.0 times with PILOT

Debt Coverage w/o PILOT

	(CY) 2024 August	(PY) 2023 August
Electric	2.19	1.97
Water	2.38	1.74
Combined	2.32	2.08

Electric
Water
Combined

Financial Guideline Target
1.6 times without PILOT



2025 REVENUE FORECAST

KANSAS CITY BOARD OF PUBLIC UTILITIES

OCTOBER 2, 2024

2025 REVENUE FORECAST – COMPONENTS OF THE BILL

Electric Base Rate:

- Customer Chrg.
- Energy Chrg. (kWh)
- Demand Chrg. (kW)
- ~ 1/2 of bill (55% AVG)

Electric ERC:

- Fuel & Purchase Power costs (Pass-Thru)
- Fund \$6.0M ERC Reserve
- Billed on kWh basis
- ~ 1/3 of bill

Electric ESC:

- Environmental Cost
- Feds/State/Local rules
- Past Bond projects
- Tied to Repayment Schedule
- ~ 10% of bill

PILOT & Sales Taxes:

- Not Revenue
- Pass-Thru to UG & State
- Based on Percentage of Base/ERC/ESC billed

Water Customer Chrg.:

- Customer Chrg.
- Based on Meter Size
- Minimum Bills apply

Water Commodity Chrg.

- Unit/CCF Chg.
- One rate schedule
- 3 blocks

Water Fire Protection

- Private Fire Lines
- Based on Meter Size
- Large C&I locations
- Adder to Bill
- Typically zero consumption

PILOT & Sales Taxes:

- Not Revenue
- Pass-Thru to UG & State
- Based on Percentage of Base/ERC/ESC billed

ERC - FUEL & PURCHASE POWER

- Assuming monthly ERC rate of 4.3 cents / kWh
- ERC Reserve of \$1.5M/quarter or \$6.0M annually
(Included in the 4.3 cents)
- Based on Planning's forecast and SPP forecast
- Averaged 4.43 past 8 quarters

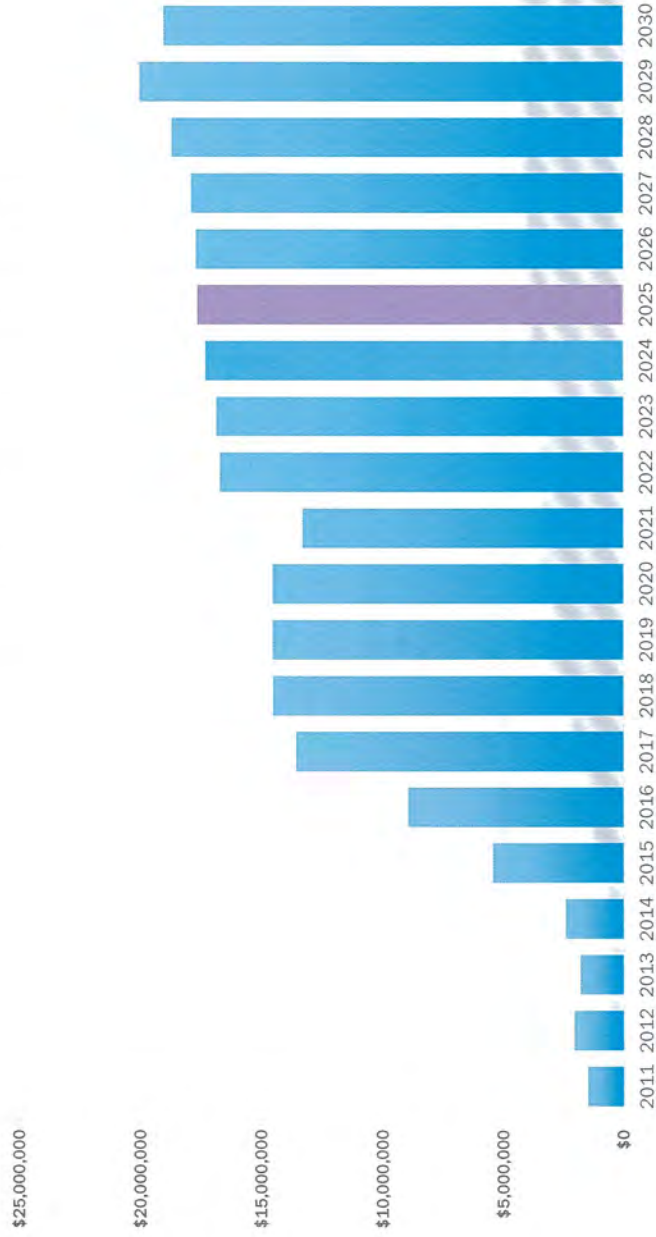
ENERGY RATE COMPONENT BASE Prior to Voltage Differential		
Year	Period	Rate
2019	JAN THRU MAR	\$0.033040
2019	APR THRU JUN	\$0.032980
2019	JUL THRU SEP	\$0.032110
2019	OCT THRU DEC	\$0.032650
2020	JAN THRU MAR	\$0.032040
2020	APR THRU JUN	\$0.033980
2020	JUL THRU SEP	\$0.031000
2020	OCT THRU DEC	\$0.030960
2021	JAN THRU MAR	\$0.026000
2021	APR THRU JUN	\$0.016000
2021	JUL THRU SEP	\$0.029980
2021	OCT THRU DEC	\$0.033900
2022	JAN THRU MAR	\$0.035010
2022	APR THRU JUN	\$0.036870
2022	JUL THRU SEP	\$0.044980
2022	OCT THRU DEC	\$0.045970
2023	JAN THRU MAR	\$0.046990
2023	APR THRU JUN	\$0.046990
2023	JUL THRU SEP	\$0.043650
2023	OCT THRU DEC	\$0.042290
2024	JAN THRU MAR	\$0.038980
2024	APR THRU JUN	\$0.042060
2024	JUL THRU SEP	\$0.047610

ENVIRONMENTAL SURCHARGE (ESC)

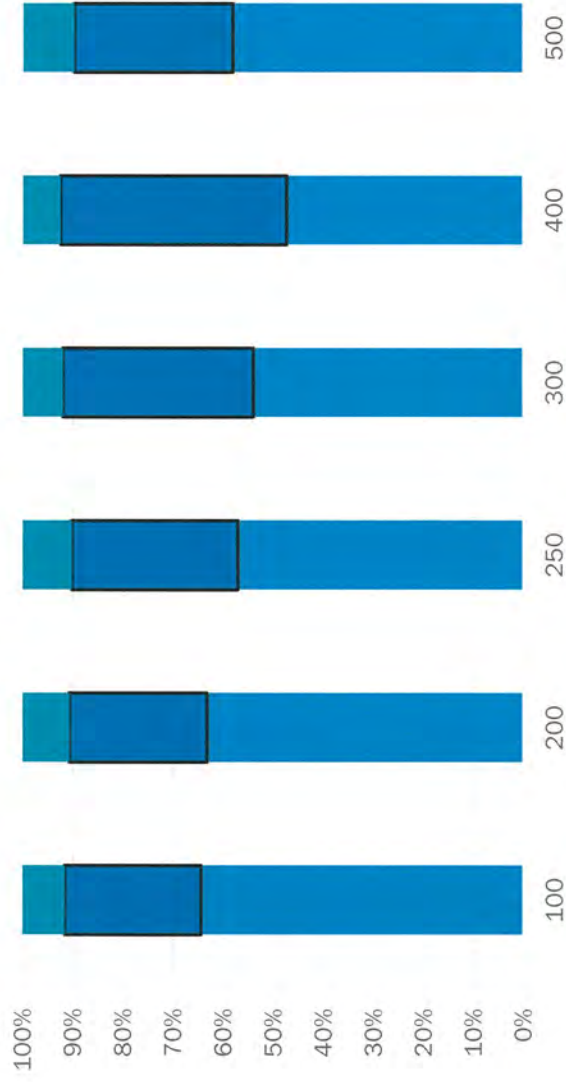
Year	ESC Debt Service
2011	\$ 1,462,500
2012	\$ 2,023,743
2013	\$ 1,776,525
2014	\$ 2,381,525
2015	\$ 5,407,982
2016	\$ 8,901,180
2017	\$ 13,516,902
2018	\$ 14,471,550
2019	\$ 14,492,031
2020	\$ 14,486,640
2021	\$ 13,261,788
2022	\$ 16,670,298
2023	\$ 16,823,590
2024	\$ 17,288,479
2025	\$ 17,598,946
2026	\$ 17,669,485
2027	\$ 17,875,665
2028	\$ 18,678,444
2029	\$ 20,023,692
2030	\$ 19,027,254

Annual Debt Service Related to the ESC

- ESC Peaks in 2029 with payoff in 2045



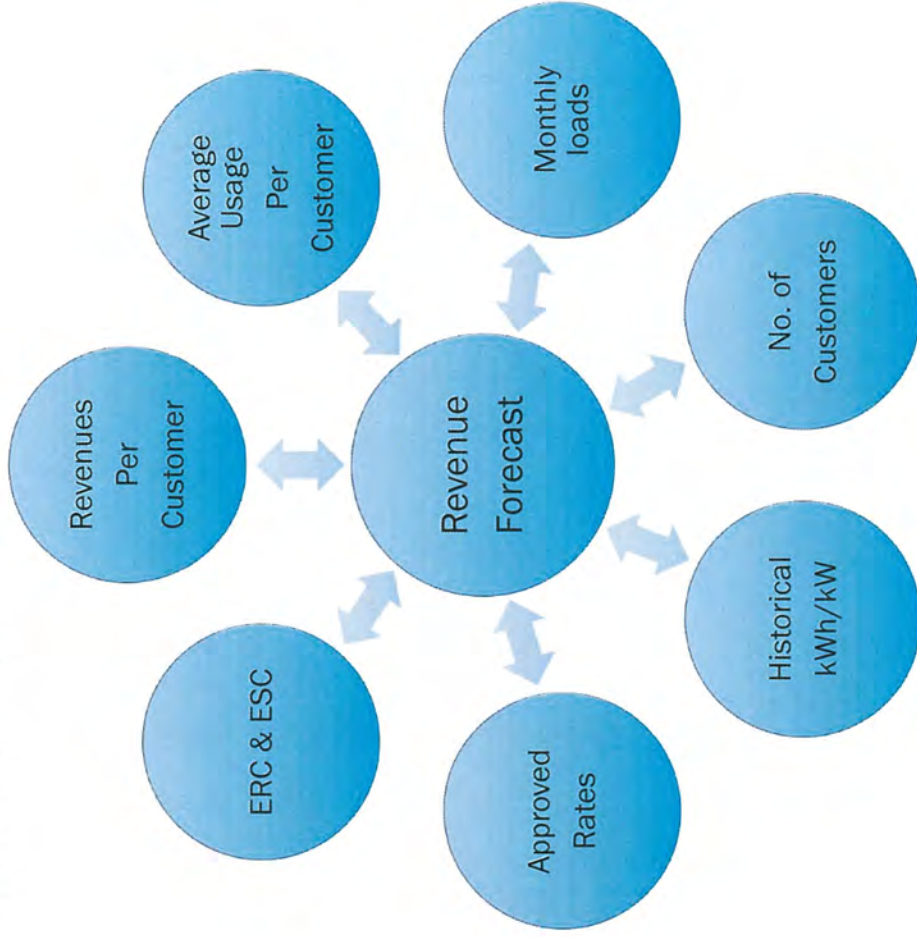
2025 BILLING COMPONENTS BY RATE CODE



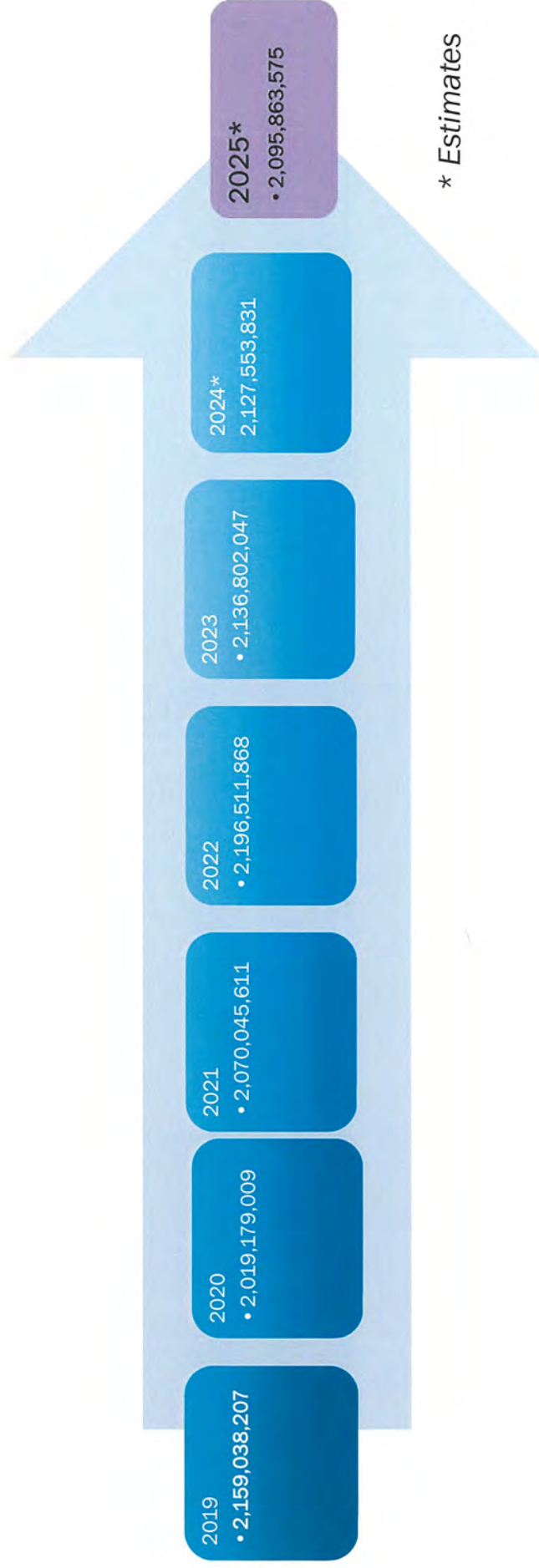
100	Residential
200	Small General Service
250	Medium General Service
300	Large General Service
400	Large Power Service
500	USD 500

■ Sum of ESC Rev
■ Sum of ERC Rev
■ Sum of Base Rate Rev

REVENUE FORECAST - INPUTS



ELECTRIC RETAIL LOAD / KWH



ELECTRIC ASSUMPTIONS

AVG NO. CUSTOMERS/BILLS

Year	Res	Small/Me d C&I	Large C&I	Large Power	USD 500
2019	59,593	6,576	25	15	85
2020	59,932	6,596	25	15	86
2021	60,500	6,653	23	14	85
2022	60,670	6,712	24	14	85
2023	61,219	6,738	26	15	85
2024	61,966	6,737	26	14	85
2025	62,266	6,786	26	14	85

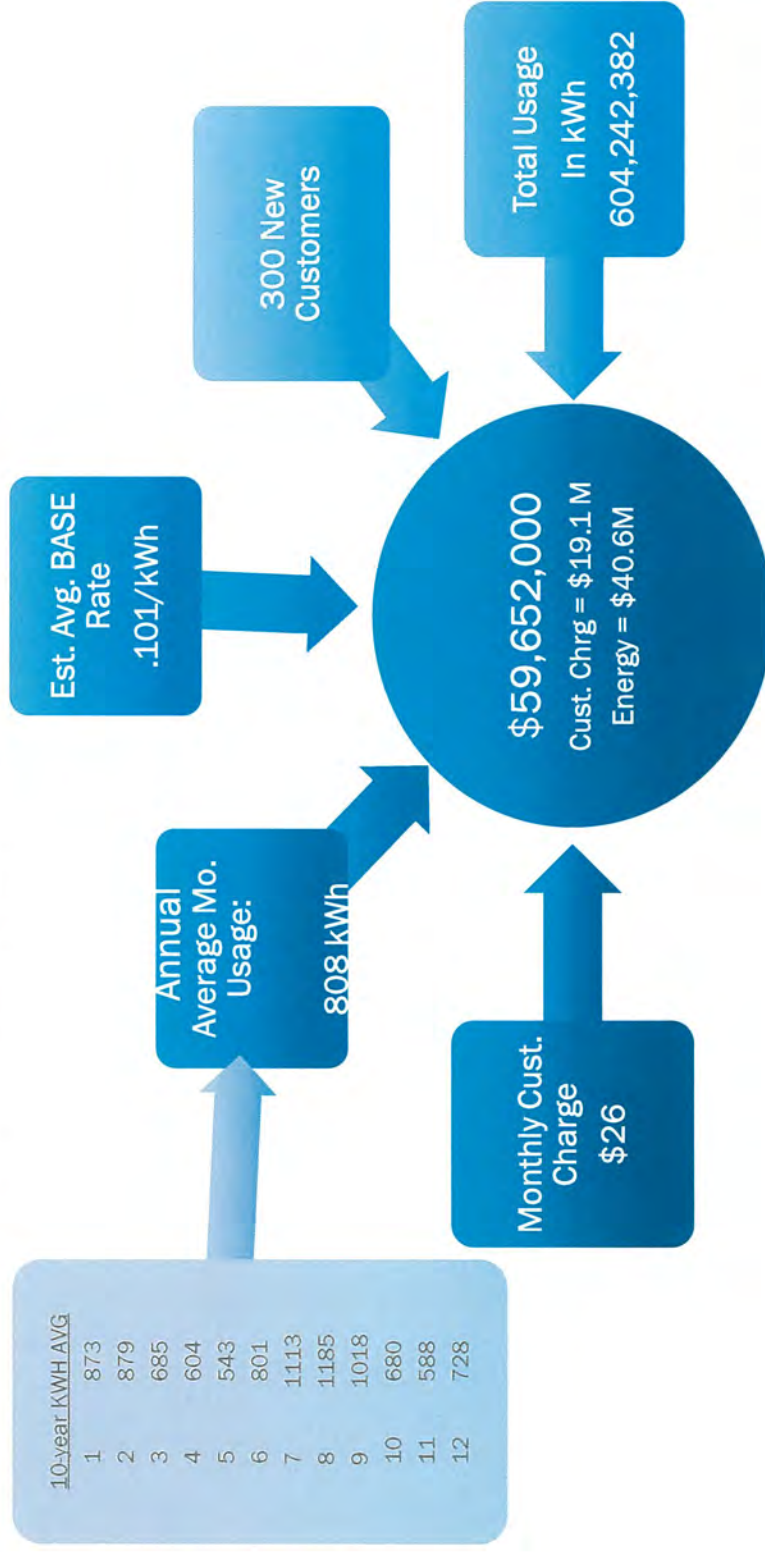
BREAKDOWN OF ELECTRIC BILL - RESIDENTIAL

BILLING COMPONENTS

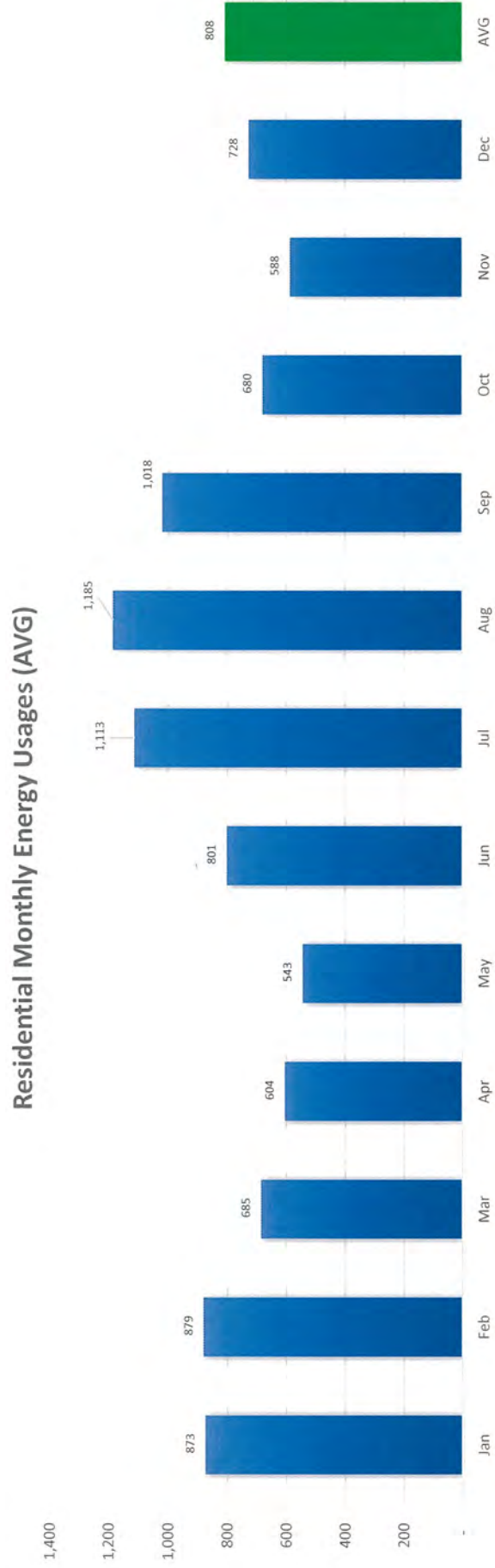
SERVICE	RATES	TOTAL
DAYS OF BILL	30	
Actual KWH	808	
Customer Charge	\$ 26.00	\$ 26.00
Energy Charge (1st 1,000 Kwh)	\$ 0.06923	\$ 55.94
Energy Charge (Next 1,000)	\$ 0.06923	\$ -
Energy Charge (All Add'l KWH)	\$ 0.06923	\$ -
ERC	\$ 0.04100	\$ 34.74
Environmental Surcharge	\$ 0.01094	\$ 8.84
Pilot	10.90%	\$ 13.68
City Tax	1.625%	\$ 2.26
County Tax	1.00%	\$ 1.39
Electric Total		\$ 142.85



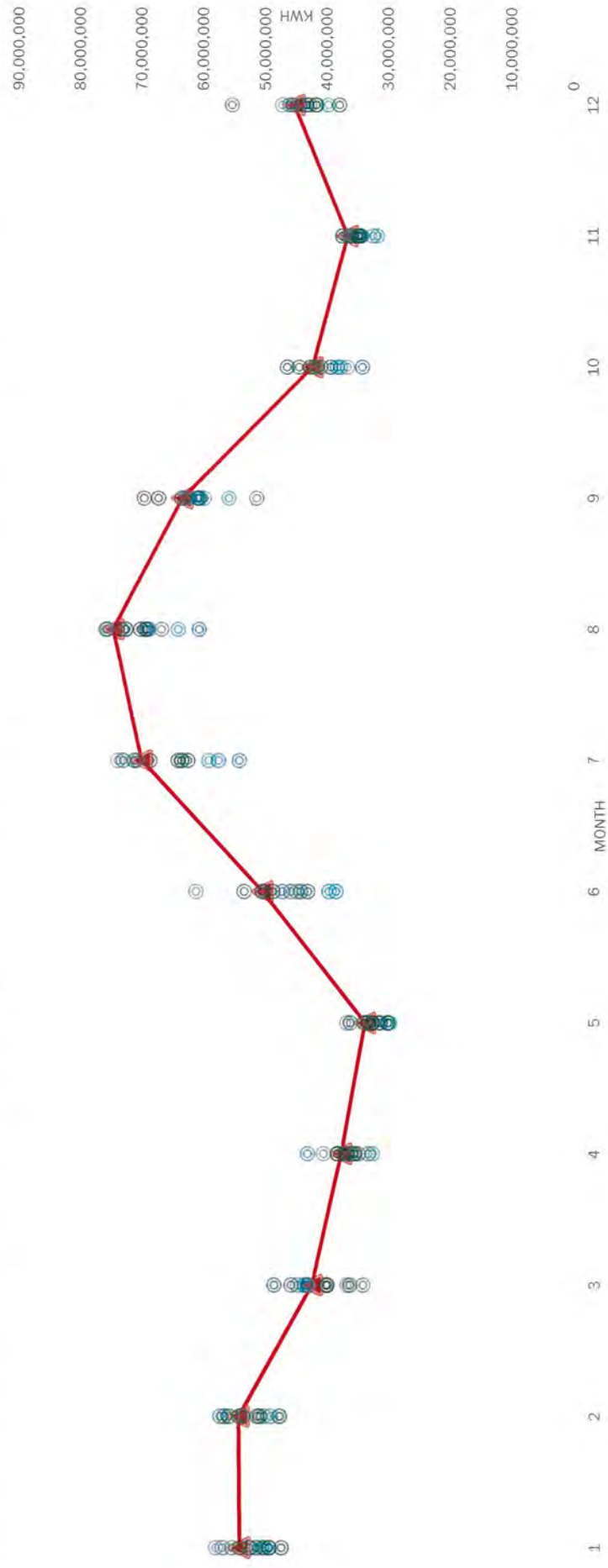
ELECTRIC RESIDENTIAL ASSUMPTIONS FOR – BASE RATES



RESIDENTIAL MONTHLY AVERAGE ENERGY (KWH) BY MONTH

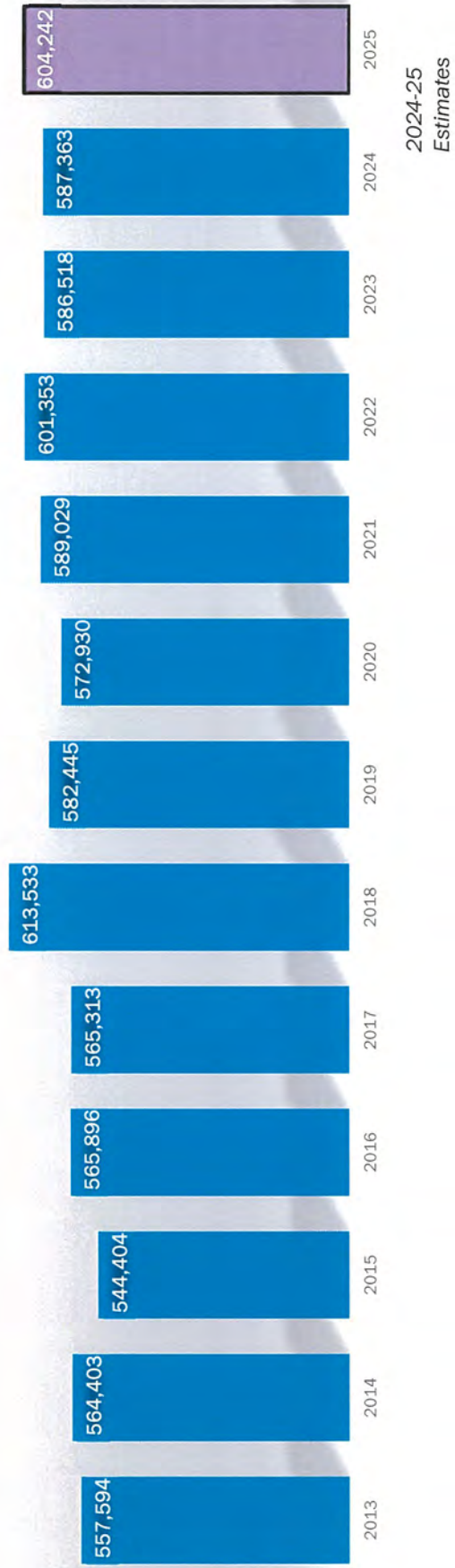


RESIDENTIAL KWH - 2013 THRU 2025 (2025 ESTIMATE = RED LINE)

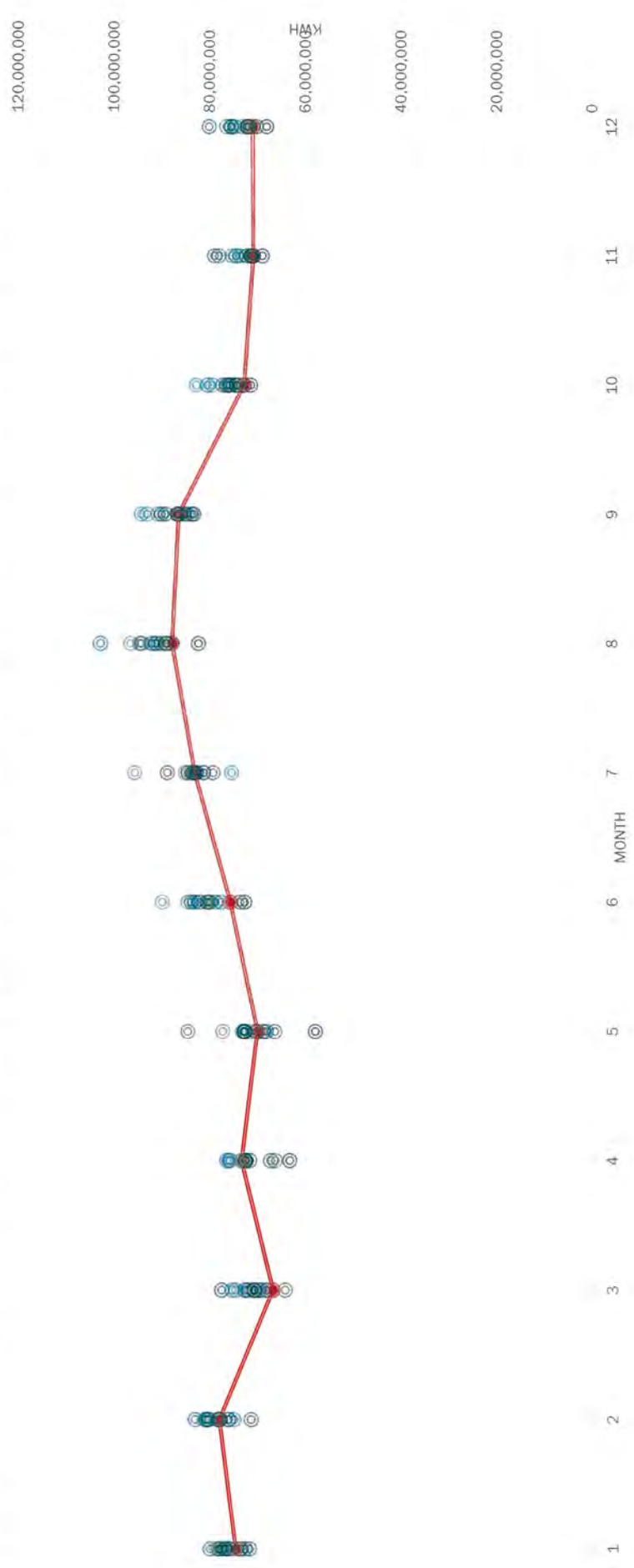


RESIDENTIAL LOAD FORECAST

MEGAWATT HOUR (MWH)



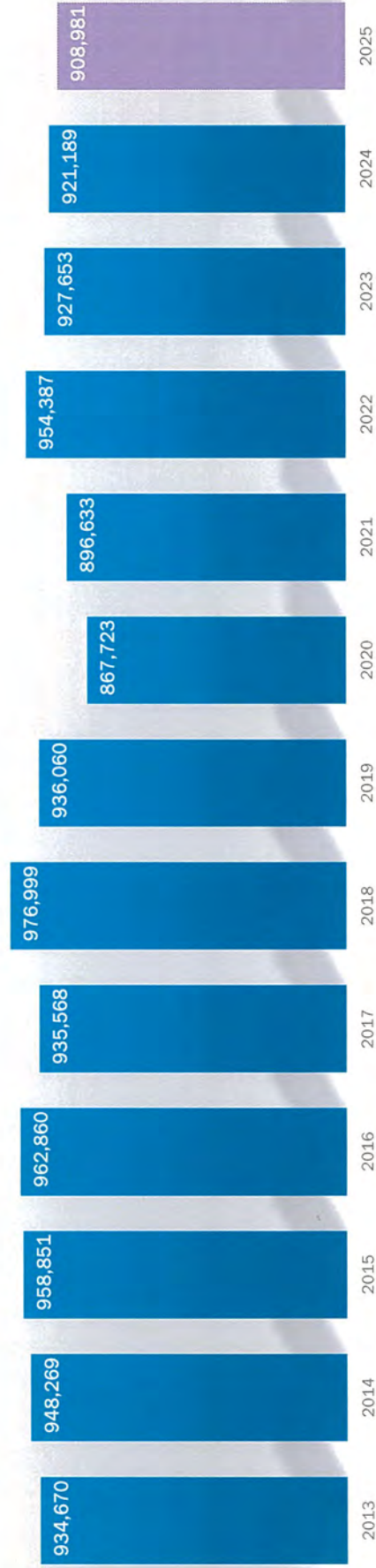
COMMERCIAL KWH - 2013 THRU 2025 (2025 ESTIMATE = RED LINE)



COMMERCIAL LOAD FORECAST

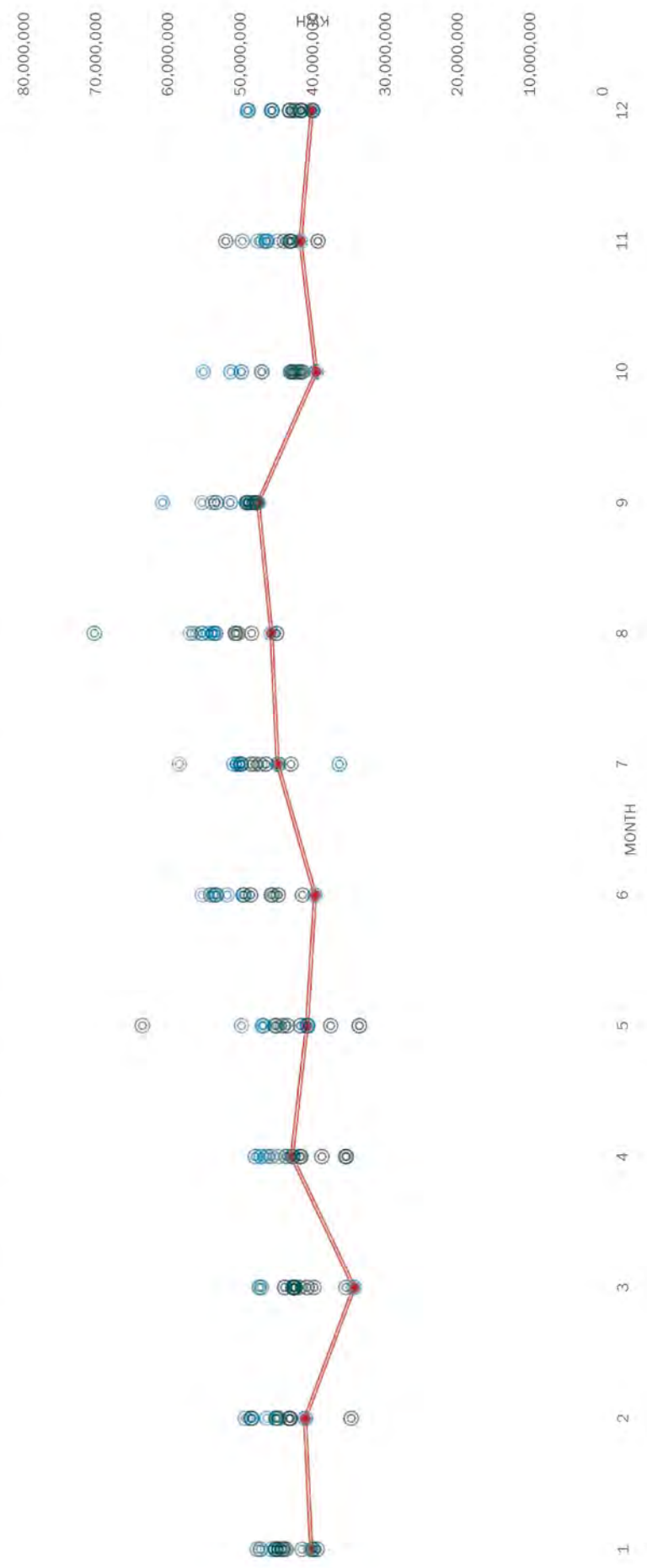
MEGAWATT HOUR (MWH)

Annual mWh - Commercial



2024-25
Estimates

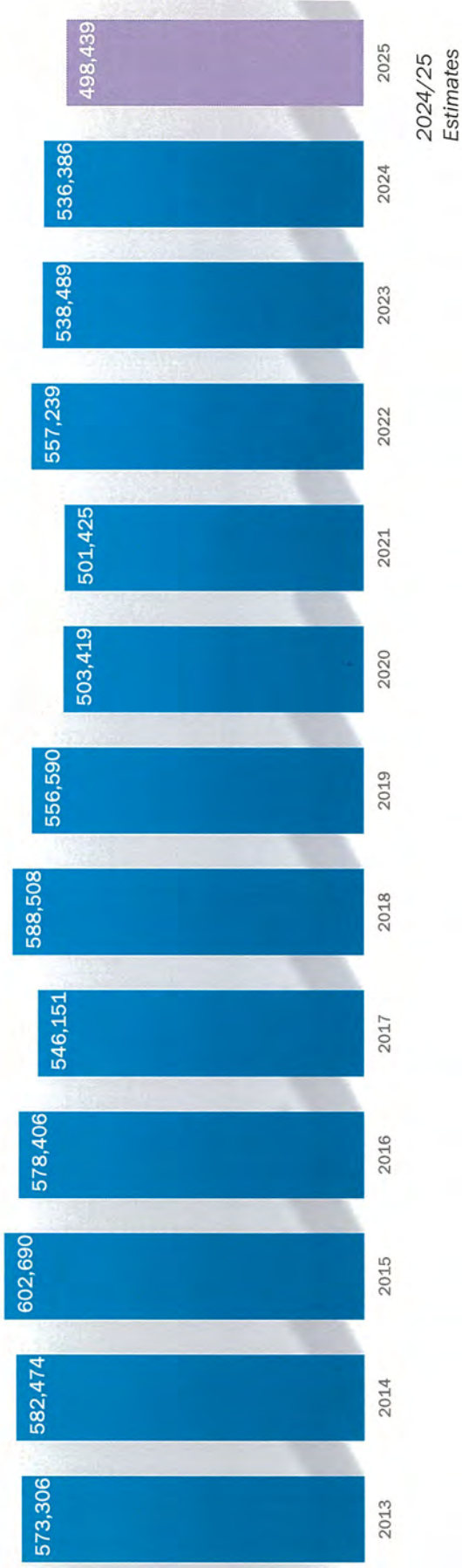
INDUSTRIAL KWH - 2013 THRU 2025 (2025 ESTIMATE=RED LINE)



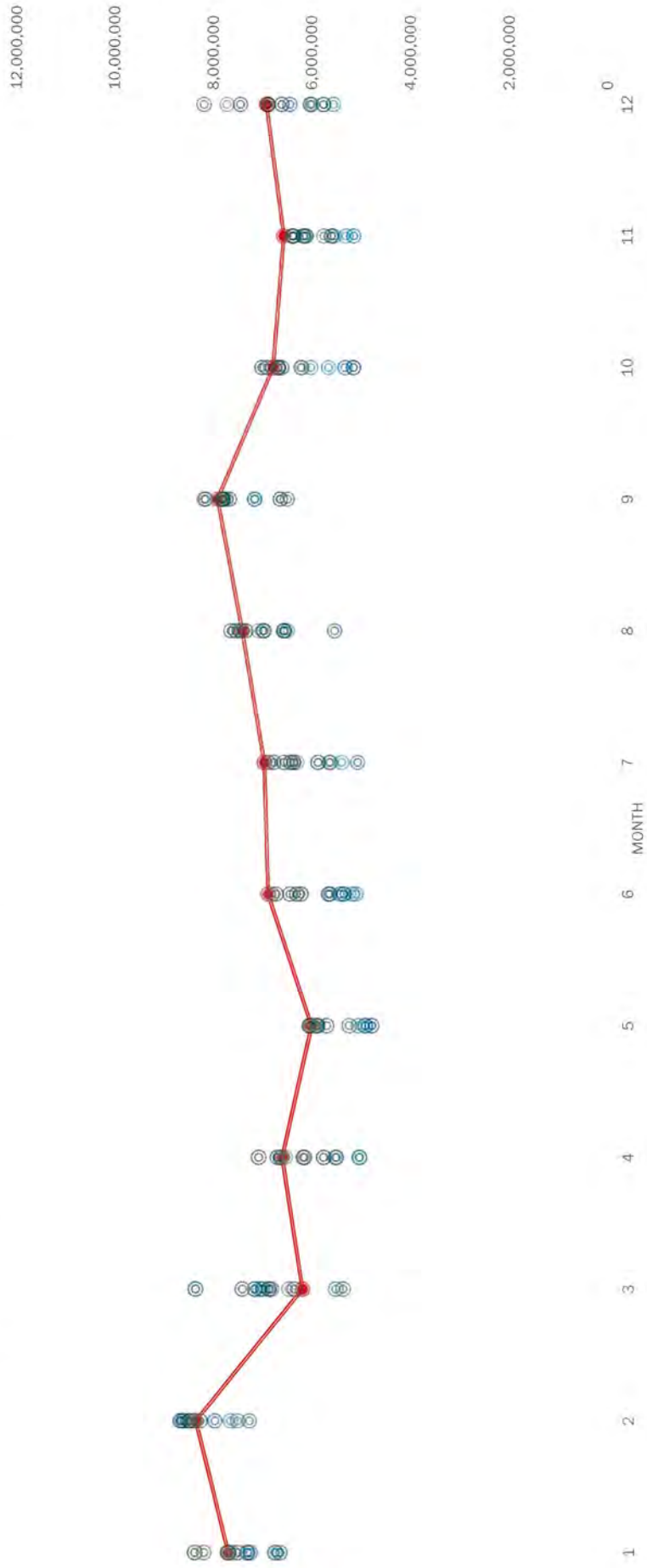
INDUSTRIAL LOAD FORECAST

MEGAWATT HOUR (MWH)

Annual mWh - Industrial



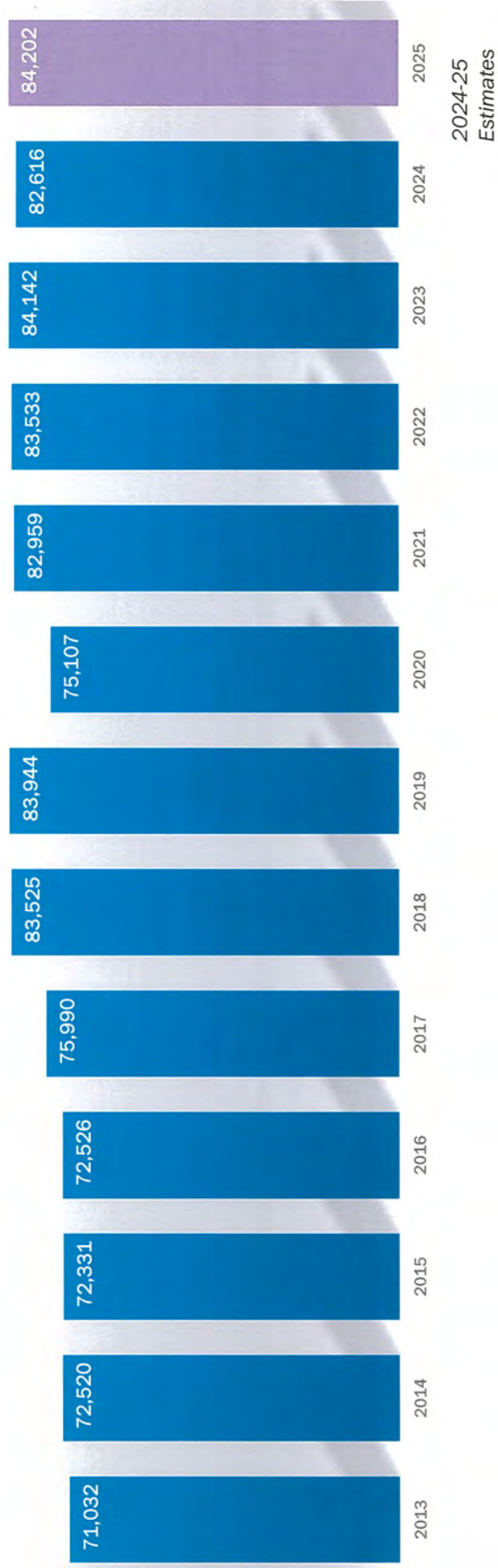
SCHOOLS KWH - 2014 THRU 2025 (2025 ESTIMATE = RED LINE)



SCHOOLS LOAD FORECAST

MEGAWATT HOUR (MWH)

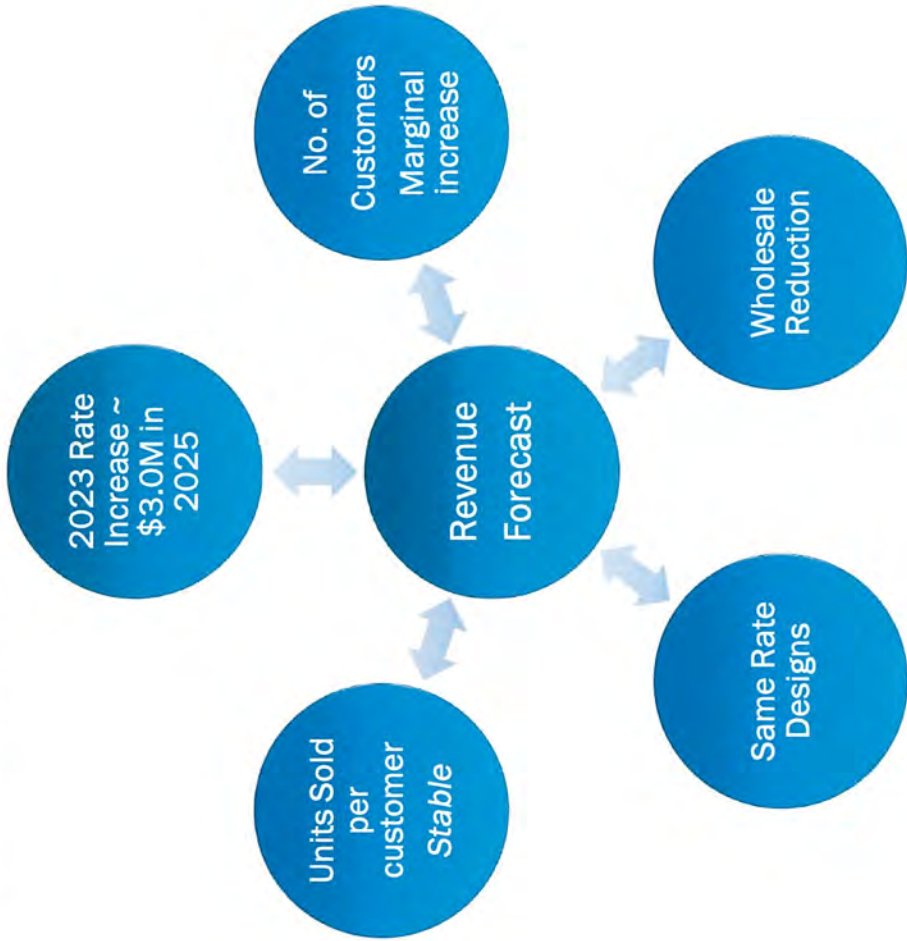
Annual mWh - Schools



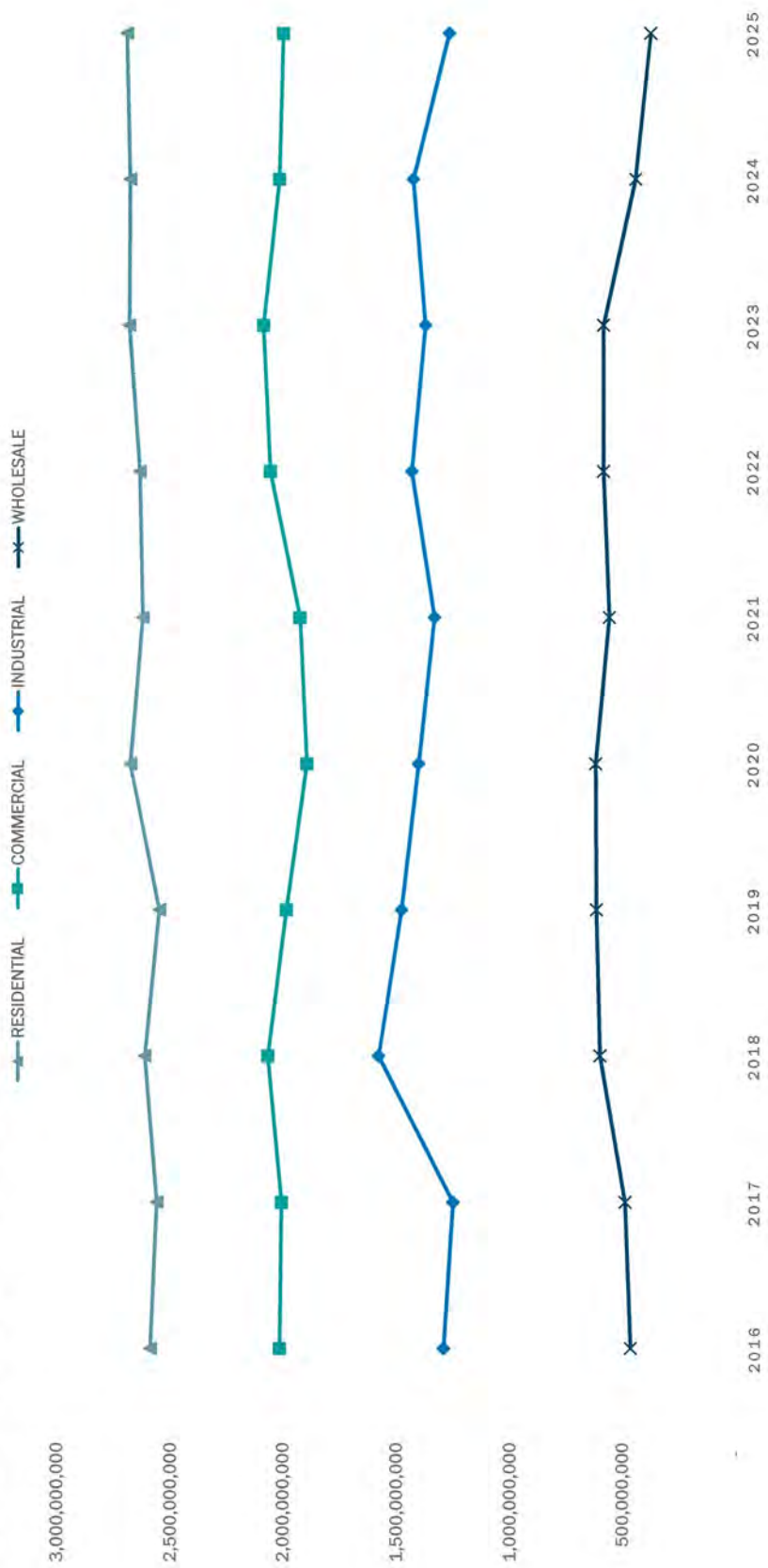
ELECTRIC ESTIMATE

Class	2024 Budget	2025 Estimate
Residential	\$88,846,000	\$91,924,000
Commercial	\$109,558,000	\$109,322,000
Industrial	\$53,140,000	\$49,437,000
Schools	\$10,451,000	\$10,841,000
Highway Lighting	\$366,700	\$369,900
Total	\$262,361,700	\$261,083,900

2025 WATER REVENUE FORECAST



WATER SALES – BY CLASS



2024 & 2025 ESTIMATES

WATER – NUMBER OF BILLS (AVERAGE +402 CUSTOMERS IN 2025)

YEAR	# OF CUSTOMERS					TOTAL
	INDUSTRIAL	COMMERCIAL	RESIDENTIAL	WHOLESALE		
2016	81	3,731	47,311	11		51,134
2017	79	3,769	47,727	11		51,586
2018	79	3,779	47,955	11		51,824
2019	81	3,785	48,506	11		52,383
2020	81	3,822	49,017	11		52,931
2021	80	3,864	49,469	11		53,424
2022	79	3,849	49,564	11		53,503
2023	77	3,873	49,856	11		53,817
2024	78	3,899	50,393	11		54,381
2025	78	3,919	50,774	11		54,783

WATER ESTIMATE

Class	2024 Budget	2025 Estimate
Residential	\$26,993,000	\$28,296,000
Commercial	\$12,710,000	\$14,375,000
Industrial	\$6,750,800	\$5,582,800
Schools	\$666,960	\$720,700
Fire Protections	\$600,000	\$595,000
Wholesale	\$1,463,000	\$1,175,000
Total	\$49,183,760	\$50,744,500



QUESTIONS / COMMENTS

