

# BOARD INFORMATION PACKET



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

**Regular Meeting of**

## **November 6, 2024**



**Gold Award  
for  
Competitiveness  
Achievement**



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## **November 6, 2024**

<b>Agenda Item #III.....</b>	<b>Approval of Agenda</b>
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<b>Agenda Item #V.....</b>	<b>Approval of the Minutes of the Regular Session of October 16, 2024</b>
<b>Agenda Item #VIII.....</b>	<b>General Manager/Staff Reports</b>



## Regular Session

November 6, 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 16, 2024
- V. Approval of the Minutes of the Regular Session of October 16, 2024
- VI. Visitor Comments
- VII. RMI – IRP Presentation
- VIII. General Manager / Staff Reports
  - i. 2024 Third Quarter Financials
  - ii. Customer Service Policy Approval – Resolution #5304
  - iii. 2024 Integrated Resource Plan (IRP) Approval – Resolution #5305
  - iv. Miscellaneous Comments
- IX. Public Comments on Agenda Items
- X. Board Comments
- XI. Adjourn







# **2024 Third Quarter Financial Results**

## **November 6, 2024**



# Financial Results

## 2024 Billed kWh (YTD September)

Electric	(CY) 2024 YTD	(PY) 2023 YTD
Residential	439,792,870	469,306,691
Commercial	744,727,242	771,504,468
Industrial	384,348,504	367,496,895
	1,568,868,616	1,608,308,054
		-2.5%

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

Residential – Down 6%    Commercial – Down 3%    Industrial – Up 5%





# Financial Results

## 2024 Billed CCF's (YTD September)

	(CY) 2024 YTD	(PY) 2023 YTD
Water		
Residential	2,626,553	2,690,612
Commercial	2,102,574	2,103,913
Industrial	1,356,488	1,409,985
	6,085,615	6,204,510
		- 1.9%

Residential – Down 2%      Commercial – Up <.5%      Industrial – Down 4%



# Financial Results

## Revenues – Third Quarter 2024

	(CY) 2024 3rd Quarter	(PY) 2023 3rd Quarter	Budget 2024 3rd Quarter	(CY) 2024 3rd Quarter
Electric	\$ 101.640	\$ 98.189	\$ 90.641	\$ 101.640
Water	17.131	16.344	16.166	17.131
Combined	\$ 118.771	\$ 114.533	\$ 106.807	\$ 118.771
			3.7%	11.2%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

Electric – Up 12%

Water – Up 6%



# Financial Results

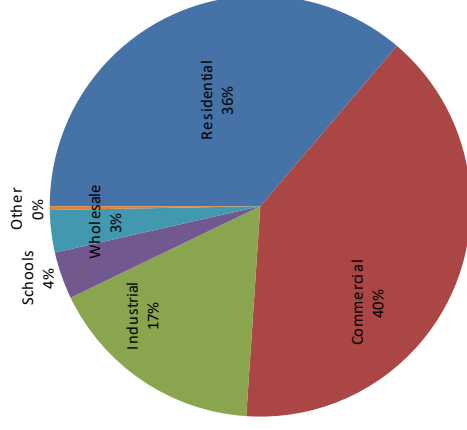
## Revenues – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 252.961	\$ 252.622	\$ 240.724	\$ 252.961
Water	43.925	41.738	42.979	43.925
Combined	\$ 296.886	\$ 294.360	\$ 283.703	\$ 296.886
				4.6%

\*\*Dollars in millions

### Variance – YTD comparing Budget to Actual for 2024

Electric:	Up 5 %	Water:	Up 2 %
Residential	\$ 3.1M	Residential	\$ 75K
Commercial	\$ 8.2M	Commercial	\$ 1.2M
Industrial	(\$ 2.3M)	Industrial	(\$ 8K)
Schools	\$ 743K	Wholesale	(\$ 84K)
Wholesale	(\$ 2.7M)		



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

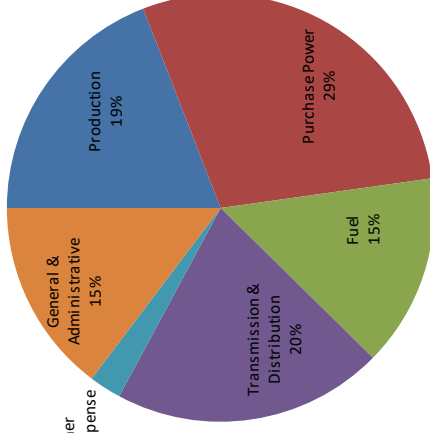




# Financial Results

## Operating Expenses – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 172.064	\$ 188.346	\$ 177.644	\$ 172.064
Water	28.731	28.390	32.230	28.731
Combined	\$ 200.795	\$ 216.736	\$ 209.874	\$ 200.795
				-4.3%
				-7.4%
				Customer Account Expense 2%



\*\*Dollars in millions

### Actual Compared to 2024 Budget

- Electric – Down 3%
- Water - Down 11%
- Combined – Down 4%





# Financial Results

## Operating Expenses – 2024 YTD less Depreciation

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 144,982	\$ 161,799	\$ 151,488	\$ 144,982
Water	22,414	22,081	26,015	22,414
Combined	\$ 167,396	\$ 183,880	\$ 177,503	\$ 167,396
				-5.7%

\*\*Dollars in millions

### Electric:

Purchased Power \$ 7.6M  
 Fuel (\$ 6.3M)  
 Production (\$ 1.2M)  
 T&D (\$ 3.2M)  
 G&A (\$ 3.1M)

### Water:

Production (\$780K)  
 T&D (\$ 1.9M)  
 G&A (\$847K)

Variance – YTD comparing Budget to Actual 2024



# Financial Results

## Change in Net Position – Third Quarter 2024

	(CY) 2024 3rd Quarter	(PY) 2023 3rd Quarter
Electric	\$ 34.780	\$ 25.135
Water	5.071	5.306
Combined	\$ 39.851	\$ 30.441

	Budget 2024 3rd Quarter	(CY) 2024 3rd Quarter
Electric	\$ 17.836	\$ 34.780
Water	3.614	5.071
Combined	\$ 21.450	\$ 39.851



\*\*Dollars in millions



# Financial Results

## Change in Net Position – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD
Electric	\$ 45.449	\$ 26.959
Water	12.226	8.821
Combined	\$ 57.675	\$ 35.780

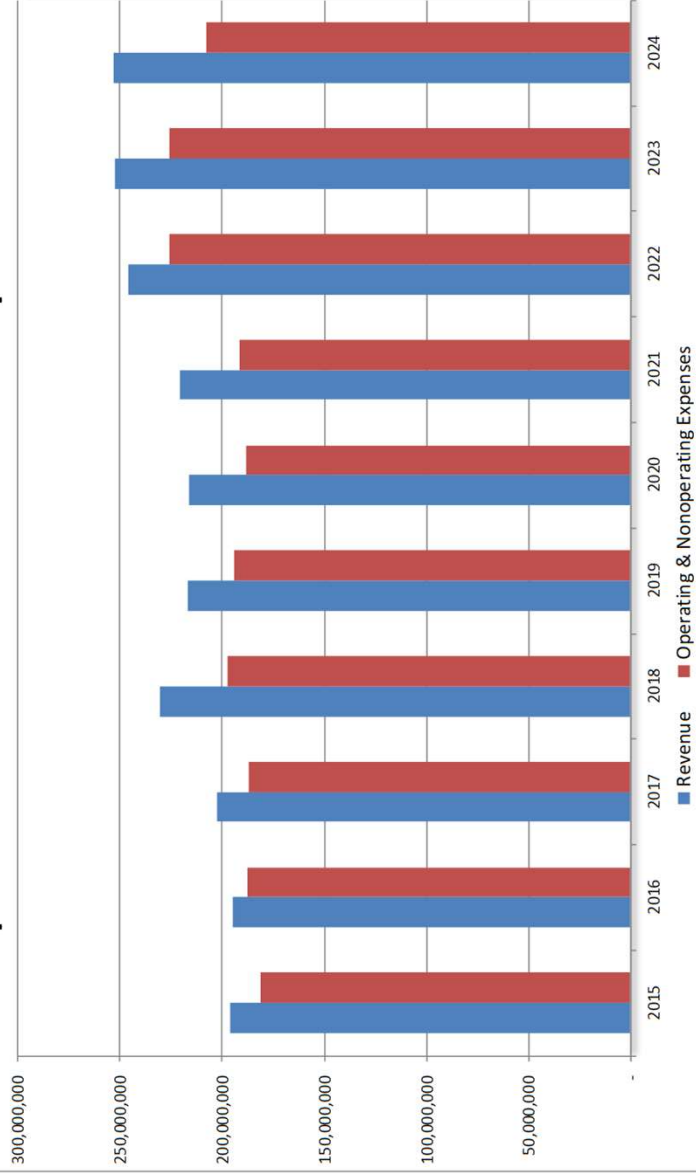
	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 27.035	\$ 45.449
Water	5.867	12.226
Combined	\$ 32.902	\$ 57.675



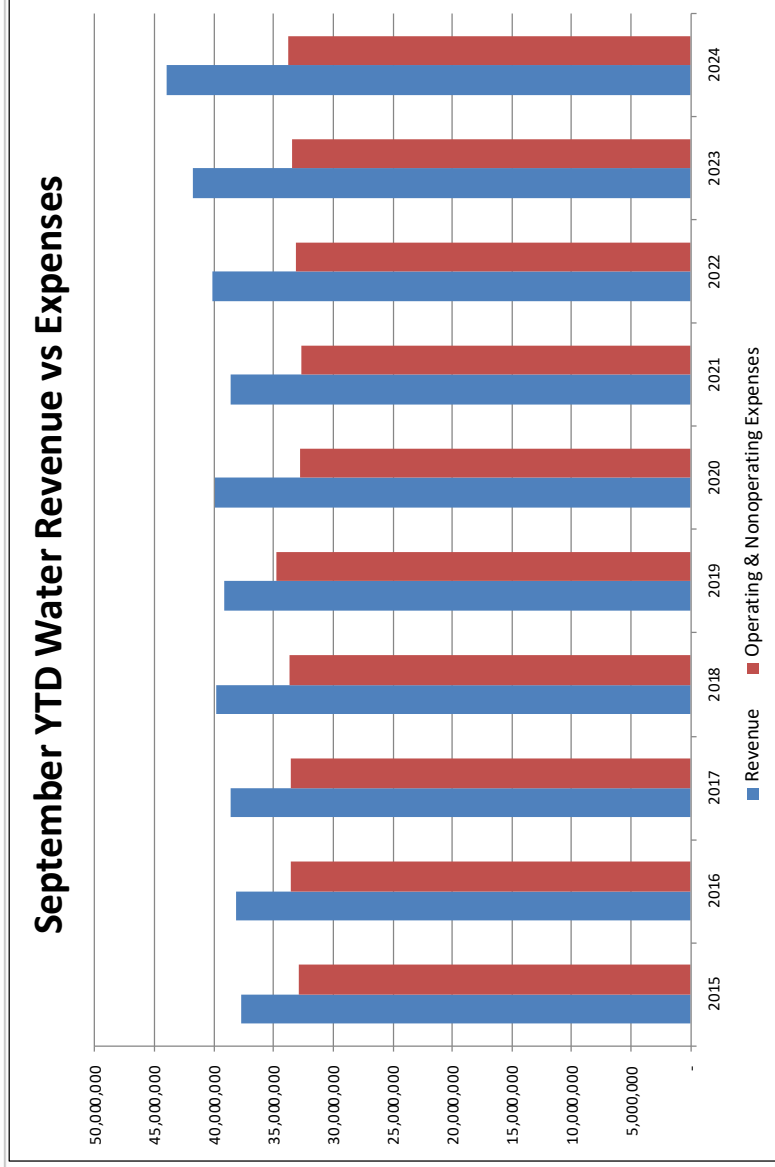
\*\*Dollars in millions

# Financial Results – 10 Year Trend

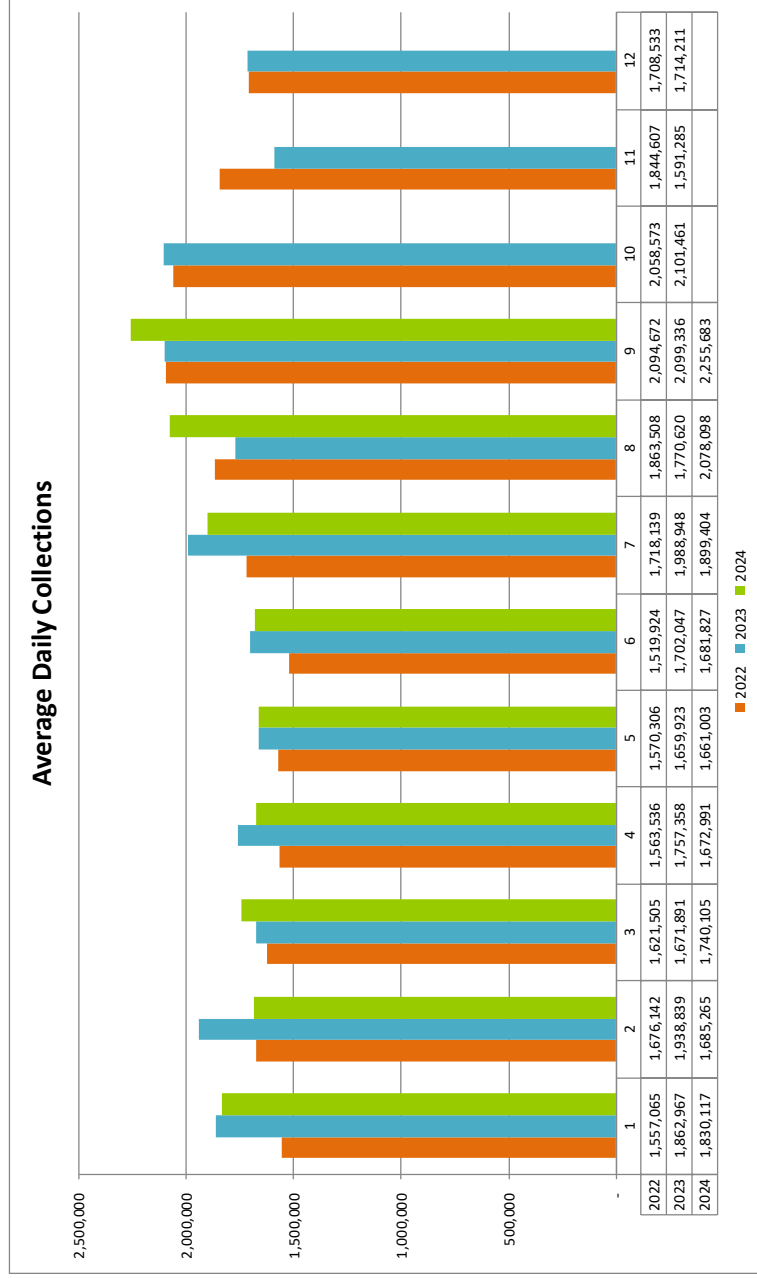
September YTD Electric Revenue vs Expenses



# Financial Results – 10 Year Trend

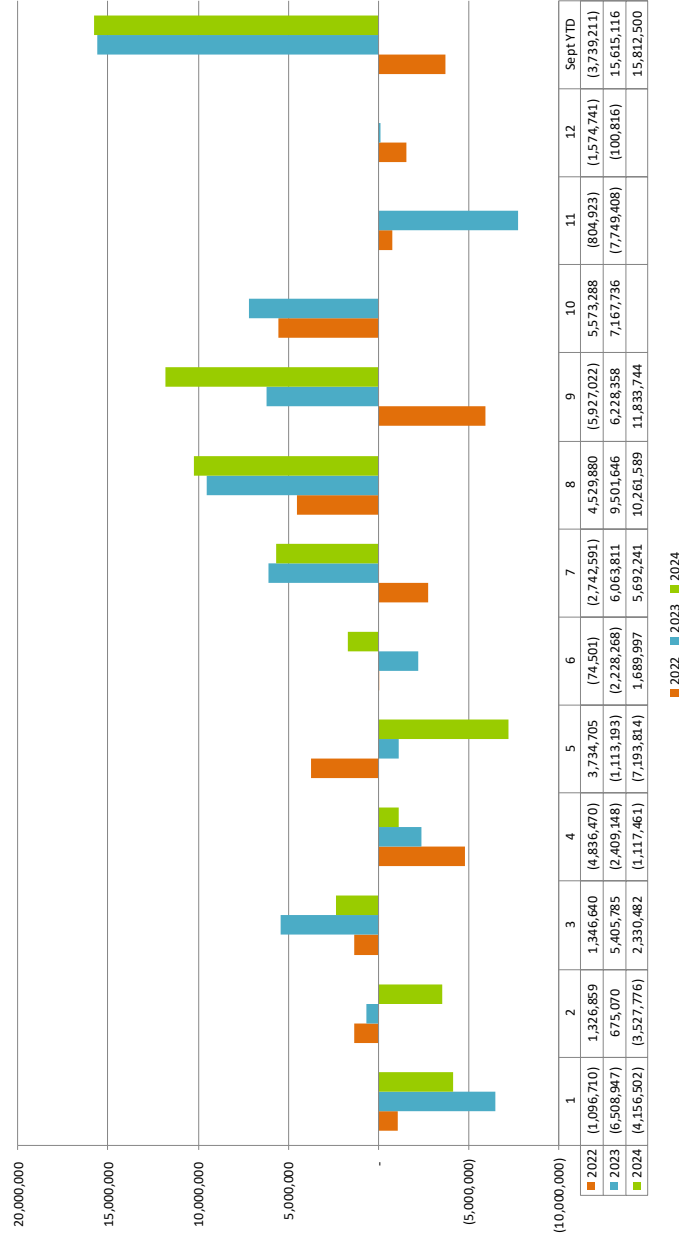


# Financial Results



# Financial Results

Historical Monthly Cash Comparison





# Financial Results

## Cash Position

	(CY) 2024 September	(PY) 2023 September	2024 August
Combined (E&W)	\$ 73.94	\$ 59.12	\$ 61.64
Days Cash-on-Hand	124	96	103

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

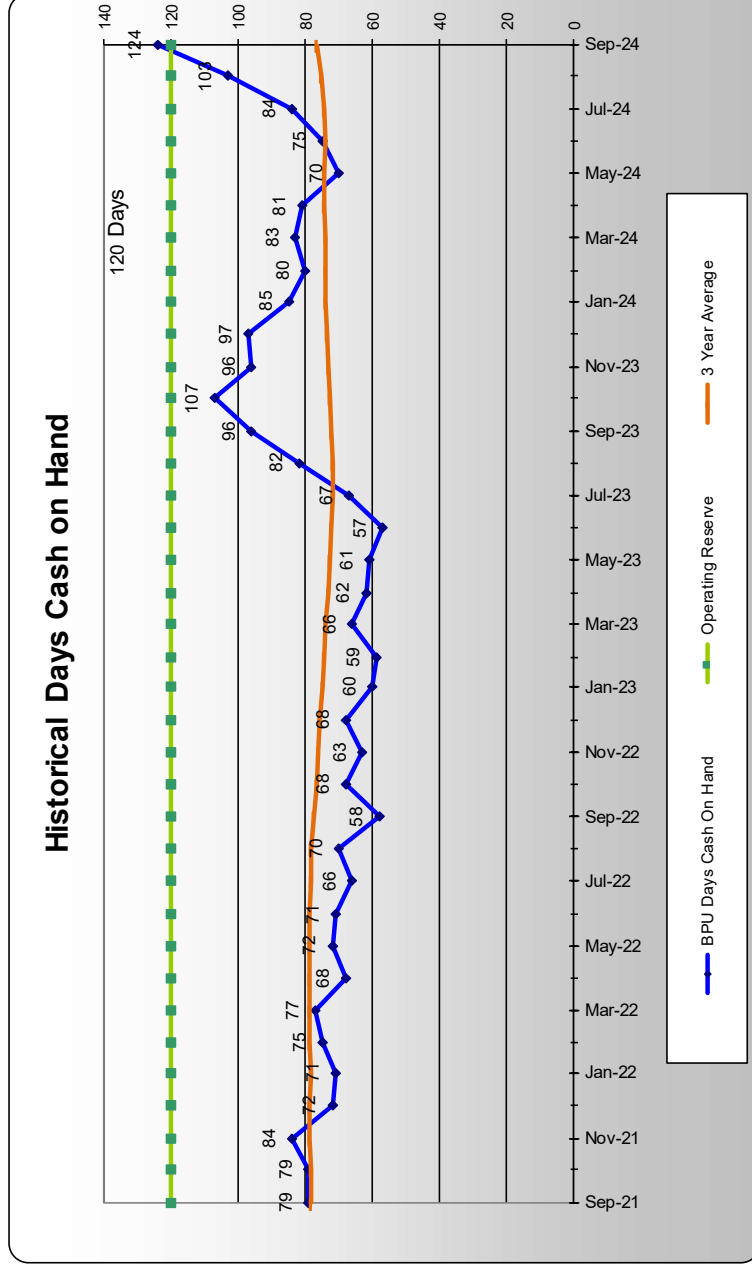
## Balance Sheet: Notables

	(CY) 2024 September	(PY) 2023 September
Fuel Inventory	\$ 8.806	\$ 5.929

\*\*Dollars in millions



# Financial Results





# Financial Results

## Capital Spending

	(CY) 2024 YTD	(PY) 2023 YTD	2024 Budget
Electric	\$ 16.16	\$ 19.14	\$ 35.58
Water	9.78	10.62	26.38
Common	3.33	2.64	5.13
<b>Total YTD Capital</b>	<b>\$ 29.27</b>	<b>\$ 32.40</b>	<b>\$ 67.09</b>
			<b>Remaining</b>
			<b>56%</b>

### Major projects in 2024:

- Annual OH & UG Construction - \$1.9M
- Annual Meter Program - \$841K
- Distribution Pole Inspection - \$1.8M
- OH & UG Transformers - \$1.7M
- 98<sup>th</sup> St OH Feeder Relocation - \$725K
- Water Distribution - \$4.6M
- Water Production - \$613K
- Water Services - \$510K

\*\*Dollars in millions



# Financial Results

## Debt Coverage

### Debt Coverage with PILOT

	(CY) 2024 September	(PY) 2023 September
Electric	2.93	2.96
Water	2.93	2.29
Combined	3.05	3.05

Financial Guideline Target  
2.0 times with PILOT

### Debt Coverage w/o PILOT

	(CY) 2024 September	(PY) 2023 September
Electric	2.21	2.23
Water	2.32	1.81
Combined	2.32	2.31

Financial Guideline Target  
1.6 times without PILOT







# 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.

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"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.

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

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"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**  
**Issuing Credit, Billing and Debt Collections for Electric and Water Service**

**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~~ one-time fee paid to start or transfer service with KCBPU.
- ~~"**Summer Months**" means... Definition needed~~
- "**Terminated Payment Arrangement Agreement**" means. ~~If the 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 Wyandotté County/Kansas City, Kansas.
- "**Usage**" means the amount of KCBPU Service(s) used by a Customer.

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**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 [RM1]:** 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).

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. If, prior to Service initiation or within 180 days after, KCBPU discovers an outstanding debt owed by a Service Applicant or existing Customer, as applicable, such Applicant or Customer must pay in full the outstanding debt as follows: (i) either prior to KCBPU accepting a Service application or upon notification (for Customer), or if requested, KCBPU shall enter into a maximum 6 month payment arrangement with the Applicant or Customer for the outstanding debt with the requirement that at least 1/6 of the outstanding debt must be paid up front. (ii) Service installation or provision is not unduly delayed due to the outstanding debt, and (iii) the 180 day timeframe following Service initiation does not apply in cases of fraud or diversion. Customers shall timely 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 [RK2]:** Will be removing the \$150 amount. Keeping the 180 days and the fraud and diversion sections. The customer can either pay an outstanding debt upfront or start a payment arrangement to pay it over up to 6 months. The initial payment (1/6 of outstanding balance) will be due at the start of the payment arrangement. Rose will provide updated language.

**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.~~



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.

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.

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~~ or Services will be ~~reverted~~ terminated.

**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 ~~a~~ Applicant. 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.

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 ~~s~~Service Applicant application shall have a deposit assessed to its account based on the electric and water utility related ~~e~~Charges only, over the past 12 months at the location to be serviced. The ~~a~~Non-Residential ~~s~~Service ~~a~~Applicant 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 ~~a~~Applicants 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.~~

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**



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

**PC-200-001**

**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, provided that such delinquencies were discovered by KCBPU within 180 days after Service initiation at the Service location. When a Secondary Account Holder is added to an account, they must acknowledge to KCBPU 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) . If, within 180 days after a Secondary Account Holder is added to an existing account, KCBPU discovers an outstanding debt owed to KCBPU by the Secondary Account Holder, KCBPU shall notify the Secondary Account Holder of the debt, and: (i) such outstanding debt must be immediately paid; or (ii) the Secondary Account Holder must enter into a maximum 6 month payment arrangement where 1/6 of the debt must be paid up front; or (iii) if neither (i) nor (ii) occurs within 5 business days of the notice to the Secondary Account Holder, then KCBPU shall notify the Primary Account Holder of the removal of the Secondary Account Holder. 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.

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).

**Commented [RK5]:** Discussion on cross responsibility for the Secondary being responsible for the Primary, but the Primary does not become responsible for the Secondary's bad debt.

Discussed saying to remain a Secondary any bad debt found in 180 days would need to be paid or they will be removed as a Secondary or blocking individuals from becoming a Secondary if they have outstanding debt.

Rose will provide language to support

**7.02 Unauthorized Unknown User/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-Unknown User/Tenant~~ notification to the Customer and require the Customer to apply for KCBPU Service by the date identified in the notification.

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.

~~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 or entitled to 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 ~~s~~Services 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 ~~e~~Charges, 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 ~~f~~orce ~~m~~ajeure ~~e~~Event, 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 eCustomer's location is not permitted.

**10.05**      ***Waiver of Late Payment Charge for Customers in Special Circumstances:***      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 Customer's primary residence. Documented proof of income must be provided to KCBPU with an application. If an aApplicant 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-presentation and collection.

The eCustomer 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 eCustomers; (ii) ~~f~~inaled or disconnected accounts; or (iii) where diversion or fraud has occurred; ~~F~~inaled accounts; (iv) if eService is currently ~~d~~isconnected or scheduled for disconnection that day; or (v) a ~~r~~eturned item.

~~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 eCharges may be applied to all past due amounts.

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.

**Commented [RM6]:** 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?

**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 eService(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 dDue 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 eService(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 sService, ~~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.~~

15.01 Cold and Hot Weather Disconnection Rule:

**15.00 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 sService for non-payment of bills. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM.

~~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.

**Commented [RM7]:** 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?

**Commented [RM8R7]:** 10-09-24: The substantive issue for the Board is whether to add "to be at or" above 95 degrees on the Warm Weather Rule. No longer need to deal with wind chill language; not being proposed.

**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 Balance 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 eCustomers 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 eCustomer electing to return to postpaid service may have the same payment plan options as other rResidential eCustomers 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
	Name	Title		
<b>1.00</b> <b>11-1-2022</b>	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
<b>1.01</b> <b>xx-xx-xxxx</b>	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Description of Changes:	<p><b>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</b></p> <p><b>Deleted sections: 7.04, 9.00, 9.01</b></p> <p><b>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.</b></p>			
Resolution Number				
General Manager Signature/Date				

# 2025 CAPITAL BUDGET

OCTOBER 16, 2024



## CRITERIA FOR BUDGET

Improve Customer Service

Improve Operational Efficiency

Improve System Reliability

Reduce Operating Costs

5 year CIP & recent rate study's are used to guide the capital budget process



# 2025 ELECTRIC OPERATIONS

## Electric Distribution - \$12,257,000

Major Projects:

Distribution Pole Inspection & Replacement	\$ 4,028,000
15kV Overhead Feeder Rebuild Program	\$ 929,000
Annual Overhead Construction	\$ 1,850,000
Annual Underground Construction	\$ 2,200,000
Piper Overhead Feeders Project	\$ 1,250,000
Levee Rebuild Project	\$ 500,000
Misc. Distribution Projects	\$1,500,000





## 2025 ELECTRIC OPERATIONS

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### Electric Transformers - \$ 3,700,000

Overhead Transformers \$ 600,000

Underground Transformers \$ 3,100,000

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### Electric Meters - \$ 900,000

Electric Meter Replacement \$ 900,000

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# 2025 ELECTRIC OPERATIONS

## Electric Substations - \$ 736,200

Major Projects:

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Substation Breakers	\$ 120,000
Substation Relays	\$ 191,200
Substation Improvements	\$ 200,000
Fisher Sub Decommission	\$ 200,000
Substation Battery Upgrades	\$ 25,000



# 2025 ELECTRIC OPERATIONS

## Electric General Construction - \$1,686,000

Work Equipment	\$ 1,140,000
Automobiles	\$ 240,000
Electric Ops Radio	\$ 126,000
Electric Ops Tools	\$ 105,000
Electric Ops Technology	\$ 50,000
Furnishing & Equipment	\$ 25,000



# 2025 ELECTRIC OPERATIONS

## Sources of Funding – Elec. Operations

Cash	\$ 19,194,200
EDA Grant	\$ 1,250,000
Total	\$ 20,444,200



# 2025 ELECTRIC PRODUCTION

## Nearman N1 Power Station – \$ 6,734,500

### Major Projects:

N1 PJFF Bags & Cages Replacement	\$ 1,590,000
N1 SCR Catalyst Layer / N1 SCR Doors	\$ 1,674,500
N1 No. 5 FWH Replacement	\$ 350,000
N1 Steam Inert Piping Modification	\$ 250,000
N1 Flame Scanners	\$ 360,000
N1 Cooling Tower Batteries	\$ 20,000
N1 Drum & Heater Instrument Upgrade	\$ 130,000





# 2025 ELECTRIC PRODUCTION

## Cont. Nearman N1 Power Station – \$ 6,734,500

Major Projects:

N1 CDS Reactors Structure/Liner Repair/Replacement	\$ 250,000
N1 AQC Air Slide Blowers	\$ 150,000
N1 ID Fan VFD Control Upgrades	\$ 155,000
N1 Isophase Upgrade	\$ 170,000
N1 AQC transformer to 5KV bus tie	\$ 285,000
N1 Boiler Chemical Clean Feed System Upgrade	\$ 750,000
N1 DCS Evergreen - Upgrade	\$ 600,000



# 2025 ELECTRIC PRODUCTION

## Nearman N1 Common – \$ 825,000

Major Projects:

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NC Coal Conveyor Belt Replacement	\$ 125,000
NC Coal Handling Equipment & Structure Assessment/Repairs	\$ 300,000
NC Pan Feeder	\$ 400,000

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# 2025 ELECTRIC PRODUCTION

## Nearman CT4 – \$ 1,100,000

Major Projects:

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CT4 Primary & Secondary Spare Fuel Nozzles	\$ 900,000
CT4 Control System Upgrade	\$ 200,000

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# 2025 ELECTRIC PRODUCTION

## Quindaro CTs 2 & 3 – \$ 2,780,000

Major Projects:

CT2 Control System Upgrade	\$ 1,250,000
CT3 Control System Upgrade	\$ 1,250,000
CT2 GSU & Bus Work Recondition	\$ 250,000
CT2 Batteries	\$ 15,000
CT3 Batteries	\$15,000



# 2025 ELECTRIC PRODUCTION

## Other Electric Production Capital – \$ 2,921,277

Major Projects:

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QC Levee Improvements per COE	\$ 150,000
Dogwood Cap Expense	\$ 2,741,277
Electric Production Auto	\$ 30,000

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# 2025 ELECTRIC PRODUCTION

## Sources of Funding – Electric Production

Total Cash    \$ 14,360,777

## 2025 WATER CAPITAL

### Water Work Equipment – \$ 663,000

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• Water Automobiles	
• 1 Pump Tender Truck 513	\$136,000
• 2 Water Quality Truck 590, 589	
• Water Tools	
• Valve Operators for Crews	\$100,000
• Tapping Equipment for Water Mains	
• Water Work Equipment	
• Aerial Crane Truck 518	\$427,000
• Tapping Truck 547	





## 2025 WATER CAPITAL

### Water Transmission & Storage - \$ 7,633,100

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Argentine 4 MG Reservoir Improvements (KDHE)	\$ 1,550,000
Water Transmission Main & Valve Improvements (Cash)	\$ 625,000
Parallel Pump Station Electrical Improvements (KDHE)	\$ 2,580,000
Kansas River Crossing (KDHE)	\$ 2,000,000
Transmission Main 98 <sup>th</sup> and Parallel (KDHE)	\$ 500,000
Remove Old Water Tower at 38 <sup>th</sup> and Parallel (Cash)	\$ 150,000
Other Misc. Transmission	\$ 228,100

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# 2025 WATER CAPITAL

## Water Distribution - \$ 10,005,000

Major Projects:

UG/CMIP Water Dist. Projects	\$ 750,000
Aged Water Main Replacement (EPA Grant)	\$ 5,000,000
Water Dist. System Improvements	\$ 1,000,000
Water Dist. System Relocations	\$ 285,000
Water Dist. Valve Improvements	\$ 600,000
Water Service Replacement	\$ 708,000
Water Fire Hydrant Program	\$ 500,000
Corrosion Control Anode Installations	\$ 250,000
Transmission Water Main Inspection	\$ 150,000
Misc. Distribution	\$ 912,000





# 2025 WATER CAPITAL

## Water Production Projects - \$ 1,756,900

Major Projects:

Raw Water Pump Rehab	\$ 750,000
Water Basin Impyovement	\$ 636,900
NWTP Emergency Generator	\$ 200,000
Water Control System Improvement	\$ 115,000
Misc. Projects	\$ 55,000
• Electrical and Mechanical Improvements	



# 2025 WATER CAPITAL

## Sources of Funding - Water

Cash	\$ 8,047,100
KDHE Loan	8,480,000
EPA Grant	<u>5,000,000</u>
Total	\$ 21,527,100



## 2025 ELECTRIC SUPPLY

### Electric Supply - \$394,940

#### EMS Operations Control Map Board

Services	\$ 101,393
Supplies	\$ 293,547
<b>Project Total</b>	<b>\$ 394,940</b>



## 2025 COMMON

### HR / Admin Services / Common Facilities - \$919,300

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Vehicles – Painters, Plant Carpenters, Facility Manager	\$ 180,000
540 Minn. – Facilities	\$ 160,000
540 Minn. - Grounds	\$ 55,000
Admin Services - Technology	\$ 389,800
Security Improvements	\$ 25,000
HR Security	\$ 50,000
Other Common Facilities	\$ 59,500

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## 2025 WATER FACILITIES

### Water Facilities - \$563,100

Water Engineering – Facilities	\$ 230,000
Facility Improvements	
• Elevator – Phase 2 after lightening strike \$182,000	
Water Operations – Facilities	\$ 154,000
Security \$71,000	
• Cameras replaced in Storeroom \$25,000	
• Guard Shack updated with bullet proof glass \$40,000	
Nearman Water – Facilities	\$ 179,100
Facility Improvements	
• Replacement of glass block windows \$67,100	
Security	
• Fencing around basins \$20,000	





# 2025 ELECTRIC FACILITIES

## Electric Facilities - \$932,500

Electric Operations – Facilities	\$ 650,000
Facility Improvements	
• Canopy Replacement \$420,000	
Security	
• Storeroom Cameras & Entrance Gate \$120,000	
Nearman Plant – Facilities	\$ 260,000
• Security – Storeroom Cameras & Entrance Gate \$180,000	
Misc. Electric Facilities	\$ 22,500



# 2025 ENTERPRISE TECHNOLOGY

## Enterprise Technology Projects - \$3,765,000

### Application Development Projects

Advanced Meter Infrastructure (AMI) Development	\$	25,000
App Dev System Enhancements	\$	230,000
Business Intelligence Analytics Development	\$	150,000
Business Portal Development	\$	25,000
Cloud Services Development	\$	75,000
Customer Information System Development	\$	375,000
Electronic Document Management System	\$	20,000
Enterprise Asset Management Maximo Cloud ver. 9	\$	550,000
Enterprise Resource Planning Fusion Cloud Development	\$	150,000
Enterprise Service Bus Development	\$	250,000





# 2025 ENTERPRISE TECHNOLOGY

## Enterprise Technology Projects – Cont.

### Application Development Projects (continued)

Enterprise Wireless Mobility	\$	50,000
Geospatial Information System (GIS) Enhancements	\$	150,000
General Systems Enhancements	\$	225,000
Human Capital Management (PeopleSoft) Enhancements	\$	100,000
Maximo Mobile (Enterprise Asset Management Mobility)	\$	250,000
Meter Data Management System Development	\$	50,000
Quality Assurance Automation	\$	30,000
Utility Ops Technology Development	\$	185,000

## Enterprise Technology Projects – Cont.

### Network and Infrastructure Projects

Analog to Digital Services	\$	75,000
Cyber Security Improvements	\$	65,000
Desktop/Network Development	\$	195,000
Disaster Recovery (DR) Infrastructure	\$	155,000
DR for Development	\$	40,000
DR for Security	\$	50,000
Identity and Access Management	\$	25,000
Interactive Voice Response (IVR) Service Development	\$	120,000
Mobile Device Management (Tablet, Laptop, etc.)	\$	80,000
Virtual Desktop Deployment	\$	<u>70,000</u>
Enterprise Technology Total	\$	3,765,000



# 2025 CAPITAL FUNDING SOURCES

<u>Division</u>	<u>EDA Grant</u>	<u>EPA Grant</u>	<u>KDHE</u>	<u>Cash</u>	<u>Project Total</u>
Electric Operations				\$ 19,194,200	\$20,444,200
Electric Production	\$ 1,250,000			14,360,777	14,360,777
Electric Supply				394,940	394,940
General Management				2,699,900	2,699,900
Human Resources				50,000	50,000
Information Technology				3,765,000	3,765,000
Water		5,000,000	8,480,000	8,047,100	21,527,100
<u>Utility Summary Total</u>	<u>\$ 1,250,000</u>	<u>\$ 5,000,000</u>	<u>\$ 8,480,000</u>	<u>\$ 48,511,917</u>	<u>\$ 63,241,917</u>





**REGULAR SESSION –WEDNESDAY, OCTOBER 16, 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 Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

**Item #4– Approval of the Minutes of the Work Session of October 2, 2024**

A motion was made to approve the minutes of the Work Session of October 2, 2024, by Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

**Item #5– Approval of the Minutes of the Regular Session of October 2, 2024**

A motion was made to approve the minutes of the Regular Session of October 2, 2024, by Mr. Parker, seconded by Ms. Mulvany Henry, and unanimously carried.

**Item #6– Visitors Comments**

Ms. Fannie Hill, expressed her thoughts about the PILOT fee.

Ms. Mulvany Henry explained there is a charter ordinance that allows the Unified Government (UG) to collect a PILOT fee from the utility and allows the UG to set that percentage rate each year. She also spoke to how the money is allocated within the UG budget.

Ms. Louise Lynch, Kansas City, KS, commented on the PILOT fee and the community’s need for relief.

Mr. Thomas Gordon, Wyandotte County, inquired about the status of BPU and spoke about future resolutions.

Ms. Carmen Brooks, 2609 N 18<sup>th</sup> St., spoke about her account status, her thoughts about the customer service process, and her solar panels.

Ms. Bobbie Joseberger (sp?), 1130 Troup Ave., spoke with Customer Service personnel outside of the room regarding her account.



**REGULAR SESSION –WEDNESDAY, OCTOBER 16, 2024**

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Mr. Ty Gorman, 2843 Parkwood Blvd, spoke about the UG charges on the BPU bill and BPU seeking federal dollars to help with energy efficiency in the community.

Ms. Cece Harlin, Wyandotte County, made comments regarding legal counsel and the PILOT fee.

Ms. Gustene Green spoke about her monthly bill.

Ms. Sylvia Watson, Wyandotte County, commented on the UG storm water charge for her vacant lots.

Dr. Alma Rosas-Hall, Kansas City, KS, expressed comments about BPU and the UG working together for the community.

Ms. Sara Lynch, Wyandotte County, spoke about separating the BPU and UG bills and the PILOT fee.

**Item #7– IRP Public Comments**

Mr. Kerry Gooch, Kansans for an Affordable Future, and Mr. Tyler Fitch, Rocky Mountain Institute (via Zoom), shared a presentation with the Board regarding the Integrated Resource Plan (IRP). (See attached PowerPoint.)

Due to technical issues during the Board meeting, the Zoom video connection was lost at 7:24 PM. The audio recording continued through the end of the meeting.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his thoughts regarding the IRP process, results, and working with BPU in the future.

Mr. Andrew Ferris, Director Financial Planning, responded to questions and comments regarding the IRP. He said the report would be ran to include all additional public comments that were submitted and would be made public.

**Item #8– General Manager / Staff Reports**

- i. *Employee Engagement Survey Results*: Mr. Dennis Dumovich, Director of Human Resources, presented the goals and results of the Employee Survey. The survey provided feedback on areas BPU exceled and areas that needed improvement,

REGULAR SESSION –WEDNESDAY, OCTOBER 16, 2024

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including observations and recommendations provided by the survey host. (See attached PowerPoint.)

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

- ii. *S&P Rating Review:* Ms. Lori Austin, Chief Financial Officer, shared with the Board that S&P gave BPU an A Plus Rating, which was an increase from the previous rating of A Stable and explained how that rating is factored.

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

- iii. *Miscellaneous Comments:* Mr. Johnson shared with the Board that Mr. Andrew Ferris would be leaving BPU and spoke about his value to the company. He also wished Mr. Haley a Happy Birthday.

**Item #9– Public Comments on Agenda Items**

There were no visitors wishing to speak.

**Item #10– Board Comments**

Ms. Mulvany Henry thanked the community for their participation and those who commented on the IRP. She spoke about finalizing updates to the Customer Service Policy and said she looked forward to approving that resolution during the November 6<sup>th</sup> meeting.

Ms. Gonzales thanked staff and the Board Policy Committee for their work on the Customer Service Policy. She thanked the presenters and wished Mr. Haley a Happy Birthday.

Mr. Parker expressed appreciation to the community for their input and thanked staff for their presentations and IRP efforts. He thanked Ms. Mulvany Henry and those who worked through the Customer Service Policy. He also commented on the role of the UG versus BPU and said the Board would continue to engage with the community.

Mr. Wakes expressed his thoughts on the BPU and UG budget process. He also thanked the presenters, those who worked on the Customer Service Policy, and the community for their engagement during the meeting.

Mr. Haley echoed previous comments and thanked the community for their participation. He spoke about lobby operations and thanked all who worked on the Customer

**REGULAR SESSION –WEDNESDAY, OCTOBER 16, 2024**

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Service Policy. He also congratulated Ms. Austin on the rating improvement, wished Mr. Ferris the best, and reminded the community to participate in the election.

Ms. Mulvany Henry clarified that the public could attend the UG meeting regarding the PILOT that would be held on Thursday at 5:30 PM.

Mr. Groneman echoed previous comments and said he would like to see improvements in communication and education to the community. He spoke about the rating improvement, community engagement, and Mr. Ferris’s departure. He also mentioned the Line Workers Rodeo that would be held over weekend at the Ag Hall of Fame and the upcoming public forum that he and Mr. Johnson would be panelist at.

Mr. Johnson congratulated Ms. Amber Oetting, Director of Marketing and Communications, and her team for getting the BPU Connection completed and out to the community.

Ms. Mulvany Henry also thanked Ms. Oetting for her community participation.

**Item 11 – Adjourn**

At 8:48 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

APPROVED:

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
President

# Review of the Board of Public Utilities' 2024 Integrated Resource Plan

Prepared for Kansas City Board of Public Utilities  
October 16, 2024

## RMI's Role

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- RMI partnered with Sierra Club and Kansans for an Affordable Future to review Kansas City Bureau of Public Utilities' (BPU) 2024 Integrated Resources Plan (IRP)
- RMI's review is based on the Black & Veatch's full IRP as filed to the Board on August 30, 2024.
- This non-exhaustive review focuses on high-impact opportunities to perform best-practice resource planning.



# RMI's Approach: Critical Topics

We focus on three critical topics for BPU's Integrated Resources Plan:

## Key Topic

## Summary of RMI's Approach

### Overall Best Practices

- Review BPU's IRP process in light of resource planning best practices

### Demand-Side Resources

- Survey relevant IRA provisions that are shifting the economics of distributed energy resources
- Evaluate how IRA provisions were integrated into load forecasts
- We also review DER-related actions proposed in the 2024 IRP Update and provide additional recommendations to best take advantage of cost-effective DERs for the benefit of ratepayers.

### Evaluating BPU's existing fleet

- Evaluate the economic position of Nearman 1, a key element of BPU's existing fleet
- Explore options for managing costs associated with existing units





# I. Integrated Resource Planning Best Practices

# IRPs must maintain three core qualities to be effective tools for utilities and regulators to evaluate resource decisions

IRP quality	Definition
Trusted	The IRP is transparent and well vetted, with stakeholder input.
Comprehensive	The IRP can accurately represent the costs, capabilities, system impacts, and values of resources that might be available within the planning time horizon; the IRP can consider actions across the transmission and distribution systems as portfolio options.
Aligned	It is clear how the plan evaluates options to meet traditional planning requirements such as reliability, affordability, and safety, as well as state and federal policies and customer or company priorities, such as reducing emissions and advancing environmental justice.



**Trusted IRPs are transparent and provide high-quality opportunities for input across stakeholder groups.**

<b>IRP quality</b>	<b>Recommendations</b>
<b>Trusted</b>	<ul style="list-style-type: none"> <li>• Take steps toward transparency for model and input data and documentation.</li> <li>• In partnership with local stakeholders, develop a stakeholder advisory or working group to provide key ongoing input on resource planning issues.</li> <li>• Conduct baseline economic optimization scenarios to set a transparent baseline for least-cost planning.</li> </ul>

## **Trusted:** The IRP should confirm economic optimization as a foundational method for developing portfolios

- The IRP isn't clear on the role that economic optimization takes in developing its scenarios and portfolios
  - As an example, the net-zero scenario shows significantly lower costs than the "baseline" portfolio.
- Economic optimization provides multiple benefits as a foundational planning method:

### **Cost-Effectiveness.**

Economic optimization ensures that portfolios and decisions are as cost-effective as possible for ratepayers.

### **Transparency.**

Economic optimization provides a replicable, clear process for assembling resource portfolios.

### **Analytical Rigor.**

Economic optimization evaluates many permutations of portfolios and decisions and integrates insights across many datasets & objectives.

**Comprehensive IRPs** accurately represent capabilities, system impacts and resources that might be available within the planning time horizon

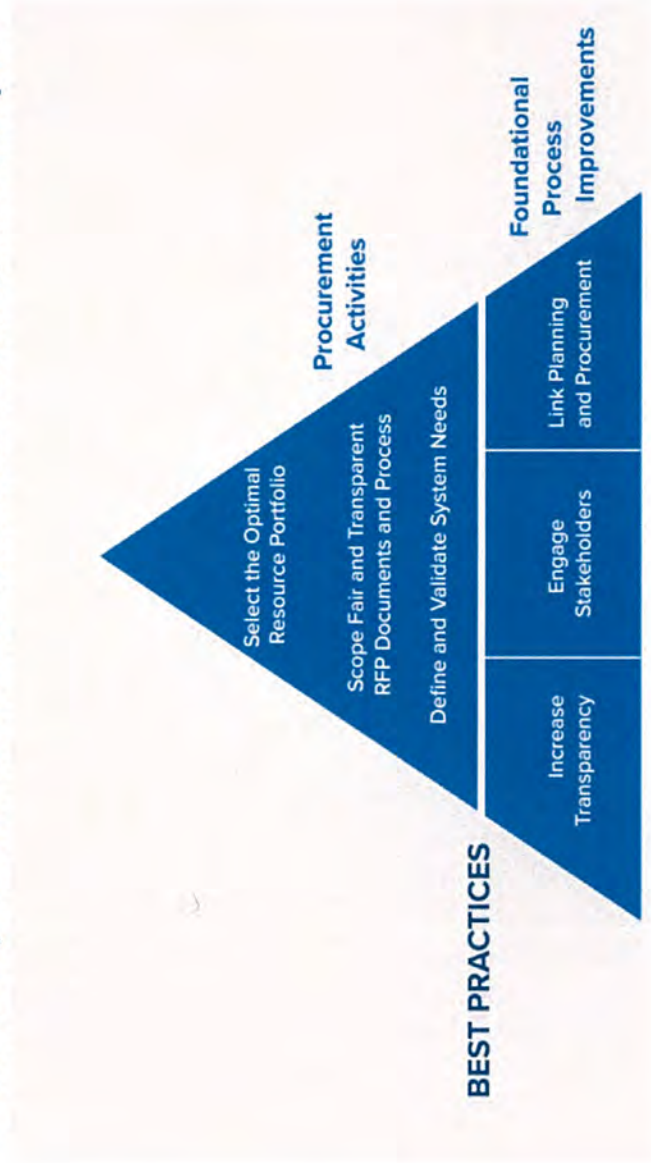
<i>IRP quality</i>	<i>Recommendations</i>
<p><b>Comprehensive</b></p>	<ul style="list-style-type: none"> <li>• Expand consideration of available resources to include hybrid resources and clean repowering.</li> <li>• Develop an all-source request for proposals (RFP) that surfaces economic opportunities across a variety of resource technologies.</li> <li>• Take initial steps toward integrated distribution system planning into the IRP process.</li> </ul>



# Comprehensive: Developing a linked all-source RFP process

- All-source request for procurement (RFP) processes surface up-to-date prices and potential opportunities for BPU to procure resources
- When linked with resource planning processes, they can ensure that IRPs are evidence-based while providing a clear pathway to implementing IRP recommendations

## Process Improvements for Next-Generation Procurement Principles





## Aligned IRPs evaluate options in light of multiple priorities and objectives across stakeholders and jurisdictions

<i>IRP quality</i>	<i>Recommendation</i>
<p><b>Aligned</b></p>	<ul style="list-style-type: none"><li>• Update IRP inputs to integrate IRA policies.</li><li>• Integrate regional, city, and stakeholder objectives into IRP stakeholder processes, inputs, and decision-making processes.</li></ul>

# Aligned: BPU's IRP takes place within an overlapping landscape of objectives and priorities



## **For more information, check out:**

- **[RMI, Reimagining Resource Planning \(2023\)](#)**
- **[RMI, How to Build Clean Energy Portfolios \(2020\)](#)**





## II. Demand-Side Resources

# Evaluating Demand-Side Resources in BPU's IRP

- When integrated resource plans include demand-side resources into their resource plans, they can realize multiple co-benefits:

## Energy Value

- Avoided operating costs, including air pollution, from BPU's existing fleet

## Capacity Value

- Avoided costs and risks from market procurement of capacity
- Potentially, avoided capital and fixed O&M costs by retiring or avoiding new generation investments

## Distribution-Level Value

- Avoided costs and investments on BPU's distribution system

## Resilience Value

- Potential improvements to resilience during reliability events



## RMI's Review

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- We provide recommendations across three elements of integrating demand-side resources into the BPU IRP:
  - Forecasting DERs
  - Expanding utility EE/DSM programs
  - Enabling and preparing for virtual power plants



# Overview of IRA Provisions for Demand-Side Resources

IRA provisions support a variety of distributed energy resources...

- **Behind-the-meter generation and storage:**
  - Residential Clean Energy Credit
  - 48(e) tax credit for clean energy in low-income communities
  - Solar for All
- **Energy Efficiency & Demand-side Management:**
  - New efficient homes (45L)
  - Tax incentives for resi & commercial retrofits (25C & 179D)
  - Home electrification & efficiency rebates
  - Commercial efficiency rebates
- **Transport Electrification:**
  - Clean Vehicle tax credits (residential & commercial)
  - Tax credits for refueling infrastructure



...which have implications for resource planning.

- **Load Forecasting:**
  - Customer-led deployment of efficiency and electrification has offsetting impacts on load forecasts
- **Customer DER & EV Forecasts:**
  - DER and EV deployment has distribution-scale and bulk-scale impacts
- **Utility EE/DSM Program Forecasts:**
  - IRA reduces incremental costs, which reduces payback period and drives up adoption

# Utility EE/DSM Programs

- Advancements in technology and policy support are opening pathways for innovative utility EE/DSM programs:

Utility	Fort Collins Utilities	Arizona Public Service
<b>Program Name</b>	Home Efficiency Loan & Epic Homes Program	CoolRewards
<b>Customers Enrolled</b>	Targeting 10,000	78,000
<b>Description and Benefits</b>	<p>Finances accessible, clean energy projects, including solar and energy efficiency</p> <p>Leverages over \$6 million of third-party capital</p>	<p>Smart thermostat programs that began in 2018</p> <p>Program currently provides 278 MW of capacity to APS</p>

- Utility EE/DSM programs could potentially **avoid capacity market purchases altogether**.



# Virtual Power Plants

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- 500 virtual power plant programs provide up to 60 GW of capacity across the country.
- VPPs provide multiple potential services by linking together smart devices like solar, battery storage, and smart devices.
- BPU can prepare for VPP deployment by:
  - Working to provide value streams for distributed energy resources
  - Integrate demand-side resources into resource planning and operations



## Demand-Side Resources: Recommendations

Short- and long-term recommendations:

### Short-Term

- **Update load and EE/DSM forecasts** to account for IRA provisions
- **Analyze potential for expanded utility EE/DSM programs** (e.g., thermostat DR, distributed storage)
- **Consider applications to time-limited federal financing programs** such as [Energy Infrastructure Reinvestment \(EIR\)](#)

### Long-Term

- **Expand utility EE/DSM programs**
- **Prepare for VPPs** by encouraging DER adoption and supporting demand-side resources in utility planning and operations
- **Leverage innovative financing mechanisms** to lower costs of demand-side resource
  - On-bill financing for customers
  - Borrowing from city and state government
  - Collaborating with other public sector organizations [eligible for preferential federal financing](#)





## III. Evaluating BPU's Existing Fleet

## RMI's Review

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- We focus our review on Nearman Creek Power Plant's Unit 1, which represents a significant amount of the energy and costs of BPU's existing portfolio.
- We focus on three major topics:
  - BPU's IRP as an opportunity to evaluate near-term options for the Nearman Creek unit, including economic retirement
  - Evaluating likely costs and capacity factors moving forward
  - Integrating air pollution costs into BPU's resource planning practice



## Considerations for Economic Retirement Analysis

Option to Consider	Description	Potential Benefits
<b>Economic retirement &amp; replacement</b>	Retire the Nearman Creek unit and replace with clean resources	Manages regulatory risk; Could reduce NPV portfolio costs
<b>Clean repowering</b>	Interconnect additional resources at the Nearman Creek interconnection to replace or supplement Nearman generation	Leverages cost benefits from re-use of interconnection infrastructure
<b>Seasonal operation</b>	Run Nearman Creek during peak seasons only	Maintains option value and reduces O&M costs

BPU's 2024 IRP represents a **critical** opportunity to evaluate these options, and it should seize the opportunity to do rigorous, objective, and quantitative analysis that determines the best path forward for BPU ratepayers.

# Case Study: Ameren Missouri

Ameren is using US DOE LPO's Energy Infrastructure Reinvestment (EIR) program to finance retirement of its Rush Island coal plant and a buildout of clean energy

- EIR provides access to capital and reduces financing costs
- Retiring Rush Island early and financing with EIR allows Ameren to “recycle” capital into new assets

## Ameren Savings Comparison

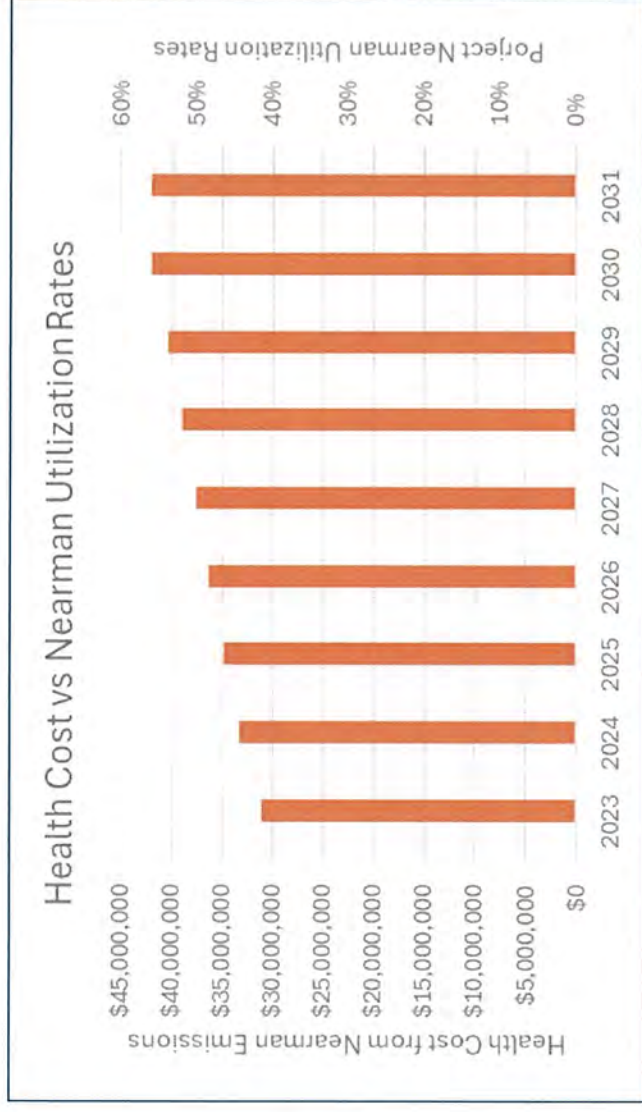
Savings comparison in NPV 2024\$ of traditional utility financing (BAU) vs. EIR financing for Rush Island and Ameren's planned clean energy build



# Evaluating Nearman Creek 1's Air Pollution Health Impacts

BPU can consider health costs borne by the community due to Nearman Creek's emissions.

- Based on BPU's projections, Nearman's local air pollutant emissions are projected to generate \$347M in health costs and an additional 22 mortalities between 2024 and 2032.
- Adjusting cumulative present worth of the BPU base scenario to include health costs would raise this at least by 26% up to \$1.3 billion.
- As agencies like the EPA tighten regulations on emissions, failing to account for these impacts could result in future liabilities, penalties, and increased costs of compliance





## Existing Fleet Options: Recommendations

Short- and long-term recommendations:

### Short-Term

- **Evaluate potential financing options** for retiring Nearman Creek 1, including the US Department of Energy's Energy Infrastructure Reinvestment (EIR) program.
- **Evaluate the potential to interconnect additional resources** at Nearman Creek 1's interconnection point, leveraging the Inflation Reduction Act incentives.
- **Conduct an updated set of capacity expansion analyses that can assist decision making around Nearman 1's retirement, replacement capacity, conversion to seasonal operation, economic dispatch, and coal contracts.** This can be as an update to the 2024 IRP, using the same underlying data.

### Long-Term

- **Convene a stakeholder group to consider methods for integrating local air pollution costs into IRP analyses.**

# BPU IRP Recommendations: Summary

	IRP Best Practices	Demand-Side Resources	Existing Fleet Options
Short-term (this IRP cycle)	<ul style="list-style-type: none"> <li>Transparent model inputs and stakeholder engagement</li> <li>Comprehensive evaluation of resource options</li> <li>Resource Planning Aligned with Policy Priorities</li> </ul>	<ul style="list-style-type: none"> <li>Update load and EE/DSM forecasts</li> <li>Analyze potential for expanded utility EE/DSM programs</li> <li>Consider applications to time-limited federal financing programs</li> </ul>	<ul style="list-style-type: none"> <li>Use PLEXOS capacity expansion to evaluate economic retirement of the Nearman Creek Power Plant, including economic retirement and conversion to seasonal operation.</li> <li>Evaluate dispatch and coal contracts strategy for Nearman Creek.</li> </ul>
Long-term (next IRP cycle)		<ul style="list-style-type: none"> <li>Expand utility EE/DSM programs</li> <li>Prepare for VPPs</li> <li>Leverage innovative financing mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Convene a stakeholder group to consider methods for integrating local air pollution costs into IRP analyses.</li> </ul>



## Questions & Next Steps

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- RMI has prepared a memo that covers these topics in greater detail, and plans to submit formally
- RMI staff are happy to participate in follow-up conversations with BPU members and staff



*Thank you! Please don't hesitate to reach out:*

*Tyler Fitch – [tyler.fitch@rmi.org](mailto:tyler.fitch@rmi.org)*

*Jesse Cohen – [jcohen@rmi.org](mailto:jcohen@rmi.org)*

*Gaby Tosado – [gtosado@rmi.org](mailto:gtosado@rmi.org)*





# 2024 KANSAS CITY BOARD OF PUBLIC UTILITIES (BPU) EMPLOYEE SURVEY

RESULTS & CBIZ  
RECOMMENDATIONS

OCTOBER 9, 2024



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# Today's Agenda

- Employee Survey Overview
- Demographics Breakdown
- Response By Question & CBIZ Recommendations





# SURVEY GOALS

**CBIZ gathered information to help understand employee's view of:**

**Benefits understanding and satisfaction**

**Assess employee engagement**

**Communications preferences**

# SURVEY OVERVIEW

Total Data Collection Period:  
July 22 - August 2



## DISTRIBUTION REVIEW

1. Emails from HR and leadership team prior to launch with anonymous link
2. Physical flyers posted in employee gathering areas
3. Text messages and reminders



## TOTAL RESPONSES

337 or ~67%

Employee Pulse Survey average response rate is around 30%.



## DEMOGRAPHICS BREAKDOWN

42%

Most respondents are in Electric or Water Operations and highest respondents have been with BPU for 8-14 years



# Survey Participation

## Total Responses

The 2024 BPU Employee Experience Survey received 337 responses from employees across various departments.

## Diverse Representation

This strong participation ensured a diverse representation of opinions from across the organization.

## Engagement Level

The high response rate demonstrates a strong level of employee engagement with the survey process.

This high participation rate provides a comprehensive view of employee sentiment, allowing for insightful analysis of employee satisfaction and engagement.



# DEMOGRAPHICS BREAKDOWN





# DEPARTMENT

**Q** Which group below best describes your department?



■ General Management ■ Electric Production ■ Electric Supply ■ Electric Operations ■ Water Operations ■ Accounting & Finance/Purchasing ■ Customer Service ■ Information Technology



# UNIT STATUS

**Q** Which unit status are you?

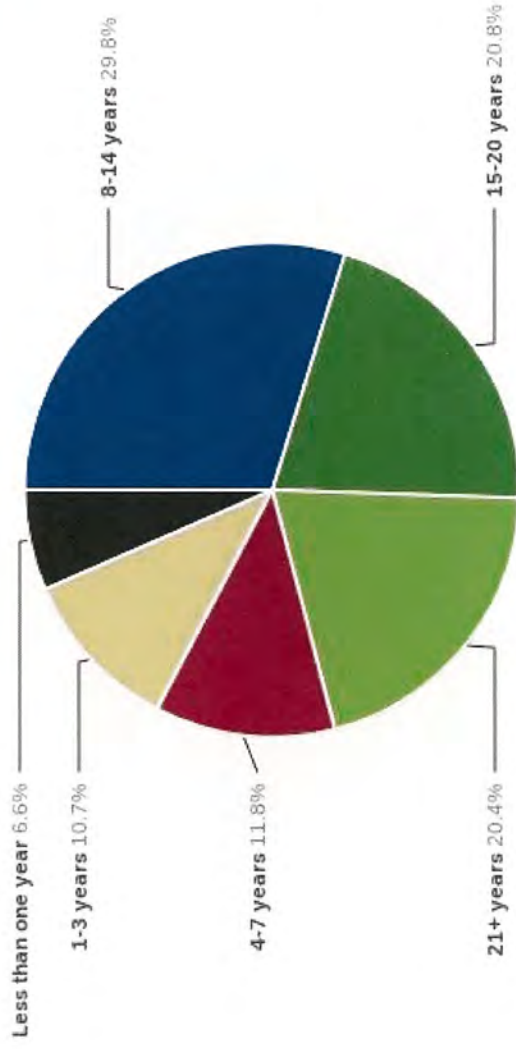


■ Union Physical ■ Union Clerical ■ Non-Bargaining Unit

# TENURE



## Q How long have you worked at BPU?



### How long have you worked at BPU? Count

Tenure Range	Count
8-14 years	86
15-20 years	60
21+ years	59
4-7 years	34
1-3 years	31
Less than one year	19



# SUPERVISOR QUESTIONS



**Q** Do you have supervisory responsibilities with oversight of one or more employees?



**Yes**

**81**

**No**

**208**



# BPU VALUES



**Q** Do you believe BPU lives out its mission of “focusing on the needs of its customers, improving quality of life in our community while promoting safe, reliable and sustainable utilities”?





## BPU Values Alignment

The survey assessed how well employees believe BPU lives out its mission. Results show a strong alignment with company values, but there's room for improvement.

### Mission Alignment

76% of employees believe BPU lives out its mission effectively.

### Community Impact

Many employees take pride in BPU's positive impact on the community.

### Customer Focus

Employees report a strong emphasis on meeting customer needs.

### Sustainability Efforts

Employees recognize BPU's commitment to sustainable utility practices.





## Employee Net Promoter Score (eNPS)

The Employee Net Promoter Score (NPS) measures employee loyalty and satisfaction. BPU's eNPS results show room for improvement in employee advocacy.

**38**

### Promoters

38% of employees are likely to recommend BPU as a great workplace.

**36**

### Passives

36% of employees are neutral about recommending BPU.

**26**

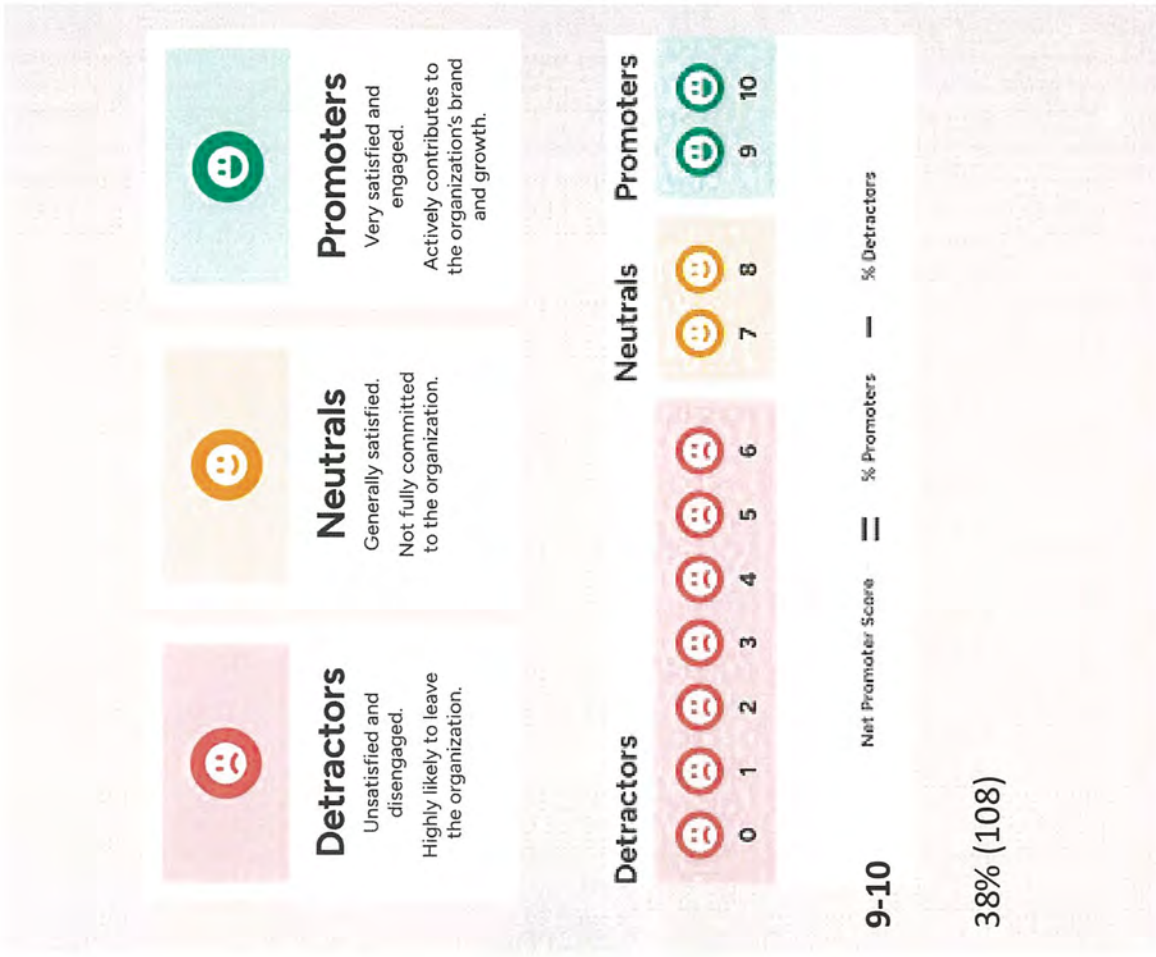
### Detractors

26% of employees are unlikely to recommend BPU as a workplace.



# EMPLOYEE NET PROMOTER SCORE (eNPS) - DETAILS

**Q1** On a scale of 0 to 10, how likely are you to recommend BPU as a great workplace to a friend?

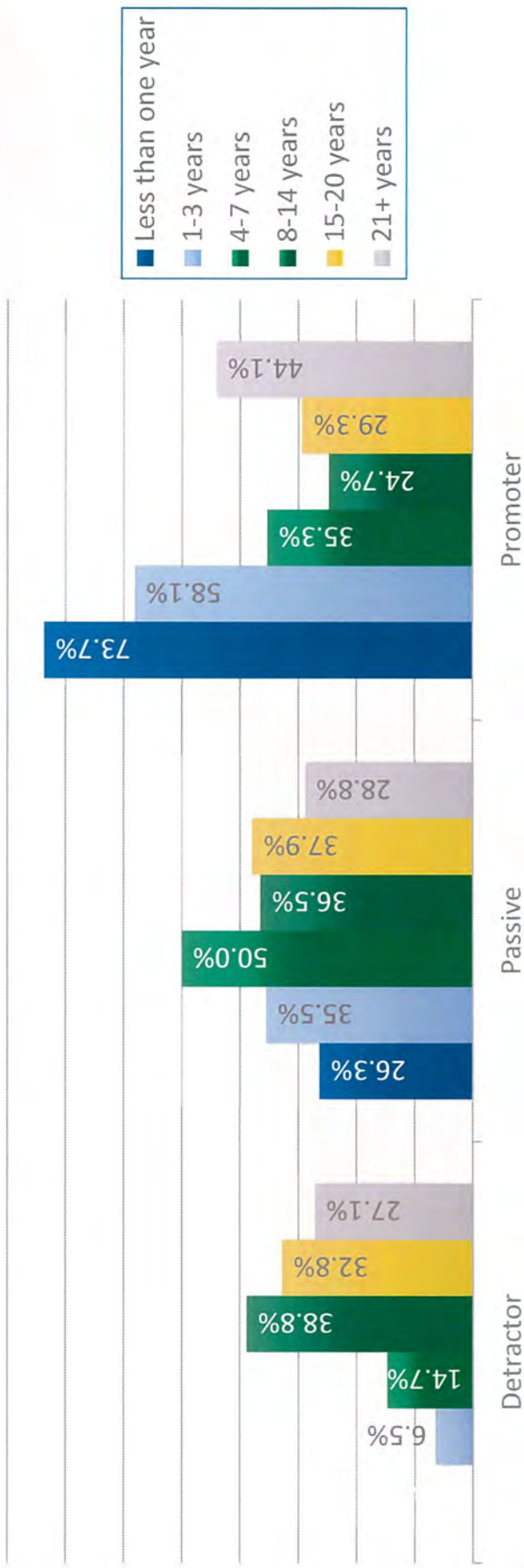


# EMPLOYEE NET PROMOTER SCORE (eNPS) BY YEARS OF SERVICE

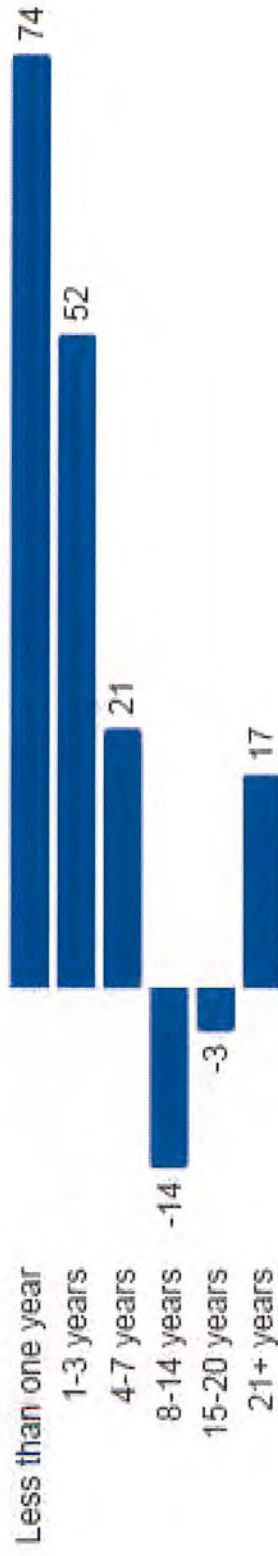


**Q** On a scale of 0 to 10, how likely are you to recommend BPU as a great workplace to a friend?

Percentage of Net Promoter Score by Years of Service



## NPS by Tenure



Field	Less than one year	1-3 years	4-7 years	8-14 years	15-20 years	21+ years
Detractor	0.0%	6.5%	14.7%	38.8%	32.8%	27.1%
Passive	26.3%	35.5%	50.0%	36.5%	37.9%	28.8%
Promoter	73.7%	58.1%	35.3%	24.7%	29.3%	44.1%
Total	19	31	34	85	58	59

## NPS by Unit Status



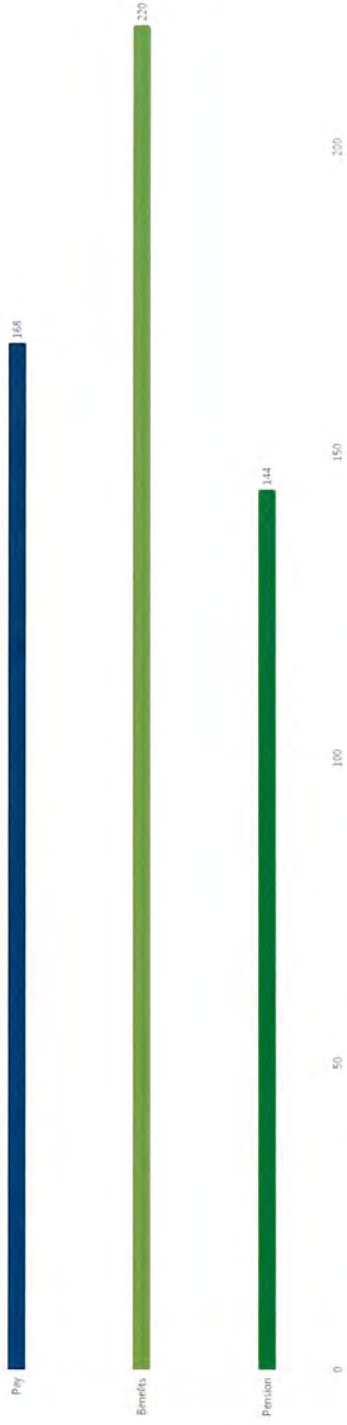
Field	Detractor	Passive	Promoter	Total
Union Physical	42.1% 45	32.7% 35	25.2% 27	107
Union Clerical	24.0% 12	38.0% 19	38.0% 19	50
Non-Bargaining Unit	14.0% 18	38.0% 49	48.1% 62	129



## CBIZ OBSERVATIONS & RECOMMENDATION

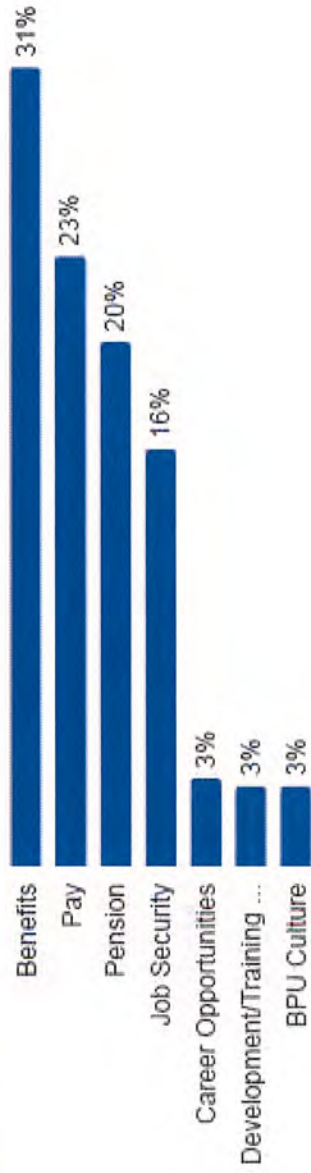
- **Respondents:** 42% were from Electric or Water Operations.
- **Years of Service:** The largest group of respondents had 8-14 years of service.
- **Diverse Representation:** Strong participation ensured varied opinions from across the organization.
- **Employee Engagement:** The high response rate reflects strong employee engagement with the survey.
- **eNPS Score:** BPU's 2024 employee Net Promoter Score (eNPS) was 12%, indicating slight positive sentiment but showing room for improvement in employee advocacy and satisfaction.

What do you consider the top three strengths of working at BPU? (check up to three)



Q9 - What do you consider the top three strengths of working at BPU? (check up to three)

**Respondents ranked Benefits as the top strength followed by Pay**





# Top Strengths of Working at BPU

Employees identified several key strengths that make BPU an attractive workplace. These factors contribute to employee satisfaction and retention.

## Benefits Package

Comprehensive benefits are highly valued by employees, including health insurance and pension plans.

## Job Security

Many employees appreciate the stability and long-term career prospects at BPU.

## Community Impact

Employees take pride in providing essential services and contributing to the local community.

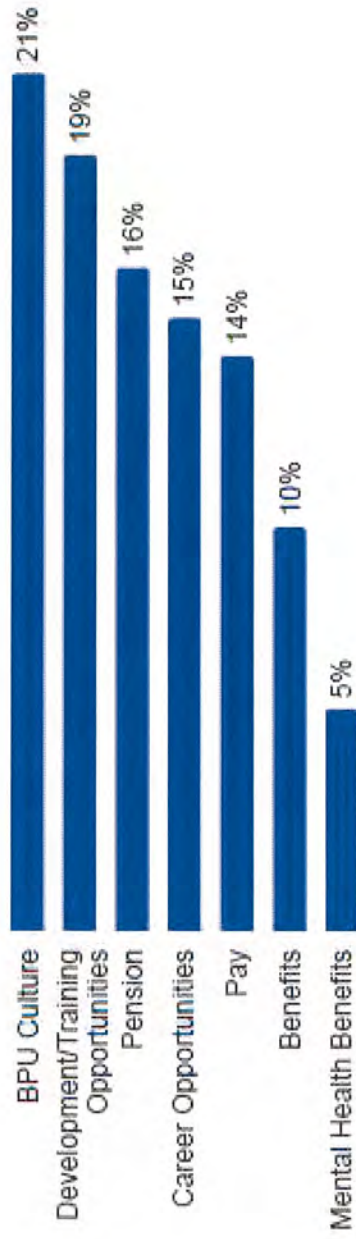


Q

What are the areas that need the most improvement at BPU? (check up to three)



**Respondents ranked BPU Culture as the area needing most improvement closely followed by Development/Training Opportunities**

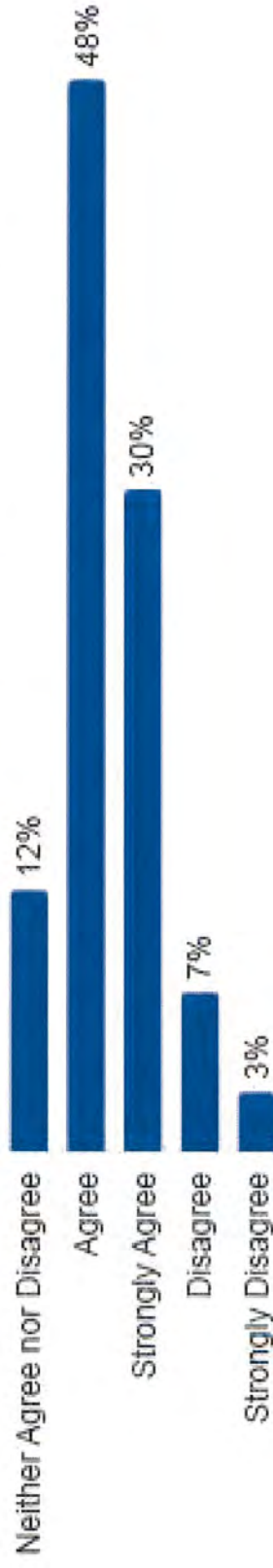




# EMPLOYEE EXPERIENCE

**Q** I have the work space/equipment I need to do my job well. 

Q9 - I have the work space/equipment I need to do my job well.

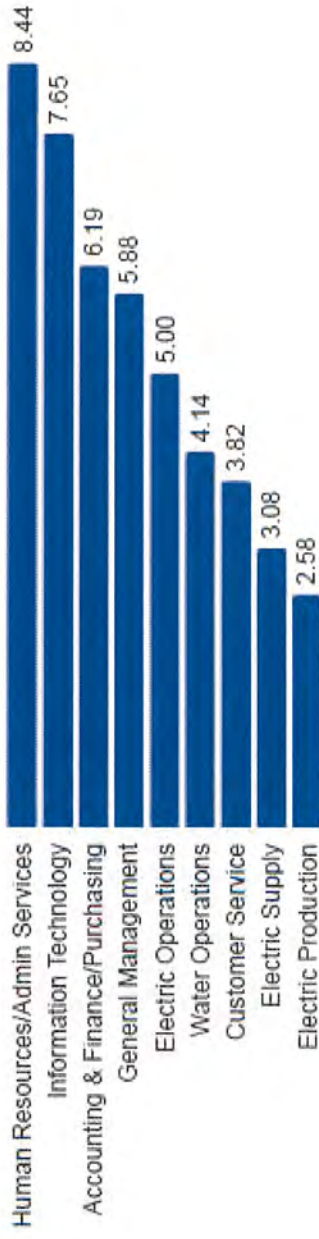


**Count:**

- Strongly Agree: 79
- Agree: 128
- Neither Agree nor Disagree: 31
- Disagree: 19
- Strongly Disagree: 7

### Q9 - I have the workspace/equipment to do my job well.

■ (Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)



### Q10 - People in my immediate work area work well as a team.

■ (Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)





# Q

My immediate supervisor gives people recognition when they are productive.



0%

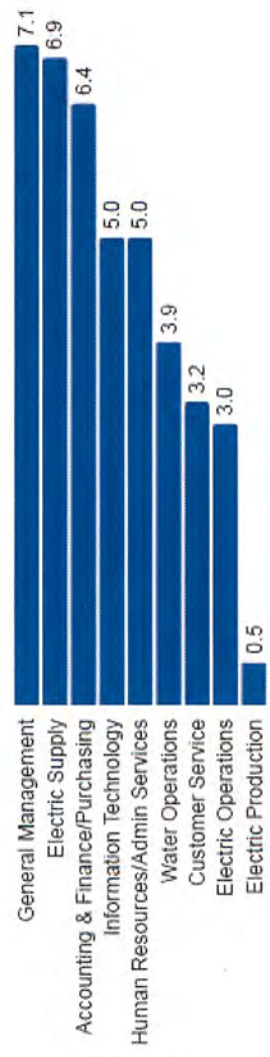
20%

40%

Q11 - My immediate supervisor gives me recognition.

(Mean: 10 Strongly Agree, 0 Neutral, -10 Strongly Disagree)

- **Count:**
- Strongly Agree: 80
- Agree: 93
- Neither Agree nor Disagree: 57
- Disagree: 17
- Strongly Disagree: 16







## Areas for Improvement

The survey revealed several areas where employees believe BPU can improve – Addressing these concerns can enhance overall employee satisfaction.

### Work-Life Balance

Employees desire more flexible work arrangements and improved work-life balance.

### Internal Communication

Employees want more transparent and frequent communication from management.

### Career Development

There's a need for more training and development opportunities across departments.

### Pension Plan

Addressing concerns about the Tier 2 pension plan is a priority for many employees.

# COMMUNICATION



## Q

Do you feel well informed about what is going on within BPU?



Q13 - Do you feel well informed about what is going on within BPU?

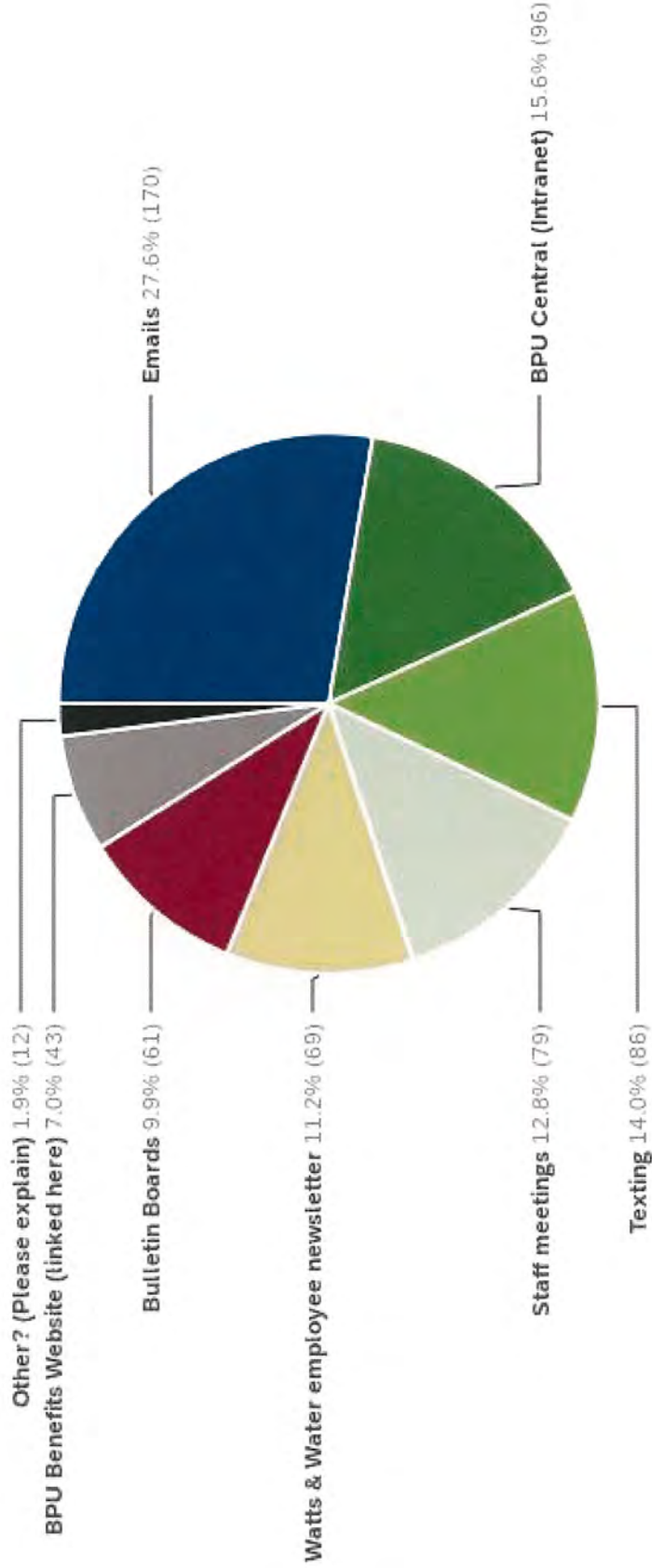


Q14 - Does your immediate supervisor keep you informed on what is going on within BPU?





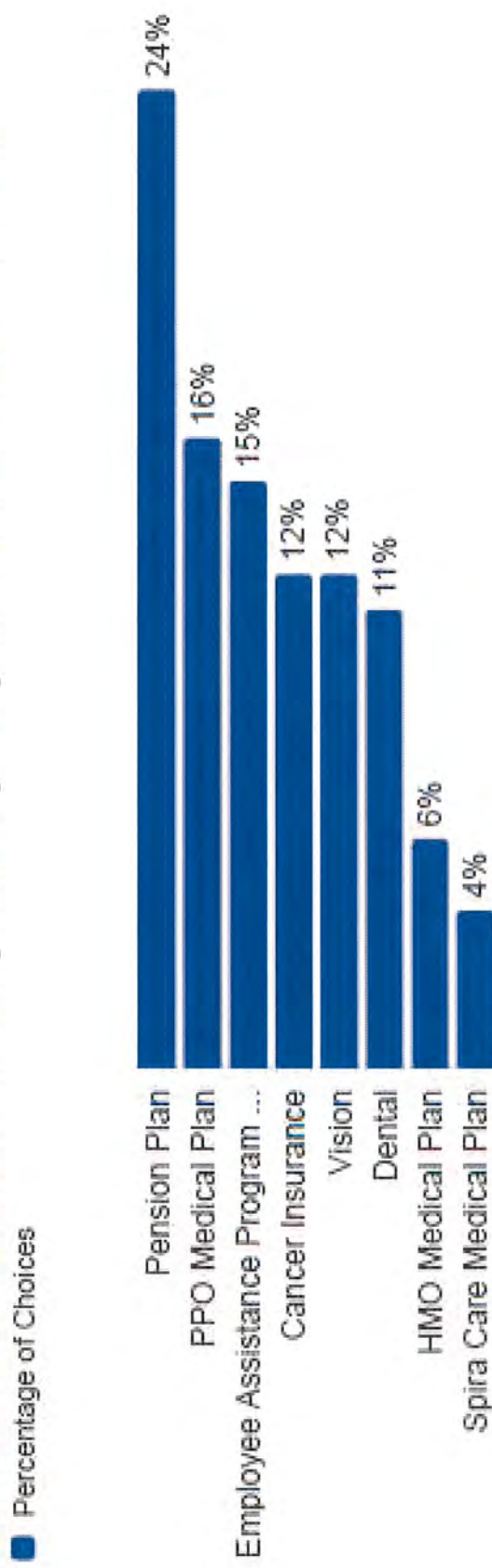
**Q** BPU provides information to you in a variety of ways, using a number of different sources. Please select the ones you use to get information about what is happening at BPU.







**Q20 - Please select all the benefits BPU can provide additional educational materials for so you may fully understand the benefit.**



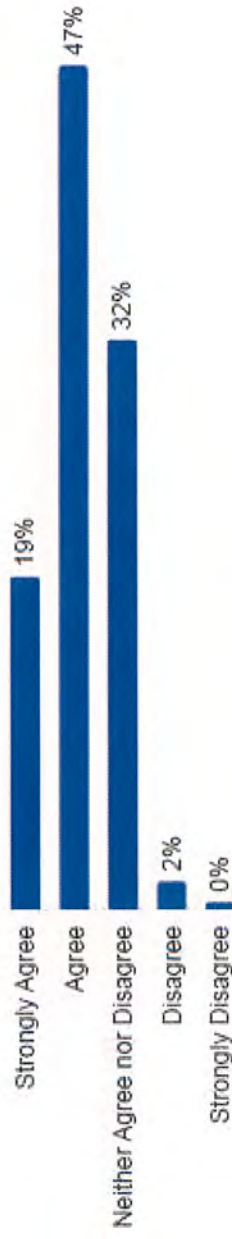
## Q21 - Which of the following benefits to do you value the most?

■ 1 indicating most valued and 5 being least valued



## Q22 - The information I receive about my benefits plan is easy to understand.

■ Percentage

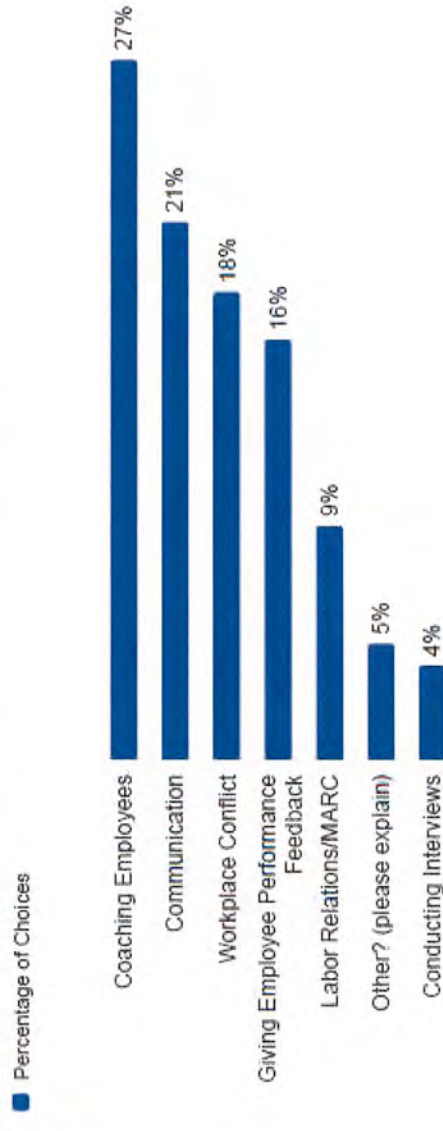


# **SUPERVISORS & TRAINING AND DEVELOPMENT**

Q24 - How helpful are the monthly Benefit Spotlight emails and text messages in educating you on your employee benefits?

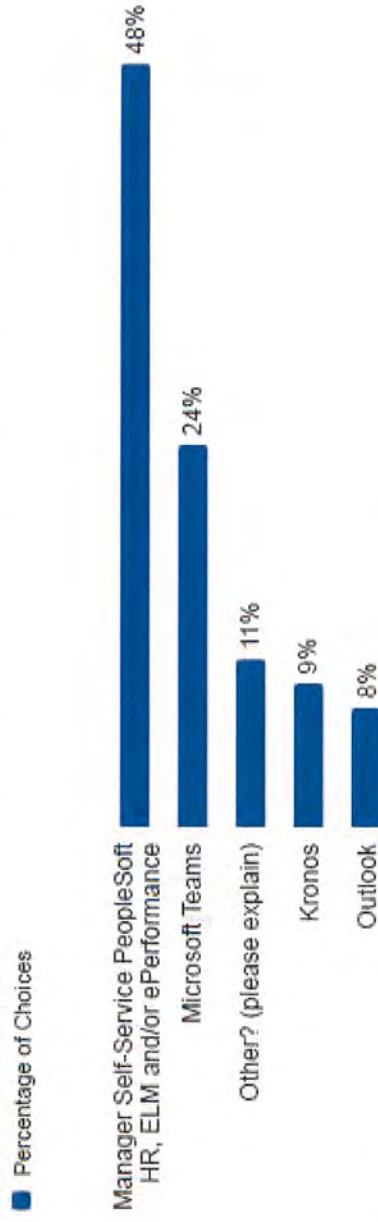


Q4a - What skills would you like to further develop as a supervisor? - Selected Choice

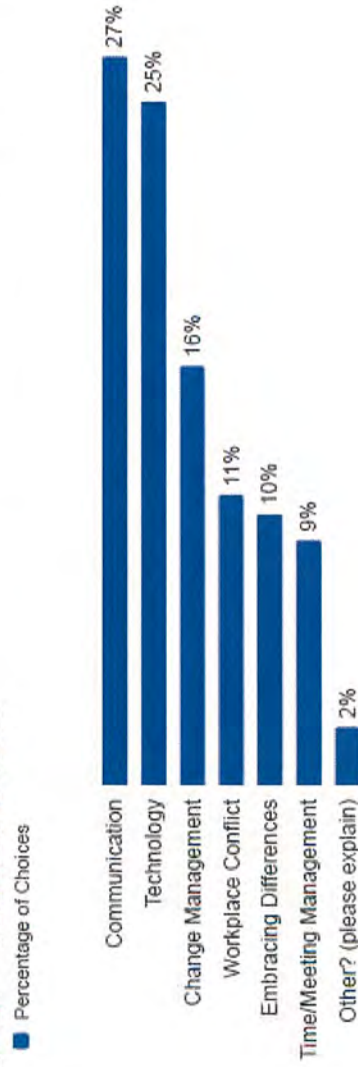




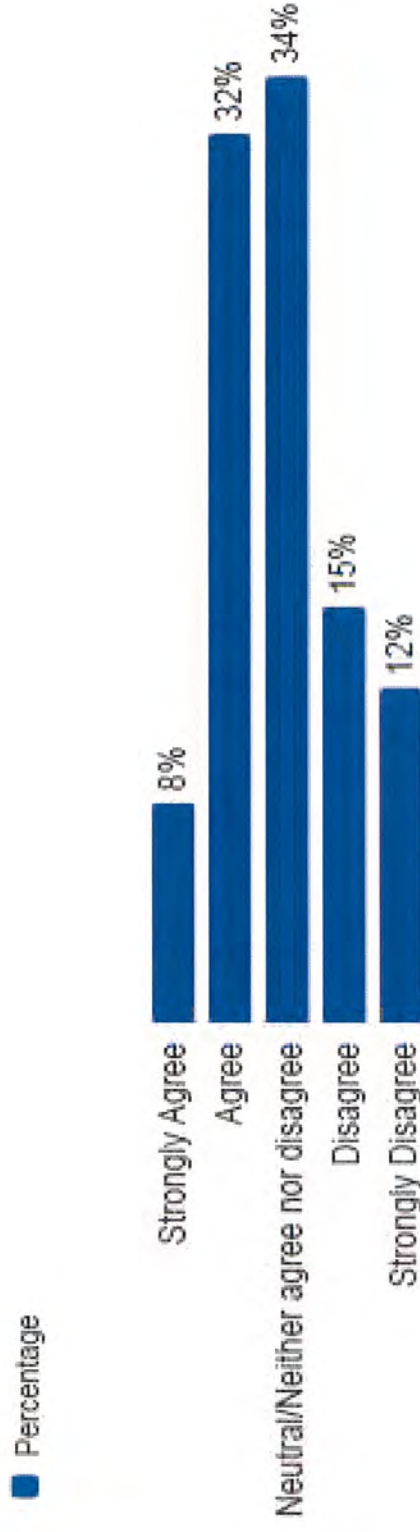
## Q4b - What applications training would you like to take part in? - Selected Choice



## Q25 - What skills would you like to further develop as an employee of BPU? - Selected Choice



Q26 - I am satisfied with my opportunities for professional growth.



# QUESTIONS ?





**RESOLUTION NO: 5304**

**RESOLUTION BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES AN ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/ KANSAS CITY, KANSAS REVISING AND REPLACING THE CUSTOMER SERVICE POLICIES.**

**WHEREAS**, the Board has previously adopted Customer Service Policies; and

**WHEREAS**, after staff recommendations and Board discussion of said policies the Board wishes to make updates to said policies; and

**WHEREAS**, the updated Customer Service Policies are attached hereto;

**NOW, THEREFORE, BE IT RESOLVED AND ORDAINED BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES:**

That the Kansas City Board of Public Utilities hereby replaces the previous Customer Service Polices in their entirety and replaces them with the Policies attached hereto. The Policies will be effective November 11, 2024<sup>th</sup>.

**ADOPTED BY THE GOVERNING BODY OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES THIS 6<sup>th</sup> DAY OF NOVEMBER, 2024.**

By: \_\_\_\_\_  
**Thomas W. Groneman, Board President**

Attest: \_\_\_\_\_  
**Stevie A. Wakes, Board Secretary**

Approved as to form:



# 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 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.

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

**"Due Date"** means... 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.

**"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... a one-time fee paid to start or transfer service with KCBPU.

“**Terminated Payment Arrangement**” means 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.

“**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. If, prior to Service initiation or within 180 days after, KCBPU discovers an outstanding debt owed by a Service Applicant or existing Customer, as applicable, such Applicant or Customer must pay in full the outstanding debt as follows: (i) either prior to KCBPU accepting a Service application or upon notification (for Customer), or if requested, KCBPU shall enter into a maximum 6 month payment arrangement with the Applicant or Customer for the outstanding debt with the requirement that at least 1/6 of the outstanding debt must be paid up front; (ii) Service installation or provision is not unduly delayed due to the outstanding debt; and (iii) the 180 day timeframe following Service initiation does not apply in cases of fraud or diversion. Customers shall timely pay all bills for Services rendered. All Customers must be at least 18 years of age or legal adult to sign for Service(s).

**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.

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.

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.

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 or Services will be terminated.

**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 Applicant. 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 Applicants 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 Applicant, 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 Applicant 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 Applicant provide their social security number as a requirement to initiate Service. However, it is KCBPU's policy that Applicants 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.

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 Service Applicant shall have a deposit assessed to its account based on the electric and water utility related Charges only, over the past 12 months at the location to be serviced. The Non-Residential Service Applicant 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 Applicants 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) 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.

**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 five stars is 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 by the bank issuing the non-cash deposit.

**5.05** *Credit of the Deposits:*

Subject to subsections 5.05(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 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, provided that such delinquencies were discovered by KCBPU within 180 days after Service initiation at the Service location. When a Secondary Account Holder is added to an account, they must acknowledge to KCBPU 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). If, within 180 days after a Secondary Account Holder is added to an existing account, KCBPU discovers an outstanding debt owed to KCBPU by the Secondary Account Holder, KCBPU shall notify the Secondary Account Holder of the debt, and: (i) such outstanding debt must be immediately paid; or (ii) the Secondary Account Holder must enter into a maximum 6 month payment arrangement where 1/6 of the debt must be paid up front; or (iii) if neither (i) nor (ii) occurs within 5 business days of the notice to the Secondary Account Holder, then KCBPU shall notify the Primary Account Holder of the removal of the Secondary Account Holder. 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.

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).

**7.02**      ***Unknown User:***

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 Unknown User notification to the Customer and require the Customer to apply for KCBPU Service by the date identified in the notification.

Following the change in status, the user wanting to maintain Service(s) at the Service location: (i) will become the new Designated Account Holder; (ii) is required to transfer the Services into their name; (iii) must bring the account balance to a zero balance; and (iv) may be subject to 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.

If a new responsible party wants to maintain Service(s) at the deceased Customer's Service location, such responsible party: (i) will become the Designated Account Holder; (ii) is required to transfer the Services into their name (ii) must bring the account balance to a zero balance; and (iii) may be subject to 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 or entitled to 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**

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**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 Services 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 Charges, 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 Force Majeure Event, 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  
Special  
Circumstances:***

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 Customer's primary residence. Documented proof of income must be provided to KCBPU with an application. If an 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.

The 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 a payment arrangement. Payment arrangements are not available for: (i) Non-Residential Customers; (ii) Finaled or disconnected accounts; (iii) where diversion or fraud has occurred; (iv) if Service is currently scheduled for disconnection that day; or (v) a Returned Item.

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. . Late Payment Charges may be applied to all past due amounts.

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 Due Date, a Late Payment Charge may be added to the bill. A courtesy phone call or text message shall be attempted to the phone number on file to notify the Customer 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 shall be attempted to the phone number on file to notify the Customer 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 Customer 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:***     To restore disconnected Service, a Customer must pay all past due Charges, Late Payment Charges, reconnect fees, applicable penalties, plus the appropriate deposit if applicable.

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:***     On any day when the National Weather service forecasts the temperature to be at or 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.

On any day 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 Service 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) No deposit required.
- (vi) FlexPay Customers are not eligible for the Equalized Payment Program.
- (vii) Disconnection charges may apply.
- (viii) KCBPU offers Customers in the FlexPay program a notification when the customer's balance reaches a low balance threshold and when the balance becomes negative. KCBPU will not disconnect the Customer until the next business day after notification is attempted. After disconnection, KCBPU will provide Customers with a minimum payment amount required to re-establish Service.
- (ix) KCBPU will make available a separate website and mobile application for all Customers in the FlexPay program.
- (x) FlexPay program Service Customers are responsible for purchasing Services in advance of usage. For Customers 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).

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- (xi) A Customer electing to return to postpaid service may have the same payment plan options as other Residential Customers 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
	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Description of Changes:				
Resolution Number				
General Manager Signature/Date				



**RESOLUTION NO: 5305**

**RESOLUTION APPROVING THE 2024 INTEGRATED RESOURCE PLAN OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES AN ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY KANSAS PERTAINING TO PLANNING FOR NEW ENERGY SOURCES**

**WHEREAS**, the Kansas City Board of Public Utilities (the “BPU”) an administrative agency of the Unified Government of Wyandotte County/Kansas City (“Unified Government”), has prepared a 2024 Integrated Resource Plan in accordance with Department of Energy Regulations at 10 CFR Part 905, Subpart B for submittal to the Western Area Power Administration in accordance with the regulations; (attached is exhibit A) and

**WHEREAS**, the BPU reviewed the 2024 Integrated Resource Plan at numerous Work Session and Regular meetings, including accepting public comments; and

**WHEREAS**, the BPU has considered all matters it deemed necessary or appropriate to enable it to review, evaluate and reach an informed conclusion as to completeness and approval of the 2024 Integrated Resource Plan as supplemented and has determined that the 2024 Integrated Resource Plan as supplemented is complete to and in the best interests of the BPU.

**BE IT RESOLVED BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES AS FOLLOWS:**

1. The 2024 Integrated Resource Plan as supplemented is determined complete and is approved for submittal to the Western Area Power Administration pursuant to Department of Energy Regulations at 10 CFR Part 905, Subpart B, and provides for the overall direction of activities related to providing adequate and reliable electric service; and further
2. William Johnson, General Manager of the BPU and other BPU staff as needed are authorized and directed to execute such planning activities as are necessary to provide reliable electric energy supply consistent with the 2024 Integrated Resource Plan as supplemented.

**ADOPTED BY THE GOVERNING BODY OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES THIS 6<sup>th</sup> DAY OF NOVEMBER, 2024.**

By: \_\_\_\_\_  
**Thomas W. Groneman, Board President**

Approved as to form:

Attest: \_\_\_\_\_  
**Stevie A. Wakes, Board Secretary**

