

WORK SESSION MINUTES – WEDNESDAY, SEPTEMBER 4, 2024

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CITY OF KANSAS CITY)

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

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Johnetta Hinson, Executive Director Customer Service; Gabriela Freeman, Supervisor Customer Services; Mark Masloski, Meter Data Management System Analyst; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Mr. Haley called the meeting to order at 4:30 PM.

Roll call was taken. All members were present, except for Mr. Wakes, who joined via Zoom at 4:31 PM.

Item #3 –Approval of Agenda

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

Item #4 –Board Update/GM Update

There were no comments made at this time.

Item #5 – Customer Service Policy Review

Ms. Mulvany Henry reviewed updates made by the committee and staff in regards to the Customer Service Policy. (See attached.) Points discussed included:

- The amount of bad debt incurred by BPU from 2021 – 2023 and BPU’s ability to collect any previous bad debt prior to starting new service.
- Adjustments made to the fee schedule in regards to the deposit amounts and the criteria for the deposit refund. (Current fee schedule attached.)

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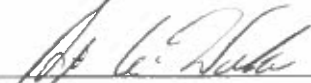
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- How a soft credit check was run by a third-party company in order to determine customer deposit amounts at the start of service.
- Clarification regarding who is required to provide their information when signing for service.
- The ability to automatically break up the deposit over a three-month period as the default setting, or the option to pay upfront at a customer’s request.
- Consideration of how to move forward with the service fee incentive.
- Modifications made in regards to qualifications for the waiver of late payment charges.

Item #6 – Adjourn

A motion was made to adjourn the Work Session at 5:57 PM, by Ms. Mulvany Henry, seconded by Mr. Parker, and unanimously carried.

ATTEST:



Secretary

APPROVED:



President