REGULAR SESSION –WEDNESDAY, OCTOBER 1, 2025

STATE OF KANSAS)
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CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, October 1, 2025 at 6:00 PM. The following Board Members were present: Thomas Groneman, President; Rose Mulvany Henry, Vice President; Brett Parker, Secretary; Mary Gonzales, Stevie A. Wakes Sr., and David Haley.

Also present: Jeremy Ash, General Manager; Angela Lawson, Acting Chief Counsel; Andrew Ferris, Chief Financial Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Jerry Sullivan, Chief Information Officer; Jerin Purtee, Interim Chief Operations Officer; Darrin McNew, Executive Director Electric Operations; Steve Green, Executive Director Water Operations; Steve Nirschl, Director Water Processing; Don Stahl, Executive Director Electric Production; Gabriela Freeman, Director Customer Care; Dennis Dumovich, Director of Human Resources; Jeff Wry, Safety/Security Manager; Karrie Glover, Customer Care Advisor; Nick Moreno, Stakeholder Engagement Manager; Durward Johnson, Senior Civil Engineer; Steven Hargis; Supervisor Water Operations; Louis Mickles, Supervisor of Water Distribution Meters; and Robert Kamp, IT Project Manager.

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

Mr. Groneman called the Board meeting to order at 6:00 PM. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the public comments section, community members who wished to speak to the Board would be asked to provide their name and address. Members of the public who wished to speak to the Board using Zoom needed to use the raise hand feature at the bottom of the application or window to signal that they wish to address the board during the public comment section. Members of the public connected by phone only, needed to press *9 to indicate they wished to address the Board in the public comment sections. Those attending in person should sign up on the sheet located near the entry. Public comments would be limited to five minutes and should be addressed to the Board. No confidential information should be shared, including, account information. Staff would not provide individual account information during an open meeting. As always, the public could also email or call the BPU with any concerns. He informed all participants to act respectfully to each other; personal attacks or accusations would not be tolerated. All concerns would be directed to the Board only, they would then determine staff involvement. If side discussion was necessary, it was to be conducted outside of the Board room to avoid interfering with presenters or other attendees. If any rules were breached during this meeting, the attendee was subject to removal.

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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 of October 1, 2025, by Mr. Wakes, seconded by Mr. Haley, and unanimously carried.

Item #4– Consent Agenda

A motion was made to approve the Consent Agenda of October 1, 2025, by Mr. Wakes, seconded by Mr. Parker, and unanimously carried.

Consent Items:

a. Approval of the Minutes of the Regular Session of September 3, 2025
b. Approval of the Minutes of the Work Session of September 23, 2025
c. Approval of the Preliminary August 2025 Financials

Item #5– General Manager / Team Reports

a) *Customer Care:* Ms. Gabriela Freeman, Director Customer Care, reviewed with the Board various data points and metrics; training initiatives, and process changes made to improve customer experiences. She spoke about the new translation service that would allow all customers the ability to call in and be helped, and spoke about the rollout of a new interactive voice response (IVR) system. (See attached PowerPoint.)

She introduced Ms. Karrie Glover, Customer Care Advisor, to the Board and said Ms. Glover had been instrumental in building bridges with local agencies and gathering information to guide customers more effectively.

Ms. Freeman responded to questions and comments from the Board.

b) *United Way Update:* Mr. Todd Jordan, Vice President, Community Impact and Executive Director 211, reviewed the partnership between United Way and BPU and explained details of the utility assistance and hardship assistance programs, shared

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partner agencies, and spoke about the impact these funds have on Wyandotte County residents. (See attached PowerPoint.)

Item #6– Public Comments

Ms. Anna Barber, 1917 N. 14th Street, inquired about the potential data center near 131st and Parallel, and its impact to Wyandotte County residents.

Mr. Ty Gorman, 2843 Parkwood Blvd., spoke about the United Way presentation and the needs of many Wyandotte County residents, and expressed his thoughts on energy efficiency options.

Ms. Jae Easley, Wyandotte County, shared her views regarding contact with Customer Care, and inquired about a claim she submitted and how to provide additional documentation to BPU for that.

Ms. Louise Lynch, Kansas City, KS, expressed appreciation for improvements made to Customer Care.

Ms. Fannie Hill, Wyandotte County, spoke about senior citizens being able to connect with Customer Care and said she liked having the option to make an in-person appointment. She also inquired about United Way funds.

Ms. Madella Henderson, 2901 N. 69th St., spoke about concerns regarding flood damage and her insurance and inquired about the Unified Government stormwater fee.

Item #9– Miscellaneous Comments

Mr. Ash thanked the team that assisted with creating the strategic plan and reviewed items from the September Community Impact Report. Highlights included, the water department completing their fire hydrant inspections prior to October 1st, a shout out to Nearman Power for their hard work, and a thank you to the executive team for volunteering to serve dinner at the Police Athletic League (PAL). He thanked Mr. Darrin McNew, Executive Director Electric Operations, for presenting at a Kansas Municipal Utilities (KMU) event that was held at the BPU Administrative Office and said KMU reported it was one of the best attended events they had hosted.

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Item #10– Board Comments

Ms. Mulvany Henry did not have any comments.

Ms. Gonzales thanked United Way for their presentation and thanked Ms. Freeman for providing a resolution to her customer inquiries.

Mr. Parker expressed appreciation for the presentations and to the community for their comments. He acknowledged Mr. Ash and the leadership team for building connections and being proactive in order to meet community needs.

Mr. Wakes also expressed appreciation for the presentations and said that the Board had been proactive in striving to maintain a safe environment for the community and would continue to advocate for that. He thanked Mr. Ty Gorman for his advocacy and feedback.

Mr. Haley echoed the others appreciation for the presentations in both Work and Regular Session meetings. He spoke about the importance of having an advocate on the Board and reviewed items he supported from a prior meeting, which included; audio and visual meetings to allow remote engagement, the cold weather rule, lobby operations, and review of various policies.

Mr. Groneman thanked the Customer Care team for their presentation and their efforts to continue improving. He also thanked the community members who voiced their thoughts.

Item 11 – Adjourn

At 7:15 PM a motion to adjourn was made by Mr. Haley, seconded by Mr. Wakes, and unanimously carried.

ATTEST:
Secretary

APPROVED:
President

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BOARD AGENDA

Regular Session
October 1, 2025 – 6:00 P.M.

I. Call to Order

II. Roll Call

____Brett Parker, District 3
____Mary L. Gonzales, At Large, Position 1
____Tom Groneman, District 2
____David Haley, At Large, Position 2
____Stevie A. Wakes, Sr., District 1
____Rose Mulvany Henry, At Large, Position 3

III. Approval of Agenda

IV. Consent Agenda Approvals

a. Approval of the Minutes of the Regular Session of September 3, 2025
b. Approval of the Minutes of the Work Session of September 23, 2025
c. Approval of the Preliminary August 2025 Financials

V. General Manager / Team Reports

a. Customer Care Update
b. United Way Update

VI. Public Comments

VII. Miscellaneous Comments

VIII. Board Comments

IX. Adjourn

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CUSTOMER CARE UPDATE

Gabriela Freeman
Director of Customer Care





Key Topics

- Customer Care data points
- Training initiatives
- Processes update
- Customer Advisor
- Future projects

Data Points & Metrics

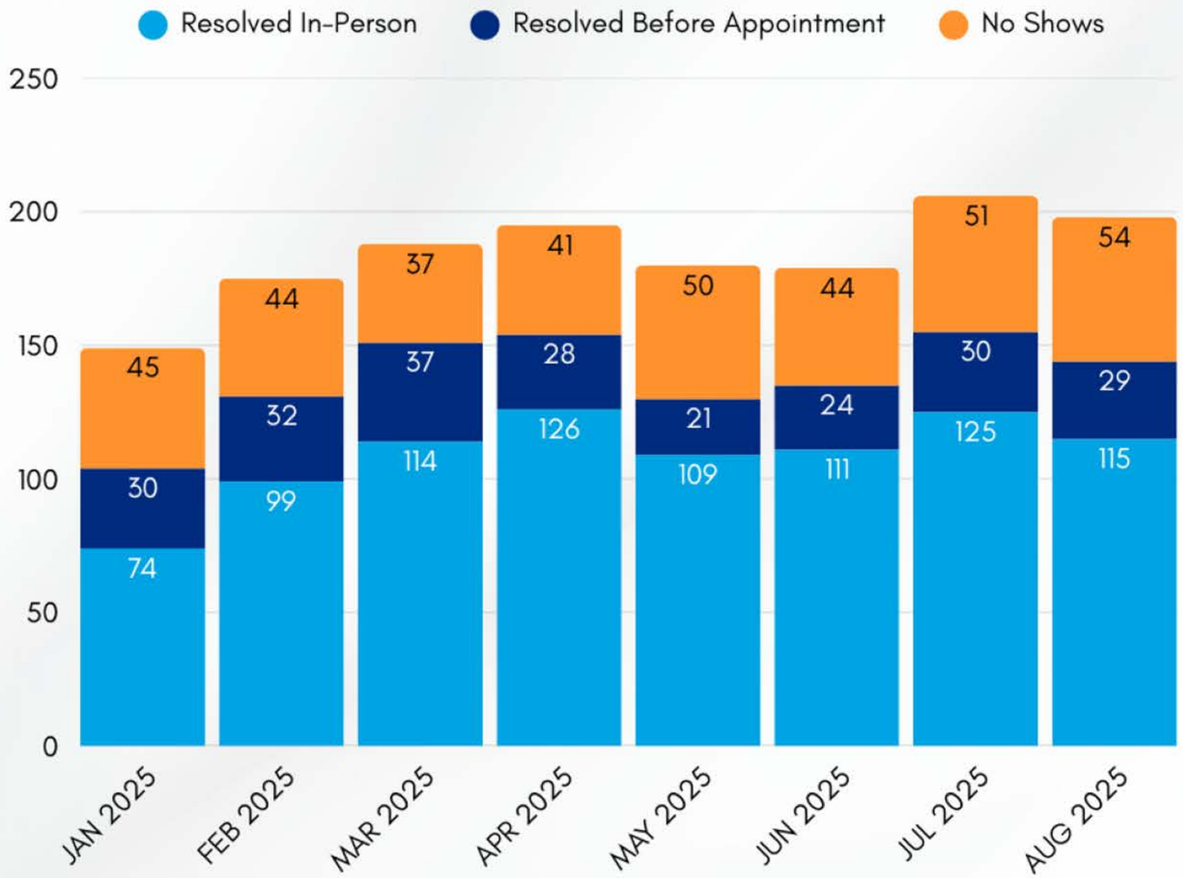
JAN - AUG 2025

Lobby Appointments	873
Paperless Billing	22,237
Net Meter Accounts	542
Flex Pay	1,281
My Meter Users	33,717
Payment Arrangements	11,174 arrangements made $1,041,960 million

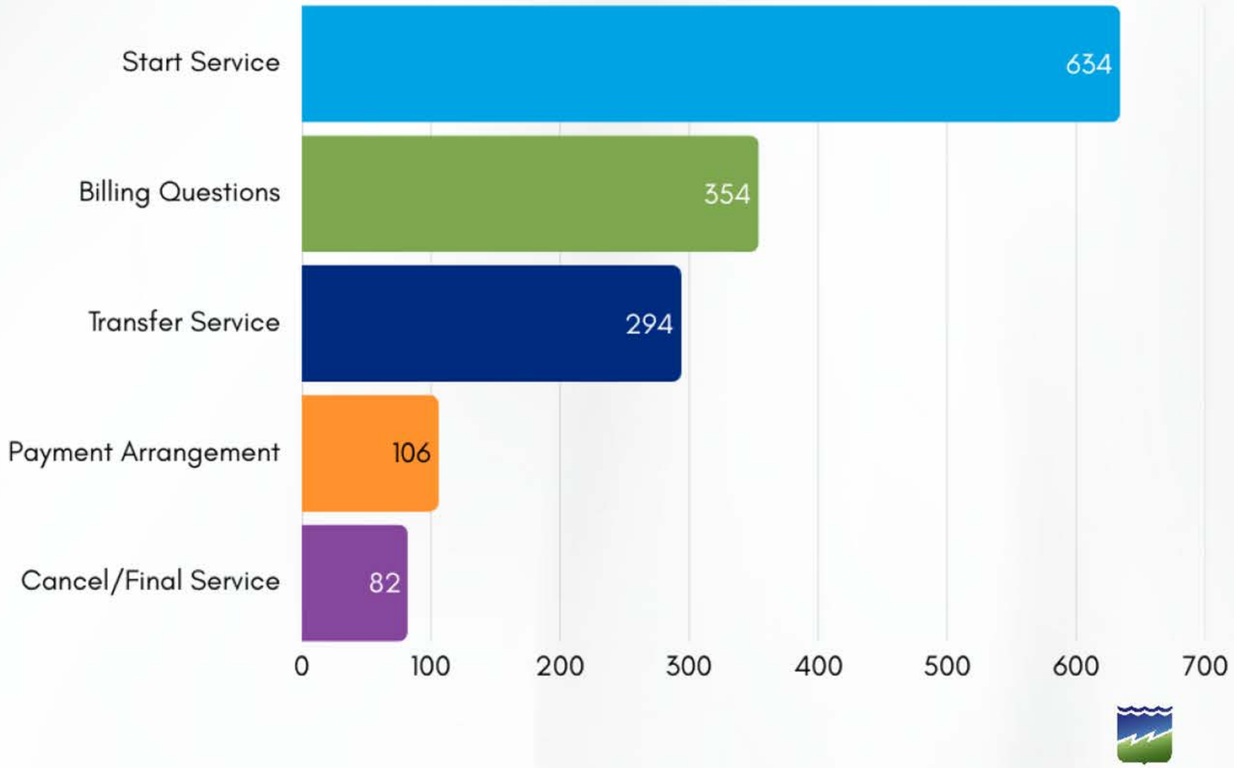


In-Person Appointments

APPOINTMENT TYPE



IN-PERSON APPOINTMENT TYPE JAN - AUG 2025



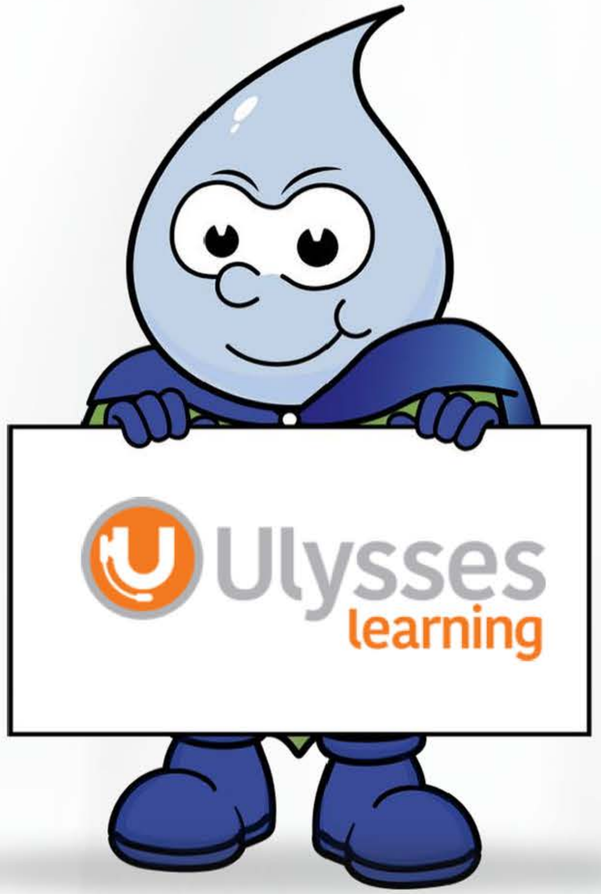
Training Initiatives

FOCUS AREAS

- Acknowledge customer needs and emotions
- Gain control of the call
- Probe for questions
- Provide clear, actionable solutions
- Gain customer acceptance
- Recap and outline next steps
- Invite additional questions

IMPACTS

- Increase first-call resolution rate
- Reduction in average call handling time
- Boost in employee confidence and engagement



Language Translation Services

Breaking language barriers to serve every customer





propio

Previous limitation:	Spanish was BPU's only supported non-English language.
New capability:	**300+** languages available with Propio.
How it works:	• Phone-based translation for Customer Care reps • On-site support for Field reps
Impact:	Improved inclusivity and service for diverse populations
Customer story:	A Burmese-speaking customer shared his gratitude and promised to share the news

Processes

COLLABORATIVE APPROACH

Engaged the frontline to identify process improvements

Placed equal priority on the customer and employee experience



BEREAVEMENT ACCOUNT PROCESS

Streamlined updates for accounts during a difficult time

30-day paperwork completion window

Account number and history retention



KEY OUTCOMES

Reduce stress for grieving families

Minimize disruption for customers and employees

Preserve billing continuity and service history

Looking to the Future

Service setup and transfer modernization

Current challenge:

- Manual document submission delays service setup

New process (in development)**:**

- Online self-validation
  - New and transfer customers
- Automatic service setup upon successful validation

Anticipated benefits:

- Faster account activation
- Fewer customer touchpoints
- Reduced paperwork and processing time



Interactive Voice Response (IVR) System Launch



Enhanced self-service features:

Intelligent call routing to the correct department
Expanded language support: English, Spanish, Hmong

Benefits:

Efficient service delivery
Inclusive, understandable access for diverse communities
Actionable insights for coaching and recognition

Customer feedback integration:

Surveys via phone or text after representative interactions

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Connect with us:

www.bpu.com

913-573-9190 (customer service)

913-573-9522 (report an outage)

custservice@bpu.com



UNITED WAY
Greater Kansas City

BPU, United Way, and Utility Assistance Programs

Todd Jordan, PhD

Vice President, Community Impact and Executive Director 211

October 1, 2025



Introduction

Thank you!

- Employee giving
- Utility Assistance
- Hardship Program

Today's Focus: Update on Utility Assistance, Hardship Assistance Program, and United Way in Wyandotte County

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Community Need in Wyandotte County and ALICE

17.5%

Percent below Poverty

2023 ACS 5-Year

10,163

Households living in poverty

19,630

ALICE households – United Way method for defining those above the poverty line but still struggling with cost of living

48%

Percentage of households in Wyandotte County who are below the ALICE threshold

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Percent people in poverty taken from the 2023 American Community Survey 5-Year estimates.
Households in poverty and ALICE https://www.unitedforalice.org/introducing-ALICE/Kansas

Utility Programs

2025 BPU Funding

Designated Amounts:

Utility Assistance: $280,000

Hardship Assistance: $220,000

Total Support: $500,000



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BPU and United Way Funding

Historically, BPU has provided:

- Utility Assistance: $105,000
- Hardship Assistance: $120,000
- Total: $225,000

Additional Support provided since 2023 has been needed!

United Way support for Utility Assistance

- Provided $12,179.91 to BPU as part of Federal Government Shutdown Relief (2019)
- CARES Act Funding for Utility Assistance $297,836.14
- ARPA Funding for Utility Assistance $570,642.60
- Currently providing assistance via Debit Cards (April – August total: $14,000)

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Utility Assistance Program

Funded via Corporate Contribution from BPU board set to match employee United Way campaign up to $105,000

Program included an additional $175,000 in funding for 2025, total of $280,000

Allowable Expenditures: all BPU services

No deposits, connections or reconnection fees

Participant must be 200% of federal poverty level (past 30 days) and a Wyandotte County resident

Assistance cannot exceed $500

Client is eligible for assistance once every 12 months

All assistance is tracked in MAACLink

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Utility Assistance Program

United Way administers the program and supports 7 partner agencies:

Agency	2025 Funding
Avenue of Life	$ 26,725
Catholic Charities of Northeast Kansas	$ 43,060
Cross-Lines Community Outreach	$ 35,300
Economic Opportunity Foundation	$ 38,155
El Centro, Inc.	$ 30,400
Metro Lutheran Ministries	$ 43,060
Salvation Army Harbor Light Village	$ 35,300
Total	$ 252,000

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Utility Assistance Program

Breakdown for Utility Assistance

Funding to agencies: $252,000

United Way Administration (10%): $28,000

Total = $280,000

Role in Administration:

- Fund management, including payment disbursement
- Recruit and train agencies regarding program requirements
- Ensure compliance with program requirements
- MAACLink shared data platform
- Adjust funding based on agency utilization
- Promotion of program and other agency services via 211
- UW administrative costs (staffing, management, IT, finance, audit costs)
- Recommended improvements
- Promotion of BPU

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Utility Assistance Program

Program Results:

- The program has provided more than $2.1 million dollars in assistance to Wyandotte County Residents from 2009-2024.

- Over 11,000 utility assistance payments, recently we have seen about 900 households helped per year.

- Since 2020, average amount of assistance is $303.70

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Hardship Assistance Program

Breakdown for Hardship Assistance Program

Designated amount plus portion of Additional Support
$120,000 + $85,000 = $205,000

Funding for part-time case manager: $30,000
United Way Administration (10%): $20,500
Assistance for Community Members: $168,000

Total = $280,000

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Hardship Assistance Program

Case Manager and Role in Administration

- Funding pays for part-time, bilingual case manager who offices in Wyandotte County
- Management of case manager, compliance check, and review of difficult cases
- MAACLink shared data platform
- IT infrastructure
- File storage
- Promotion of program and other agency services via 211
- Recommended improvements
- Promotion of BPU
- Connection to community partners and training

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Hardship Assistance Program

- 2025 Program Overview:
  - $168,000 is held by BPU to pay commitments on customer accounts
  - United Way divides money into monthly allocations based on levels of demand from previous years
  - $5,000 held for customers with excellent payment history
  - United Way operates the program including a part-time, bilingual, program manager
  - Fills essential role in emergency assistance for the community because it is not income-based

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Hardship Assistance Program

Participant Eligibility Requirements:

- Applicant has received six months of continuous BPU service
- Applicant has experienced one of the following qualifying hardships: Health Emergency, Change in Employment or Income Status, Change in Family Composition or Marital Status, Unforeseen Documented Expenses, or be an older adult who meets fixed income/economic vulnerability criteria
- Must be able to provide documentation regarding qualifying hardships

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Hardship Assistance Program

- Allowable Expenditures: BPU service
- No deposits, connections, or reconnection fees
- Customer must provide paperwork demonstrating hardship along with copy of BPU bill and photo ID
- Assistance cannot exceed $500
- Customer is eligible for assistance once every 12 months
- All assistance is tracked using MAACLink

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Hardship Assistance Program

Program Results:

- The program has provided almost $1 million in assistance through over 3,000 commitments from 2013 through 2024
- Roughly 300 households are served per year
- Average payment is $324.71

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Combined BPU Funding:

Total Funding in 2025:

$500,000

Program Costs:

Assistance: $420,000

Case Manager: $30,000

United Way Administration: $50,000

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United Way Support for Wyandotte County:

211 Call Center has seen increased demand and request for utility assistance is the top request

- 9,160 requests for help in last 365 days, 1,647 of those are for utilities, with more than 1,000 calls for electric assistance

FY26 investment in Wyandotte County is significant, including innovative new programs

- Family Empowerment Initiative
- Debit Cards
- Delta Dental
- 20 agencies with physical locations, and more than 60 that serve WyCo residents

Almost $4 million invested in programs and services for Wyandotte County residents

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