WORK SESSION MINUTES – WEDNESDAY, OCTOBER 1, 2025

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The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, October 1, 2025 at 5:00 PM. The following Board Members were present: Thomas Groneman, President; Rose Mulvany Henry, Vice President; Brett Parker, Secretary; Stevie A. Wakes Sr., David Haley, and Mary Gonzales.

Also present: Jeremy Ash, General Manager; Angela Lawson, Acting Chief Counsel; Leigh Mulholland, Chief Compliance Officer; Abbey Frye, Chief Administrative Officer; Andrew Ferris, Chief Financial Officer; Jerry Sullivan, Chief Information Officer; Jerin Purtee, Interim Chief Operating Officer; Don Stahl, Executive Director Electric Production; Steve Green, Executive Director Water Operations; Dennis Dumovich, Director of Human Resources; and Rob 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 meeting to order at 5:00 PM.

Roll call was taken and all Board members were present.

Item #3 –Approval of Agenda

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

Item #4 – Board Update/GM Update

Mr. Ash said BPU had collaborated with public works and the fire department regarding safety and had an upcoming emergency response exercise planned for fire personnel to get familiar with the Nearman Water Treatment Plant.

Item #5 –2026 Strategic Plan Roll-Out

Mr. Ash spoke about working with leadership staff to create a strategic plan that would better align the mission and core values of BPU. Items reviewed included; implementing the ICare initiative, the BPU mission statement, and the three pillars of the strategic focus. Ms. Abbey Frye, Chief Administrative Officer, spoke about the first pillar and its focus on safety, development, and accountability for BPU employees, along with building trust and acting with integrity. Mr. Andrew Ferris, Chief Financial Officer, spoke

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about pillar two and the goal of being disciplined and transparent in managing ratepayer dollars, budgeting responsibly, and prepare for long-term sustainability. Mr. Jerin Purtee, Interim Chief Operating Officer, said their approach would be to prioritize safety, modernize the grid and infrastructure, and stay ahead of the compliance curve to minimize risk to the utility and community as part of pillar three. (See attached PowerPoint.)

Item #6 – Employee Engagement Survey Results

Mr. Dennis Dumovich, Director Human Resources, reviewed the results of the Employee Engagement Survey and said the survey goal was to determine where BPU was with regards to BPU culture and to identify areas of improvement. The survey was completed by a third party and included their recommendations to BPU.

Item #7 – Adjourn

A motion was made to adjourn the Work Session at 5:47 PM, by Mr. Wakes, seconded by Mr. Parker, and unanimously carried.

ATTEST:

Secretary

APPROVED:

President

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BOARD AGENDA

Work Session
October 1, 2025 – 5:00 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. Board Update/GM Update

V. 2026 Strategic Plan Roll-Out

VI. Employee Engagement Survey Results

VII. Adjourn

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V. 2026 Strategic Plan Roll-Out

VI. Employee Engagement Survey Results

VII. Adjourn



STRATEGIC ALIGNMENT BRIEF

Mission
Values
Strategic Pillars

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A CLEAR DIRECTION FORWARD

- Cross-departmental input
- Reflects employee values and leadership priorities
- Already guiding FY2026

This isn't just a strategic plan; it's a culture shift that's already underway.



MISSION STATEMENT

Deliver safe, reliable, and efficient utility services that support our community.



Existing Mission: *To focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable, and sustainable utilities.*

OUR CORE VALUES

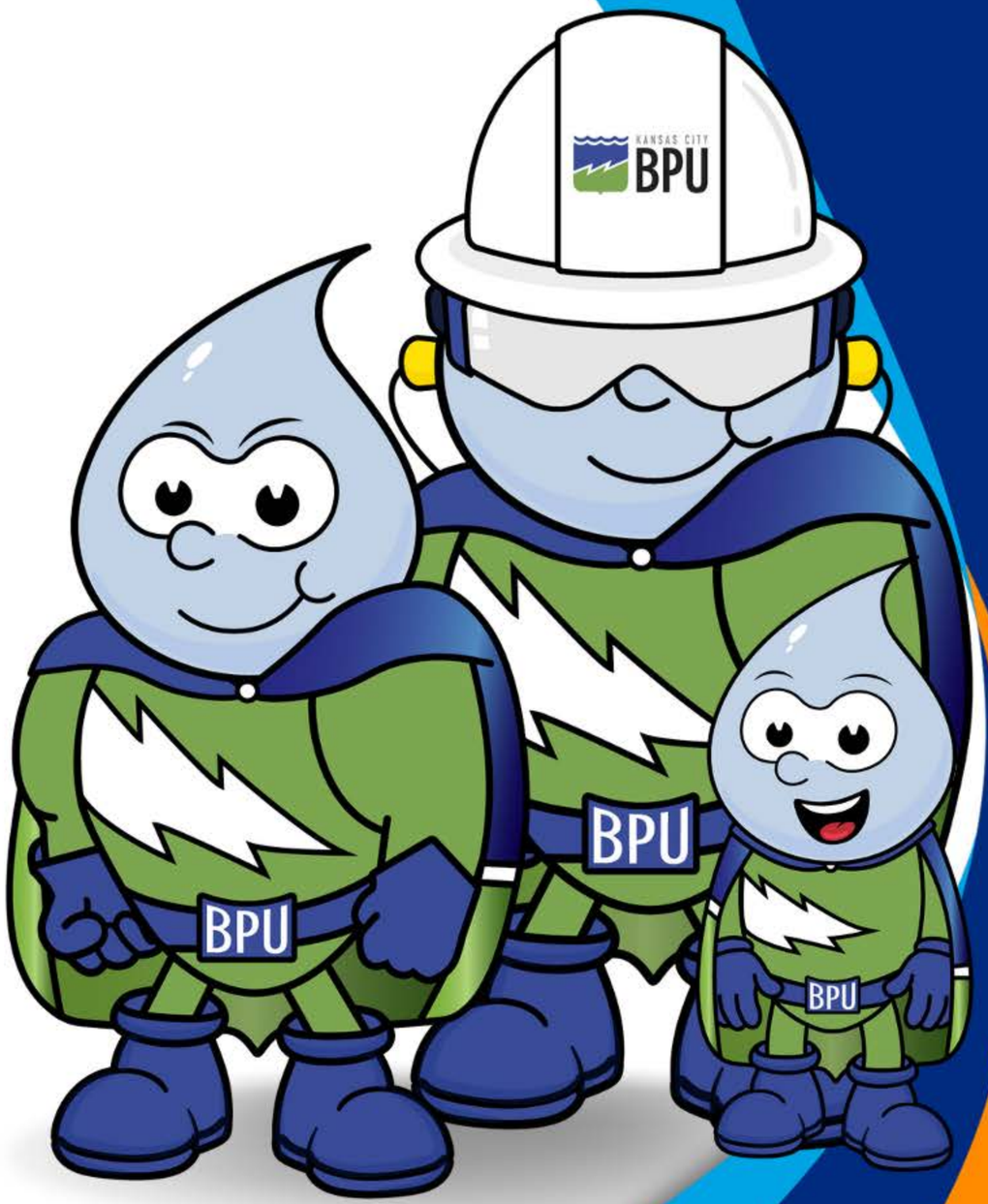
SAFETY:
...always

INTEGRITY:
Doing the right thing the right way

STEWARDSHIP:
Of our people, resources, and environment

SERVICE:
Community first

COLLABORATION:
Achieving more together



THREE PILLARS OF STRATEGIC FOCUS

PILLAR

Customer-focused and people-centric

PILLAR II

Financial stewardship and sustainability

PILLAR

System operations, resiliency, and regulatory

Each pillar connects our values with action. They are a structure behind how we serve our community, manage our resources, and future-proof BPU.



PILLAR I:

Customer Focused & People-Centered

STRATEGIC OBJECTIVE:

Create meaningful experiences for our customers and employees, driven by service, integrity, and care.

GOALS:

1. Invest in our team
2. Build strong community partnerships
3. Create a positive customer experience

This pillar acknowledges that culture, trust, and service originate from how we treat people, both internally and externally.



PILLAR II:

Financial Stewardship & Sustainability

STRATEGIC OBJECTIVE:

Foster ethical and transparent practices that safeguard resources, manage risk, and support long-term organizational excellence.

GOALS:

1. Manage finances responsibly
2. Extend asset lifecycle and ensure compliance

We are focused on long-term performance, rate stability, and fiscal responsibility as a not-for-profit utility.



PILLAR III:

System Operations, Resiliency, & Regulatory

STRATEGIC OBJECTIVE:

Ensure safe and resilient operations through effective systems management and culture of innovation and compliance.

GOALS:

1. Prioritize safety for all
2. Modernize infrastructure
3. Maintain proactive compliance

Our systems are the backbone. This pillar ensures they are safe, strong, and forward-looking.

WHAT'S NEXT



We're showing up. We're reinforcing. We're ensuring that every team member understands how this connects to their work.

WHAT IS UNDERWAY:

FALL 2025
Communications launches internal messaging, tools, and alignment.

EXECUTIVE ROADSHOW
Leadership visits each BPU location to introduce plan in person.

DIRECTOR CASCADE
Directors will share and discuss the plan with their teams.

LIVING THE PLAN
Embedded into hiring, training, and recognition; not a one-time announcement.

FY2026
Department goals will reflect the three strategic pillars.

MOVING FORWARD

WITH PURPOSE



Our mission and values are not just words; they are how we lead, how we support one another, and how we serve our community. Our pillars provide us with a structure to live them out every day, in every department.



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2025 BPU Employee Survey Results:

Key Insights & Forward Momentum







Dennis Dumovich
Director of Human Resources



Why We Survey

01 The Kansas City Board of Public Utilities (BPU) surveys employees annually to measure workplace culture, engagement, and areas of improvement.

02 CBIZ, a neutral third-party partner, designs, conducts, and analyzes the survey data.

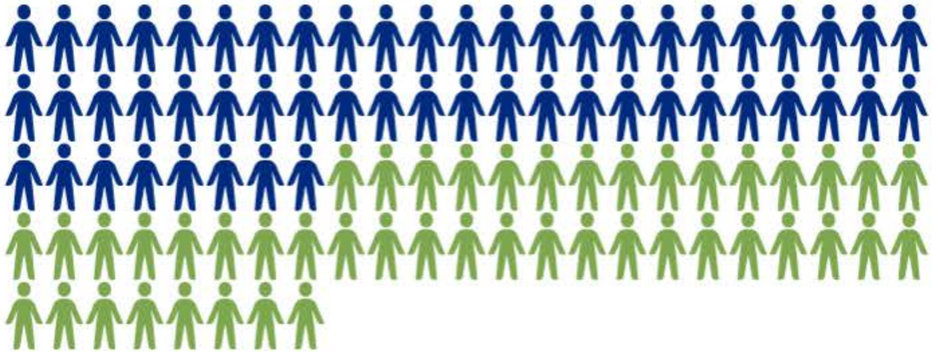
03 Utilizing CBIZ ensures confidentiality and unbiased data for leadership to act on.

04 **69% 2025 response rate:**
This is up from 67% in 2024 and is **double** the national average.

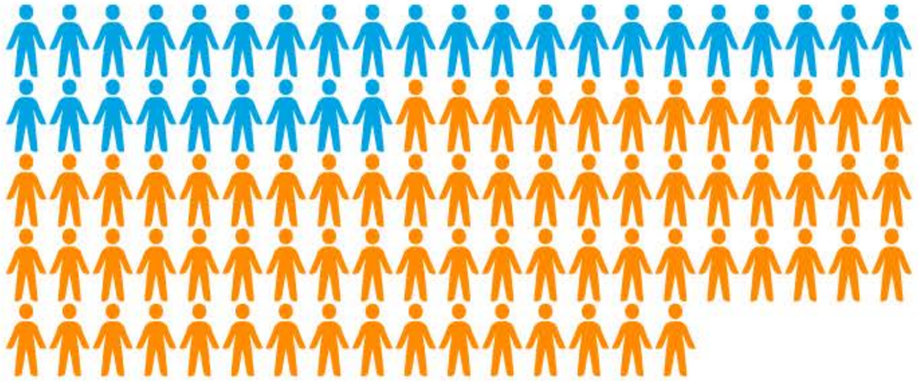
Statistics

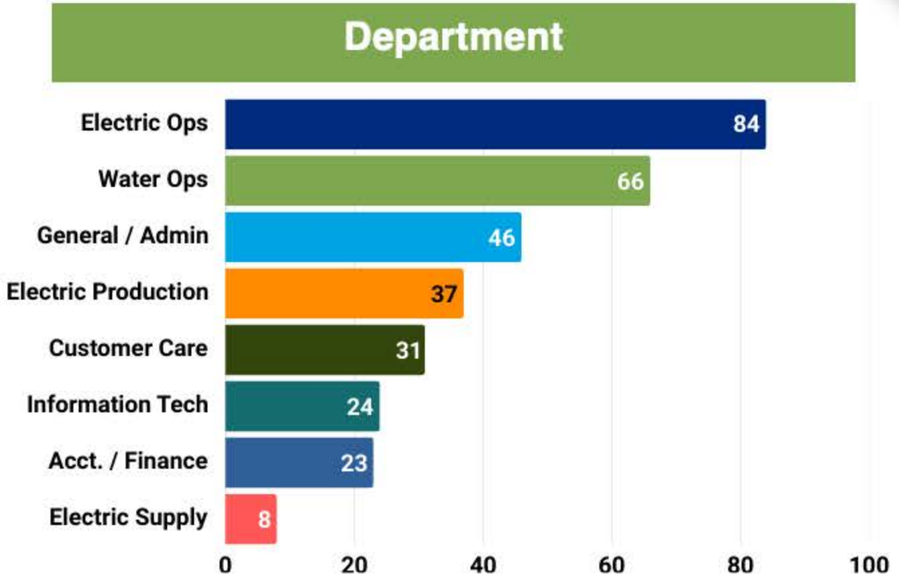
Who We Heard From

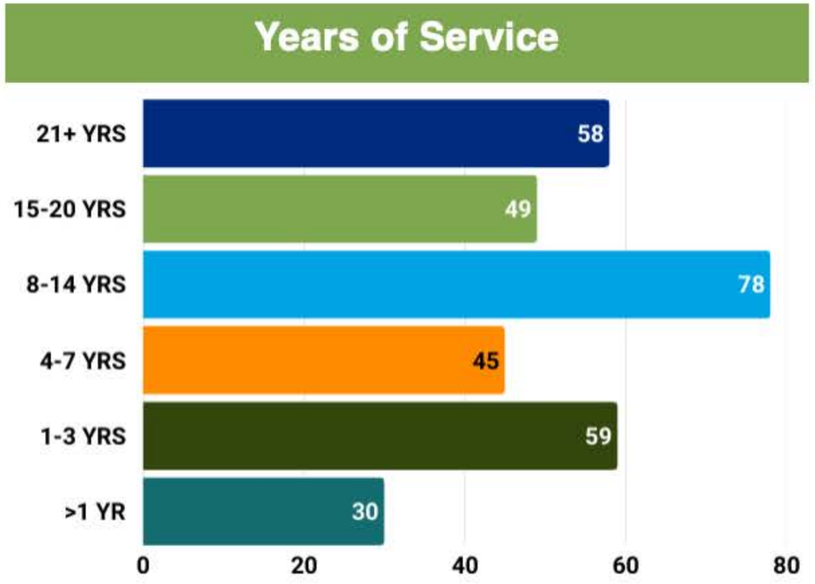
*Union **54%*** *Non-Bargaining **46%***

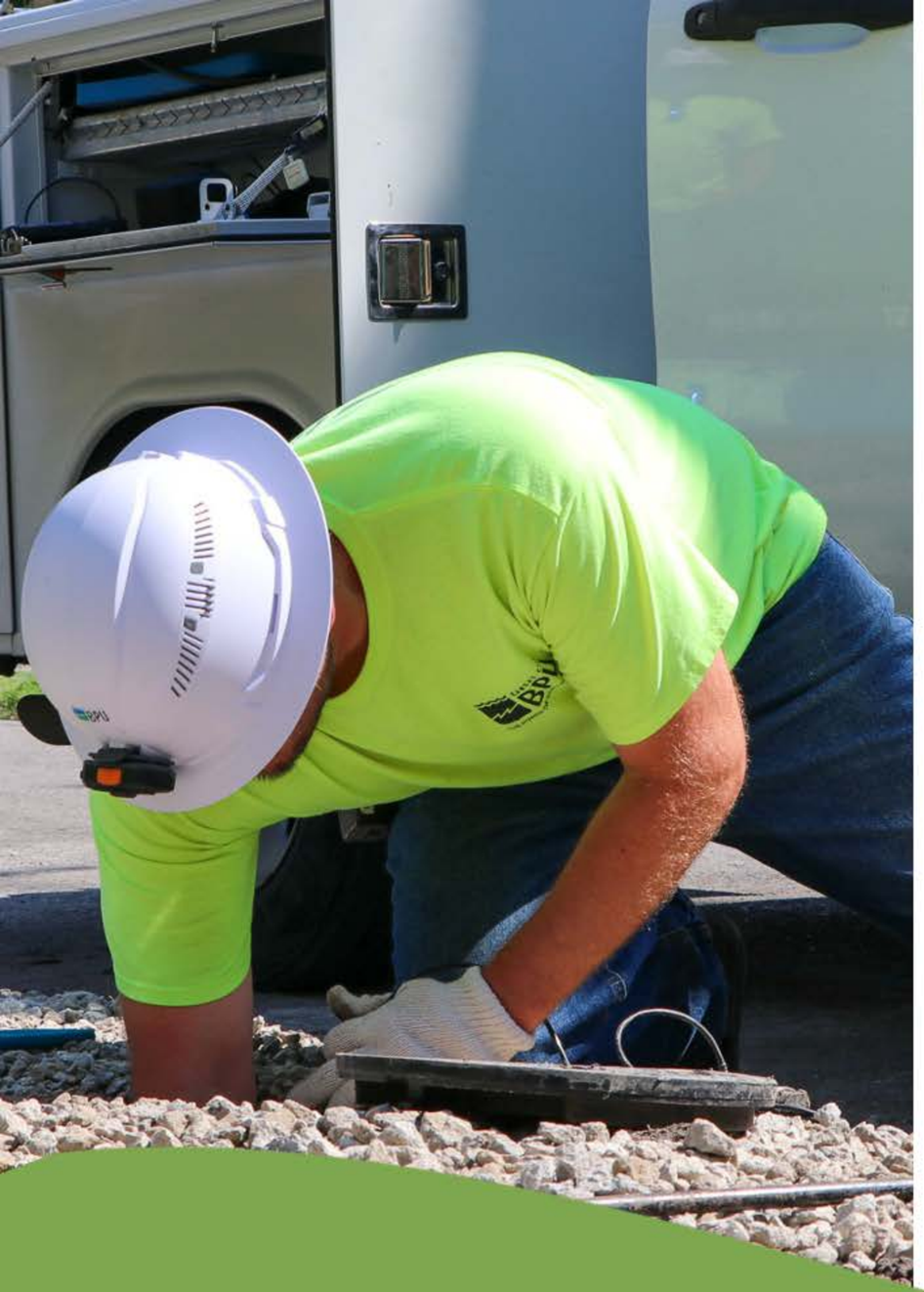


*Supervisor = **30%*** *Non-Supervisor = **70%***







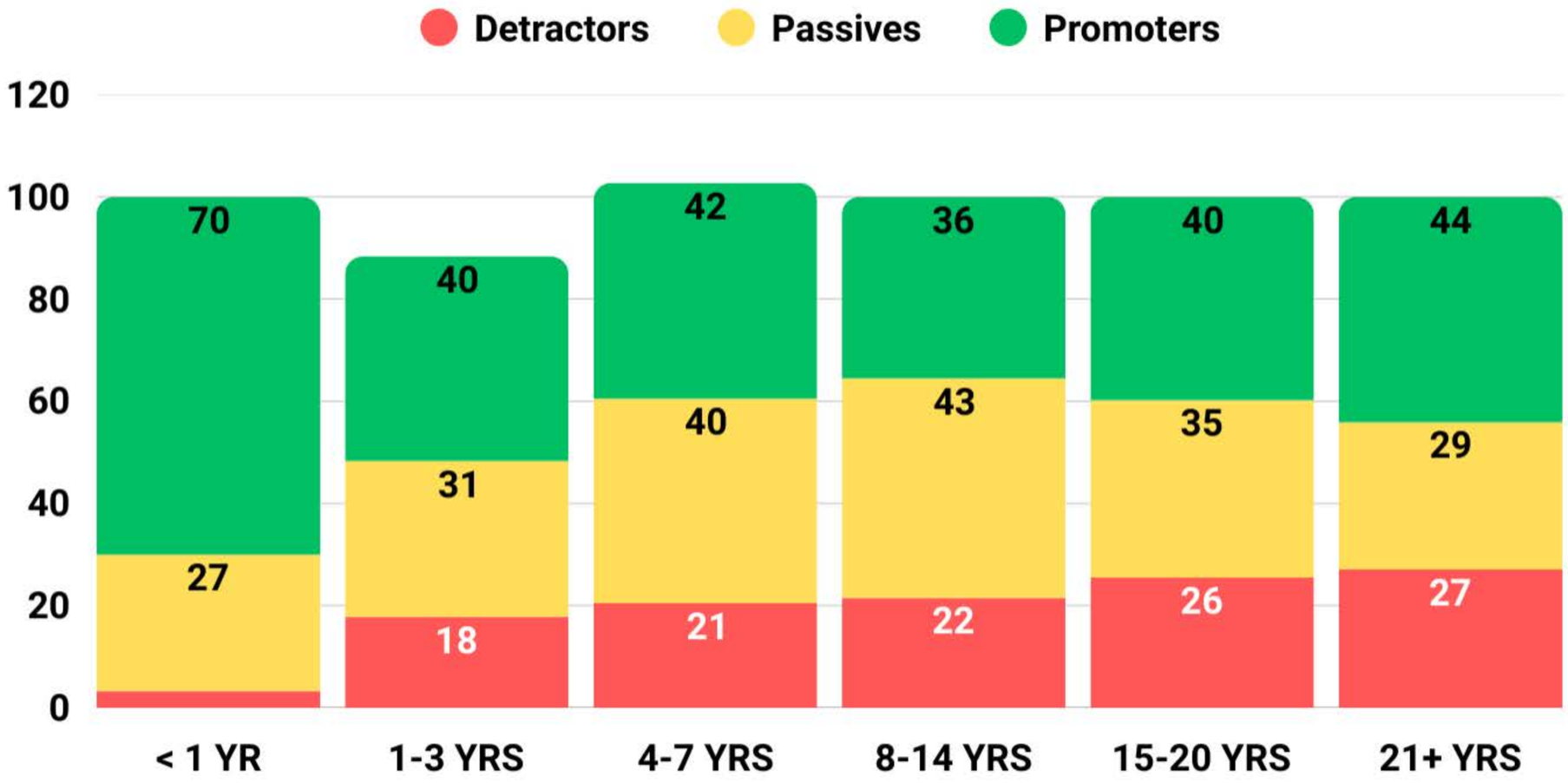


Employee Net Promoter Score:

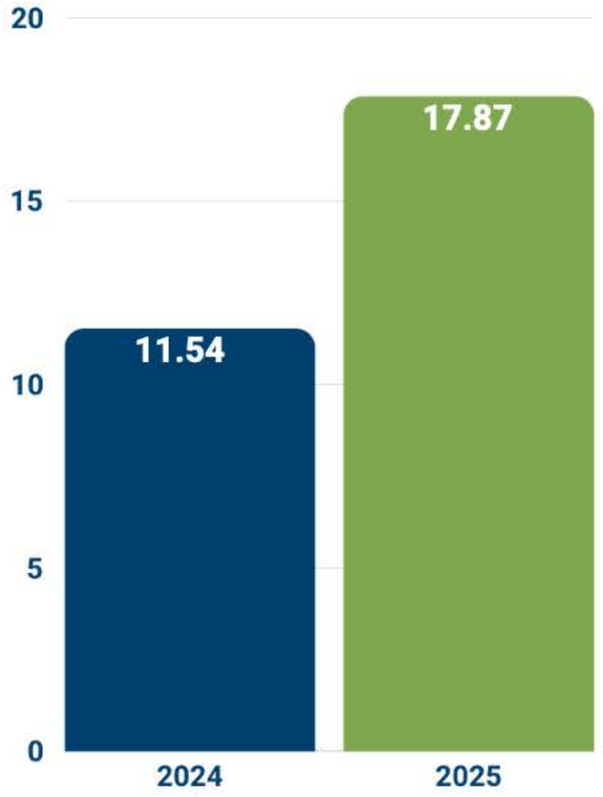
How We Are Trending

- **+6 point increase compared to 2024**
- **Employee Net Promoter Score** (eNPS) **is a measure of loyalty and satisfaction:**
  - 42% Promoters
  - 34% Passives
  - 24% Detractors
- **These scores reflect a 50% improvement over last year.**

How Employees Feel at Different Stages of Their BPU Journey



Why eNPS Matters



Our eNPS is trending up, signaling a more engaged and loyal workforce with clear opportunities to move "passives" to "promoters".

What is Considered a "Good" eNPS?

eNPS Score	Interpretation
-100 to 0	Needs improvement- employee disengagement
0 to +10	Caution zone- slightly more promoters than detractors
+10 to +30	**Solid - a satisfied, strong foundation**
+30 to +50	Engaged and loyal workforce
+50 to +70	Highly loyal culture
+70 to +100	Exceptional workplace advocacy

What is Working & Where to Improve

Top Strengths:

2024
1. Benefits
2. Pay
3. **Pension**

2025
1. Benefits
2. Pay
3. **Job Security**

"Pension" dropped out of the top three in 2025 for the first time.

Areas to Improve:

2024
1. Culture
2. Communication
3. Career Opportunities

2025
1. Career Opportunities
2. Internal Communication
3. Supervisor Development



Culture & Values

How We Live Our Mission

Metric/Question	2024 *Strongly Agree or Agree*		**2025** *Strongly Agree or Agree*
Believe BPU lives out its mission	82%	**2%**	**84%**
Top cultural strengths (open text)	Training, culture, pension		**Culture, career opportunities**





“It’s touching to see the swift changes being made here with the new management team and management style. Integrity, community pride and a caring spirit has a trickledown effect.

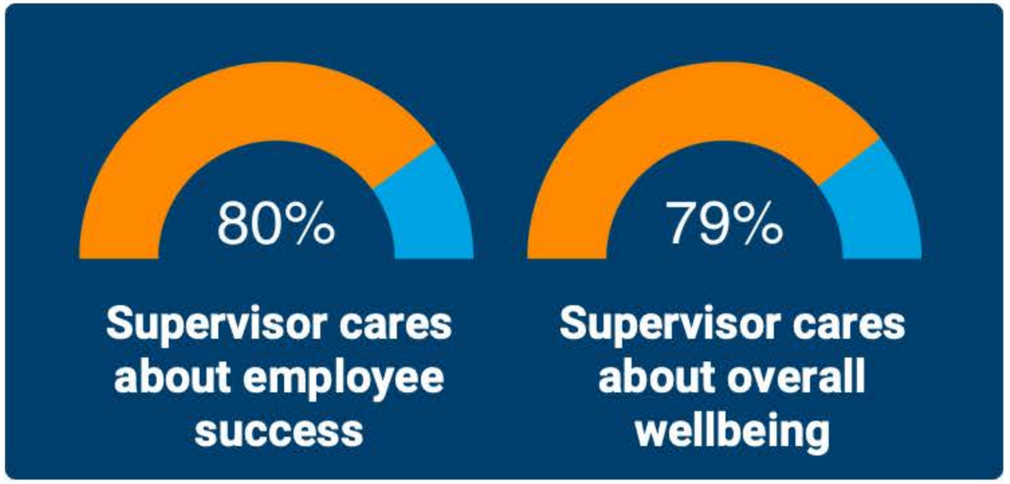
The caring and community spirit of BPU is being reinvigorated.”

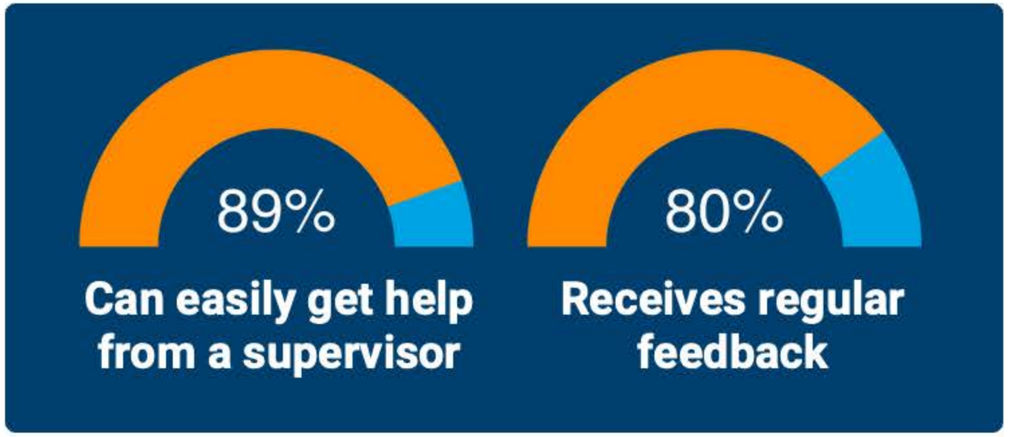
Supervisor Support & Engagement



New/Modified Questions in 2025:

2025 baseline data shows strong supervisor accessibility and support, setting the bar for future year-over-year tracking.





Communication

Metric/Question	2024 *Strongly Agree or Agree*		**2025** *Strongly Agree or Agree*
I feel well-informed about what's going on	51%	4%	**55%**
My supervisor keeps me informed	61%	1%	**62%**

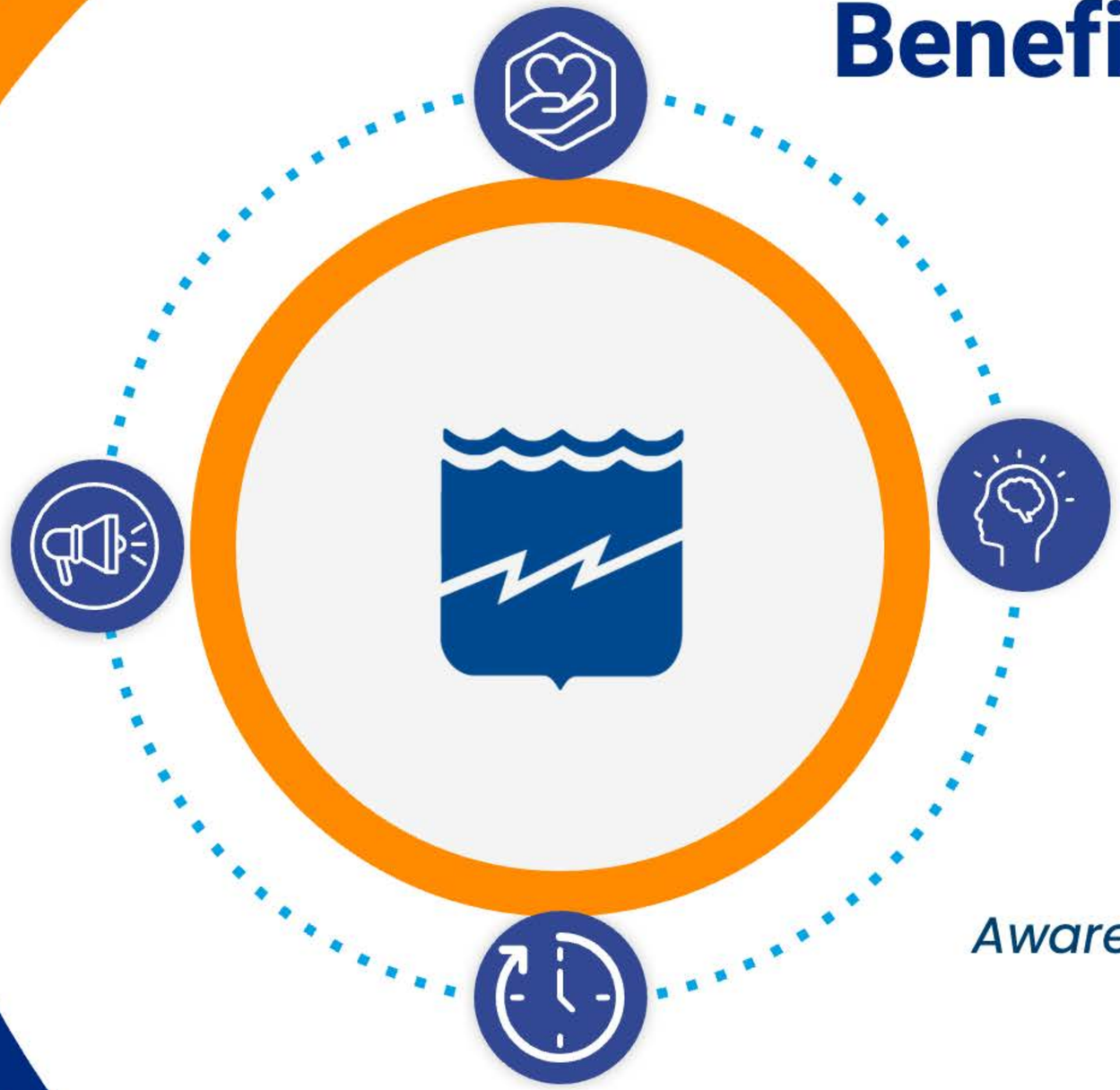
Common communication channels used:

- Email: (10% increase compared to 2024)
- Word of mouth, co-worker updates
- *New*: BPU Weekly Update emails

Employees rely more on email and word of mouth, indicating that relationships still matter.



Benefits Website & Usage



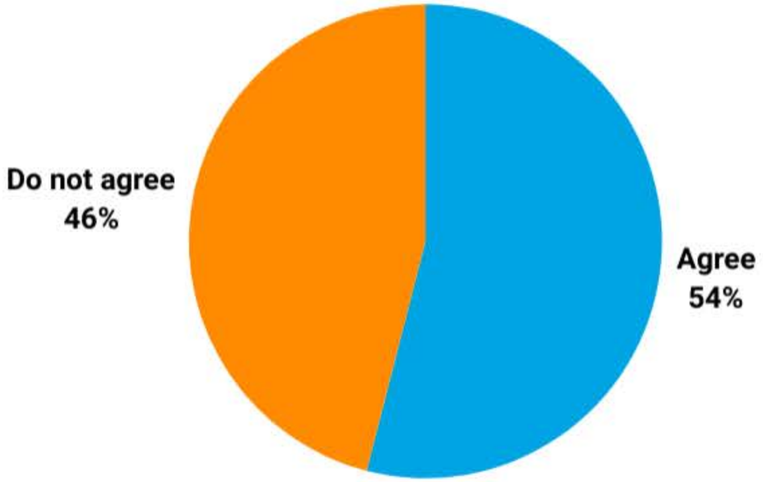
Key Insights:

- 68% use the benefits website – flat from 2024
- 45% said they are satisfied with the experience
- Most reported that general awareness and time availability are major barriers

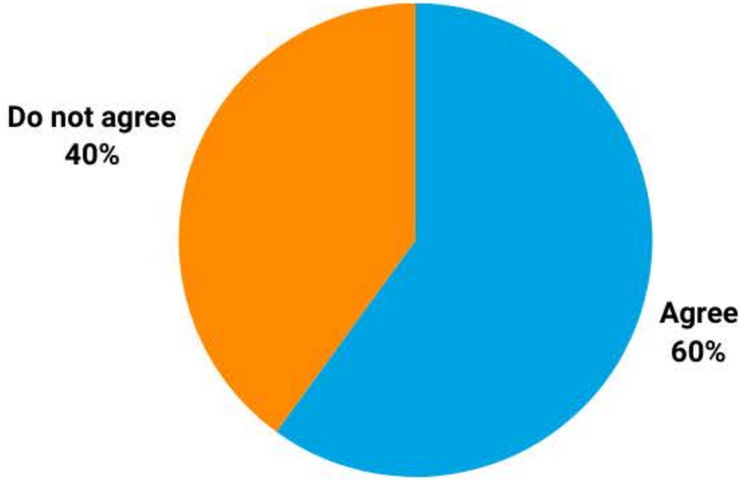
Awareness is the issue - not usefulness

Total Rewards & Benefits

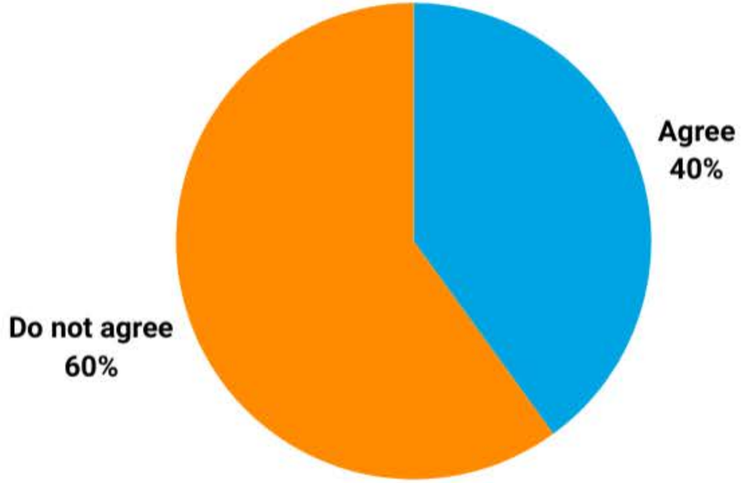
Benefits are easy to understand



Monthly Benefit Spotlight emails are helpful



Interested in Dependent Care FSA



Feedback Themes:

- Pension fairness (Tier 1 vs. Tier 2)
- Mental health, wellness, and weight-loss medications
- Family support needs (leave, dependent care, residency mandate)
- Desire for clearer communication

Where We Go From Here:

Recommendations & Next Steps

CBIZ Recommendations	BPU Next Steps
Strengthen career growth pathways across the organization	Incorporate feedback into 2025 and 2026 performance strategies
Increase internal communication transparency	Improve transparency through *Morning Brew* sessions, weekly updates, and onsite meetings
Equip supervisors to lead with empathy and clarity	Identify a rollout of supervisor and leadership development programs
Continue to listen, share, and act on feedback	Communicate survey results and next steps to employees

I would like to personally thank the BPU team for all their efforts in making my employment experience here a pleasant one.

I never plan on leaving this company. I LOVE MY JOB!

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