

**REGULAR SESSION –WEDNESDAY, DECEMBER 1, 2021**

STATE OF KANSAS        )  
  ) SS  
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met remotely in Regular Session on Wednesday, December 1, 2021 at 6:00 P.M. The following Board Members were on the teleconference: Robert L. Milan, President; Mary Gonzales, Vice President; Rose Mulvany Henry, Secretary; Jeff Bryant, Thomas Groneman, and Ryan Eidson.

Also on teleconference: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jeremy Ash, Executive Director Electric Operations; Jerry Ohmes, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Dong Quach, Executive Director Electric Production; David Mehlhaff, Chief Communications Officer; Jerry Sullivan, Chief Information Officer; Robert Kamp, IT Project Manager; Randy Otting, Director Accounting; Dennis Dumovich, Director Human Resources; and, Patrice Townsend, Director Utility Services.

A tape of this meeting is on file at the Board of Public Utilities.

Mr. Milan called the Board Meeting to order at 6:00 P.M. He welcomed all that were listening to or viewing the meeting. He stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. Those wishing to offer comments during the Public Comments section could click on the raised hand feature at the bottom of the application or window or press Star 9 and be connected by phone. As always, the public could email or call the BPU with any concerns. The agenda could be found on the BPU website. If they were using Zoom, it would appear on their screen. Mr. Milan 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 via teleconference.

**Item #3 – Approval of Agenda**

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

**Item #4 – Approval of Work Session Minutes of November 17, 2021**

A motion was made to approve the minutes of the Work Session of November 17, 2021 by Mr. Bryant, seconded by Ms. Gonzales, and unanimously carried.

REGULAR SESSION –WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS     )  
  ) SS  
CITY OF KANSAS CITY)

**Item #5 – Approval of Regular Session Minutes of November 17, 2021**

A motion was made to approve the minutes of the Regular Session of November 17, 2021 by Ms. Mulvany Henry, seconded by Mr. Eidson, and unanimously carried.

**Item #6 – Public Comments**

Mr. William Johnson, General Manager, asked Mr. Robert Kamp, IT Project Manager, if there were any visitors wishing to speak.

Mr. Kamp said that no one had their hand raised via teleconference.

**Item #7 – General Manager / Staff Reports**

- i. *October 2021 Financials:* Ms. Lori Austin, Chief Financial Officer/Chief Administrative Officer, presented the October 2021 Financials with a PowerPoint presentation (see attached).

Ms. Austin and Mr. Dong Quach, Executive Director Electric Production, answered questions from the Board.

A motion was made to approve the October 2021 Financials as presented, by Mr. Bryant, seconded by Ms. Gonzales and carried unanimously.

- ii. *Utility Analytics & Reporting:* Mr. Jerry Sullivan, Chief Information Officer, and Mr. Lourens Fourie, IT Project Manager, provided information to the Board regarding the following projects going live in the month of December; Texting with major systems notifications, BPU Central, and Business Intelligence Analytics (see attached PowerPoint presentation).

Mr. Sullivan addressed comments from the Board.

- iii. *Miscellaneous Comments:* Mr. Johnson spoke about the upcoming Budget meeting. He also asked Mr. Dennis Dumovich, Director Human Resources, to give a status report on the finalization of the union contracts.

**Item #8 – Board Comments**

REGULAR SESSION –WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS     )  
  ) SS  
CITY OF KANSAS CITY )

Mr. Eidson thanked everyone for the evening’s presentations.

Mr. Groneman thanked Mr. Sullivan and his team for all the work they had been doing. He also thanked Mr. Johnson for the information provided at the Work Session.

Mr. Bryant congratulated Mr. Garcia and Ms. Franchett on their upcoming work anniversaries.

Ms. Gonzales echoed the previous comments. She was excited to see the solutions that could be achieved in the IT presentation and the teamwork put into it.

Ms. Mulvany Henry also echoed the previous comments. She said the IT presentation showed great use of technology. She also inquired about having a Work Session to further discuss the Executive Staff Development presentation and its goal.

There was board discussion.

Mr. Milan spoke on the labor contract. He also expressed his thoughts on hiring an Assistant General Manager.

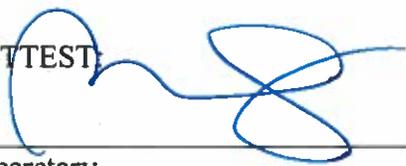
A motion was made to resume in-person Board meetings beginning with the December 15, 2021 meeting by Mr. Bryant, seconded by Mr. Milan.

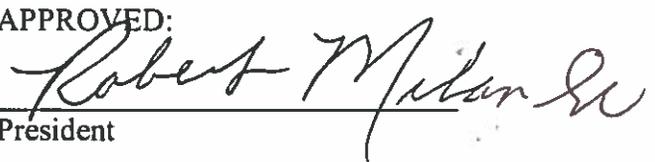
Mr. Eidson added that the Zoom meeting capability should be maintained. Mr. Johnson confirmed that would be the case.

The motion was carried unanimously.

**Item #9 – Adjourn**

A motion was made to adjourn the Regular Session at 7:19 P.M. by Mr. Bryant, seconded by Mr. Milan, and unanimously carried.

ATTEST:   
\_\_\_\_\_  
Secretary

APPROVED:   
\_\_\_\_\_  
President

# **October 2021 Financial Results**

## **December 1, 2021**



# Financial Results

## 2021 Billed kWh (YTD Jan – Oct)

Electric	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	514,353,862	493,462,487	
Commercial	807,276,229	765,297,657	
Industrial	388,642,857	430,158,187	
	1,710,272,948	1,688,918,331	1.3%

Lower usage for Industrial customers in 2021 compared to 2020 due to continued slowdown of businesses

Residential – Up 4%   Commercial – Up 5%   Industrial – Down 10%

## 2021 Billed CCF's (YTD Jan – Oct)

Water	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	2,957,371	3,014,494	
Commercial	2,165,083	2,134,346	
Industrial	1,482,566	1,564,658	
	6,605,020	6,713,498	-1.6%

Slightly lower usage compared to 2020 due to business slowdowns as a result of COVID-19

Residential – Down 2%      Commercial – Up 1%      Industrial - Down 5%



# Financial Results

## Revenues – October 2021

	(CY) 2021 October	(PY) 2020 October		Budget 2021 October	(CY) 2021 October	
Electric	\$ 22.608	\$ 20.771		\$ 21.034	\$ 22.608	
Water	4.734	4.647		4.581	4.734	
<b>Combined</b>	<b>\$ 27.342</b>	<b>\$ 25.418</b>	<b>7.6%</b>	<b>\$ 25.615</b>	<b>\$ 27.342</b>	<b>6.7%</b>

\*\*Dollars in millions

**Actual Compared to 2021 Budget**

Electric up 7%  
Water up 3%

# Financial Results

## Revenues – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 242.981	\$ 237.113		\$ 217.903	\$ 242.981	
Water	43.346	44.521		43.971	43.346	
Combined	\$ 286.327	\$ 281.634	1.7%	\$ 261.874	\$ 286.327	9.3%

\*\*Dollars in millions

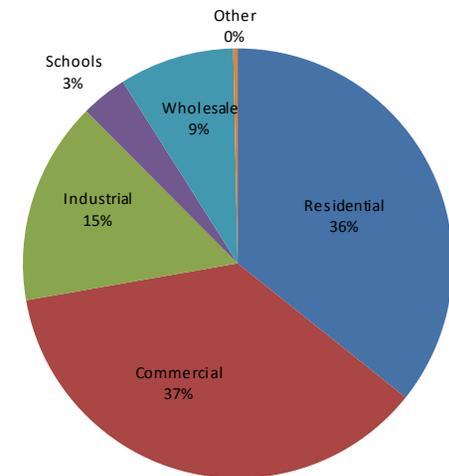
### Variance – YTD comparing Budget to Actual for 2021

**Electric:** *Up 12%*

Residential	\$2.0M
Commercial	\$1.4M
Industrial	(\$4.9M)
Schools	\$762K
Wholesale	\$16.6M

**Water:** *Down 1%*

Residential	\$450K
Commercial	(\$ 48K)
Industrial	(\$388K)



Recognized \$11.7M deferral of revenue YTD from the 2020 ERC in 2021



# Financial Results

## Operating Expenses – October 2021

	(CY) 2021 October	(PY) 2020 October		Budget 2021 October	(CY) 2021 October	
Electric	\$ 18.537	\$ 17.023		\$ 17.272	\$ 18.537	
Water	2.995	3.040		3.163	2.995	
Combined	\$ 21.532	\$ 20.063	7.3%	\$ 20.435	\$ 21.532	5.4%

\*\*Dollars in millions

### Variance – Comparing Budget to Actual for 2021

**Electric** – Up 7%

- Production - 19% up
- Purchased Power - 27% up
- Fuel - 16% up
- T&D - 8% down
- G &A - 26% down

**Water** – Down 5%

- Production - 8% down
- T&D - 1% down
- G &A - 21% down

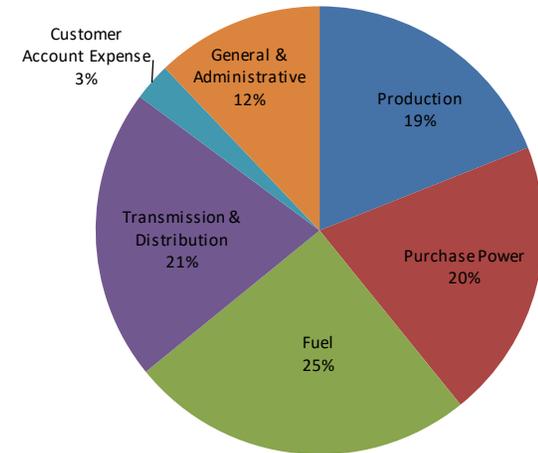
## Operating Expenses – 2021 YTD (Total)

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 174.095	\$ 164.182		\$ 170.678	\$ 174.095	
Water	29.636	28.591		32.043	29.636	
Combined	\$ 203.731	\$ 192.773	5.7%	\$ 202.721	\$ 203.731	0.5%

\*\*Dollars in millions

### Actual Compared to 2021 Budget

- Electric up 2%
- Water down 8%



## Operating Expenses – 2021 YTD less Depreciation

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 148.561	\$ 140.409		\$ 146.683	\$ 148.561	
Water	22.659	22.052		25.432	22.659	
Combined	\$ 171.220	\$ 162.461	5.4%	\$ 172.115	\$ 171.220	-0.5%

\*\*Dollars in millions

Variance – YTD comparing Budget to Actual 2021

**Electric:**

Purchased Power **(\$2.5M)**  
 Fuel **\$15.4M**  
 Production **(\$3.5M)**  
 T&D **(\$3.6M)**  
 G&A **(\$3.7M)**

**Water:**

Production **(\$ 1.1M)**  
 T&D **(\$677K)**  
 G&A **(\$920K)**



# Financial Results

## Change in Net Position – October 2021

	(CY) 2021 October	(PY) 2020 October	Budget 2021 October	(CY) 2021 October
Electric	\$ 0.044	\$ (0.120)	\$ 0.007	\$ 0.044
Water	1.145	1.030	0.894	1.145
<b>Combined</b>	<b>\$ 1.189</b>	<b>\$ 0.910</b>	<b>\$ 0.901</b>	<b>\$ 1.189</b>

\*\*Dollars in millions



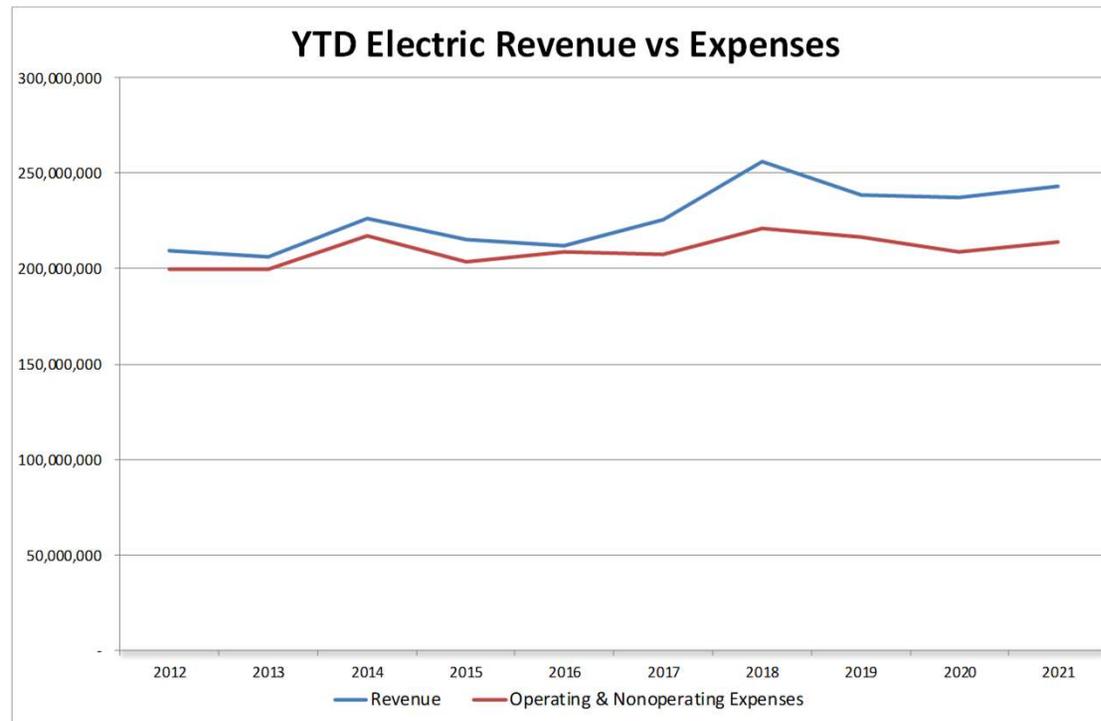
# Financial Results

## Change in Net Position – 2021 YTD

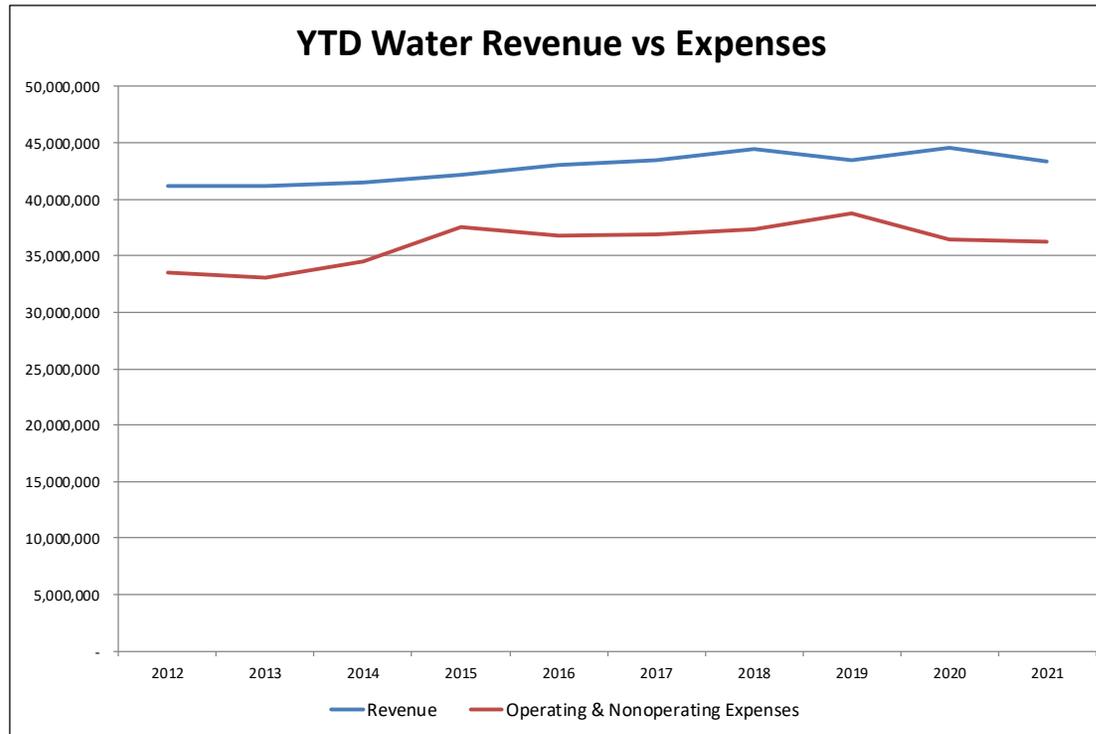
	(CY) 2021 YTD	(PY) 2020 YTD	Budget 2021 YTD	(CY) 2021 YTD
Electric	\$ 29.213	\$ 28.235	\$ 8.490	\$ 29.213
Water	8.073	8.784	5.990	8.073
<b>Combined</b>	<b>\$ 37.286</b>	<b>\$ 37.019</b>	<b>\$ 14.480</b>	<b>\$ 37.286</b>

\*\*Dollars in millions

# Financial Results – 10 Year Trend



# Financial Results – 10 Year Trend



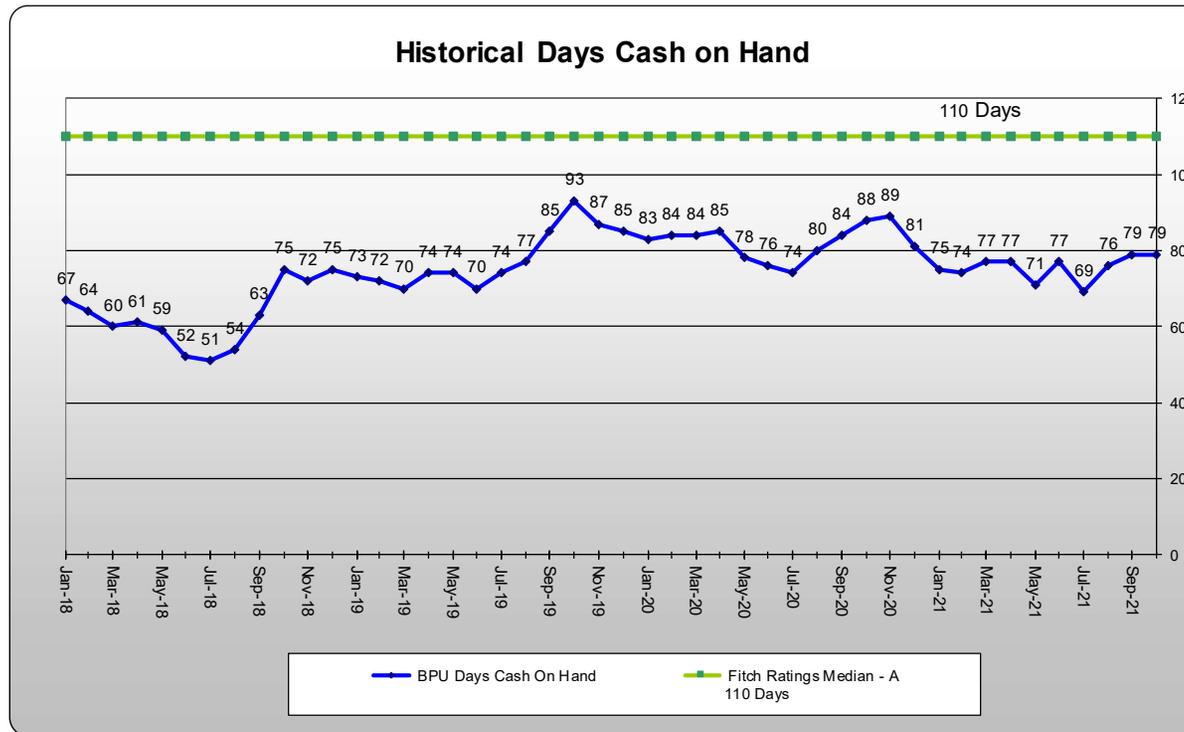
## Cash Position

	(CY) 2021 October	(PY) 2020 October	2021 September
Combined (E&W) Days Cash-on-Hand	\$ 46.22 79	\$ 51.67 88	\$ 46.42 79

1 Day = Approximately \$550K-\$600K

\*\*Dollars in millions

# Financial Results



## Balance Sheet: Notables

	(CY) 2021 October	(PY) 2020 October
Fuel Inventory	\$ 4.062	\$ 6.544
Bond Dollars 2016C (Elec T&D)	\$ 0.709	\$ 1.542
Bond Dollars 2020A (Elec)	\$ 7.814	\$ 10.000

\*\*Dollars in millions

## Capital Spending

	(CY) 2021 YTD	(PY) 2020 YTD	2021 Budget	
Electric	\$ 17.21	\$ 32.33	\$ 38.94	
Water	6.83	6.75	12.34	
Common	3.19	1.70	5.91	
<b>Total YTD Capital</b>	<b>\$ 27.23</b>	<b>\$ 40.77</b>	<b>\$ 57.20</b>	<b>Remaining 52%</b>

\*\*Dollars in millions

Major projects in 2021:

- Dogwood Capital (BPU's portion) - \$1.6M
- Upgrade of Desktops/Network - \$787K
- New Development - \$1.5M
- Dist Pole Inspection Replacement - \$2.0M
- Annual UG & OH Construction - \$1.6M
- Water Leak, Valve, System Imp. - \$1.6M
- UG/CMIP Water Distribution - \$738K

## Debt Coverage

### Debt Coverage with PILOT

	(CY) 2021 October	(PY) 2020 October
Electric	1.92	2.20
Water	1.97	2.03
Combined	2.09	2.16

### Debt Coverage w/o PILOT

	(CY) 2021 October	(PY) 2020 October
Electric	1.33	1.60
Water	1.52	1.59
Combined	1.49	1.60

Financial Guideline Target 1.6 to 2.1 times with PILOT

# Enterprise IT Projects

Ready for *Go-Live* this month



---

BPU Board Meeting  
December 1, 2021

## **BPU Digitalization Journey**

- **TEXTING with major system notifications**
- **BPU CENTRAL**
- **Business Intelligence Analytics**
  - **TABLEAU / COGNOS**

# Internal and External Customers



OUR THINKING

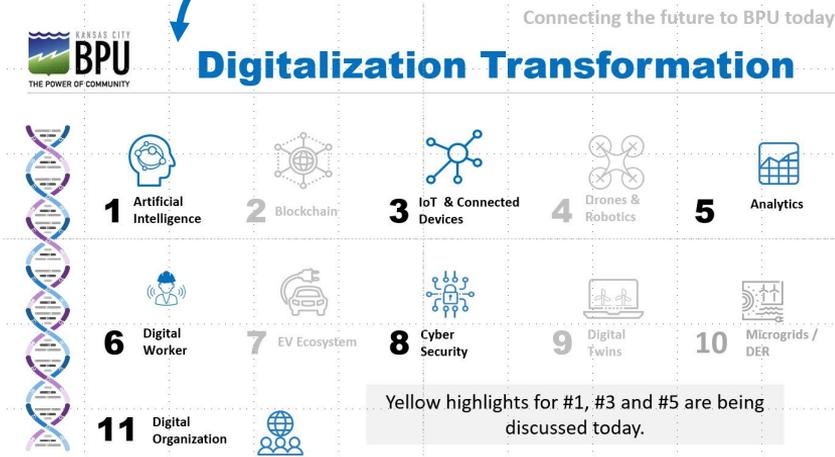
---

## The future of customer conversation

Companies are rethinking how they communicate with customers and organize the entire business around the delivery of exceptional experiences

# Digitalization Journey

From the Aug 9, 2021 BPU Board Meeting:

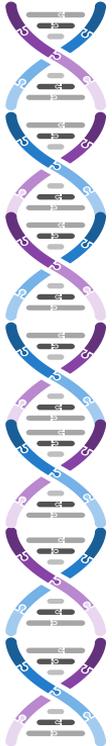


We:

- Benchmarked other utilities
- Developed a strategy
- Planned, designed, and integrated the applications

Now we are ready to train and deploy several new projects

# Digitalization Transformation



**1** Artificial Intelligence  
**Texting**



**6** Digital Worker

**11** Digital Organization



**2** Blockchain



**7** EV Ecosystem



**3** IoT & Connected Devices  
**BPU Central**



**8** Cyber Security



**4** Drones & Robotics



**9** Digital Twins



**5** Analytics  
**Tableau / Cognos**



**10** Microgrids / DER

Yellow highlights for #1, #3 and #5 are being discussed today.

# 1. TEXTING PROJECT

# Text Messaging Team

This is the core texting team that will support the TextPower application and integrations.

From left to right:

- Harold Clark
- Krishna Karicheti
- Lourens Fourie
- Diane Hudson Hoch
- Brandon Henderson  
(absent)



There are also critical Business users that will lead texting for their department's use cases:

- Johnetta Hinson  
(Billing)
- Steve Green  
(Water Leaks)
- Jeremy Ash  
(Electric Outages)
- Richard Mena  
(IT Outages)

## TextPower

- Text messaging platform with build in carrier compliance.
- Over 99% coverage in North America.
- Available APIs for integration into OMS (Milsoft) and CIS (Cayenta).
- Track record with 150+ utilities.

**97%** of adults text at least once a week

**81%** of ALL cellular users use text messaging

**#1** Text messaging is the #1 most used app on smartphones

More than **15%** of phones in the U.S. are not smartphones, so no apps or social media can be downloaded or used. SMS works on every phone

## TEXTING VS. SOCIAL MEDIA



OF TEXT MESSAGES ARE READ\* **98%**

**18%** OF EMAILS ARE OPEN

REACH WITH A SINGLE POST **16%**

**30%** REACH WITH MULTIPLE POSTS

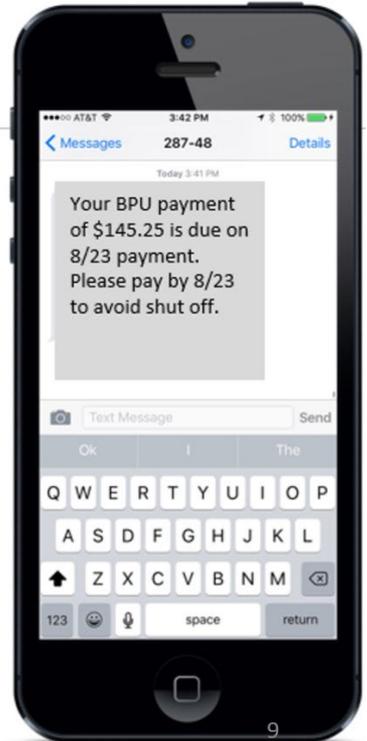
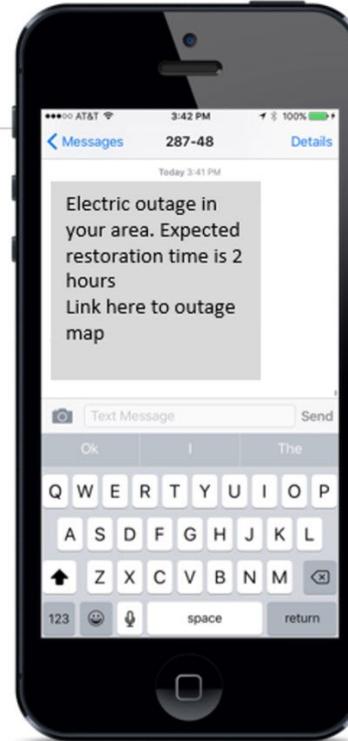
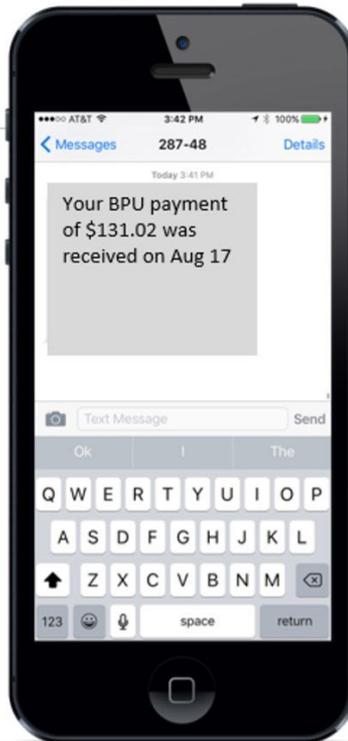
\*95% OF TEXTS ARE READ WITHIN **3 MIN**

# BPU Texting Use Cases

Over 25 use cases identified within BPU.

## Use cases to be implemented:

- Major IT outages affecting BPU employees
- BPU personnel outage notifications
- Potential water leaks
- Customer outage notifications
- Billing notifications



# Event-Triggered TEXTING

## USE OF **SmartAlerts™**

### Event-Triggered Notifications

- ▶ 2-way Outage Notifications to send or receive outage alerts (integrated w. Milsoft IVR/OMS)
- ▶ Pre-Pay Low Balance Notification & Recharge (integrated w. various CIS)
- ▶ Late Payment/Disconnect Notices
- ▶ Disaster Emergency, Boil Water Alerts
- ▶ Storm Alerts (can imbed URL for Emergency Prep Checklist)



# Another Utilities' experience



## Water Leak Alerts

-  AMI meters for water
-  24-hour flow triggers text

▶ Early leak detection has **saved over 5 million gallons of water per year!**

# **5. BPU CENTRAL**

**New portal for employees**

The core BPU Central team is made up of a wide variety of users from IT, HR, Corp Comms and Accounting to make it a success.

From left to right:  
Becky Aldinger  
Ravi Modulla  
Krishna Karicheti  
Lourens Fourie



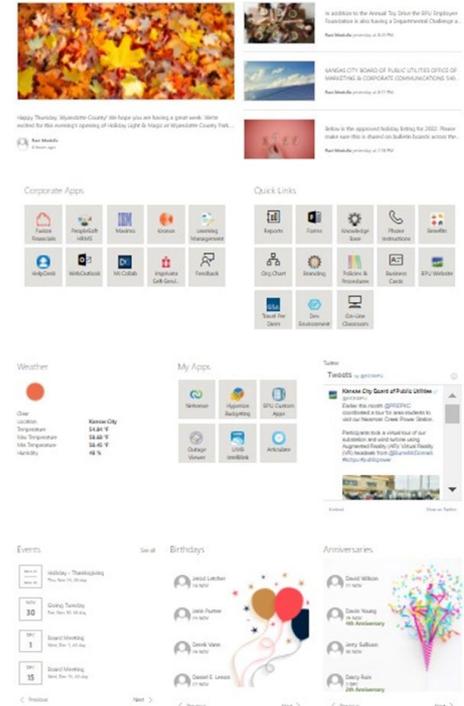
Absent:

Lori Austin  
Jerry Sullivan  
Lyle Andrews  
Dennis Dumovich  
Lori Austin  
Randy J. Otting  
Ashley Culp  
Lori Werner  
David E.  
Mehlhaff Tiffany  
Johnson  
Jerry Sullivan  
Richard Mena

# BPU CENTRAL



Old, unsupported PeopleSoft portal built in 2003!



New, modern SharePoint portal w/ separate pages.

## **What:**

**BPU Central** is the new internal portal build on modern SharePoint technology. It will provide a central hub to access:

- corporate applications,
- important links,
- company news & announcements,
- business unit updates,
- other BPU relevant information.



## **Why:**

BPU Central will replace the current “PeopleSoft portal” that is out of date and no longer supported.

## **The Name:**

**BPU Central** was voted the name from 40 potential names. The name supports the portal’s vision:

*“We seek to organize all of our corporate content into a central hub where anyone, at any time and, in the future, on any device can access applications and important information about their job, business unit, and our company.”*

Demo



## SHOW-AND-TELL SESSIONS

November 30<sup>th</sup>  
December 2<sup>nd</sup>, 7<sup>th</sup>, 9<sup>th</sup>



## GO-LIVE

December 4<sup>th</sup>



## NEXT

Build out department-  
oriented sites in 2022.

# **5. BI ANALYTICS**

**Tableau / Cognos Business  
Intelligence (BI) dashboards**

The BI Team has been formally put together in July 2021 with the focus on implementing Tableau and continue to support and build out Cognos report.



From left to right:

Marcus Elias  
Lourens Fourie  
Ramya Doddi  
Kumar Guthikonda

# Business Intelligence (BI)

## What is BI?

- BI stands for Business Intelligence;
- It tells you what is happening now and what happened in the past to get us to that state.

## How will BPU use BI?

- BPU will use BI to present data from existing standard Excel and PDF documents to a much more upscale form, such as:
  - dashboards
  - visualizations with drill-down and filtering capabilities.

BPU uses two BI analytic tools, both with unique features and use cases within the company.

**Cognos** is mostly used for exception reporting:

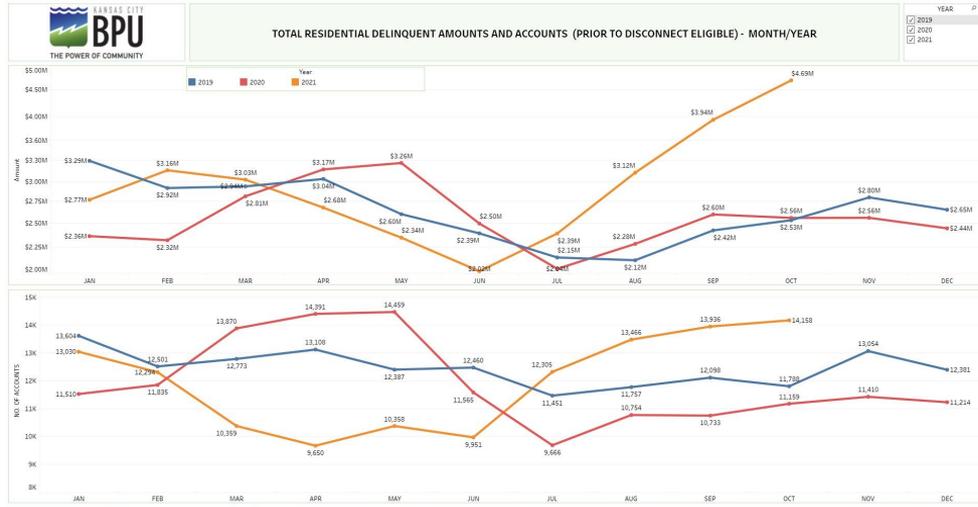
- Cognos reports are sent automatically to relevant teams within BPU.
- Cognos is not used for visualizing data but for providing relevant information to employees to action on.

Account No	Location No	Service type	Effective Date
2011340	3026007	ELEC, WATER, FIREL, WPA, SWM	11/30/2021
2015225	3016296	WPA, WATER, ELEC, SWM, TRASH	11/03/2021
2016275	3049557	SWM, TRASH, WPA, ELEC, WATER	11/22/2021
2020309	3078259	SWM, WATER, TRASH, ELEC, WPA	12/01/2021
2024061	3078930	SWM, TRASH, WATER, ELEC, WPA	11/30/2021
2042770	3009656	WATER, SWM, ELEC, WPA, TRASH	12/01/2021
2044075	3041603	ELEC, WATER, TRASH, SWM	11/30/2021
2071302	3048502	ELEC, WPA, WATER, SWM	12/01/2021
2090900	3023532	ELEC, SWM	12/01/2021
2104506	3063875	SWM, WATER, ELEC, ELENM	11/30/2021
2106181	3086980	WATER	12/01/2021
2110902	3051439	WPA, SWM, WATER, ELEC, TRASH	11/30/2021
2112028	3027908	SWM, TRASH, WATER, WPA, ELEC	11/30/2021
2119641	3015344	WATER, WPA, ELEC, TRASH, SWM	12/01/2021
2120551	3083351	WATER, WPA	11/30/2021
2124083	3049971	ELEC, WATER, SWM, WPA	12/01/2021
2124339	3044534	TRASH, SWM, WATER, ELEC, WPA	12/01/2021
2127871	3073932	WATER, WPA, TRASH, ELEC, SWM	11/24/2021
2129042	3084966	ELEC, SWM, WATER, TRASH	12/01/2021
2129644	3022462	SURGE, ELEC, SWM, WPA, WATER, TRASH	11/24/2021

SCHED	TEMPLATE	REPORT ID	REPORT TITLE	START DATE	END DATE
DM	BIYEARLY	BPU_RC_DM_00011R_COG	Bad Check List	11/29/2021 15:15:06	11/29/2021 15:15:06
DM	BIYEARLY	BPU_RC_DM_00011R_COG	Bad Check List	11/30/2021 15:15:05	11/30/2021 15:15:06
DM	BIYEARLY	BPU_UM_DM_00070R_COG	Daily Bill Print Accounts	11/29/2021 15:15:04	11/29/2021 15:15:05
DM	BIYEARLY	BPU_UM_DM_00070R_COG	Daily Bill Print Accounts	11/30/2021 15:15:03	11/30/2021 15:15:04
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	11/29/2021 05:30:31	11/29/2021 05:30:32
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	11/30/2021 05:30:26	11/30/2021 05:30:31
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	12/01/2021 05:30:29	12/01/2021 05:30:29
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	11/29/2021 05:30:14	11/29/2021 05:30:15
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	11/30/2021 05:30:13	11/30/2021 05:30:14
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	12/01/2021 05:30:13	12/01/2021 05:30:14
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	11/29/2021 05:30:19	11/29/2021 05:30:20
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	11/30/2021 05:30:17	11/30/2021 05:30:19
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	12/01/2021 05:30:18	12/01/2021 05:30:19
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	11/29/2021 05:30:39	11/29/2021 05:30:40
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	11/30/2021 05:30:33	11/30/2021 05:30:36
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	12/01/2021 05:30:37	12/01/2021 05:30:38
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	11/29/2021 05:30:23	11/29/2021 05:30:24
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	11/30/2021 05:30:20	11/30/2021 05:30:22
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	12/01/2021 05:30:21	12/01/2021 05:30:21
DM	BPU_MORN	BPU_RE_DM_00340R_COG	Final Accounts with Credit Balance	11/29/2021 05:30:33	11/29/2021 05:30:33

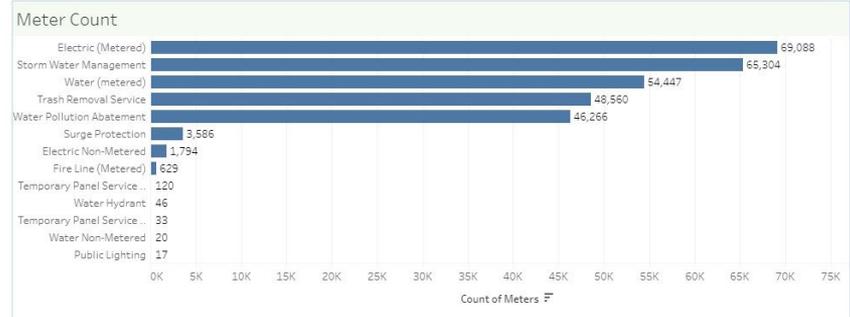
**Tableau** on the other hand is mostly focused on visualized data and dashboards:

- It is a very intuitive tool and can be used by anyone for enhance data discovery.
- Tableau dashboards enrich traditional metrics into visual dashboards to increase the value and usability of the data.



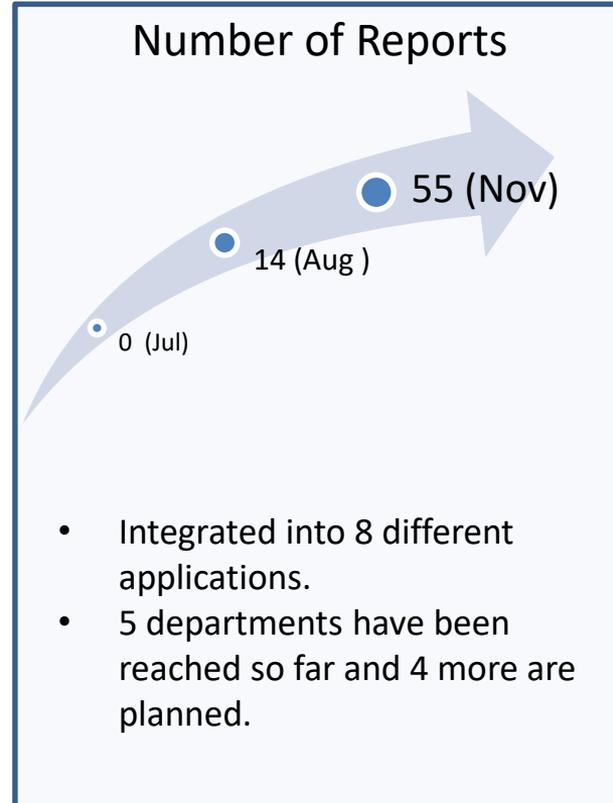
e-Bill Details

CYCLE_CD	ACCOUNT_CLASS_DFLT				Grand Total
	COMM	FIXIN	IND	RES	
Null	2			19	21
01	75			1,712	1,787
02	85		4	728	817
03	57	1	2	461	521
04	72	1		220	293
05	51	3	4	323	381
06	106	2	2	379	489



## Tableau Implementation Objectives:

Tableau Implementation is a capital project in IT, started July 2021, with the main objectives of setting up Tableau Software, establishing a new BI Analytics team, designing relevant processes and building out initial dashboards across multiple department.



## After Tableau Implementation:

In Q2 of 2022, the BI team will start taking on end user requests, train end users to build their own dashboard and continue to build out additional requirements gathered during implementation.



# Questions?

---

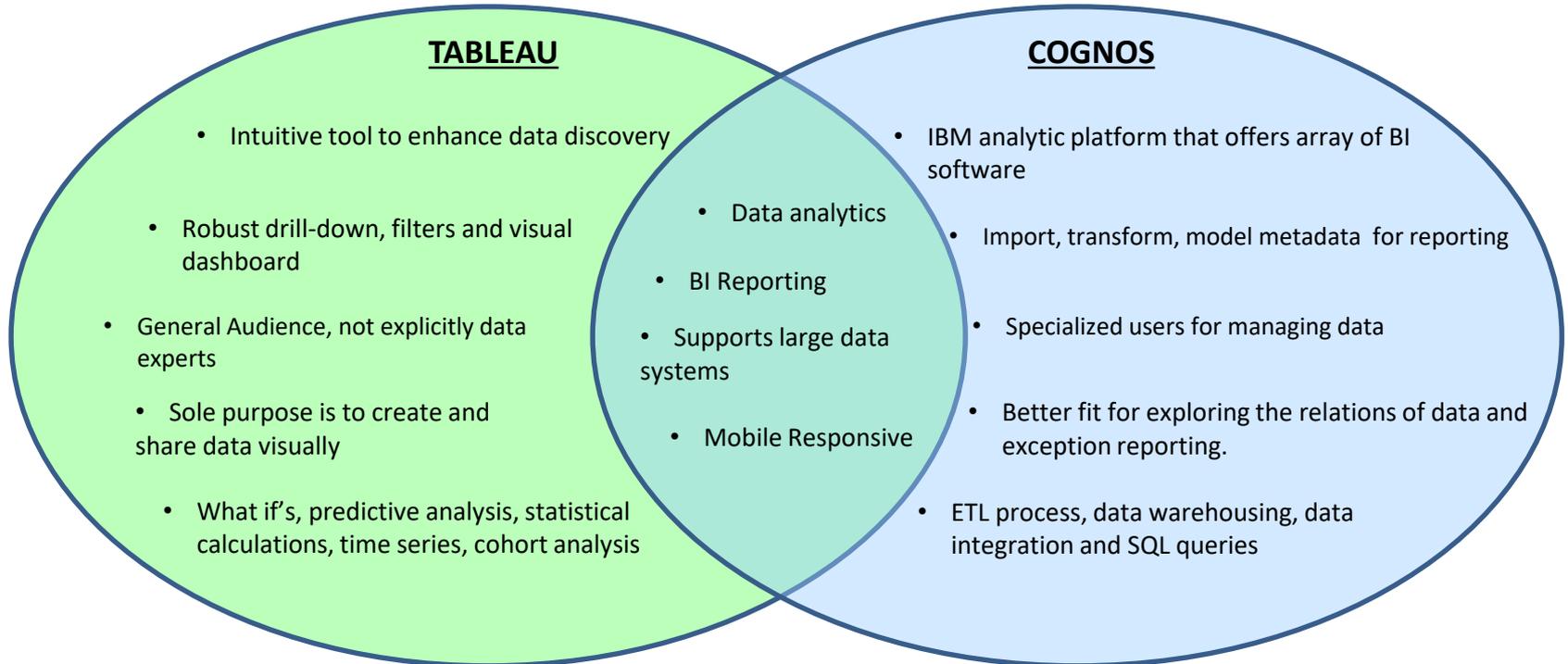


# APPENDIX

---

# Tableau vs Cognos

BPU uses two analytic tools, both with unique features and use cases within the company.



# Communications Assurance Program™



## Download all phone numbers from CIS to determine mobile #s

- ▶ CSV file with ALL phone numbers (and associated Service Location ID or feeder tags, etc.)
- ▶ Over 59% of US Households have no landline
- ▶ One-time setup by TextPower, then simple to do **updates** yourself
- ▶ **Can help cleanup CIS database**

## All mobiles are added to DB for immediate texting

- (informational and emergency only)
- ▶ End users can opt-out by responding **QUIT, STOP, END, CANCEL, or UNSUBSCRIBE**
  - ▶ Reach **3,600 to 15,000** members/minute (TFN vs. Short Code)



## Navigating TCPA & **Opt-Ins**

Permission required depends on type of text

- ▶ Marketing Message (Requires specific opt-in)
- ▶ Informational & Emergency (Permission based on prior business relationship)

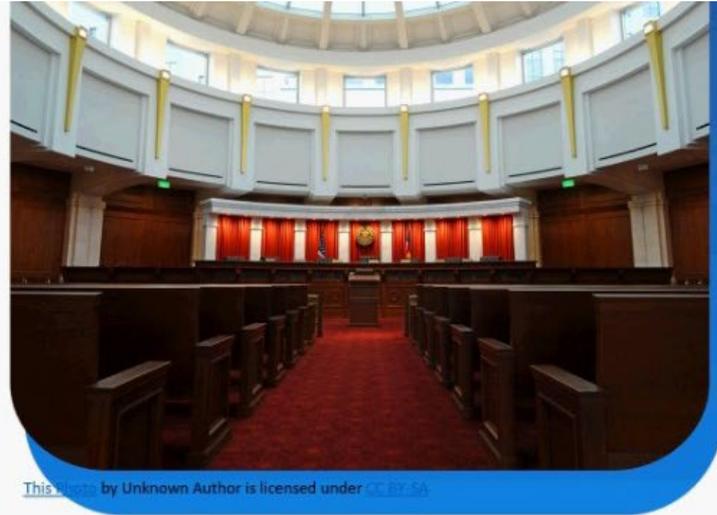
2016 FCC Ruling for utilities (Edison Electric Institute, TextPower, et.al. requested a Declaratory Ruling [CG Docket No. 02-278](#))

# April 2021 US Supreme Court

## Facebook v. Duguid

— TCPA Auto-Dialer (ATDS)  
severely limited

“...not an autodialer” because “it  
neither stores nor produces  
numbers ‘using a random or  
sequential number generator.’”



This photo by Unknown Author is licensed under CC BY SA

— Unanimous decision

— Still subject to  
subsequent  
clarification



- ▶ Allows mechanism to suspend mobiles so that no texts can be sent to number until the utility chooses to resume (unlike opt-outs)
- ▶ Ideal for transient or seasonal residents
- ▶ Simple file upload or add through AlertManager™
- ▶ **Included in Standard TextPower service**

## Suspend & Resume **Numbers**

Ability for Utility to “Hibernate”  
Mobile Numbers



FOR  
SALE



## Weekly Report of Number **Activity**

### Weekly details of opt-in/out activity

- ▶ Automatically provides weekly .csv report of opt-ins, opt-outs and suspends
- ▶ Reported by mobile #, campaign and date
- ▶ Included in Standard TextPower service

## New TrueText™ (Text Outside, Email Inside)

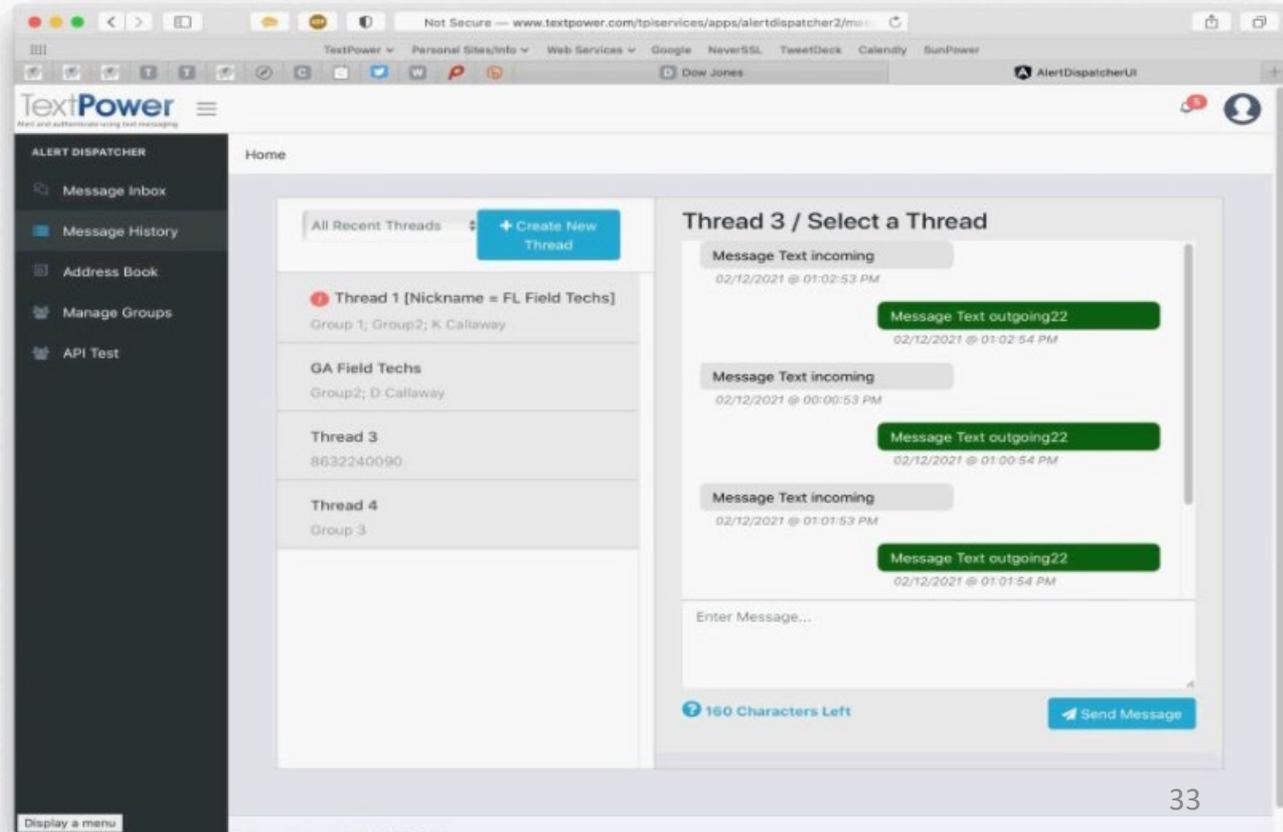
**Ability to receive texts, handle internally  
as email, respond as text**

- ▶ Handle non-outage member service issues
- ▶ Distribute to CSRs' email and simply respond to email
- ▶ TextPower converts email responses back into text for consumer
- ▶ Allows far more transactions to be handled by each CSR vs. phone calls
- ▶ TrueText Plus™ will add photos
- ▶ Pricing TBD



Available 4Q  
**2021**

# AlertDispatcher Input Screen



The screenshot shows a web browser window displaying the AlertDispatcher interface. The browser's address bar shows the URL `www.textpower.com/tpiservices/apps/alertdispatcher2/...`. The page header includes the TextPower logo and navigation links like "Personal Sites/Info", "Web Services", "Google", "NeverSSL", "TweetDeck", "Calendar", and "SunPower".

The main interface is divided into a left sidebar and a main content area. The sidebar, titled "ALERT DISPATCHER", contains the following menu items: "Message Inbox", "Message History", "Address Book", "Manage Groups", and "API Test".

The main content area is titled "Home" and features a "All Recent Threads" section with a "+ Create New Thread" button. Below this, there is a list of threads:

- Thread 1 [Nickname = FL Field Techs]**  
Group 1; Group2; K Callaway
- GA Field Techs**  
Group2; D Callaway
- Thread 3**  
8632240090
- Thread 4**  
Group 3

The right side of the interface is titled "Thread 3 / Select a Thread" and displays a message history for Thread 3. The messages are as follows:

- Message Text incoming**  
02/12/2021 @ 01:02:53 PM
- Message Text outgoing22**  
02/12/2021 @ 01:02:54 PM
- Message Text incoming**  
02/12/2021 @ 00:00:53 PM
- Message Text outgoing22**  
02/12/2021 @ 01:00:54 PM
- Message Text incoming**  
02/12/2021 @ 01:01:53 PM
- Message Text outgoing22**  
02/12/2021 @ 01:01:54 PM

At the bottom of the message history, there is an input field labeled "Enter Message..." and a "Send Message" button. A character count indicates "160 Characters Left".

At the bottom left of the browser window, there is a small "Display a menu" button.

# AlertManager Input Screen

Utility Equipment | Am... x TextPower Login x Charles Schwab Cl... x 71EliteCorporateAssoc... x Influxsoft by Ke... x New Tab x TextPower - Send... x

cardanmedia.com/alertmanager/sendmessages.php

TextPower  
HELP AND ADMINISTRATION LINKS NOT SHOWN

ALERTMANAGER

- Send Messages
- Manage List
- View List

### Send A Message

UserID: SmartAlertsDemo Campaign: SmartAlerts Keyword: nopeak [Change Campaign/Keyword](#)

Message

Enter Message...

Messages require a minimum of 5 characters. Some punctuation and odd characters are prohibited and will not appear when typed.  
**160 Characters Left**

Send Message To

All Recipients  Specify Groups

Select group(s)

TextPowerTest

Messages to be sent:  
SMS Count: 0  
Email Count: 0

[View Selected Groups List](#)

Send Message At

Send Now  Send Later

Send Message Date/Time

mm / dd / yyyy Time Choose Choose

To set a date click in the field above and either enter the mm/dd/yyyy or click on the down arrow to display a calendar.

[Send Message](#) [Clear Entries](#)

In this benefits comparison, the utility references stated that in 2015 to 2016, they had 13,475 customer outages, and 68% of the customers called to report or inquire about the outage.

The next year, with Texting in place, they experienced only 16% of calls, saving a lot of customer inquiries and call center wait times.

