

REGULAR SESSION –WEDNESDAY, JANUARY 20, 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, January 20, 2021 at 6:00 P.M. The following Board Members were on the teleconference: Mr. Eidson, President; Robert L. Milan, Vice President; Mary Gonzales, Secretary; Jeff Bryant, Rose Mulvany Henry and Thomas Groneman.

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; Dong Quach, Executive Director Electric Production; Jerry Ohmes, Executive Director Electric Supply; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer, Robert Kamp, IT Project Manager; Dennis Dumovich, Director of Human Resources; Patrice Townsend, Director Utility Services; Chris Stewart, Director Civil Engineering; Steve Green, Director Water Distribution; and Steve Nirschl, Director Water Processing.

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

Mr. Eidson called the Board Meeting to order at 6:00 P.M. He welcomed all that were listening or viewing the meeting. He stated the COVID-19 pandemic had resulted in a State of Emergency disaster declared by the Governor which made it necessary to conduct the meeting using technology instead of in person. Those wishing to offer comments during the Visitors 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. Eidson introduced himself and the other Board Members along with the GM, 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 Ms. Mulvany Henry, seconded by Mr. Bryant and unanimously carried.

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Item #4 – Approval of the Regular Session Minutes

A motion was made to approve the Minutes of the Regular Session of January 6, 2021 by Ms. Gonzales, seconded by Ms. Mulvany Henry and unanimously carried.

Item #5 – Election of Officers

Ms. Lawson presented the Election of Officers Charter.

Mr. Milan announced the vote for the office of President for the term of January 2021 to January 2022.

A motion was made to nominate Bob Milan as President by Ms. Gonzales, seconded by Mr. Groneman.

A motion was made to close nominations by Mr. Bryant, seconded by Ms. Gonzales, and carried unanimously.

Roll call was taken on the vote for Mr. Milan for President and he was elected unanimously.

Mr. Milan announced the vote for the office of Vice President for the term of January 2021 to January 2022.

A motion was made to nominate Mary Gonzales as Vice President by Mr. Bryant, seconded by Mr. Eidson.

A motion was made to close nominations by Mr. Groneman, seconded by Mr. Bryant, and carried unanimously.

Roll call was taken on the vote for Ms. Gonzales for Vice President and he was elected unanimously.

Mr. Milan announced the vote for the appointment of Secretary for the term of January 2021 to January 2022.

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A motion was made to appoint Rose Mulvany Henry as Secretary by Mr. Groneman, seconded by Ms. Gonzales.

A motion was made to close nominations by Mr. Bryant, seconded by Mr. Eidson, and carried unanimously.

Roll call was taken on the vote for appointment of Ms. Mulvany Henry for Secretary, and she was appointed unanimously.

Item #6 – Public Comments

Mr. Johnson 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’s Reports

- i. *COVID-19 Update:* Mr. Johnson, gave an update on company COVID-19 matters. He was continuing to work with the UG on the COVID vaccination process and would keep the Board informed.
- ii. *Marketing / Communications Update:* Mr. David Mehlhaff, Chief Communications Officer, gave a PowerPoint presentation to recap the Board on the 2020 Marketing / Corporate Communications initiatives (see attached).
- iii. *WyCo Regional Hazard Mitigation Plan Adoption:* Mr. Johnson confirmed that the Board had reviewed the mitigation plan.

A motion was made to approve Resolution #5257, WyCo Regional Hazard Mitigation Plan, by Ms. Gonzales, seconded by Ms. Mulvany Henry, and unanimously carried.

- iv. *Miscellaneous Comments:* Mr. Johnson congratulated the new board officers and also thanked Mr. Eidson for serving as president during the challenging 2020 year.

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Item #7 – Board Comments

Mr. Milan congratulated the new officers and thanked Mr. Eidson and everyone for the work done over the past year.

Mr. Groneman thanked Mr. Eidson for his leadership this last year and thanked the new officers.

Mr. Bryant congratulated everyone and also thanked Mr. Stewart for his presentation.

Ms. Gonzales echoed thanks to Mr. Eidson for his leadership. She also thanked everyone for the information they received.

Ms. Mulvany Henry also thanked Mr. Eidson for his leadership and guidance. And thanked all for their presentations.

Mr. Eidson thanked everyone for the kind words. He also congratulated the new officers on their positions.

Item #9 – Adjourn

A motion was made to adjourn the meeting at 6:47 P.M. by Mr. Eidson, seconded by Ms. Gonzales, and carried unanimously.

ATTEST:

NOT signed by Secretary

Secretary

due to Pandemic

Jenny Burley Krenzer
EXECUTIVE ASSISTANT

APPROVED:

Robert Milan Sr

President

2020 Marketing/Corporate Communications Initiatives

Year-End Review



2020 Highlights...

Comms Campaigns	Marketing/Services	Media Relations/ Placements
*Covid Protocols/Safety Measures	Pay Online/Customer Portal (31,945) + 607	Broadcast /Print Interviews
*Bill Pay Options/Recs (Kiosks, Online, etc.)	Kiosk Pay Usage (up 70%) + 3,311	News release distributions
*Utility Assistance Programs/Resources	Paperless Billing (16,092) + 4,221	Issues management
Renewable Energy Leader	Energy Engage Portal (7,877) +2,162	Social “Echo” Reach
Understanding your BPU Bill	FlexPay Promo (1,232) + 42	
Electric Outage Restoration Process	ACH Bank Drafts (9,013) + 1,803	
Scam/Consumer Awareness	BPU Outage Map/Tracking	

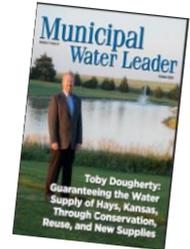


2020 Highlights (Cont'd)...

PR Promos	Communication Collaterals	Legislative
Socially Responsible/Community Owned	BPU Connection - 2x (120k households)	KS Rate Study
	Watts and Water – 6x	WDC-Capital Hill Meetings
	Mailers/Postcards – (Kiosks, pay options)	Topeka-State House Advocacy

MEDIA SUMMARY...

- 51 media release distributions
- Broadcast/ media interviews & statements
 - Covid Impact/Safety, Utility Assistance, Scams, Storm Outages, etc.
- Proactive Media Outreach (Broadcast, print, digital)
 - Utility assistance resources/programs, payment options, scams, etc.
- Media “Issue” Response
 - Arc Flash Accident/Injuries
 - Colony Woods/Ownership
 - Storm Outages



BPU Connection Newsletter

Objective: An 8-12 page publication distributed semi-annually to BPU’s approximate 60,000 customers, providing key information about utility services, products, safety, efficiency, and other important customer service matters.

2019-20 Winter Issue



2020 Summer/“WQR” Issue



Watts & Water Newsletter

- Internal company newsletter featuring employee-focused content
- Informs employees of accomplishments, activities, services, social events, and updates
- Distributed bimonthly via email to BPU staff



Watts & Water
employee newsletter

January and February 2020

Letter From The General Manager

On Friday, February 7th, a notice of public hearing was sent to [The Kansas City Star](#) regarding public hearings on a proposed water rate adjustment on May 11th, 2020, at 7:00 pm, and May 12th, 2020, at 9:00 am, with both public hearings to be held in the BPU Board Room in our Administration Building.

Public comments concerning this proposal may be heard during the public hearings with testimony to follow on the technical aspects concerning this proposal.

BPU staff proposes modifications to the water base rates, which will increase water operating revenues from base rates over two years, from revenues received under current base rates. BPU staff proposes to increase water operating base rate revenues on an annualized basis, approximately 5.0% in 2020 (upon approval) and approximately 4.0% in 2021.

The changes individual customers will experience may vary from the proposed annual increases, depending on the rates ultimately adopted to achieve the proposed total revenue increase.

We are always looking for story ideas. Reach out to the Watts & Water

BPUs Helping Customers Access Pay



more. Federal and state programs also help offset utility expenses related to employment or income status, and the program has helped more than 1,000 families receive almost \$96,000 in utility assistance. Managed by the

- **Unified Government Federal CARES Act** million in direct aid to go toward the COVID-19 response, including assistance. Administered through customers have benefitted from \$165,000. Extra funds remain in the CARES Act; must be shared and disbursed by December 30, 2020, or they will be returned to the CARES Act customers.
- **BPU Customer Hardship Payment assistance program** providing eligible customers with a 10% offset utility expenses related to employment or income status, and the program has helped more than 1,000 families receive almost \$96,000 in utility assistance. Managed by the

In This Edition

- [Letter From The General Manager](#)
- [January Legislative Delegation Luncheon](#)
- [Meet Our Newest Board Member](#)
- [Board Members Elect New Officers](#)
- [Volunteers Needed For APPA Lineworkers Rodeo](#)
- [Mehlhoff Assumes Leadership Roles](#)
- [BPU Employee Foundation Community News](#)
- [The Future Of Energy In Kansas City](#)

Facebook Highlights

- Audience Reach
 - 3,140 followers ↑12%
 - 3,039 page likes ↑11%
- Top Post: Shutoffs Halted Until 3/1
 - 10,558 people reached
 - 1,738 engagements
(clicks + reactions)
 - 104 shares
 - 9 comments



Kansas City Board of Public Utilities (KCKBPU) is  sharing *******
a COVID-19 Update.
December 16, 2020 · 

As our customers face potential difficulties during the COVID-19 crisis, we are suspending disconnections for nonpayment through March 1, 2021.
For more details visit <https://bit.ly/38cR97c>.

RESIDENTIAL + BUSINESS CUSTOMERS 

Utility Shutoffs Suspended Until March 1, 2021

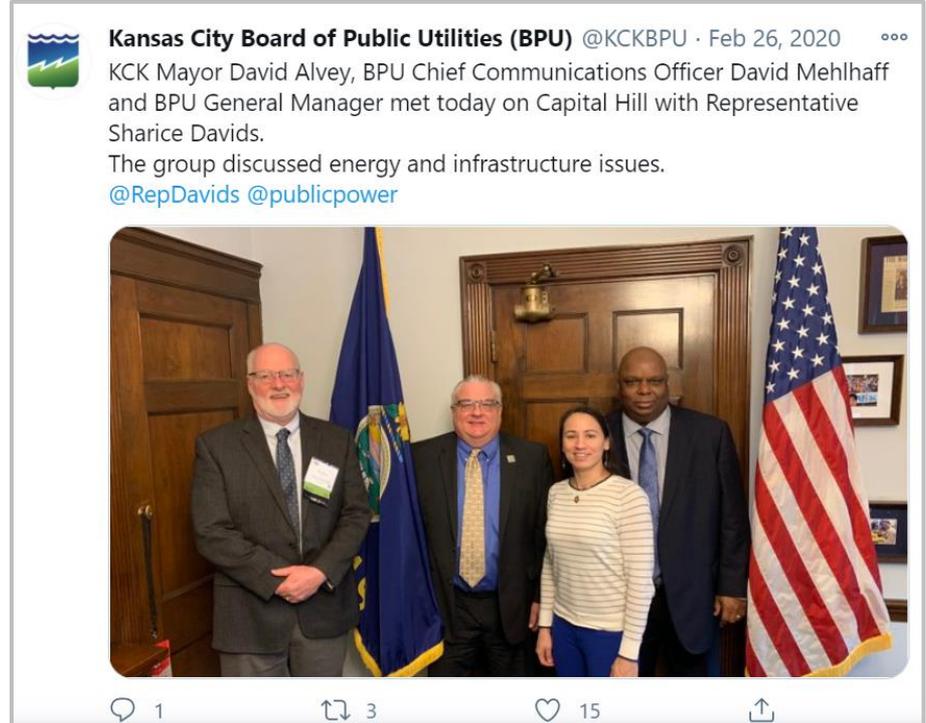
Learn more at bpu.com

10,558 People Reached 1,738 Engagements [Boost Post](#)

 23 9 Comments 104 Shares

Twitter Highlights

- Audience Reach
 - 1,550 followers **↑9%**
- Top Tweet: Capital Hill Visit with Rep. Sharice Davids
 - 9,460 people reached
 - 107 total engagements (clicks + reactions)
 - 15 likes



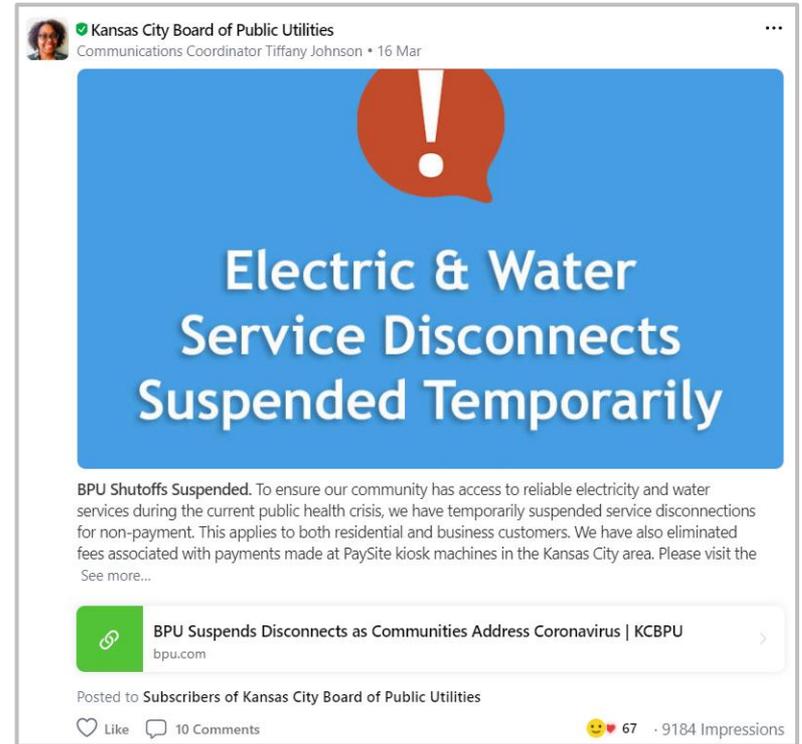
LinkedIn Highlights

- Audience Reach
 - 1,594 followers **↑13%**
 - 233 employees
- Top Post: Go Chiefs/Red Friday
 - 2,410 people reached
 - 591 clicks
 - 68 reactions



Nextdoor Highlights

- Audience Reach
 - 20,289 members **↑24%**
 - 138 neighborhoods **↑4%**
- Top Post: Service Disconnects Temporarily Suspended
 - 9,184 people reached
 - 67 reactions
 - 10 comments



 **Kansas City Board of Public Utilities**
Communications Coordinator Tiffany Johnson • 16 Mar

Electric & Water Service Disconnects Suspended Temporarily

BPU Shutoffs Suspended. To ensure our community has access to reliable electricity and water services during the current public health crisis, we have temporarily suspended service disconnections for non-payment. This applies to both residential and business customers. We have also eliminated fees associated with payments made at PaySite kiosk machines in the Kansas City area. Please visit the See more...

[BPU Suspends Disconnects as Communities Address Coronavirus | KCBPU](#)
bpu.com

Posted to **Subscribers of Kansas City Board of Public Utilities**

 Like  10 Comments  67 · 9184 Impressions

YouTube Highlights

- Audience Reach
 - 244 subscribers **↑91%**
 - 173,269 total views **↑109%**
- Top Video: How to Adjust a Toilet Float
 - 38,177 views
 - 484 hours watched
 - 51 likes



Objective: Foster community partnerships by supporting area businesses & organizations

- Ingram’s Magazine
- Kansas City, Kansas Chamber of Commerce



Our future powered by

**RENEWABLE
RESOURCES**

Our commitment to clean energy ensures homes and businesses are powered by renewable energy every day. Since 2012, our utility has included renewable energy in our generation mix and reduced our carbon footprint by *56 percent*.

 Learn more at www.bpu.com



**SAFETY AND SERVICE
FOR OUR COMMUNITY**

The Kansas City Board of Public Utilities will continue working to ensure the delivery of reliable energy and clean drinking water to our community, as it has for more than 100 years. As an essential service provider, our staff understands what is required of us. Electricity and water are critical public services that support life and vital to sustaining any community.

We are here to assist our customers and our community in any way we can. Like other challenges in the past, our utility and our community will get through this by working together and helping one another.

William A. Johnson, General Manager

 **BPU**
THE POWER OF COMMUNITY

540 Minnesota Avenue, Kansas City, KS | 913.573.9000 | www.bpu.com 

REFRESHED BPU WEBSITE



BPU Website Refresh

Launched: March 2020



Web Refresh

- Designed for mobile-first
- Updated site with a better user experience (UX) design
- Weaved in the brand voice
- Increased information
 - Policies
 - Board Agendas
 - Board Meeting Minutes
 - Forms
 - Etc.

Since launch, overall website visits increased 20%.
Bounce rate* decreased by 40%, and session duration increased by 2%.

** Bounce rate is the percent of visitors that leave a web page without taking any action. Those actions can consist of clicking on a link, menu item, button, document download, form, or video play.*

Board Meetings Page

Changed page name from 'Events' to 'Board Meetings'

BOARD MEETINGS - INFORMATION

ABOUT BPU > EVENTS

Check out BPU's board meeting information

CHOOSE MONTH > DECEMBER LOCATION

DATE EVENT

January 06: BPU Board Meeting

Virtual Board Meeting

Join Zoom Meeting:
<https://us02web.zoom.us/j/84523139724>

Or call
Toll Free: 1 (888) 475-4499

Meeting ID: 845 2313 9724

Changed calendar feature from displaying a Google map to show the Zoom meeting link and information.

Can revert back to map if meetings are held on site in the future

Results from making enhancements since launch:

- English pageviews increased 250%
- Spanish pageviews increased 613%

View Agenda



Click [here](#) to view the board meeting

Search/View Meeting Minutes

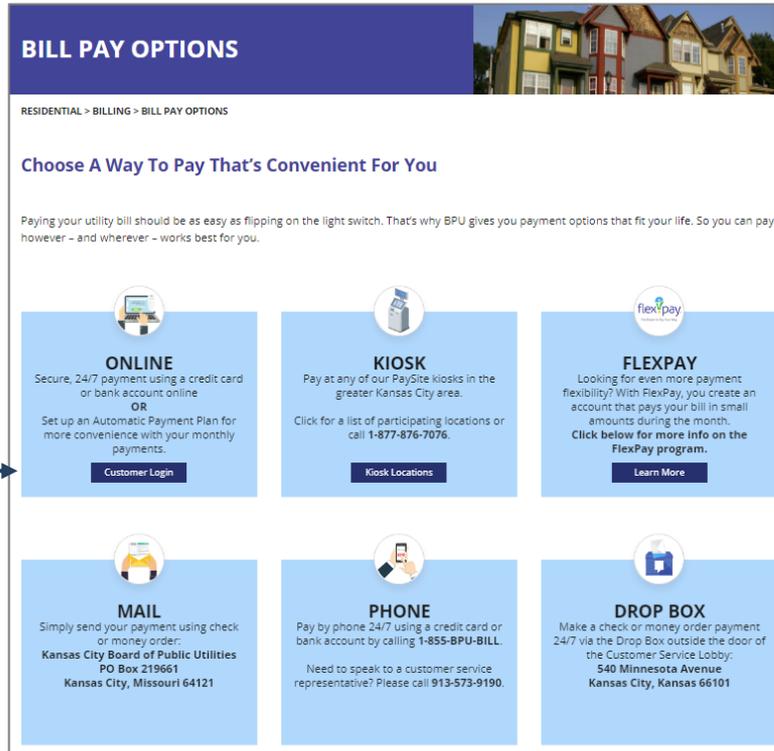


Search our meeting minutes archive

Bill Pay Options Page

Redesigned page so bill pay options are easy to find

Added buttons to related pages



BILL PAY OPTIONS

RESIDENTIAL > BILLING > BILL PAY OPTIONS

Choose A Way To Pay That's Convenient For You

Paying your utility bill should be as easy as flipping on the light switch. That's why BPU gives you payment options that fit your life. So you can pay, however - and wherever - works best for you.

 <p>ONLINE Secure, 24/7 payment using a credit card or bank account online.</p> <p>OR</p> <p>Set up an Automatic Payment Plan for more convenience with your monthly payments.</p> <p>Customer Login</p>	 <p>KIOSK Pay at any of our PaySite kiosks in the greater Kansas City area.</p> <p>Click for a list of participating locations or call 1-877-876-7076.</p> <p>Kiosk Locations</p>	 <p>FLEXPAY Looking for even more payment flexibility? With FlexPay, you create an account that pays your bill in small amounts during the month.</p> <p>Click below for more info on the FlexPay program.</p> <p>Learn More</p>
 <p>MAIL Simply send your payment using check or money order: Kansas City Board of Public Utilities PO Box 219661 Kansas City, Missouri 64121</p>	 <p>PHONE Pay by phone 24/7 using a credit card or bank account by calling 1-855-BPU-BILL.</p> <p>Need to speak to a customer service representative? Please call 913-573-9190.</p>	 <p>DROP BOX Make a check or money order payment 24/7 via the Drop Box outside the door of the Customer Service Lobby: 540 Minnesota Avenue Kansas City, Kansas 66101</p>

Results from making enhancements since launch:

- English pageviews increased 520%
- Spanish pageviews increased 1,553%
- Customer Login button clicks
 - English: 5,741
 - Spanish: 110
- Kiosk button clicks
 - English: 13
 - Spanish: 0
- FlexPay button clicks
 - English: 945
 - Spanish: 55

Created a main 'Policies' page with four separate subpages that link to applicable information

Website stats since launch:

- English pageviews: 180
- Average time on page: 2:04 min.
- Spanish pageviews: 254
- Average time on page: 1:22 min.

POLICIES

ABOUT BPU > POLICIES

Information To Assist You

Learn about our policies for the services we provide to you.

BPU has established policies and guidelines for services we provide our customers. By establishing and maintaining these policies we are able to provide a better standard of service in meeting your needs and helping to keep you safe.

Use the links below to review our policy information. If you have specific questions, please contact our operator at (913) 573-9000 and you will be transferred to the appropriate department.

[Customer Service Policies](#)

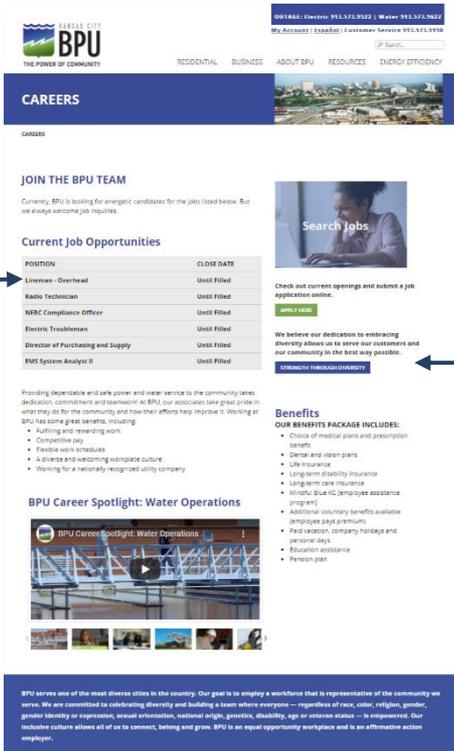
[Electric Service Policies](#)

[Water Service Policies](#)

[Other Policies & Procedures](#)



Moved 'Job Listing' & 'Apply Here' button to be above the fold



The screenshot shows the BPU Careers page layout. At the top, there is a navigation bar with 'RESIDENTIAL', 'BUSINESS', 'ABOUT BPU', 'RESOURCES', and 'ENERGY EFFICIENCY'. Below this is a 'CAREERS' header with a 'JOBS' sub-header. A 'JOIN THE BPU TEAM' section follows, containing a search bar and a 'Search Jobs' button. A table of 'Current Job Opportunities' is displayed, with columns for 'POSITION' and 'CLOSE DATE'. Below the table is a 'Benefits' section with a list of 'OUR BENEFITS PACKAGE INCLUDES:'. At the bottom, there is a 'BPU Career Spotlight: Water Operations' video player and a 'Diversity' statement.

POSITION	CLOSE DATE
Linemaster - Overhead	Until Filled
Radio Technician	Until Filled
MERC Compliance Officer	Until Filled
Electric Troubleshooter	Until Filled
Director of Purchasing and Supply	Until Filled
FMS System Analyst II	Until Filled

OUR BENEFITS PACKAGE INCLUDES:

- Choice of medical plans and prescription benefits
- Dental and vision plans
- Life insurance
- Long-term disability insurance
- Long-term care insurance
- Voluntary Blue Cross (employee assistance program)
- Additional voluntary benefits available (dependent day care)
- Paid vacation, company holidays and personal days
- Equation assistance
- Pension plan

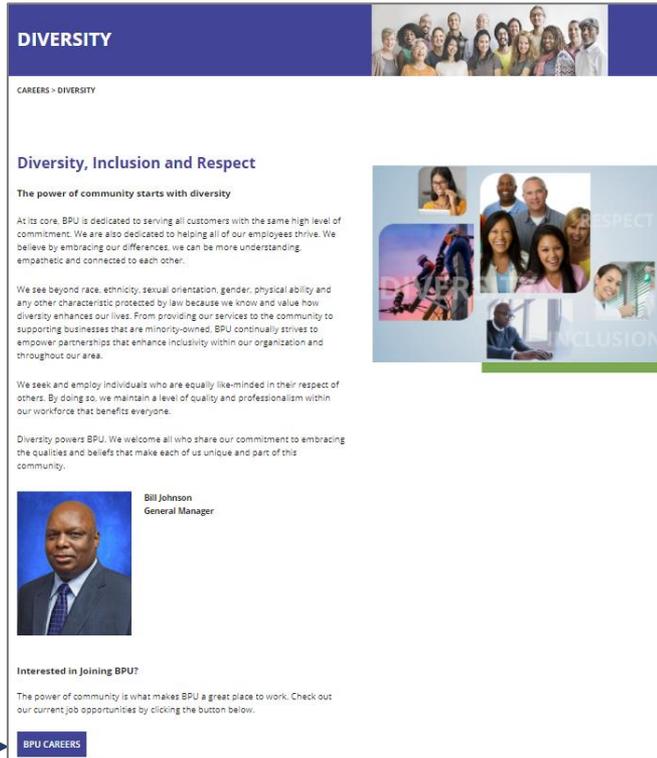
Added button to new 'Diversity' page

Added 'Diversity' statement

- Website stats since launch:
- English pageviews: 17,756
 - Average time on page: 2:39 min.
 - Spanish pageviews: 334
 - Average time on page: 1:45 min.

BPU serves one of the most diverse cities in the country. Our goal is to employ a workforce that is representative of the community we serve. We are committed to celebrating diversity and building a team where everyone — regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status — is empowered. Our inclusive culture allows all of us to connect, belong and grow. BPU is an equal opportunity workplace and is an affirmative action employer.

Diversity message from Bill Johnson



DIVERSITY

CAREERS > DIVERSITY

Diversity, Inclusion and Respect

The power of community starts with diversity

At its core, BPU is dedicated to serving all customers with the same high level of commitment. We are also dedicated to helping all of our employees thrive. We believe by embracing our differences, we can be more understanding, empathetic and connected to each other.

We see beyond race, ethnicity, sexual orientation, gender, physical ability and any other characteristic protected by law because we know and value how diversity enhances our lives. From providing our services to the community to supporting businesses that are minority-owned, BPU continually strives to empower partnerships that enhance inclusivity within our organization and throughout our area.

We seek and employ individuals who are equally like-minded in their respect of others. By doing so, we maintain a level of quality and professionalism within our workforce that benefits everyone.

Diversity powers BPU. We welcome all who share our commitment to embracing the qualities and beliefs that make each of us unique and part of this community.



Bill Johnson
General Manager



Interested in Joining BPU?

The power of community is what makes BPU a great place to work. Check out our current job opportunities by clicking the button below.

[BPU CAREERS](#)

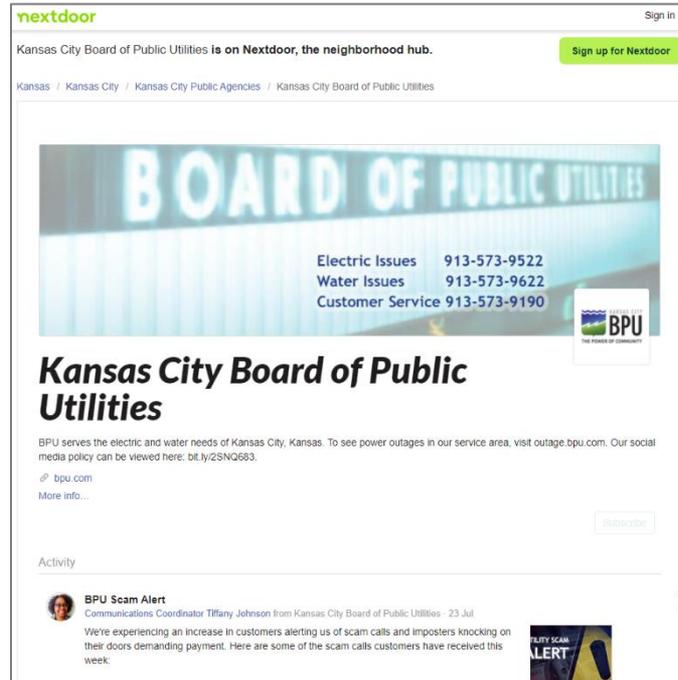
Button to
'Careers' page



Website stats since this page was added in late October:

- English pageviews: 47
- Average time on page: 3:31 min.
- Spanish pageviews: 0
- Average time on page: NA

NextDoor Icon



nextdoor Sign in

Kansas City Board of Public Utilities is on Nextdoor, the neighborhood hub. Sign up for Nextdoor

Kansas / Kansas City / Kansas City Public Agencies / Kansas City Board of Public Utilities

BOARD OF PUBLIC UTILITIES

Electric Issues	913-573-9522
Water Issues	913-573-9622
Customer Service	913-573-9190



Kansas City Board of Public Utilities

BPU serves the electric and water needs of Kansas City, Kansas. To see power outages in our service area, visit outage.bpu.com. Our social media policy can be viewed here: bit.ly/2SNQ683.

@ bpu.com
More info...

Subscribe

Activity

 **BPU Scam Alert**
Communications Coordinator Tiffany Johnson from Kansas City Board of Public Utilities - 23 Jul

We're experiencing an increase in customers alerting us of scam calls and imposters knocking on their doors demanding payment. Here are some of the scam calls customers have received this week.



Added icon to the footer that links to BPU's Nextdoor page

RESIDENTIAL
BUSINESS
ABOUT BPU
RESOURCES

ENERGY EFFICIENCY
KID POWER
EVENTS
NEWS

Sign Up For Our Newsletter >



CCR RULE COMPLIANCE DATA AND IMPLEMENTATIONS

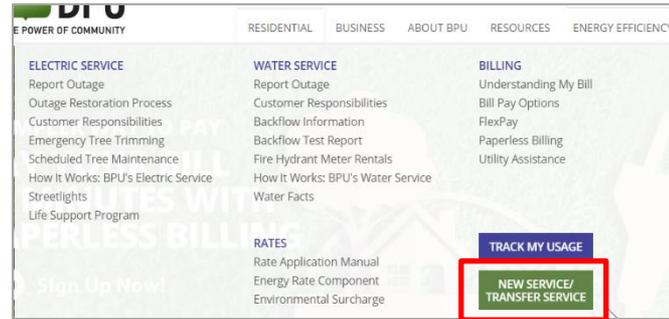
© 2020 Kansas City Board of Public Utilities

[Español](#) | [Privacy](#) | [Equal Opportunity Employer](#) | [Site Map](#)

New Service/Transfer Service



Changed 'New Service' to 'New Service/Transfer Service' on homepage & mega menus



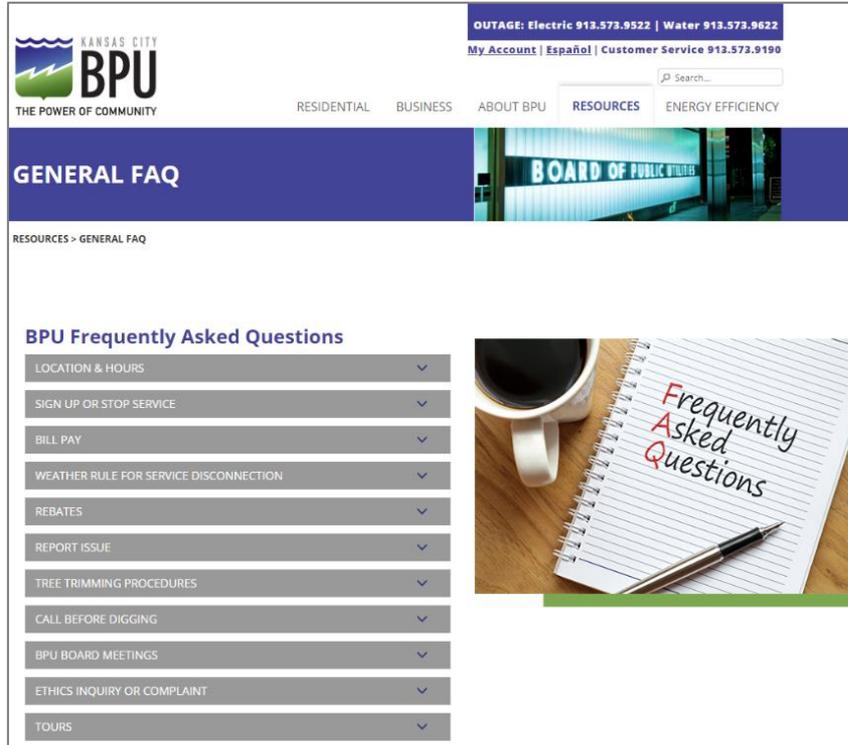
Updated page copy



Website stats since launch:

- English button clicks: 7,737
- English pageviews: 19,128
- Average time on page: 3:54 min.
- Spanish button clicks: 191
- Spanish pageviews: 491
- Average time on page: 2:02 min.

General FAQ



The screenshot shows the BPU website's General FAQ page. At the top, there is a navigation bar with the BPU logo and the tagline 'THE POWER OF COMMUNITY'. To the right of the logo, there are links for 'RESIDENTIAL', 'BUSINESS', 'ABOUT BPU', 'RESOURCES', and 'ENERGY EFFICIENCY'. A search bar is also present. Below the navigation bar, there is a blue header with the text 'GENERAL FAQ'. Underneath, there is a breadcrumb trail: 'RESOURCES > GENERAL FAQ'. The main content area features a section titled 'BPU Frequently Asked Questions' with a list of 12 categories, each with a dropdown arrow: 'LOCATION & HOURS', 'SIGN UP OR STOP SERVICE', 'BILL PAY', 'WEATHER RULE FOR SERVICE DISCONNECTION', 'REBATES', 'REPORT ISSUE', 'TREE TRIMMING PROCEDURES', 'CALL BEFORE DIGGING', 'BPU BOARD MEETINGS', 'ETHICS INQUIRY OR COMPLAINT', and 'TOURS'. To the right of this list is an image of a white coffee cup on a wooden surface next to a spiral notebook with 'Frequently Asked Questions' written on it in red and black ink, and a pen.

Added General FAQ page

- Provides easy access for customers to frequently asked questions
- Questions organized by category for easy access
- Includes most commonly asked questions only

Website stats since page was added in early September:

- English pageviews: 387
- Average time on page: 2:42 min.
- Spanish pageviews: 94
- Average time on page: 2:04 min.

Life Support Page

LIFE SUPPORT PROGRAM

RESIDENTIAL > ELECTRIC SERVICE > LIFE SUPPORT PROGRAM



BPU Residential In-Home Life Support Program Information

Customers in need of residential in-home oxygen concentrators, dialysis and/or ventilators must contact the Kansas City Board of Public Utilities (BPU) at the dedicated life support line at **913-573-9928** to request the required paperwork in order to have their account identified as life support.

BPU will work with you and other required parties to gather and verify the necessary information before identifying the account as life support. Life support accounts can be reviewed every six months for validation purposes.

If a power outage should occur in the area in which you reside, BPU will work to restore services as soon as possible. Power outages may last for minutes, hours or in severe cases, several days.

Life support status does not indicate or guarantee that your power will be restored any faster. It is advised that you have a contingency plan in place should an outage occur. We encourage you to seek a backup power source or develop a plan for relocating until your power is restored.

If you are approved for our life support program, the identification at your electric meter is to alert our staff of the life support status on your account. This program doesn't guarantee continuous service, but it does make it easier in our restoration efforts for your residence.

It should be noted that life support accounts are not relieved from collections procedures.

If additional information is needed concerning our life support procedures, please contact us at **913-573-9928**.

If you're concerned about power outages but aren't part of our life support program, find out more about our [outage restoration process](#) to understand when and how power is restored. You can also view the [outage map](#).



LIFE SUPPORT

Phone number
for more
information

Added Life Support Page to create awareness to BPU's life support program

Website stats since adding page in November:

- English pageviews: 42
- Average time on page: 2:39 min.
- Spanish pageviews: 7
- Average time on page: 1:03 min.

Includes links to
Outage Restoration Process video
&
Outage Map

Construction & Renovation

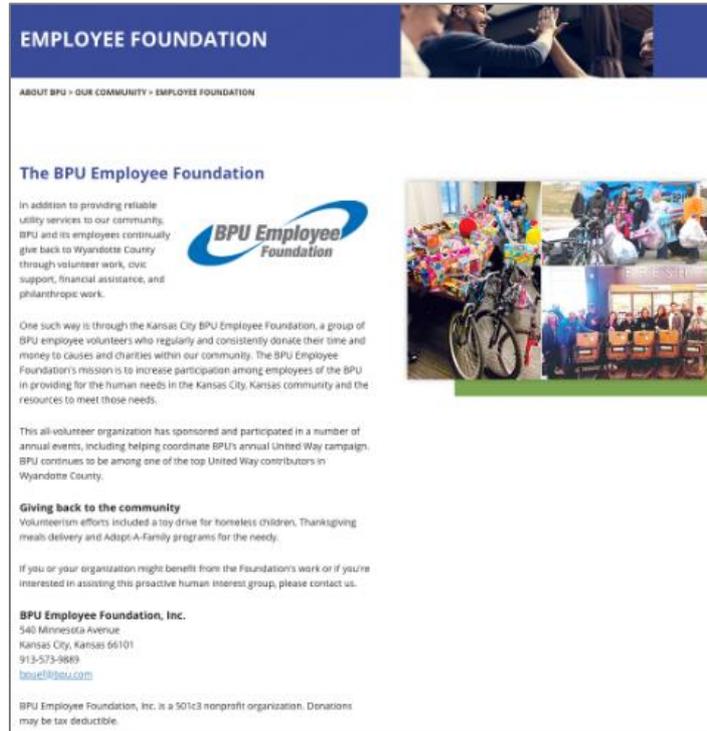
Added Construction & Renovation button to RESIDENTIAL menu



The screenshot shows the BPU website's navigation menu. The 'RESIDENTIAL' menu is expanded, showing three columns of options. The 'CONSTRUCTION & RENOVATION' button is highlighted in green and has an arrow pointing to it from a text box on the right. The 'TRACK MY USAGE' button is also highlighted in blue. The 'NEW SERVICE/TRANSFER SERVICE' button is highlighted in green. The 'RATES' section includes 'Rate Application Manual', 'Energy Rate Component', and 'Environmental Surcharge'. The 'BILLING' section includes 'Understanding My Bill', 'Bill Pay Options', 'FlexPay', 'Paperless Billing', and 'Utility Assistance'. The 'WATER SERVICE' section includes 'Report Outage', 'Customer Responsibilities', 'Backflow Information', 'Backflow Test Report', 'Fire Hydrant Meter Rentals', 'How It Works: BPU's Water Service', and 'Water Facts'. The 'ELECTRIC SERVICE' section includes 'Report Outage', 'Outage Restoration Process', 'Customer Responsibilities', 'Emergency Tree Trimming', 'Scheduled Tree Maintenance', 'How It Works: BPU's Electric Service', 'Streetlights', and 'Life Support Program'. The 'ABOUT BPU' section includes 'My Account', 'Español', and 'Customer Service 913.573.9190'. The 'ENERGY EFFICIENCY' section includes 'Search...'. The 'PAY BILL' button is highlighted in blue. The 'MANAGE' button is highlighted in blue. The 'OUTAGE MAP' button is highlighted in blue. The 'SERVICE / SERVICE' button is highlighted in blue.

Added 'Construction & Renovation' button so residential customers can easily find on site

Employee Foundation Page



EMPLOYEE FOUNDATION

ABOUT BPU > OUR COMMUNITY > EMPLOYEE FOUNDATION

The BPU Employee Foundation

In addition to providing reliable utility services to our community, BPU and its employees continually give back to Wyandotte County through volunteer work, civic support, financial assistance, and philanthropic work.



One such way is through the Kansas City BPU Employee Foundation, a group of BPU employee volunteers who regularly and consistently donate their time and money to causes and charities within our community. The BPU Employee Foundation's mission is to increase participation among employees of the BPU in providing for the human needs in the Kansas City, Kansas community and the resources to meet those needs.



This all-volunteer organization has sponsored and participated in a number of annual events, including helping coordinate BPU's annual United Way campaign. BPU continues to be among one of the top United Way contributors in Wyandotte County.

Giving back to the community
Volunteerism efforts included a toy drive for homeless children, Thanksgiving meals delivery and Adopt-A-Family programs for the needy.

If you or your organization might benefit from the Foundation's work or if you're interested in assisting this proactive human interest group, please contact us.

BPU Employee Foundation, Inc.
540 Minnesota Avenue
Kansas City, Kansas 66101
913-573-9889
bpu@bpu.com

BPU Employee Foundation, Inc. is a 501(c)3 nonprofit organization. Donations may be tax deductible.

Updated copy and photos

DNN Upgrade

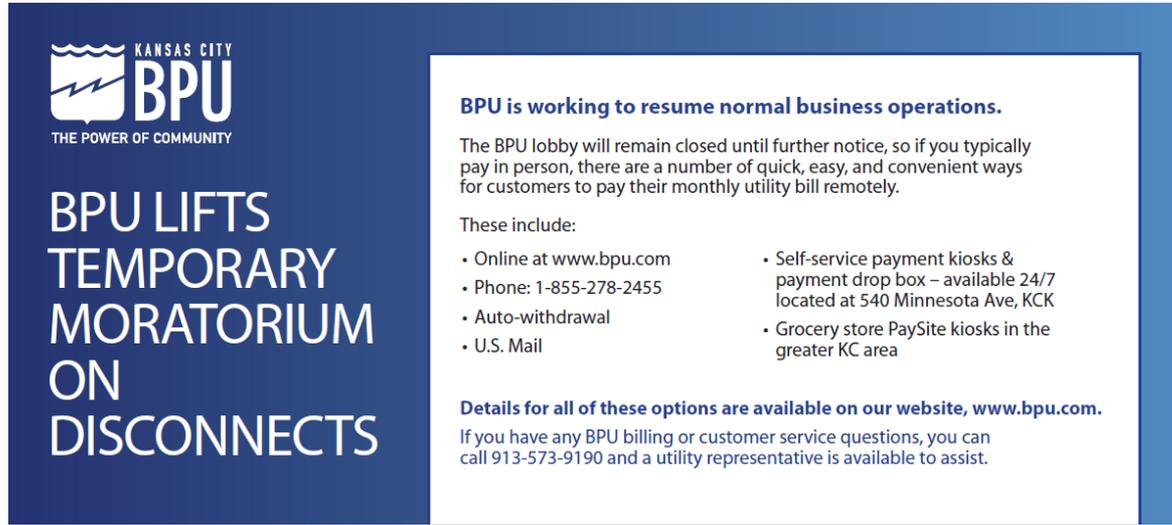
- Upgraded DNN Content Management system to support the current BPU website from version 7.03 to most current version 9.6.3
- This is needed for:
 - Better security
 - Fix technical issues and bugs
 - Enhance functionality



COLLATERAL ASSETS



Remind customers that BPU lifted the temporary moratorium on disconnects



**BPU LIFTS
TEMPORARY
MORATORIUM
ON
DISCONNECTS**

BPU is working to resume normal business operations.

The BPU lobby will remain closed until further notice, so if you typically pay in person, there are a number of quick, easy, and convenient ways for customers to pay their monthly utility bill remotely.

These include:

- Online at www.bpu.com
- Phone: 1-855-278-2455
- Auto-withdrawal
- U.S. Mail
- Self-service payment kiosks & payment drop box – available 24/7 located at 540 Minnesota Ave, KCK
- Grocery store PaySite kiosks in the greater KC area

Details for all of these options are available on our website, www.bpu.com.

If you have any BPU billing or customer service questions, you can call 913-573-9190 and a utility representative is available to assist.

Connection Newsletter Emails

Objective: Give customers the option to view newsletter online

Winter Issue - Sent 12/16/19

- Emails Sent: 661
- Emails Delivered: 619
- Unique Open: 240 (39%)
- Clicks: 158
- Unique Clicks: 41

Winter Issue



Spring/Summer Issue - Sent 6/24/20

- Emails Sent: 683
- Emails Delivered: 561
- Unique Open: 354 (63%)
- Total Clicks: 713
- Unique Clicks: 50

Summer Issue



Direct Mail Postcards

Encourage customers to sign up & use the Energy Engage Portal

Click. See. Save.

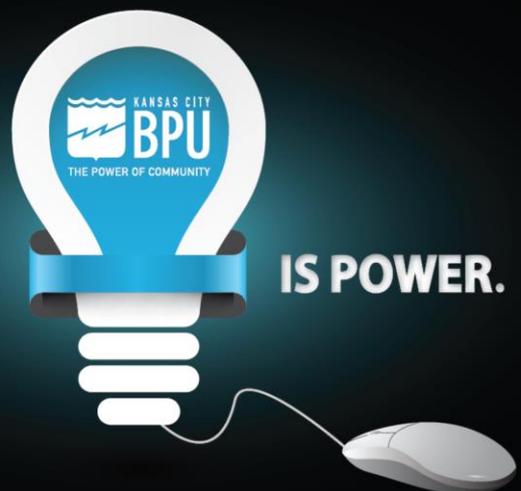
BPU's Energy Engage™ utility portal is a free service that gives you an inside look into your utility usage – helping you save energy, water AND money.

With Energy Engage, you can:

- Monitor your monthly bill
- Track current utility usage
- Keep tabs on usage in dollars
- Access tips to reduce your bill and environmental impact



Sign up today at BPU.com
or call 913.573.9190



KNOWLEDGE IS POWER.

KANSAS CITY
BPU
THE POWER OF COMMUNITY


THE PO
540 Min
Kansas C
bpu.com

John A. Sample
1000 Any Street
City, ST ZIP

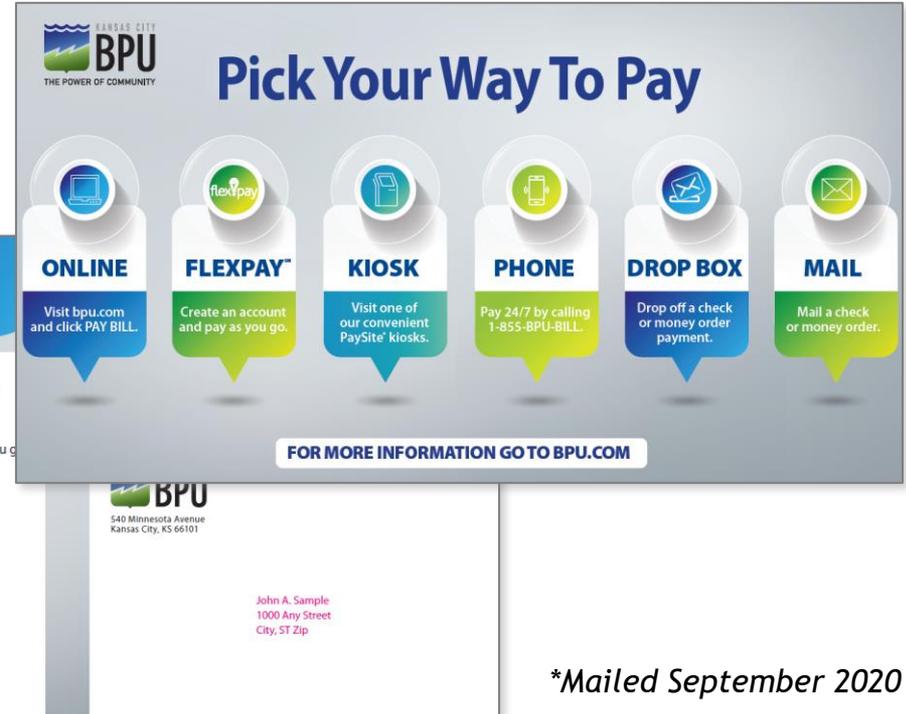
**Mailed March 2020*

Direct Mail Postcards

Create awareness of the various 'bill pay' options

BPU gives you a variety of ways to pay your bill.

- ONLINE:** Visit BPU.com 24/7 to securely pay with a credit card or set up an Automatic Payment Plan with a bank account.
- FLEXPAY™:** Create an account for a flexible way to pay as you go. Visit bpu.com for more info.
- KIOSK:** Pay with cash, check or a card. To find the nearest kiosk, call 1-877-876-7076 or go to paysitekiosklocator.com
- PHONE:** Call 1-855-BPU-BILL and pay with a credit card or bank account.
- DROP BOX:** Drop off a check or money order payment at our Drop Box at **540 Minnesota Ave., Kansas City, KS 66101.**
- MAIL:** Send a check or money order to: **KC Board of Public Utilities, PO Box 219661, Kansas City, MO 64121.**



Pick Your Way To Pay

- ONLINE**
Visit bpu.com and click PAY BILL.
- FLEXPAY™**
Create an account and pay as you go.
- KIOSK**
Visit one of our convenient PaySite™ kiosks.
- PHONE**
Pay 24/7 by calling 1-855-BPU-BILL.
- DROP BOX**
Drop off a check or money order payment.
- MAIL**
Mail a check or money order.

FOR MORE INFORMATION GO TO BPU.COM

BPU
540 Minnesota Avenue
Kansas City, KS 66101

John A. Sample
1000 Any Street
City, ST Zip

**Mailed September 2020*

Direct Mail Postcards

Create awareness of the various PaySite Kiosk Locations

Finding the nearest PaySite® kiosk is simple Use your phone and go

- A convenient way to pay
- Located throughout the greater Kansas City area
- See all kiosk sites by scanning the code below or visiting bpu.com/kiosks

Payments made before 3:00 p.m. will post to your account the same day.
Payments made after 3:00 p.m. will post to your account after 8:00 a.m. the next business day. (Payments only post Monday - Friday, excluding weekends and holidays.)

Pay with cash or checks (cards not accepted).



For kiosk locations near you, just scan the code.

OR

Call 1-877-876-7076 for kiosk location information.



Our PaySite® Payment Kiosks




KANSAS CITY
BPU
THE POWER OF COMMUNITY

MISSOURI

KANSAS

Offer convenience close to home.
Visit bpu.com for details

BPU
540 Minnesota Avenue
Kansas City, KS 66101

John A. Sample
1000 Any Street
City, ST Zip

**Mailed January 2021*

Outdoor Banner

Outdoor banner easily visible on BPU Admin building entrance



 **EASY WAYS TO PAY**
Pick a payment option that fits your needs.

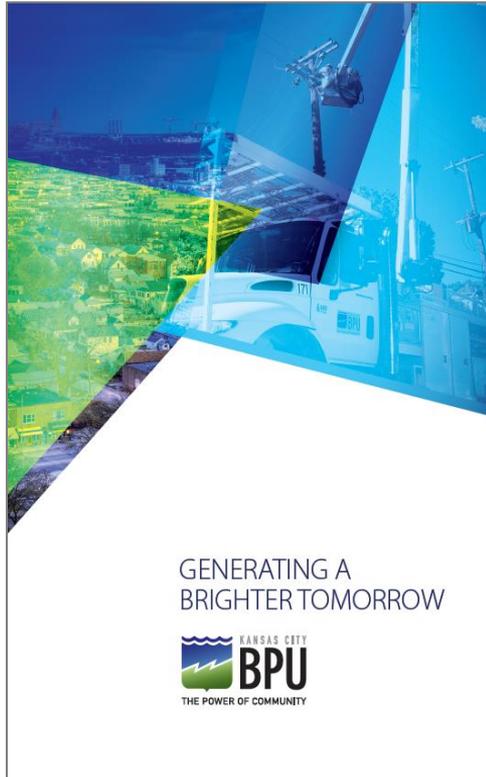
-  **ONLINE**
-  **FLEXPAY™**
-  **KIOSK**
-  **PHONE**
-  **DROP BOX**
-  **MAIL**

VISIT BPU.COM

At-A-Glance Brochure

Brochure showcases & defines what the ‘Power of Community’ means to BPU’s customers

- Includes key facts, program education, contact information and a high-level overview of BPU
- This informational piece will be used as a handout at various events

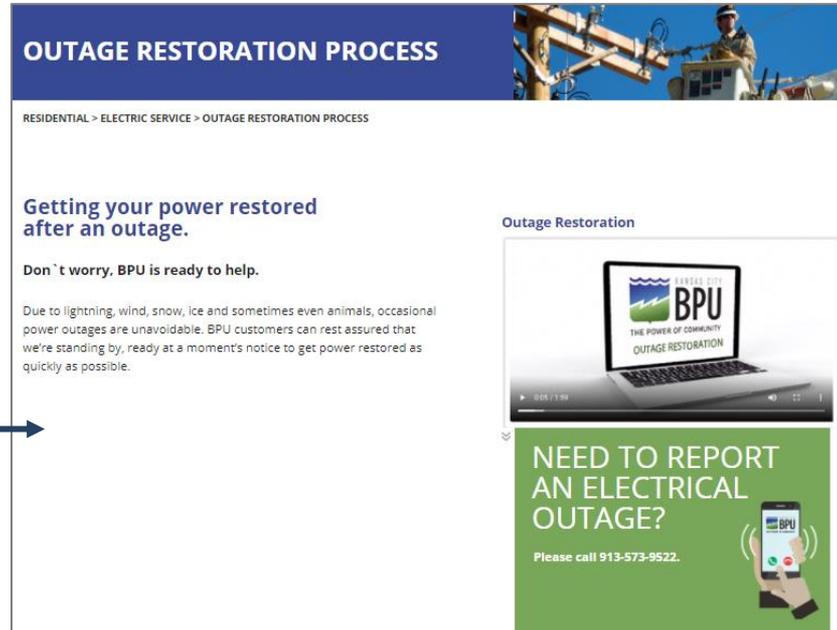


COMING SOON

2021 PROJECTS & PROJECTS IN DEVELOPMENT

Outage Restoration Page

Enhance the outage restoration page with more robust copy & design



OUTAGE RESTORATION PROCESS

RESIDENTIAL > ELECTRIC SERVICE > OUTAGE RESTORATION PROCESS

Getting your power restored after an outage.

Don't worry, BPU is ready to help.

Due to lightning, wind, snow, ice and sometimes even animals, occasional power outages are unavoidable. BPU customers can rest assured that we're standing by, ready at a moment's notice to get power restored as quickly as possible.

Outage Restoration



NEED TO REPORT AN ELECTRICAL OUTAGE?

Please call 913-573-9522.



Will add customer tips on how to prepare for severe weather.

Will revise page with current content and updated photos

ECONOMIC DEVELOPMENT



RESOURCES > ECONOMIC DEVELOPMENT

KCK and BPU are on the move.

Kansas City, Kansas (KCK), has enjoyed a tremendous amount of growth recently. The Kansas Speedway raced into town, business development of the 400 acres surrounding the track is under way, and a downtown revitalization is in process. We're a town on the move and construction is under way for new homes and businesses to accommodate our growth.



Kansas City Board of Public Utilities (BPU) offers many unique building partnership programs including construction allowances, heat pump rebates and building incentives to help you lower your overall building expenditures.

Quality of life means a lot

We're located in the heart of the Midwest – a metropolitan area offering a rural, small-town feel.

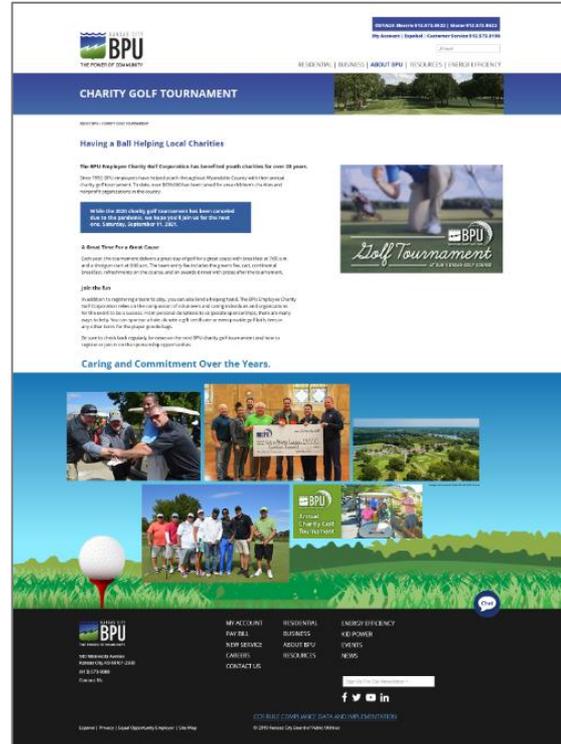
We're a friendly, caring community, committed to hard work and providing the right type of environment for raising a family.

It is a great town that values a quality education system for our children; offers state-of-the-art medical facilities for the health of our community; affordable housing for our residents and an overall low cost of living with some of the lowest utility rates in the nation.

We know that you will like what Kansas City, Kansas, has to offer and enjoy our little neighborhood located on the Missouri River.

Golf Tournament Page

Will include link to registration form closer to the tournament



The screenshot shows a webpage for the BPU Charity Golf Tournament. At the top, there is a navigation bar with links for HOME, ABOUT BPU, RECORDS, and ENERGY EFFICIENCY. The main heading is "CHARITY GOLF TOURNAMENT". Below this, there is a section titled "Having a Ball Helping Local Charities" with a sub-heading "The BPU Employee Charity Golf Tournament has benefited youth charities for over 20 years." A blue box contains the text: "While the 2019 charity golf tournament has been canceled due to the pandemic, we hope you'll join us for the next one, Saturday, September 11, 2021." Below this is a section titled "A Good Time For a Good Cause" and another titled "Join the Fun". A large image shows a group of people on a golf course. At the bottom, there is a navigation menu with links for MY ACCOUNT, RESIDENTIAL, ENERGY EFFICIENCY, PAY BILLS, SERVICES, RECORDS, EQUIPMENT, CAREERS, ABOUT BPU, NEWS, and CONTACT US. Social media icons for Facebook, Twitter, and LinkedIn are also present.

Encourage individuals or companies to participate and/or contribute to annual charity golf event

Revamp Careers Videos



Update BPU career videos for placement on Careers page, YouTube channel and Social posts. Job positions:

- Lineman Electric Distribution Lines
- Telephone Service Representative/Clerk II
- Specialist Laboratory Technician
- Senior System Operator Nearman WTP
- Electric TD Engineer
- Systems Analyst Programmer

Additional Website Pages

- “Electrical Heating” pages
- Vendors/Suppliers page updates

On Going Projects

- Drinking Water Week
- Public Power Week
- Youth Program
- Charity Golf Tourney
- Customer Education Collateral
- Legislative Issues

Looking Ahead

- Strategic Plan
- Customer Research
- Meetings with School Districts on Programs
- Community Workshops/Presentations
- Customer Roundtables
- Retiree Outreach
- Community Advisory Group
- BPU Day for Business/Community Leaders (an inside look)
- Customer e-mail/Text Communications

Questions?

