

**REGULAR SESSION –WEDNESDAY, OCTOBER 17, 2022**

STATE OF KANSAS     )  
  ) SS  
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 17, 2022 at 6:00 P.M. The following Board Members were present: Mary Gonzales, President; Rose Mulvany Henry, Vice President; Thomas Groneman, Secretary; Robert L. Milan, Jeff Bryant, and David Haley.

Also present: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Jeremy Ash, Interim Chief Operating Officer; Johnetta Hinson, Executive Director Customer Service; Steve Green, Executive Director Water Operations; Jerin Purtee, Executive Director Electric Supply; Darrin McNew, Acting Executive Director Electric Operations; David Mehlhaff, Chief Communications Officer; Dennis Dumovich, Director of Human Resources; Patrice Townsend, Director Utility Services; 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](http://www.bpu.com).

Ms. Gonzales called the Board meeting to order at 6:04 P.M. She welcomed all that were listening to or viewing the meeting. She stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. During the public comment section, 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 section. Staff would assist those attending in person. During the public comment section of the agenda, community members would be asked to provide their name and address and had five minutes to speak. As always, the public could also email or call the BPU with any concerns. The agenda and presentations could be found on the BPU website or if they were using Zoom they would appear on their screen. Ms. Gonzales introduced herself 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 by Mr. Milan, seconded by Mr. Groneman, and unanimously carried.

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**Item #4– Approval of Work Session Minutes of October 5, 2022**

A motion was made to approve the minutes of the Work Session of October 5, 2022, by Ms. Mulvany Henry, seconded by Mr. Haley, and unanimously carried.

**Item #5– Approval of Regular Session Minutes of October 5, 2022**

A motion was made to approve the minutes of the Regular Session of October 5, 2022, by Mr. Milan, seconded by Ms. Mulvany Henry, and unanimously carried.

**Item #6 – Public Comments**

There were no visitors wishing to speak.

**Item #7 – Wyandotte Economic Development Council (WYEDC)**

Mr. Greg Kindle, President of the WYEDC, gave the Board an update on the economic development opportunities in the community. He reported on the areas of attraction and recruitment, business retention and expansion, marketing and promoting, and workforce solutions. (See attached PowerPoint.)

Mr. Kindle responded to comments and questions from the Board and Mr. Johnson.

**Item #8 – General Manager / Staff Reports**

- i. *Corporate Communications Quarterly Update:* Mr. David Mehlhaff, Chief Communications Officer, gave the Board an update on BPU Corporate Communications as well as a forecast of what was to come in the future. (See attached PowerPoint.)

Mr. Mehlhaff responded to comments and questions from the Board.

- ii. *Cold Weather Rule – Resolution No. 5278:* Mr. Bryant explained the proposed change in wording to the current policy. (See attached.)

A motion was made to approve Resolution No. 5278, by Mr. Bryant, seconded by Mr. Milan, and unanimously carried.



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his attendance at the UG Standing Committee on Economic Development and Finance meeting and commented that he had asked again for a better understanding of the PILOT.

Mr. Milan felt it was important the public knew that the upcoming 2023 increases on their utility bill were coming from the UG on UG charges, not BPU or the BPU Board.

Ms. Mulvany Henry thanked everyone for the helpful presentations. She also thanked Mr. Kindle for his economic development update.

**Item #10– Executive Session**

Ms. Angela Lawson, Deputy Chief Counsel proposed a motion for adoption as followed:

“I move that after taking an ten minute break the Board go into Executive Session for 20 minutes in the first floor conference room to discuss confidential matters related to employment of the general manager, a personnel matter of nonelected personnel as justified under the exception in the Kansas Open Meetings Act; and that the General Manager, William Johnson, and the Deputy Chief Counsel, Angela Lawson, be present to participate in the discussion, all others to be dismissed from the room and electronic and telephonic transmissions to cease, and that we reconvene in open session returning to both electronic and telephonic broadcasting at 7:50 P.M. in the board room to either take action in an open session or to adjourn”.

A motion to go into Executive Session and reconvene at 7:50 P.M. was made by Mr. Bryant, seconded by Ms. Mulvany Henry and carried unanimously.

At 7:50 P.M. the meeting returned to Open Session in the board room.

A motion to extend the Executive Session for 20 minutes, until 8:10 P.M. was made by Mr. Bryant, seconded by Mr. Haley and carried unanimously and the Board went back into closed session in the work room.

**Item #11 – Adjourn**

At 8:10 P.M. the meeting was reopened to the public in the board room and a motion to adjourn was made by, Mr. Bryant seconded by Ms. Mulvany Henry and carried unanimously.

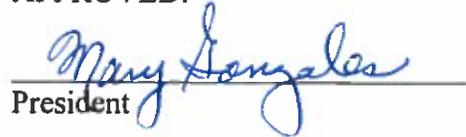
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ATTEST:

  
Secretary

APPROVED:

  
President

ON YOUR  
**mark...**

# **Board of Public Utilities: Economic Development Update**

**OCTOBER 17, 2022**

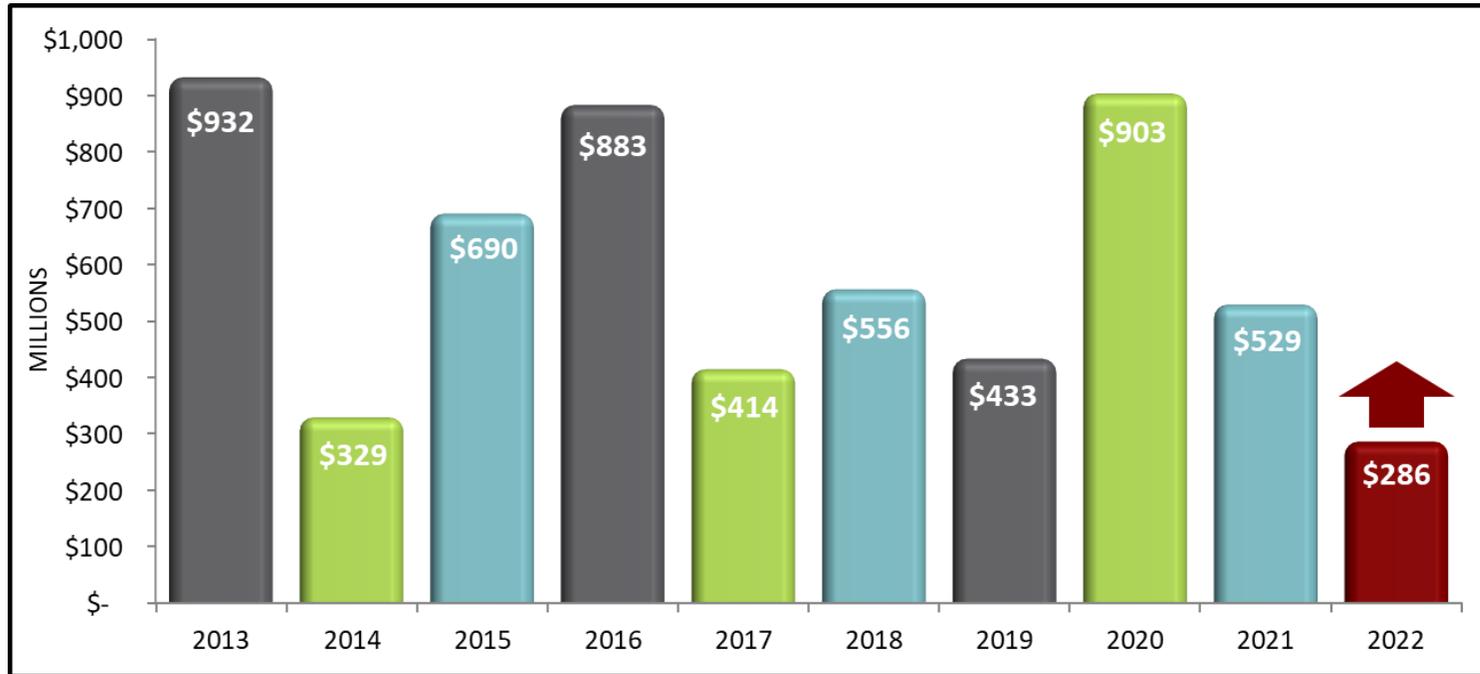
# OUR FOCUS

## Mission

To promote and strengthen Wyandotte County's economy through innovative approaches to programs, partnerships, and leadership in industrial, residential, office and retail markets.



# CAPITAL INVESTMENT



21

PROJECTS

2,180,684

SQUARE FEET

208

JOBS

# PROJECT ANNOUNCEMENT

## Thuasne USA (Sock)

**Location:** 123 Osage Avenue, Kansas City

**Project Type:** Retention/Expansion

### Project Info:

- Thuasne USA, distributes orthotic products, which includes knee braces, ankle/foot orthotics, back braces, and several other orthotic products.
- 123 Osage Avenue will be their main distributions hub.

**Drivers:** Central Location, Growth, Expansion into Midwest markets

**Investors/Partners Engaged:** Knit-Rite, Premier Investments, CBIZ, KDOC, BPU



**\$2.9M**  
investment

**36,000**  
square feet

**15**  
Jobs

# PROJECT ANNOUNCEMENT

## Kansas City Treats (Bone)

**Location:** 16 Kansas Avenue, Kansas City

**Project Type:** Expansion

**Project Info:**

- 100,00 square foot expansion adjacent to their 96,000 square feet facility
- 25 net new employees

**Drivers:** Growing contracts for extrusion, manufacturing and packaging

**Investors/Partners Engaged:** KDOC and UG



**\$4.4M**  
investment

**100,000**  
square feet

# PROJECT ANNOUNCEMENT

## PBI Gordon (Zone)

**Location:** 300 S. 3<sup>rd</sup> St. , Kansas City

**Project Type:** Expansion

### Project Info:

- 1,700 truckloads of fill dirt due to proximity to levy
- 6,200 square feet renovated

**Drivers:** Infrastructure improvements for further expansion

**Investors/Partners Engaged:** GBA, Terracon, CBIZ, KDOC and UG



**pbi / GORDON**  
**companies**  
Employee-Owned

**\$3M**  
investment

**6,200**  
square feet

# PROJECT ANNOUNCEMENT

## Bank of Labor (Labor)

**Location:** 745 State Avenue, Kansas City

**Project Type:** Redevelopment

### Project Info:

- 20 market rate apartments south tower
- Renovate north tower for office users
- Retain Bank of Labor
- Demolish adjacent UG building for new parking
- Historic tax credits, super NRA
- Completion by end of 2024

**Drivers:** Lack of downtown apartments, early adopter

**Investors/Partners Engaged:** Polsinelli, Unified Government

# KDG



**\$20.9M**  
investment

**160,615**  
square feet

# PROJECT ANNOUNCEMENT

## Homefield – Margaritaville Resort

**Location:** 1111 N. 98<sup>th</sup> St. Kansas City

**Project Type:** Attraction

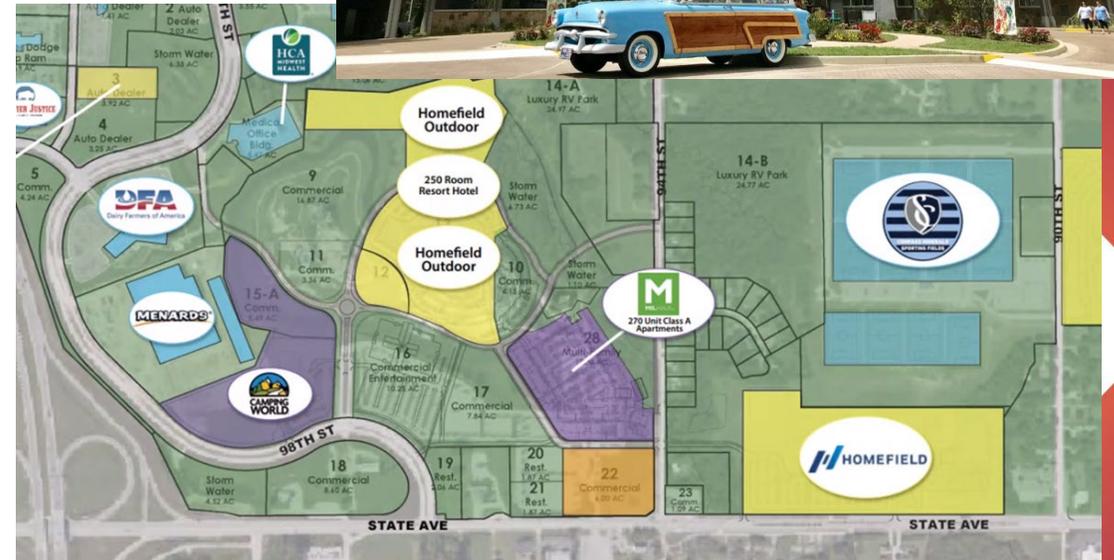
### Project Info:

- 250 rooms initially
- Construction starts Fall 2022, Opens Spring 2024
- Connected to Perfect Game Midwest – 75K room nights annually
- 1<sup>st</sup> full-service hotel in Wyandotte County
- Privately financed – not tied to STAR Bonds

**Drivers:** Location, Growth mode

**Investors/Partners Engaged:** UG, KDC

**MARGARITAVILLE**  
Resort & Family Entertainment Center



**\$120M**  
investment

**130,000**  
square feet

# YEAR-END PROJECTIONS

Project	Size (s.f.)	Investment	Jobs	Industry
• Big House	400,000	\$70M	400	Light manufacturing
• Premier	300,000	\$65M	300	Headquarters campus
• Threshold	232 units	\$62M	5	Multifamily
• 505 Central	129 units	\$40M	5	Multifamily
• Orange	419,000	\$15M	300	Light manufacturing
<b>Potential</b>	<b>1,119,000</b>	<b>\$252M</b>	<b>1,010</b>	
Current Announcements	2,180,684	\$286M	208	
Estimated Totals	3,299,684	\$538M	1,218	
Organizational Goals	1,000,000	\$500M	1,000	

# RECENT INVESTMENTS EAST OF 635

## Downtown Specific:

- KU Strawberry Hill renovation
- MERC Grocery
- Catholic Charities relocation
- Hilton Garden Inn renovation
- KCK Police Athletic League
- UG Juvenile Justice Center
- Crosslines Tower renovation
- Y Lofts
- Boulevard Apartments
- Shalom HUse
- Metro KC Fitness
- KCKCC Downtown Campus – pending
- Downtown Library – under discussion
- Lanier Multifamily/Mixed Used – under discussion

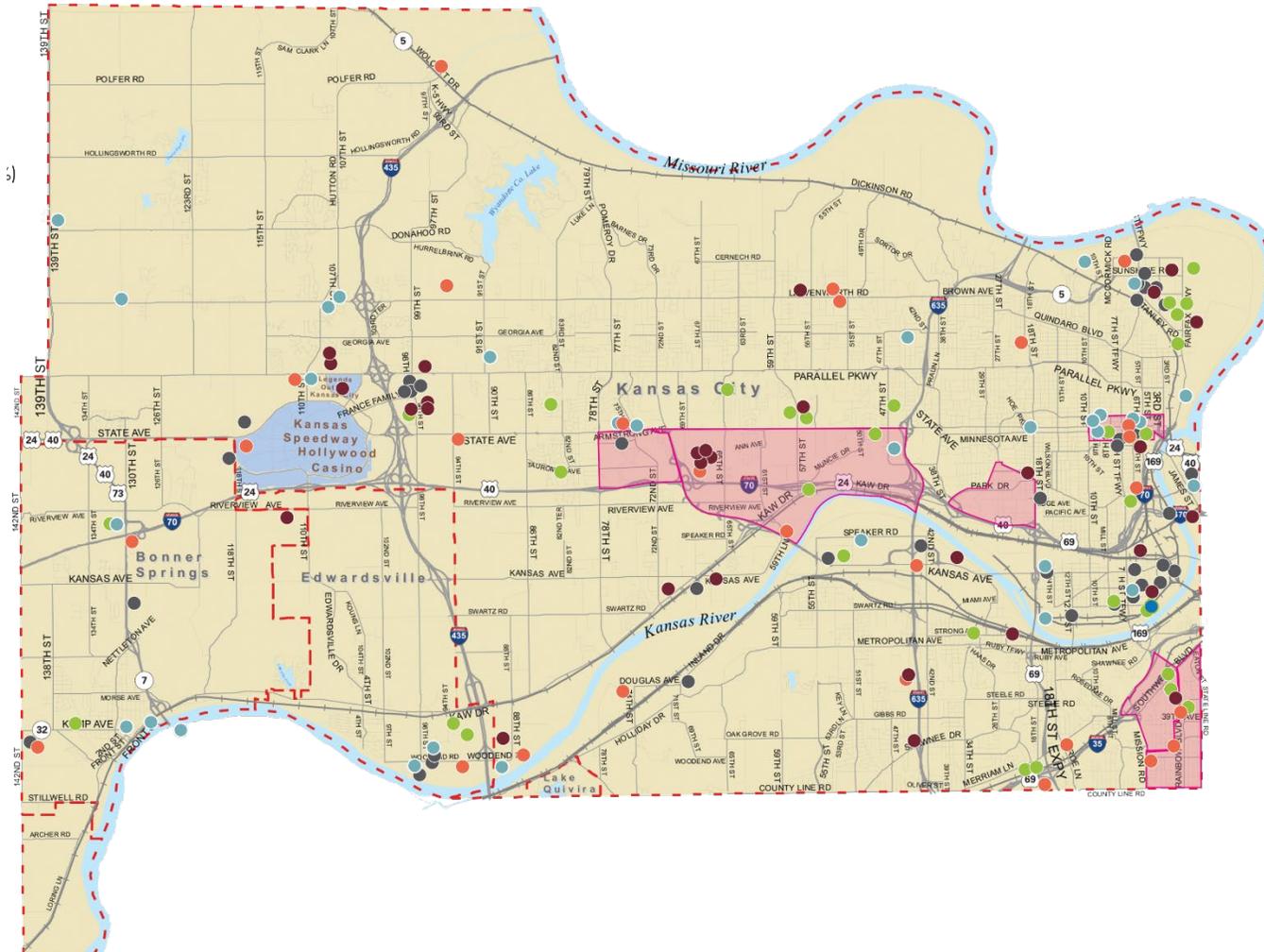
## Off-Downtown:

- Slaps BBQ expansion
- Strawberry Hill Brewing Company
- Bethel Neighborhood Center renovation
- Splitlog Coffee expansion
- Strip center 7<sup>th</sup> & Central
- Yards II (new name) – Bottoms
- 505 Central - pending

## Armourdale:

- Rock Island Bridge
- Pepsico/Frito Lay
- Knit-Rite
- KC Treats
- McDonald's

# 2017-2021 County-Wide Investments



## STATS:

- 161 Announced Successes
- 78 Projects were East of I-635 (48%)
- \$2.8B Invested
- \$1.03B East of I-635 (37%)
- 8,624 New/Retained Jobs
- 1,733 New/Retained Jobs East of I-635 (20%)



# DEVELOPMENT MAP

## Industrial

1. Urban Outfitters
2. Woodlands/435 Logistics
3. Turner Logistics Center
4. Scavuzzo's/Indian Springs
5. Medline
6. Old Dominion
7. Block at K-7/Nettleton

## Residential

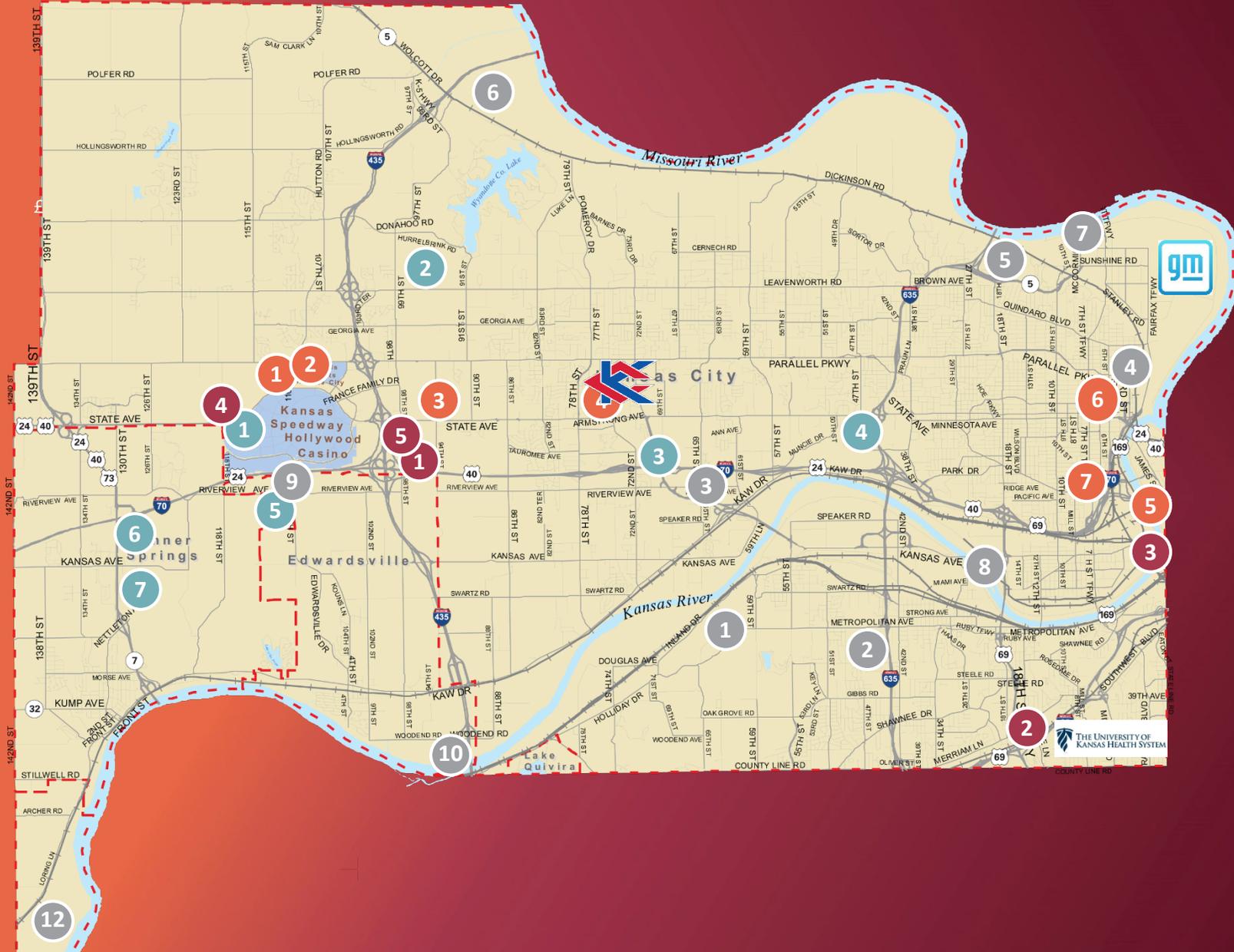
1. Village West Apartments – Phase III
2. Legends 267
3. Homefield Apartments
4. KCKCC Student Housing
5. The Yards II
6. Reardon Center
7. 505 Central

## Retail/Tourism

1. Homefield
2. Menard's South
3. Rock Island Bridge/Flying Truss
4. American Royal
5. Camping World

## Potential Development Area

1. Americold Site
2. Ridge/Sandifer Business Park
3. 5701 Kaw Drive
4. Juniper Gardens
5. K-5/18th St.
6. 435/Wolcott
7. BPU Quindaro Site
8. BPU Kaw Site
9. 110th & I-70
10. 435/Woodend
11. Loring



# EMPOWER WYCO LOAN

Blu Sequin

*Women's Clothing Retailer*

Core Construction

*Commercial and Residential Contractor*

Friendly's Café & BBQ

*Take Out Restaurant & Catering*

Gutters Experts KC

*Gutter Installation & Maintenance*

LRG Commercial Contracting

*Painting Contractor*

El Taquito

*Restaurant & Tortilleria*

Holy Smoke BBQ

*Restaurant*

Madison's Towing

*Tow Service*

Royalty Enterprises

*Bar Service*

Sowful Hands

*Hair Salon*

Thunderlight Workboots

*Industrial Footwear Retailer*

Triple Oak Home Health

*Senior Healthcare Service*

Donnell's Kitchen & Lounge

*Restaurant/Bar & Event Space*

Greenthumb Landscaping

*Landscaping*



# 14

# BUSINESSES

# \$15,000 LOANS

# 4% RATE

# 4-YEAR PAYBACK

# \$210,000

# TOTAL

# ECONOMIC OVERVIEW

Labor Participation Rate:

**Wyandotte County:** 65.9%

Kansas: 65.9%

**U.S.:** 58.4%

Source: US Census ACS 5-year, 2016-2020

## MEDIAN ANNUAL WAGES BY COUNTY

	2017	2018	2019	2020	2021
Wyandotte County	\$40,081	\$40,102	\$39,471	\$41,307	\$44,259
Johnson County	\$38,293	\$38,998	\$40,227	\$41,985	\$44,733
Leavenworth County	\$39,503	\$39,501	\$41,399	\$40,503	\$43,255

Source: Kansas Wage Survey, 2020, PEAK Median Wages by County



## MEDIAN HOME INCOME

Wyandotte County MHI has improved 4 of the last 5 years.

**2020:** \$48,093 (82nd)\*

**2019:** \$46,881 (87th)\*

**2018:** \$47,285 (66th)\*

**2017:** \$46,310 (76th)\*

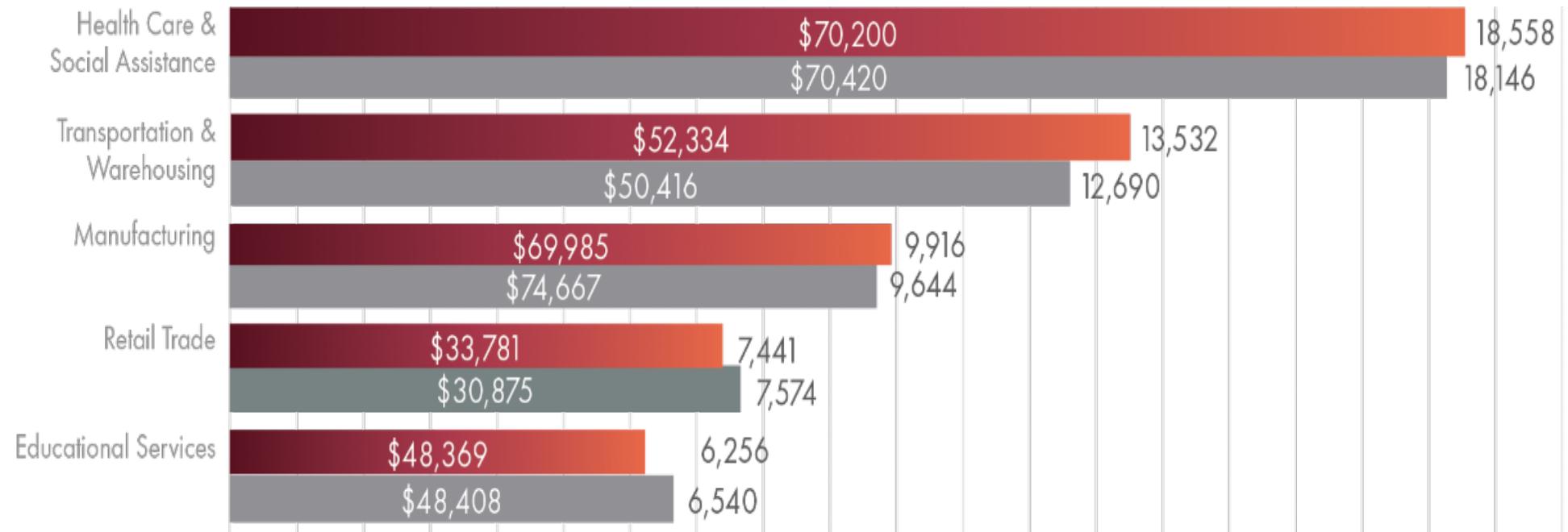
**2016:** \$43,396 (87th)\*

\*Out of 105 counties in Kansas

2019 Source: US Census ACS 2016-2020  
2015-2018 Source: US Census ACS 1-year

# WORKFORCE DATA

## WYANDOTTE COUNTY EMPLOYMENT BY INDUSTRY, 2021 vs. 2020



# BRE TRENDS 2017-2021

## 2021 Top 10 Open Positions:



Registered Nurses



Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel



Heavy and Tractor-Trailer Truck Drivers



Laborers and Freight, Stock, and Material Movers, Hand



Retail Salespersons



Medical and Health Service Managers



Stockers and Order Fillers



Medical Secretaries and Administrative Assistants



Maintenance and Repair Workers, General



Janitors & Cleaners, except Maids and Housekeeping Cleaners

# CHIP- COMMUNITY HEALTH IMPROVEMENT PLAN



**Childcare/Early Childhood Education** – Increase quality childcare spaces, support a quality improvement system, remove barriers to creating early childhood centers, develop a community/business awareness campaign



**Criminal History** – Support Clean Slate Law – auto expungement of some criminal records after time served, asset mapping of services for justice-involved individuals, engage companies in hiring programs



**Language** – Identify and engage businesses interested in Business ESL program via KCKCC



**Post Secondary Education/Industry-Recognized Credentials** – Support Education to Employer pipeline, align education continuum with available jobs/livable wages/trends



**Transit** – National Science Foundation grant application via KU geared towards youth employment transportation access, potential pilot Edwardsville Industrial Park project, Urban Outfitters transit project

# C.H.I.P. UPDATE



A WYCO family may spend up to 20–25% of their household income on child care. At times, costing more than housing.

\*Based off of median income rates and median rent housing costs.



Producing industry-driven career guide in collaboration with WYCO companies & partners, student bus tours, tied to Making It In the Dotte program



# LET'S CONNECT.

GREG KINDLE  
gkindle@wyedc.org  
913.748-2272

# Marketing/Corporate Communications/ Initiatives

Overview  
October 17<sup>th</sup>, 2022



# Highlights...

Comms Campaigns	Marketing/Services	Media Relations/ Placements
*Understanding Your BPU Bill	Pay Online/Customer Portal (37,859 to date)	Broadcast /Print Interviews
*Utility Assistance Programs/Resources	Kiosk Pay Usage (5,505)	News release distributions
*Scam/Fraud Awareness	Paperless Billing (12,249)	Issues management
Efficiency/Weatherization/Bills Savings	Energy Engage Portal (10,923)	Social Media Reach/Echo
Electric Outage Restoration Processes	FlexPay Promo (1,176)	
Bill Pay Options (Kiosks, Online, etc.)	Equal Payment Plan (3,585)	



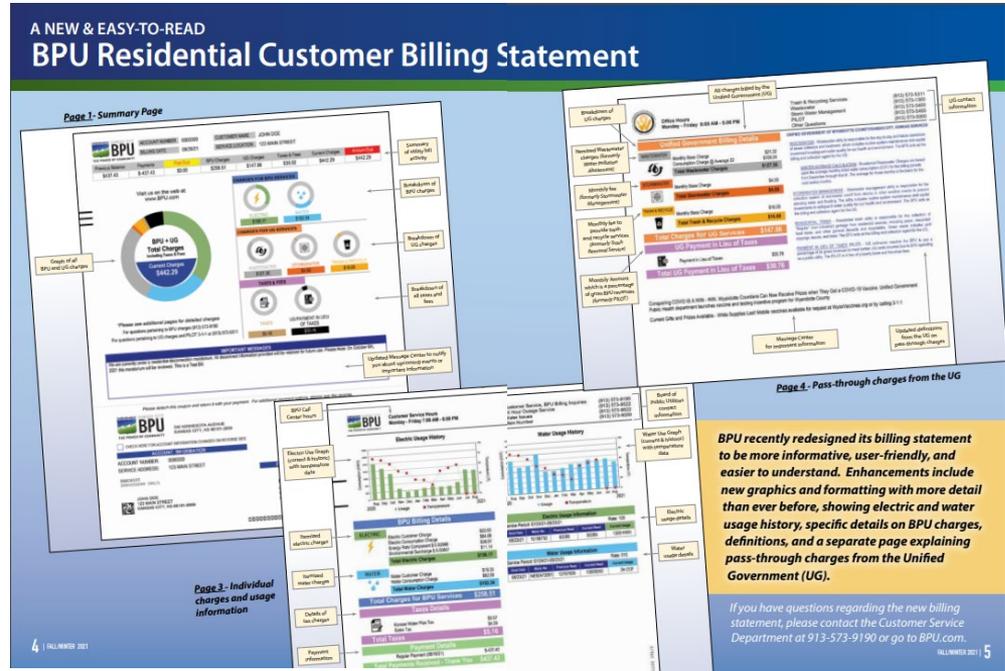
# Highlights (Cont'd)...

PR Promos	Communication Collaterals	
Socially Responsible/Community Owned	BPU Connection - 2x (122k homes/biz)	
Renewable Energy Leader	Watts and Water – 6x	

# Understanding My BPU Bill

- Objective: new campaign, new bill design, promo social media, new video, etc.

**A NEW & EASY-TO-READ BPU Residential Customer Billing Statement**



**Page 1 - Summary Page**

**Page 3 - Individual charges and usage information**

**Page 4 - Pass-through charges from the UG**

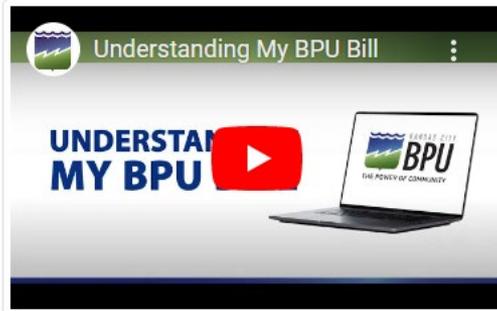
**BPU recently redesigned its billing statement to be more informative, user-friendly, and easier to understand. Enhancements include new graphics and formatting with more detail than ever before, showing electric and water usage history, specific details on BPU charges, definitions, and a separate page explaining pass-through charges from the Unified Government (UG).**

*If you have questions regarding the new billing statement, please contact the Customer Service Department at 913-573-9190 or go to BPU.com.*

4 | FALL/WINTER 2021

FALL/WINTER 2021 | 5

## Understanding My Bill



Video explains the new billing statement

## Employee Foundation



Video explains how BPU gives back to the community

## Renewable Energy



Updated video to reflect 48% of BPU's energy comes from renewable resources.

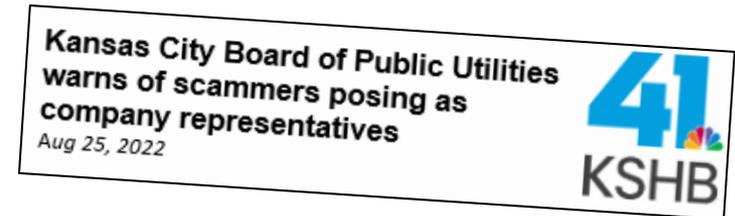
## Videos in progress:

Ways to Pay Your Bill and Report Streetlight Issues

BPU YouTube Channel -73 videos (energy efficiency/water savings, what we do, safety, etc.)

# Fraud Awareness

- **Objective:** Educate customers about utility scams
  - FTC received 2.8 million utility fraud/scam reports in 2021 alone
- **BPU Actions:**
  - News Releases
  - Social Media posts
  - Newsletter articles



# Recent Awards / Recognitions

- **2022 Sue Kelly “Community Service Award”**
  - American Public Power Association (APPA)
- **“Silver Stevie” - Best Social Responsibility Program**
  - 20<sup>th</sup> Annual American Business Awards (2022)
- **PR News 2022 “Nonprofit Awards” - Social Responsibility**
- **“40 Under Forty” Award - Maurice Moss, Exec. Dir./Compliance, BPU**
  - Ingram’s Magazine recognition of young professional leaders in region
- **KC “Corporate Champion” - Philanthropy**
  - Ingram’s Magazine, Philanthropist of Year Awards Luncheon (Dec. 21)
- **“250 Most Powerful Leaders” - BPU GM Bill Johnson**
  - Ingram’s Biz Magazine regional awards
- ❖ BPU has won **10x national/regional awards** in ’21-’22



# Media Summary

- 52 media release distributions in 2022
  - 133 total over last 24 months
- Broadcast/ media interviews & statements
  - Covid Assistance/Relief, Scams, Storm Outages, etc.
- Proactive Media Outreach (Broadcast, print, digital)
  - Utility Assistance/Resource Programs, Scams, “A” Ratings, etc.
- Media “Issue” Response
  - Storm Outages-Blackouts / Service Issues / etc.



# BPU Connection Newsletter

**Objective:** Mailed 2x a year to 61,000 customers, 8-12 pages. Provides key info about BPU services, products, safety, etc. 500+ distributed to key stakeholders, 11,500 online downloads. Shelf-life of 4-5 months

Fall/Winter 2021

Summer 2022/“WQR” Issue



## BPU: What to Know About Your Community-Owned Utility!!

✓ Community-Owned, Locally Controlled  
✓ Reliable and Dependable  
✓ Fiscally Responsible  
✓ Environmental Steward  
✓ Socially Responsible  
✓ Promotes Economic Growth

**ELECTRIC UTILITY FACTS:**  
■ Established in 1912, serves more than 65,000 electric customers today.

**LOCALLY CONTROLLED, WORKING FOR YOU...**  
■ 116 years of service to Wyandotte County...  
■ BPU customer service receives 67% calls a day...  
■ Employs 100+ Wyandotte County residents...

**Reduced Spending and Improved Processes**  
BPU continues working to reduce spending...  
■ 29 electrical substations, 16,000+ transformers...  
■ 17% ownership in Dugwood, a local combined cycle natural gas plant.

**BPU Annual Budget Totals**

Year	2016	2017	2018	2019	2020	2021	2022
Total	\$100,000,000	\$100,000,000	\$100,000,000	\$100,000,000	\$100,000,000	\$100,000,000	\$100,000,000

**Types of Energy Customers**

Customer Type	Percentage
Commercial	3%
Industrial	9%
Residential	88%

**Total Number of Employees**

Year	2016	2017	2018	2019	2020	2021	2022
Employees	100	100	100	100	100	100	100

**BPU Generation Output by Fuel Mix**

Fuel Type	Percentage
Renewable Energy	100%
Natural Gas	0%

**“GREEN ENERGY” LEADER**  
■ 48% of all BPU power generation now comes from wind, solar, hydro, or landfill gas.  
■ BPU has reduced its coal consumption 92% from 2007-2020.  
■ Built first municipal Community Solar Farm in KS located in WyCo, making this affordable option available to all.

**BPU AWARDS AND RECOGNITIONS**  
■ “Silver Stevie Award” - Social Responsibility...  
■ Smart Energy Provider (SEP) - for local commitment to philanthropy, sustainability, and COVID assistance...  
■ Excellence in Financial Reporting Award - for accounting and financial reporting (2021).

**Added Services & Contributions BPU Provides for the UG:**  
■ In addition to collecting the PUC for the...  
■ Billing and collecting for UG water production costs...  
■ Billing, collecting and administrative functions for UG trash services.

**WATER UTILITY FACTS:**  
■ Established in 1905, serves more than 13,000 water customers today.  
■ State-of-the-art Neenah Water Treatment Plant with its own safety testing lab to ensure water quality 1,000+ miles of water lines, three pump stations, and 62,000 fire hydrants across the area.  
■ Capacity of 72 million gallons per day (MGD), with two of the nation's largest horizontal collector with pumping water from deep below the Missouri River.

**Water quality consistently exceeds all federal and state standards.**

# BPU Connection eNewsletter

## BPU Connection Newsletter Email: Twice a year



**BPU CONNECTION**

**MIU: A Community-Owned Asset Working for You!**

BPU has been creating the needs of the community for 160 years. Today, our not-for-profit municipal utility provides 65,000 electric customers and 53,000 water customers with safe, dependable and affordable utilities. MIU, and its employees who all live right here in Wyandotte County, also provides our water utility production, transmission, and distribution services, as well as a host of other functions (e.g. maintaining 8,600 water mains, 6,200 fire hydrants, 18,000 streetlights) to keep our community safe 24 hours a day, seven days a week.

[Click here to view full article](#)

**What is the UC PILOT and Why is it on My BPU Bill?**

When it comes to electric and water utility, many cities across America charge a PILOT. Some cities may levy a transition fee. While similar, the two have slightly different meanings.

[Click here to view full article](#)

**MIU: Working For You**

MIU: To focus on the needs of our customers, to improve the quality of life in our community while providing safe, reliable, and sustainable utilities.

[Click here to view full article](#)

**A Letter from BPU's President**

Henry L. Gonzalez  
President  
MIU Member of Council

Reduced Spending  
Improved Processes  
Doing More With Less

**2022 WATER QUALITY REPORT**

**BPU**  
THE POWER OF COMMUNITY

©2022 BPU MIU. We are changing the world because we realize individuals have been asked to be more careful from BPU. We are committed to your privacy and the protection of your information. We have your privacy protected. The BPU, Community Services, is generally considered not to be covered by additional privacy laws. Your privacy information is protected in a secure data center, which we operate.

REC:Shirley Annan • Kansas City, KS 66101-1362 • PH: 913.267.3333

December 2022 | Premier Edition

## Watts n Water: Six times a year



July and August 2022

### Letter from the General Manager

As a municipal utility, BPU's top priority remains ensuring the delivery of essential electric and water service to the customers it serves, while working to improve the overall quality of life for the entire community.



BPU and its employees remain committed to meeting all the electric and water utility needs of Wyandotte County, with a continued focus on responsive customer service. As a not-for-profit municipal utility, BPU is a community enterprise measured by how much benefit it brings into the community, not profits for shareholders like private utilities, and which is directly reflected in the public service nature of BPU's primary Mission.

BPU has been able to achieve its primary utility services mission while simultaneously reducing its Annual Budget and spending significantly over the last 6 years, from \$495 million in 2016 to \$348 million in 2021, with a slight uptick in 2022 due to increased purchased power costs and inflationary pressures impacting all. This is almost a 30% cut in BPU's budget (nearly \$145 million). Simultaneously, BPU's electric rates remain comparable and even lower than most other local utilities.

BPU continues to introduce and implement new services, technology, and programs to improve efficiency, expand communications, and support the community.

### In This Edition

- [Letter from the General Manager](#)
- [Popular BPU Youth Program Stays Winning](#)
- [BPU Receives "2022 Silver Stevie" Award for Community Response to Pandemic](#)
- [BPU Staff Meets with Rep Davids to Discuss EPA Lead and Copper Rule](#)
- [GM Johnson Speaks at KCC Chairman's Breakfast](#)
- [BPU Hosts Women's Chamber Foundation Luncheon](#)
- [BPU Health Benefits Update](#)
- [Process for what to do when Considering Retirement](#)

### 2022 Holidays

Offices will close to observe the following holidays:

**LABOR DAY**  
Monday, September 5

# Direct Mail/Postcards

## Automatic Bank Draft

Life is complicated –  
paying bills shouldn't be.

Enroll in a worry-free payment option for your monthly utility bill. Sign up



Pay the easy way!

Three steps is all it takes to activate automatic payments.




**STEP 1:**  
Visit [bpu.com](http://bpu.com) and go to **Manage Account**, log in or set up your account

**STEP 2:**  
At the **Payment** tab, click **Automatic Payments**

**STEP 3:**  
Scroll to the bottom... follow prompts to **Enroll**

31-2089

## Accurate Phone Number

An accurate phone number also keeps you updated about maintenance in your area.



AN ACCURATE  
PHONE NUMBER  
HELPS TO DISPATCH  
CREWS QUICKLY.

Be sure BPU has your correct phone number.



2020

## FlexPay

FlexPay gives you the  
power to pay your way.

With the FlexPay® program, you pay in installments that work for you. Set up an account, keep it funded and pay installments on your bill throughout the month. Never be surprised by reconnect fees, collection

No deposit  
No surprises  
No monthly bill



The Power to Pay Your Way



flex.pay  
The Power to Pay Your Way

Learn how to **take control of your utility bill** with FlexPay™

Learn more at [bpu.com](http://bpu.com)

2020



**Upcoming Postcards:**  
Text Alerts, Streetlights, Manage Account Online

## Linemen Rodeo Show Guide



**LINEMEN APPRECIATION**

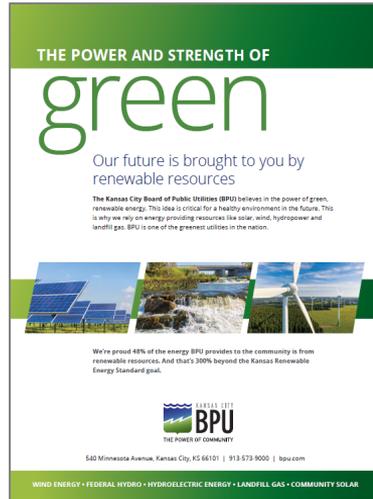
The Kansas City Board of Public Utilities (BPU) would like to say "thank you" to all our linemen. Your hard work and dedication help provide the power our community depends on. BPU wishes all participants safety and success.

BPU is proud to support our line workers at the 2022 International Lineman's Rodeo.



**KANSAS CITY BPU**  
THE POWER OF COMMUNITY  
540 Minnesota Avenue, Kansas City, KS 66101 | 913.573.9000 | bpu.com

## Ingram's Magazine



**THE POWER AND STRENGTH OF**  
**green**

Our future is brought to you by renewable resources

The Kansas City Board of Public Utilities (BPU) believes in the power of green, renewable energy. This goal is critical for a healthy environment in the future. This is why we rely on energy providing resources like solar, wind, hydropower and landfill gas. BPU is one of the greenest utilities in the nation.

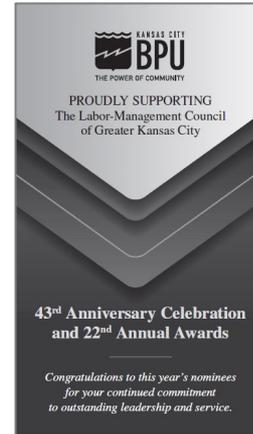


We're proud 48% of the energy BPU provides to the community is from renewable resources. And that's 300% beyond the Kansas Renewable Energy Standard goal.

**KANSAS CITY BPU**  
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540 Minnesota Avenue, Kansas City, KS 66101 | 913.573.9000 | bpu.com

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## Labor Management Celebration



**KANSAS CITY BPU**  
THE POWER OF COMMUNITY

PROUDLY SUPPORTING  
The Labor-Management Council  
of Greater Kansas City

**43<sup>rd</sup> Anniversary Celebration  
and 22<sup>nd</sup> Annual Awards**

*Congratulations to this year's nominees  
for your continued commitment  
to outstanding leadership and service.*

## Ingram's Magazine



All of us at BPU would like to say...

**Congratulations to Maurice Moss!**  
for being recognized as one of Ingram's 40 Under Forty!



**BPU**  
THE POWER OF COMMUNITY

## Serving Our Community



**SERVING OUR COMMUNITY**

The Kansas City Board of Public Utilities (BPU) is proud to offer dependable water and electric service to every household and business in our community. We're committed to the neighborhoods that we serve and work hard to ensure your satisfaction through stable and reliable service. It's more than simply providing a service. It's a commitment to a better quality of life.

Call us at 913.233.6100  
Monday - Friday 8:00 a.m. to 5:00 p.m.

548 Minnesota Avenue, Kansas City, KS 64101  
913.233.6100 | [bpu.com](#)

## Customer Service Excellence



**COMMITTED TO OUR CUSTOMERS**

**We're here to help.**

The Kansas City Board of Public Utilities (BPU) is committed to assisting our customers. Whether it's starting, changing or transferring service to simply answering any questions you have about your account, our customer service team is ready to provide support.

548 Minnesota Avenue  
Kansas City, KS 64101  
913.233.6100 | [bpu.com](#)

Serving our community for more than 100 years.

## Industry Recognition



**PROUD TO BE RECOGNIZED**

**American Business Awards**  
Gold Award for Best Electric Utility  
Silver Award for Best Corporate Social Responsibility Program

**American Public Power Association's Public Power Provider's Performance Excellence Award**

**American Public Power Association's Community Service Award**

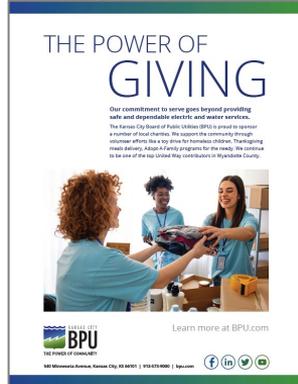
**Association of Metropolitan Water Agencies' National Award for Utility Excellence**

**Government Finance Officers Association's Certificate of Appreciation for Outstanding Performance**

**Partnership for Safe Water's 25 Year Diamond Award for Water Treatment Program Excellence**

548 Minnesota Avenue, Kansas City, KS 64101 | 913.233.6100 | [bpu.com](#)

## Giving Back



**THE POWER OF GIVING**

Our commitment to doing good extends beyond providing safe and dependable electric and water services. The Kansas City Board of Public Utilities (BPU) is proud to represent a fraction of our service. We support the community through charitable efforts like a top priority for Hurricane relief. The ongoing relief efforts through Adopt-A-Family programs for the needy. We continue to be one of the top utility companies in Republican County.

Learn more at [bpu.com](#)

548 Minnesota Avenue, Kansas City, KS 64101 | 913.233.6100 | [bpu.com](#)

## Proud to Support



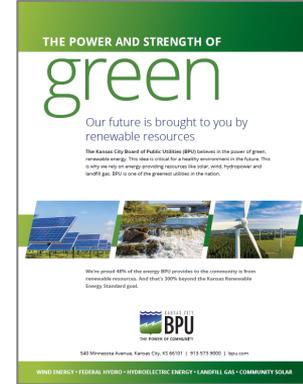
**It's our privilege to SUPPORT...**

**We are proud to support**  
 <<Organization Name>>  
 <<Event>>

Kansas City Board of Public Utilities (BPU) believes in providing assistance to organizations who make a positive impact in our community.

548 Minnesota Avenue, Kansas City, KS 64101 | 913.233.6100 | [bpu.com](#)

## Green Utility



**THE POWER AND STRENGTH OF green**

Our future is brought to you by renewable resources.

The Kansas City Board of Public Utilities (BPU) believes in the power of green, renewable energy. The idea is critical for a healthy environment in the future. This is why we rely on energy generated through solar, wind, hydroelectric and landfill gas. BPU is one of the greenest utilities in the nation.

We're proud 80% of the energy BPU provides to the community is from renewable resources. And that's 80% beyond the Kansas Renewable Energy Standard.

548 Minnesota Avenue, Kansas City, KS 64101 | 913.233.6100 | [bpu.com](#)

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# Annual Financial Report Cover



# Looking Ahead

- Customer Research/Survey Initiatives
  - online, telephone, website, possibly via zoom
- Community Advisory Group
- “Renewable Energy Leader” Awareness Campaign
- Benefits of a Public Utility
- Crisis Communications Plan
- Media/Key Stakeholder Day (water/energy facility tour/etc.)
- Updating “look” of BPU Connection
- More Educational Videos (water & electric production/distribution), Benefits of a municipal utility, etc.
- Direct mail campaigns

# Questions?

