

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

I. Call to Order

II. Roll Call

\_\_\_\_ Brett Parker, District 3  
\_\_\_\_ Mary L. Gonzales, At Large, Position 1  
\_\_\_\_ Tom Groneman, District 2  
\_\_\_\_ David Haley, At Large, Position 2  
\_\_\_\_ Stevie A. Wakes, Sr., District 1  
\_\_\_\_ Rose Mulvany Henry, At Large, Position 3

III. Approval of Agenda

IV. Consent Agenda Approvals

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

V. General Manager / Team Reports

- a. Customer Care Update
- b. United Way Update

VI. Public Comments

VII. Miscellaneous Comments

VIII. Board Comments

IX. Adjourn





THE POWER OF COMMUNITY

# CUSTOMER CARE UPDATE

Gabriela Freeman  
**Director of Customer Care**





# Key Topics



Customer Care data points



Training initiatives



Processes update



Customer Advisor



Future projects





# Data Points & Metrics

JAN – AUG 2025

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



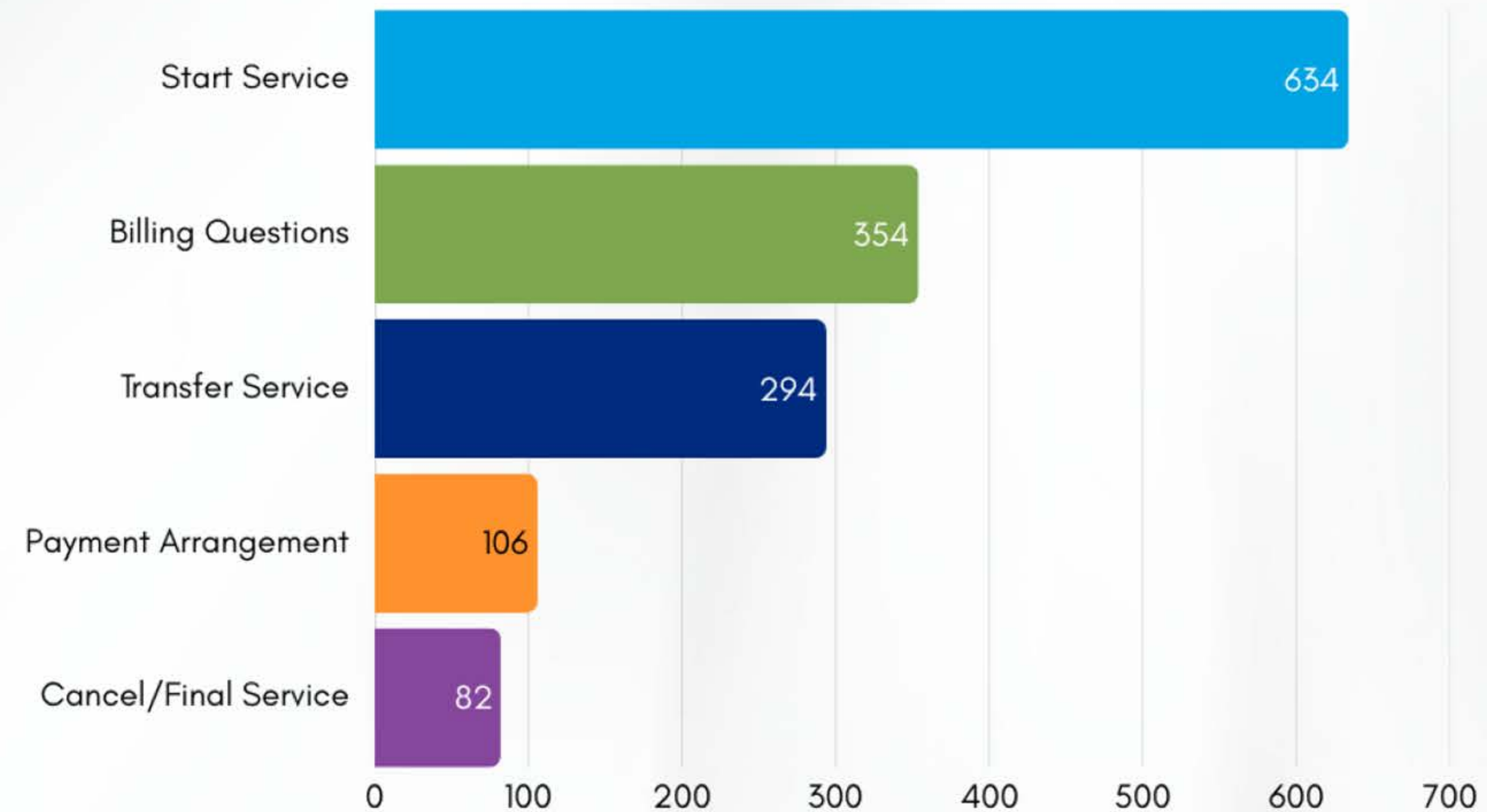


# In-Person Appointments

APPOINTMENT TYPE



IN-PERSON APPOINTMENT TYPE  
JAN - AUG 2025





# Training Initiatives



## FOCUS AREAS

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



## IMPACTS

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





# Language Translation Services

*Breaking language barriers to serve every customer*



propio

<b>Previous limitation:</b>	Spanish was BPU's only supported non-English language.
<b>New capability:</b>	<b>300+</b> languages available with Propio.
<b>How it works:</b>	<ul style="list-style-type: none"><li>• Phone-based translation for Customer Care reps</li><li>• On-site support for Field reps</li></ul>
<b>Impact:</b>	Improved inclusivity and service for diverse populations
<b>Customer story:</b>	A Burmese-speaking customer shared his gratitude and promised to share the news





# Processes

## COLLABORATIVE APPROACH

Engaged the frontline to identify process improvements

Placed equal priority on the customer and employee experience



## BEREAVEMENT ACCOUNT PROCESS

Streamlined updates for accounts during a difficult time

30-day paperwork completion window

Account number and history retention



## KEY OUTCOMES

Reduce stress for grieving families

Minimize disruption for customers and employees

Preserve billing continuity and service history





# Looking to the Future

*Service setup and transfer modernization*



## **Current challenge:**

- Manual document submission delays service setup



## **New process** (in development):

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



## **Anticipated benefits:**

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





# Interactive Voice Response (IVR) System Launch



## Enhanced self-service features:

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

## Benefits:

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

## Customer feedback integration:

Surveys via phone or text after representative interactions







THE POWER OF COMMUNITY

# Connect with us:



[www.bpu.com](http://www.bpu.com)



**913-573-9190 (customer service)**



913-573-9522 (report an outage)



[custservice@bpu.com](mailto:custservice@bpu.com)







**UNITED WAY**  
Greater Kansas City

# BPU, United Way, and Utility Assistance Programs

Todd Jordan, PhD

Vice President, Community Impact and  
Executive Director 211

October 1, 2025





# Introduction

Thank you!

- Employee giving
- Utility Assistance
- Hardship Program

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



## Community Need in Wyandotte County and ALICE



**17.5%**

Percent below Poverty  
2023 ACS 5-Year



**10,163**

Households living in poverty



**19,630**

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



**48%**

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



# Utility Programs

2025 BPU Funding

Designated Amounts:

Utility Assistance: \$280,000

Hardship Assistance: \$220,000

Total Support: \$500,000



# BPU and United Way Funding

Historically, BPU has provided:

- Utility Assistance: \$105,000

- Hardship Assistance: \$120,000

- Total: \$225,000

Additional Support provided since 2023 has been needed!

United Way support for Utility Assistance

- Provided \$12,179.91 to BPU as part of Federal Government Shutdown Relief (2019)

- CARES Act Funding for Utility Assistance \$297,836.14

- ARPA Funding for Utility Assistance \$570,642.60

- Currently providing assistance via Debit Cards (April – August total: \$14,000)



# Utility Assistance Program

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

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

Allowable Expenditures: all BPU services

No deposits, connections or reconnection fees

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

Assistance cannot exceed \$500

Client is eligible for assistance once every 12 months

All assistance is tracked in MAACLink





# Utility Assistance Program

United Way administers the program and supports 7 partner agencies:

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



# Utility Assistance Program

## Breakdown for Utility Assistance

Funding to agencies: \$252,000

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

Total = \$280,000

## Role in Administration:

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



# Utility Assistance Program

## Program Results:

- The program has provided more than \$2.1 million dollars in assistance to Wyandotte County Residents from 2009-2024.
- Over 11,000 utility assistance payments, recently we have seen about 900 households helped per year.
- Since 2020, average amount of assistance is \$303.70



# Hardship Assistance Program

## Breakdown for Hardship Assistance Program

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

Funding for part-time case manager: \$30,000

United Way Administration (10%): \$20,500

Assistance for Community Members: \$168,000

Total = \$280,000



# Hardship Assistance Program

## Case Manager and Role in Administration

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



# Hardship Assistance Program

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



# Hardship Assistance Program

## Participant Eligibility Requirements:

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



# Hardship Assistance Program

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



# Hardship Assistance Program

## Program Results:

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



# Combined BPU Funding:

Total Funding in 2025:

\$500,000

Program Costs:

Assistance: \$420,000

Case Manager: \$30,000

United Way Administration: \$50,000



# United Way Support for Wyandotte County:

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

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

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

Family Empowerment Initiative

Debit Cards

Delta Dental

20 agencies with physical locations, and more than 60 that serve WyCo residents

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





**UNITED WAY**

**Greater Kansas City**

