

Board of Public Utilities
Kansas City, Kansas

BOARD AGENDA

Regular Session
December 6, 2023 – 6:00 P.M.

I. Call to Order

II. Roll Call

____ Rose Mulvany Henry, At Large, Position 3
____ Jeff Bryant, District 3
____ Mary L. Gonzales, At Large, Position 1
____ Tom Groneman, District 2
____ David Haley, At Large, Position 2
____ Robert L. Milan, Sr., District 1

III. Approval of Agenda

IV. Approval of the Minutes of the Work Session of November 15, 2023

V. Approval of the Minutes of the Regular Session of November 15, 2023

VI. Public Comments

VII. General Manager / Staff Reports

- i. October 2023 Financials
- ii. Customer Service Quarterly Report
- iii. Board Rules of Procedures - Resolution #5291
- iv. Miscellaneous Comments

VIII. Board Comments

IX. Executive Session

X. Adjourn

October 2023 Financial Results

December 6, 2023

Financial Results

2023 Billed kWh (YTD Jan - October)

Electric	(CY) 2023 YTD	(PY) 2022 YTD	
Residential	511,508,300	513,988,623	↓
Commercial	853,613,187	842,441,254	↑
Industrial	404,072,634	450,485,454	↓
	1,769,194,121	1,806,915,331	↓ -2.1%

Commercial usage was above 2022 levels and Residential, Industrial and Total were below 2022 levels

Residential – Down .5% Commercial – Up 1% Industrial – Down 10%

Financial Results

2023 Billed CCF's (YTD Jan - October)

Water	(CY) 2023 YTD	(PY) 2022 YTD	
Residential	3,007,351	2,928,708	<div>↑</div> <div>Residential and Commercial were above 2022 levels while Industrial was slightly below 2022 levels</div> <div>↓</div>
Commercial	2,382,194	2,273,993	
Industrial	1,559,403	1,599,445	
	6,948,948	6,802,146	2.2%

Residential – Up 3%

Commercial – Up 5%

Industrial – Down 3%

Financial Results

Revenues – October 2023

	(CY) 2023 October	(PY) 2022 October		Budget 2023 October	(CY) 2023 October	
Electric	\$ 24.742	\$ 25.889	↓	\$ 24.227	\$ 24.742	↑
Water	5.290	4.690	↑	4.742	5.290	↑
Combined	\$ 30.032	\$ 30.579	↓ -1.8%	\$ 28.969	\$ 30.032	↑ 3.7%

Actual Compared to 2023 Budget

Electric – Up 5%

Water – Up 12%

Combined – Up 4%

Financial Results

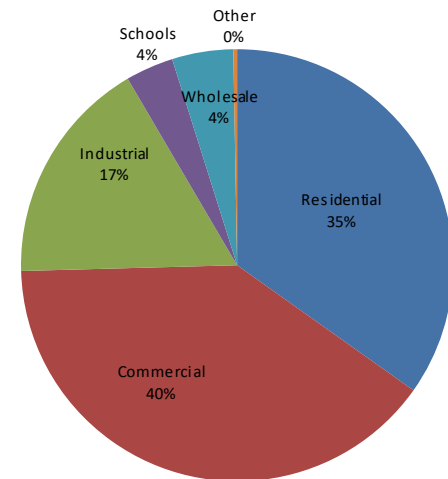
Revenues – 2023 YTD

	(CY) 2023 YTD	(PY) 2022 YTD		Budget 2023 YTD	(CY) 2023 YTD	
Electric	\$ 277.364	\$ 271.701	↑	\$ 265.367	\$ 277.364	↑
Water	47.029	44.855		44.893	47.029	
Combined	\$ 324.393	\$ 316.556	2.5%	\$ 310.260	\$ 324.393	4.6%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2023

<u>Electric:</u>	<i>Up 5%</i>	<u>Water:</u>	<i>Up 5%</i>
Residential	\$ 4.0M	Residential	\$962K
Commercial	\$ 11.5M	Commercial	\$1.0M
Industrial	(\$ 882K)	Industrial	\$220K
Schools	\$ 1.1M	Wholesale	\$181K
Wholesale	(\$4.3M)		



Financial Results

Operating Expenses – October 2023

	(CY) 2023 October	(PY) 2022 October		Budget 2023 October	(CY) 2023 October	
Electric	\$ 18.592	\$ 19.378	↓	\$ 19.056	\$ 18.592	↓
Water	3.492	3.124	↑	3.260	3.492	↑
Combined	\$ 22.084	\$ 22.502	↓ -1.9%	\$ 22.316	\$ 22.084	↓ -1.0%

Actual Compared to 2023 Budget

Electric – Down 2%

Water - Up 7%

Financial Results

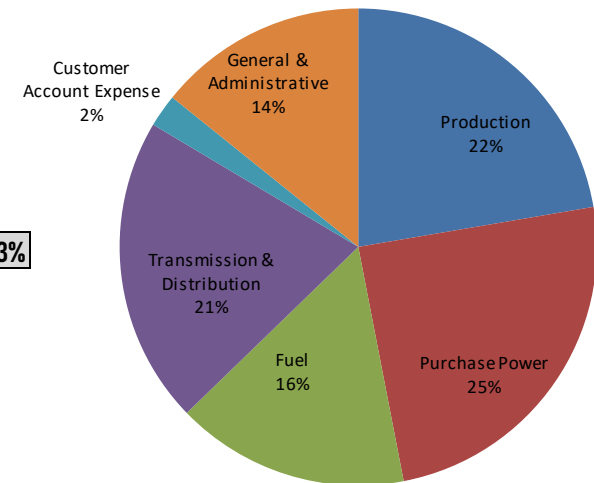
Operating Expenses – 2023 YTD

	(CY) 2023 YTD	(PY) 2022 YTD		Budget 2023 YTD	(CY) 2023 YTD	
Electric	\$ 206.937	\$ 206.993		\$ 199.677	\$ 206.937	
Water	31.883	30.563		33.819	31.883	
Combined	\$ 238.820	\$ 237.556	0.5%	\$ 233.496	\$ 238.820	2.3%

**Dollars in millions

Actual Compared to 2023 Budget

- Electric – Up 4%
- Water - Down 6%
- Combined – Up 2%



2022 ERC Under Recovery of the ERC has been fully amortized as of June 2023 - \$14,781,274

Financial Results

Operating Expenses – 2023 YTD less Depreciation

	(CY) 2023 YTD	(PY) 2022 YTD		Budget 2023 YTD	(CY) 2023 YTD	
Electric	\$ 177.462	\$ 179.898		\$ 170.892	\$ 177.462	↑
Water	24.883	23.667		26.867	24.883	↓
Combined	\$ 202.345	\$ 203.565	-0.6%	\$ 197.759	\$ 202.345	↑ 2.3%

**Dollars in millions

Variance – YTD comparing Budget to Actual 2023

Electric:

Purchased Power \$600K
 Fuel (\$7.5M)
 Production \$3.5M
 T&D (\$2.7M)
 G&A (\$1.6M)

Water:

Production (\$ 1.1M)
 T&D (\$457K)
 G&A (\$328K)

Financial Results

Change in Net Position – October 2023

	(CY) 2023 October	(PY) 2022 October
Electric	\$ 2.334	\$ 2.438
Water	1.240	1.097
Combined	\$ 3.574	\$ 3.535

Budget 2023 October	(CY) 2023 October
\$ 1.361	\$ 2.334
0.999	1.240
\$ 2.360	\$ 3.574



**Dollars in millions

Financial Results

Change in Net Position – 2023 YTD

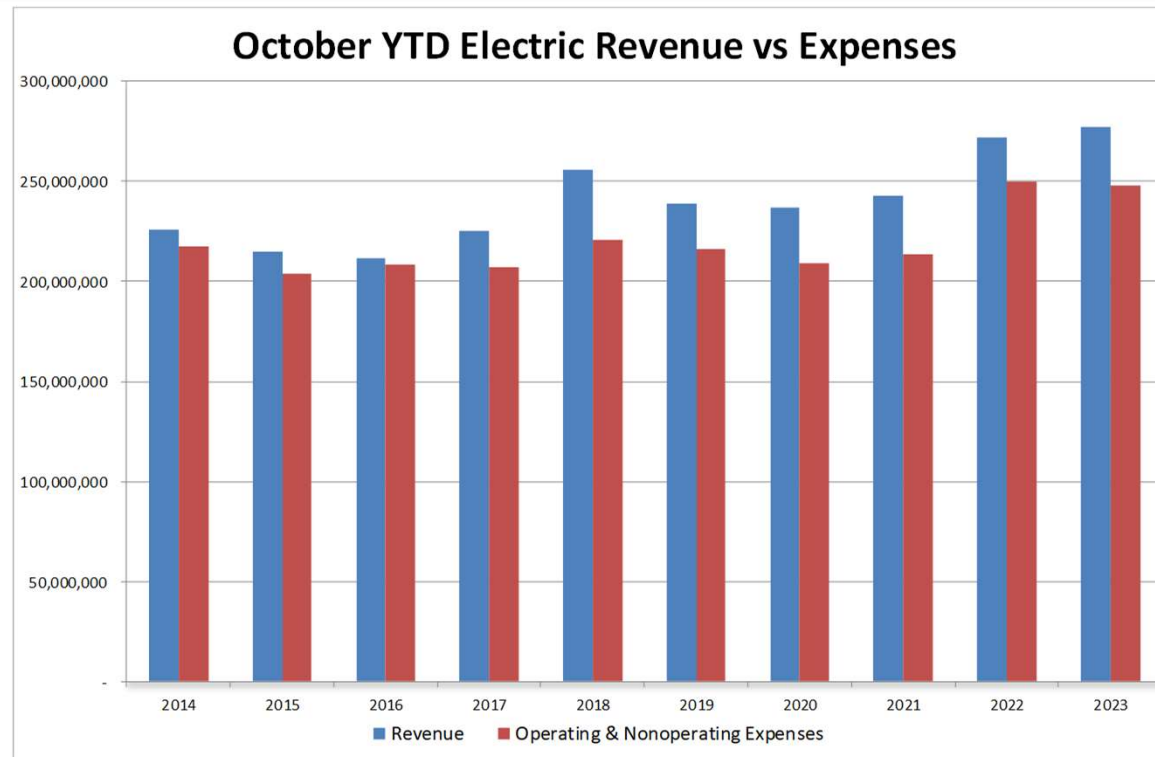
	(CY) 2023 YTD	(PY) 2022 YTD
Electric	\$ 29.294	\$ 22.195
Water	10.060	8.832
Combined	\$ 39.354	\$ 31.027

Budget 2023 YTD	(CY) 2023 YTD
\$ 25.073	\$ 29.294
5.659	10.060
\$ 30.732	\$ 39.354

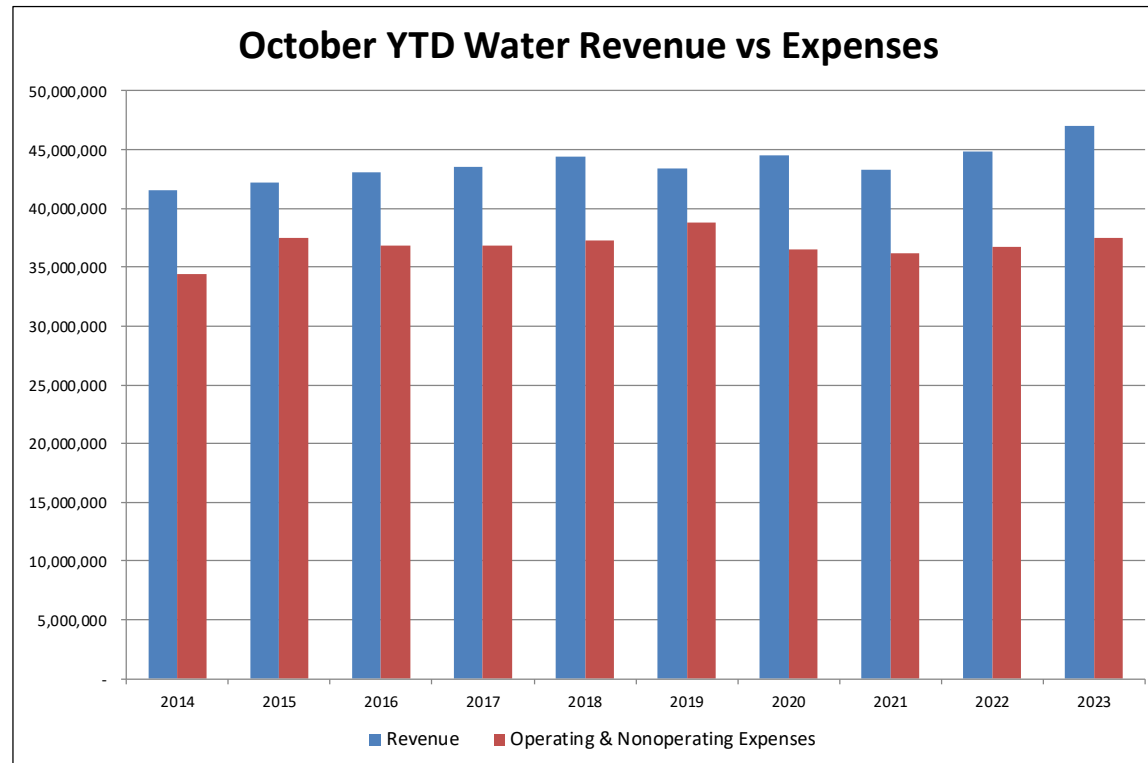


**Dollars in millions

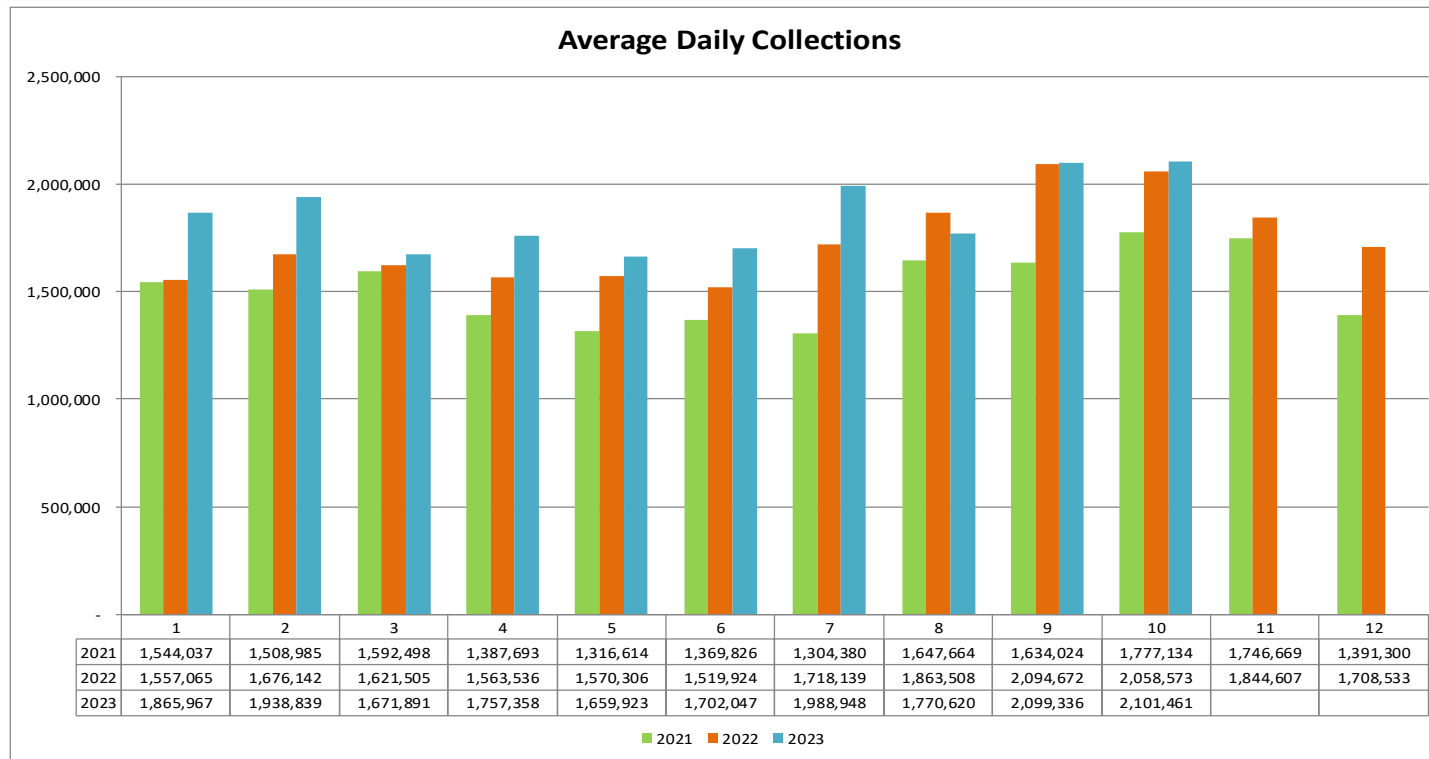
Financial Results – 10 Year Trend



Financial Results – 10 Year Trend

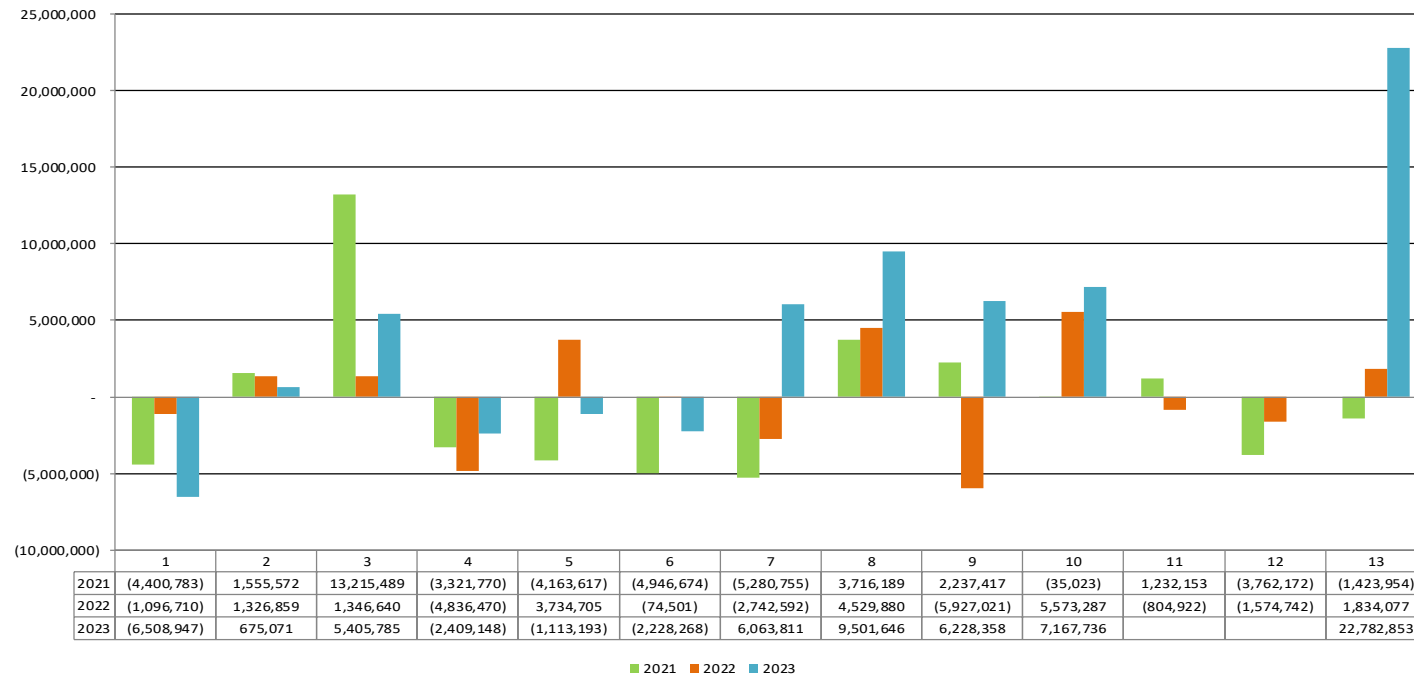


Financial Results



Financial Results

Historical Monthly Cash Comparison



Financial Results

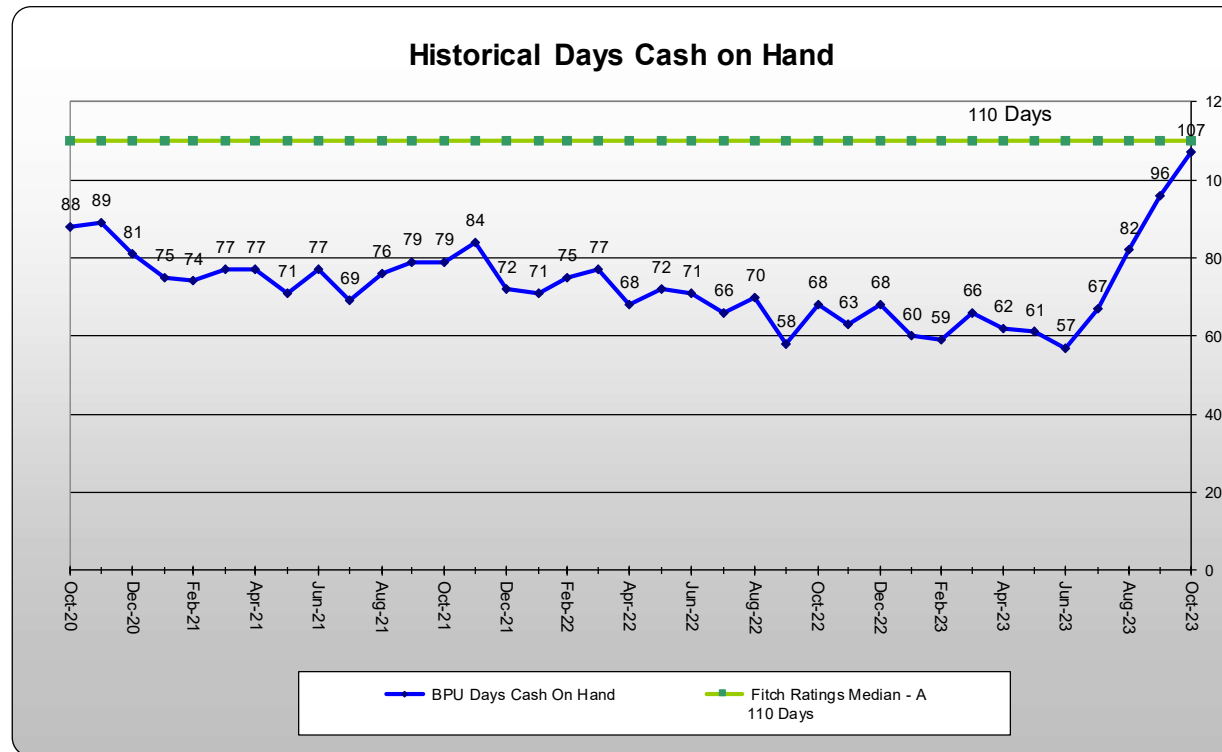
Cash Position

	(CY) 2023 October	(PY) 2022 October	2023 September
Combined (E&W) Days Cash-on-Hand	\$ 66.16 107	\$ 47.00 68	\$ 59.12 96

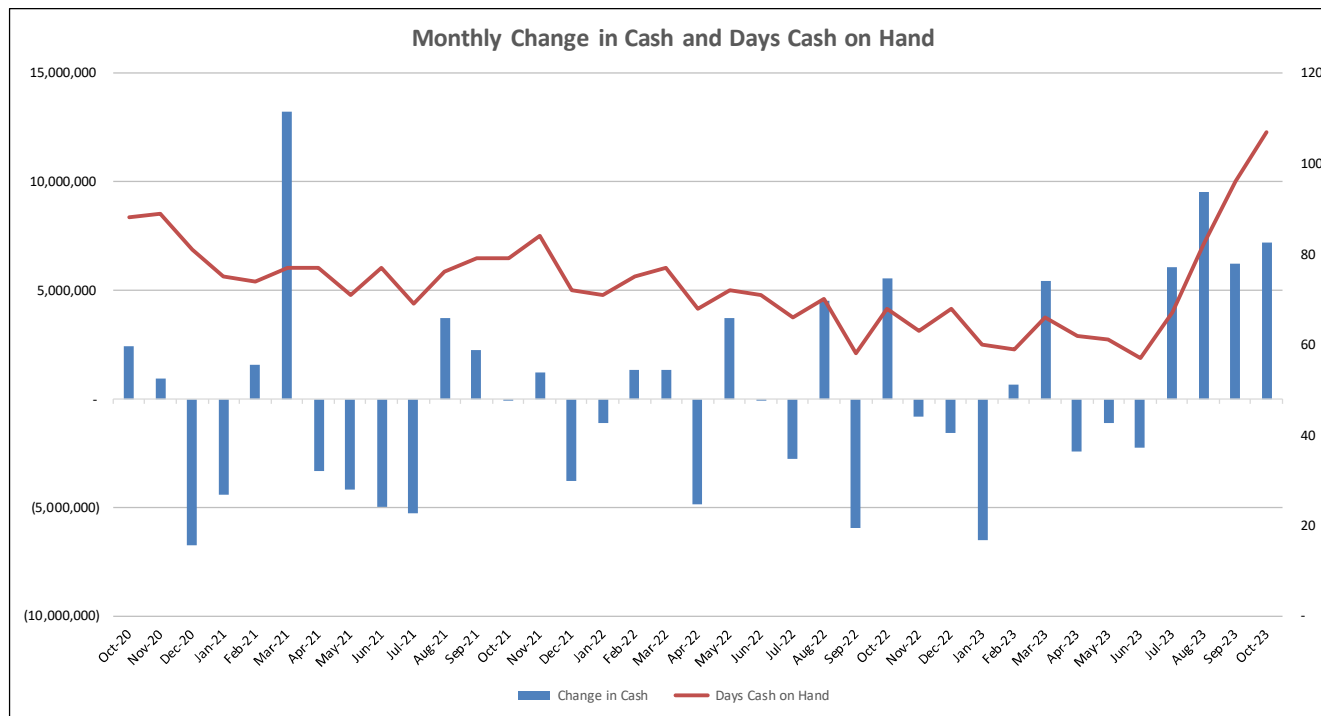
**Dollars in millions

1 Day = Approximately \$600K-\$625K
(Based on 12 month rolling average of expenses)

Financial Results



Financial Results



Balance Sheet: Notables

	(CY) 2023 October	(PY) 2022 October
Fuel Inventory	\$ 9.402	\$ 6.809
Bond Dollars 2016C (Elec T&D)	\$ 0.231	\$ 0.713
Bond Dollars 2020A (Elec)	\$ 0.836	\$ 0.802

**Dollars in millions

Financial Results

Capital Spending

	(CY) 2023 YTD	(PY) 2022 YTD	2023 Budget		
Electric	\$ 20.98	\$ 17.35	\$ 30.67		
Water	11.52	7.77	24.71		
Common	3.29	2.92	5.20		
Total YTD Capital	\$ 35.79	\$ 28.04	\$ 60.58	Remaining	41%

Major projects in 2023:

**Dollars in millions

Fisher UG Feeders - \$3.0M
 Annual Underground - \$1.6M
 Annual Overhead - \$1.4M
 Distribution Pole Inspect/Replace - \$1.1M
 IT Meter Data Management Upgrade – \$520K
 Water Sys Imp, Valves & Leaks - \$2.2M
 Argentine 7 MG Tank Replacement - \$5.4M

Financial Results

Debt Coverage

Financial Guideline Target
2.0 times with PILOT

Debt Coverage with PILOT		
	(CY) 2023 October	(PY) 2022 October
Electric	2.96	2.30
Water	2.32	1.99
Combined	3.05	2.43

Financial Guideline Target
1.6 times without PILOT

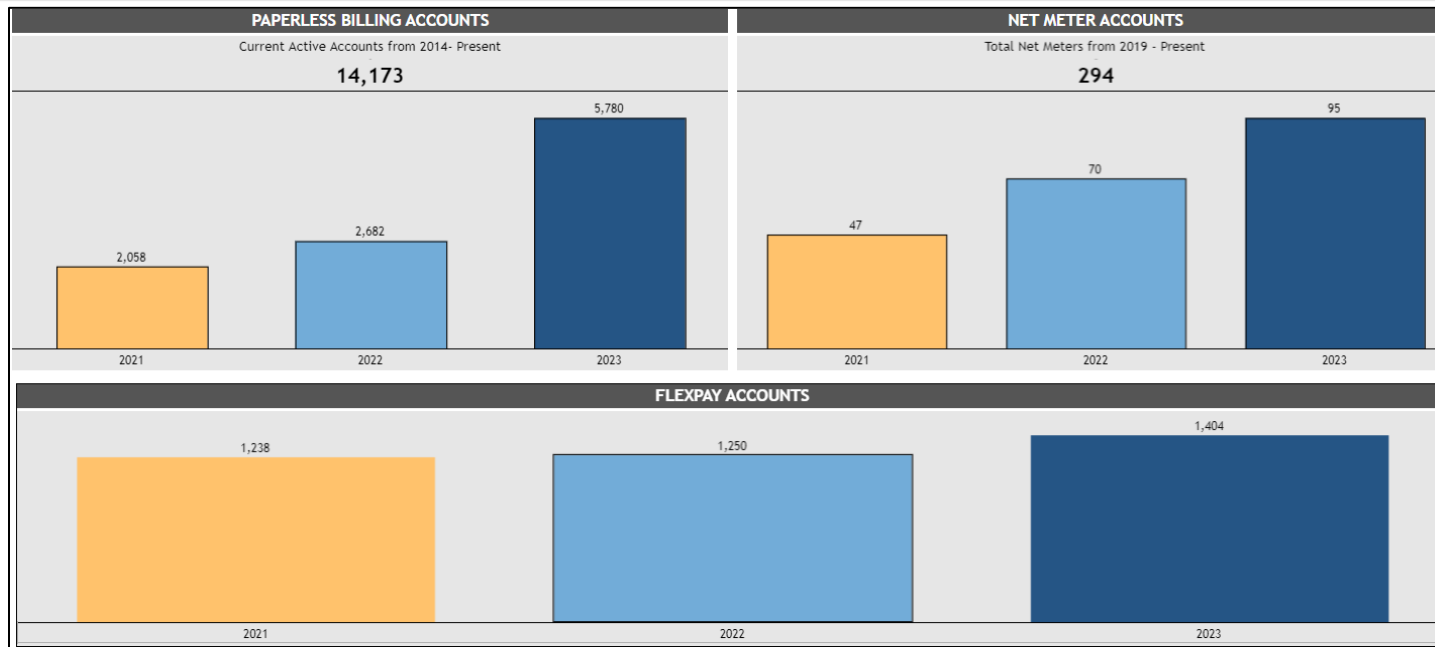
Debt Coverage w/o PILOT		
	(CY) 2023 October	(PY) 2022 October
Electric	2.23	1.61
Water	1.83	1.53
Combined	2.32	1.74

Customer Service Dashboard

November 15, 2023

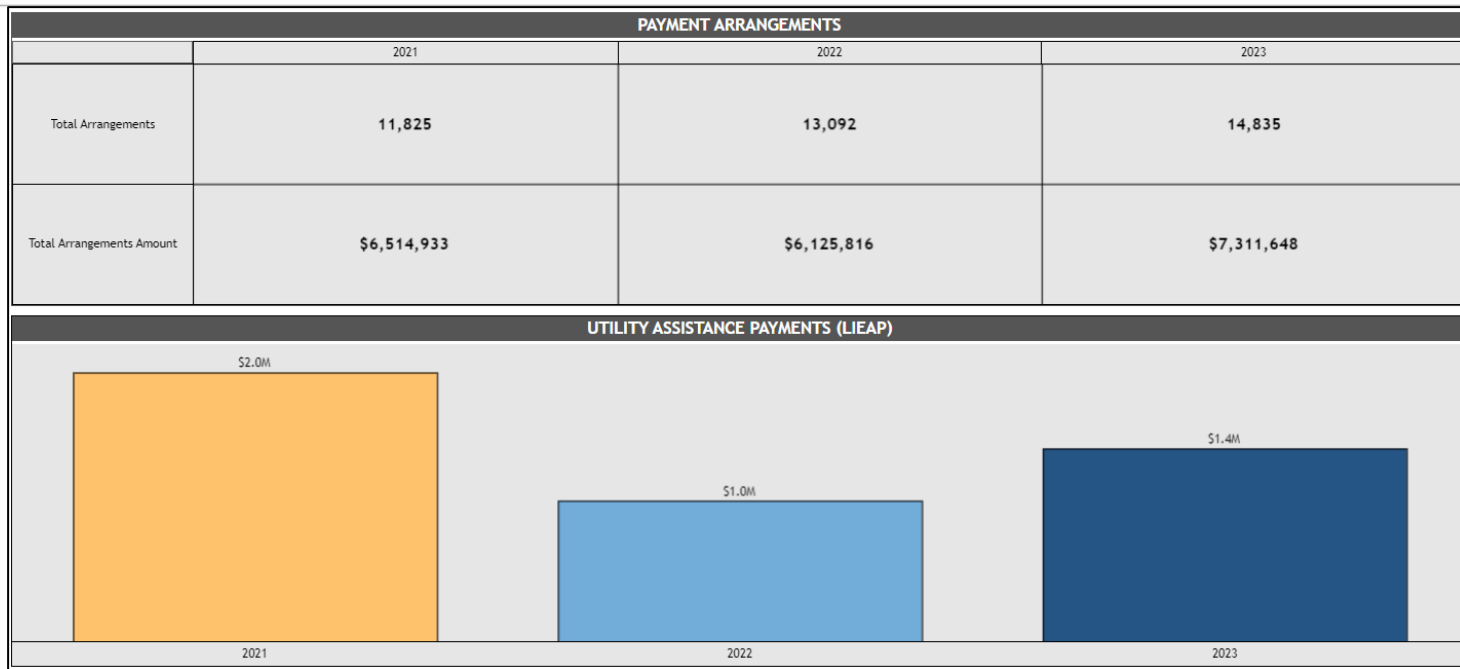
Reporting Categories:

- Accounts
- Financial Assistance
- Delinquent Accounts
- Call Metrics
- Survey Responses



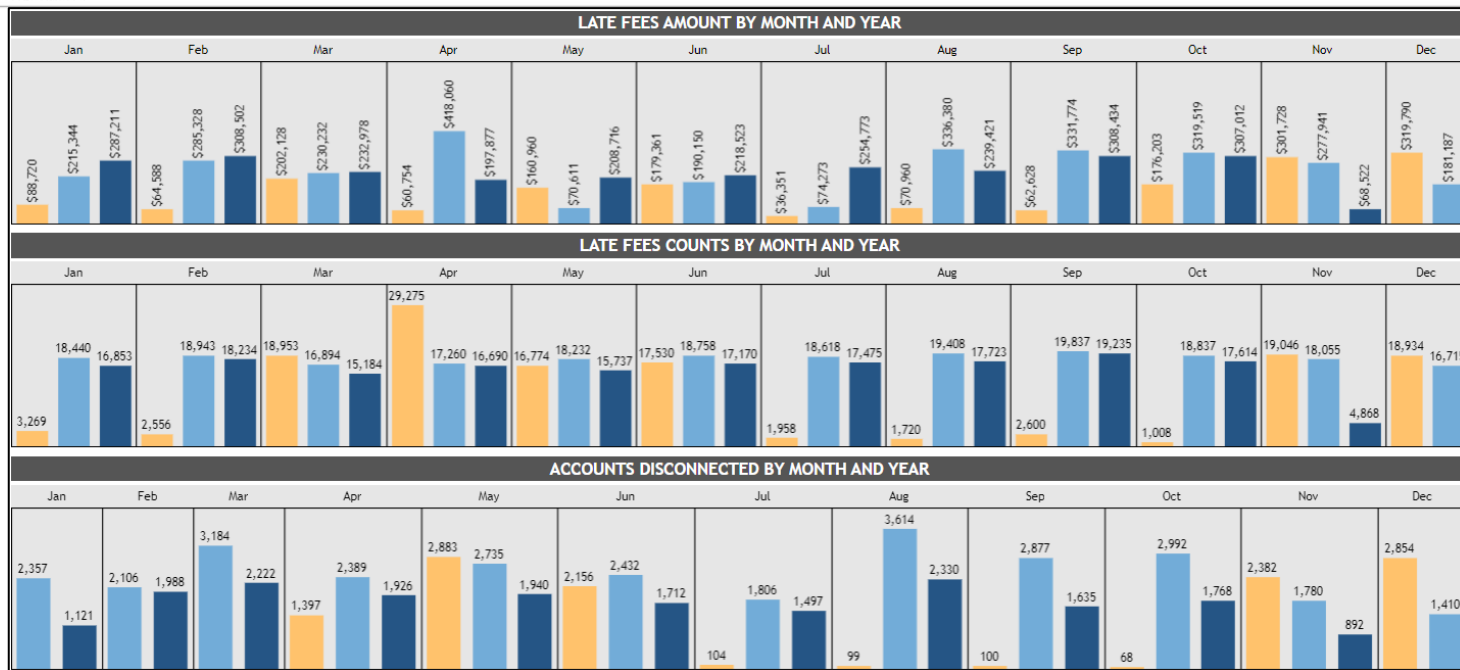
- Higher paperless billing signups correlate to a focus of asking on telephone interactions.
- New Net Meter Accounts thru October 2023 is double the volume for all of 2021.

Financial Assistance



- The number of Payment Arrangements continues to increase year-over-year.
- Smaller amount of LIEAP assistance in 2022 as other programs were providing assistance.

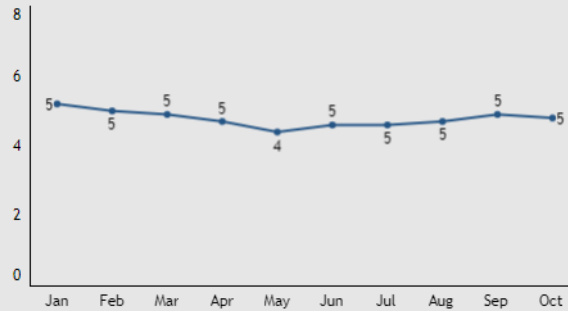
Delinquent Accounts



- Late Fees are averaging ~\$250,000/month. In 2023, the number of accounts assessed late fees is down ~1,400/mo.
- Disconnects have decreased in 2023 with a correlation to text messaging.

Call Metrics

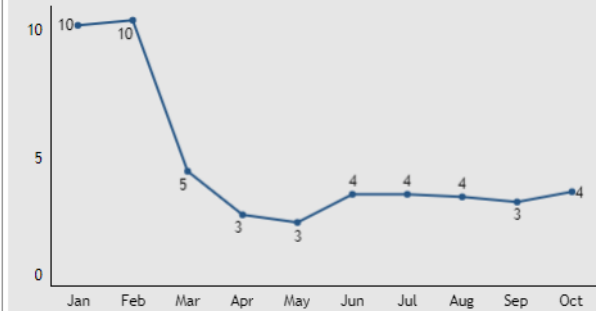
AVG. TALK TIME - 5 mins



CALL BACK IN QUEUE - 6,341

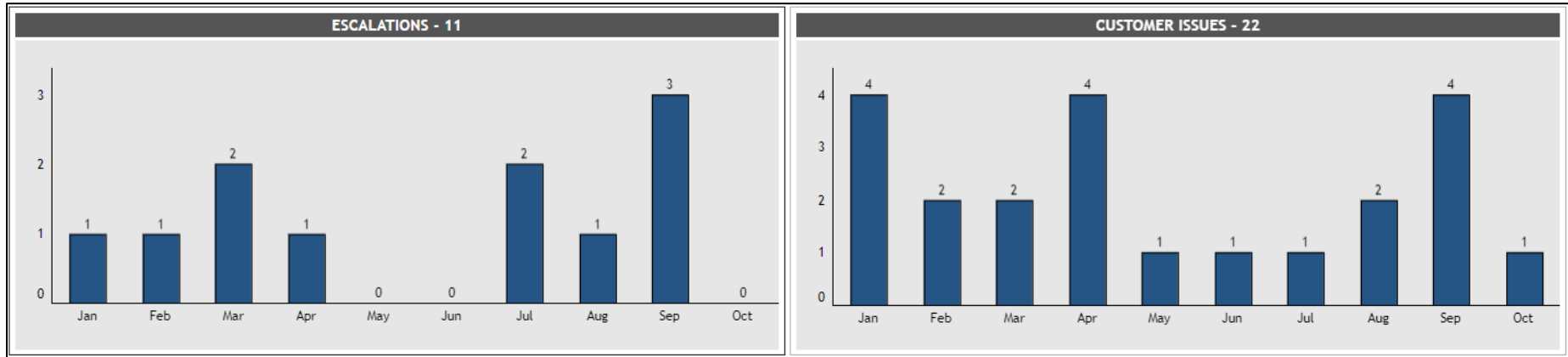


AVG. WAIT TIME - 5 mins



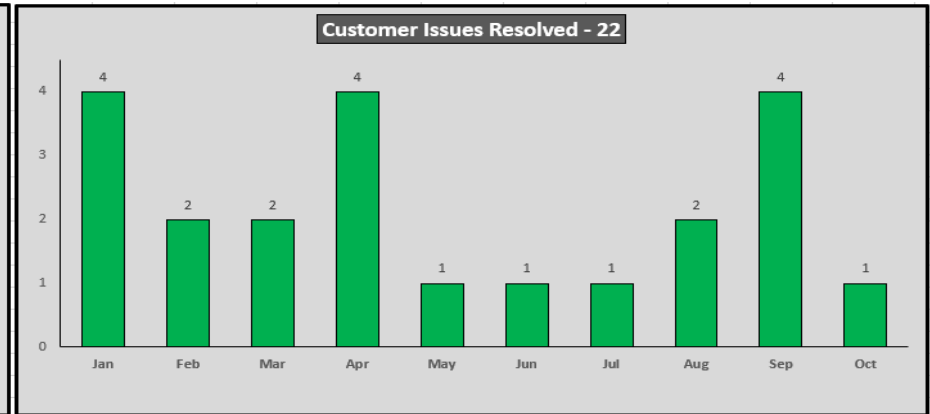
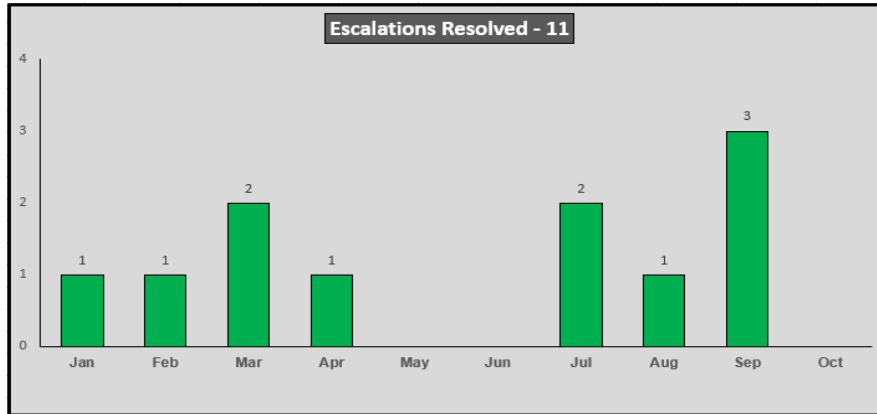
- Average Talk Time remains consistent at 5 minutes.
- Call Back in Queue turned on February 1, 2023.
- Average Wait Time was high to start 2023 but is now staying around 4 minutes.

Call Metrics



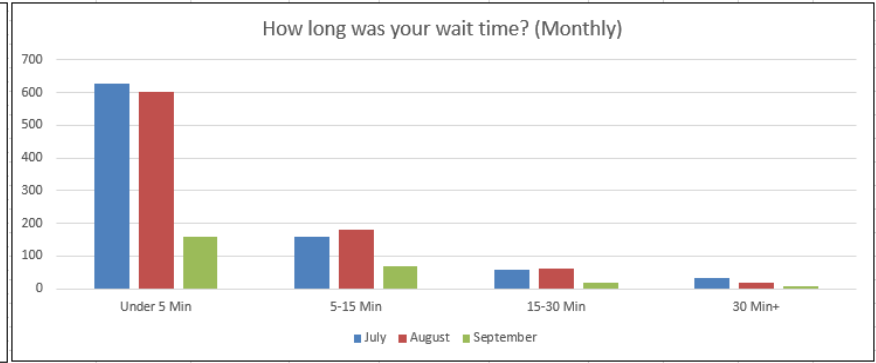
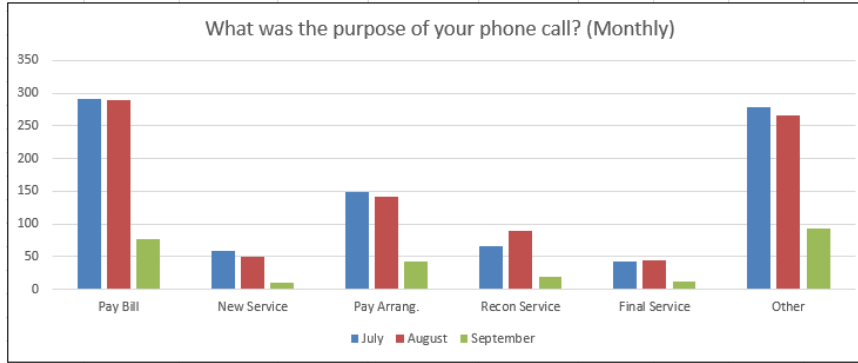
- Escalations are calls from the telephone reps escalated to the supervisor.
- Customer issues are calls handled by the Customer Service Supervisor. These calls are passed on from the General Managers office or the UG.

Call Metrics - Resolution



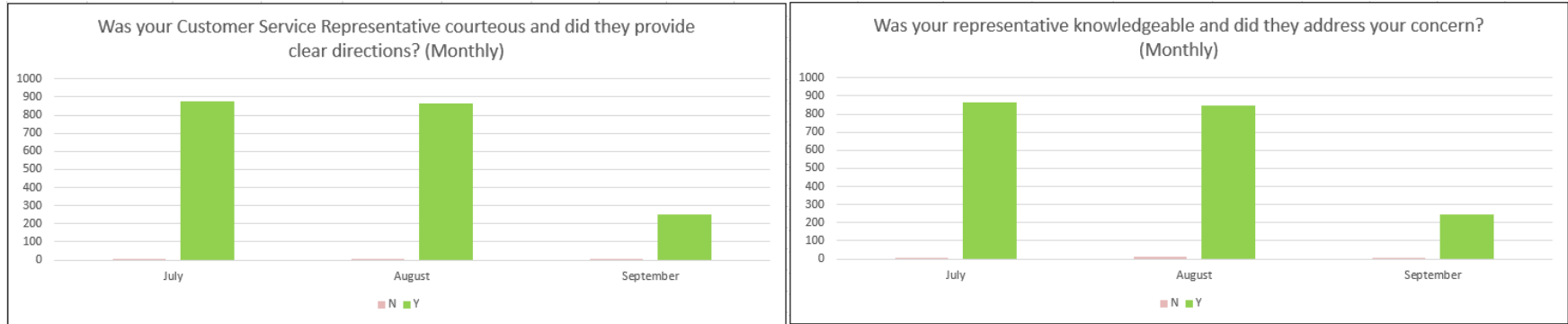
– All Escalations and Customer Issues were resolved by Customer Service

Survey Responses



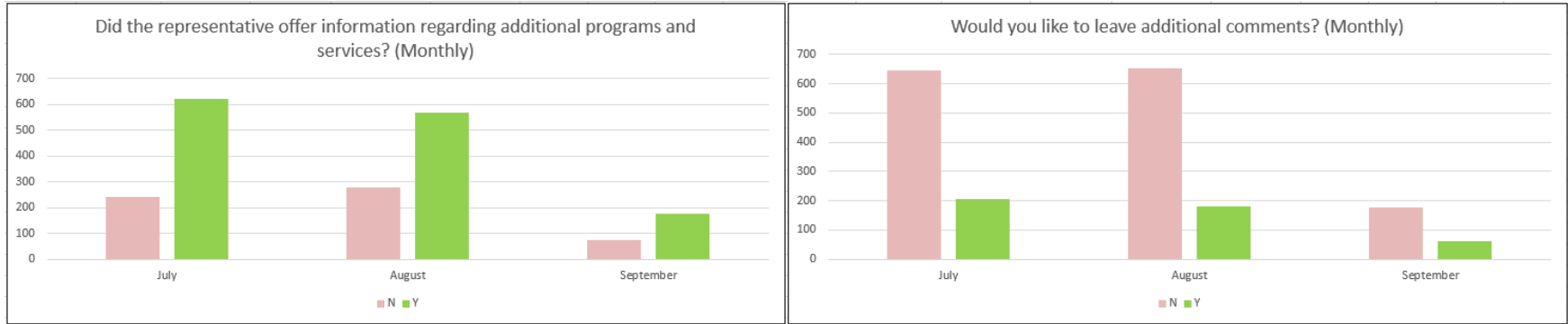
- Most calls focused on Bill Payment, Payment Arrangements and Other.
- 70% of respondents reported under five minutes of wait time. 20% reported 5-15 minutes of wait time.

Survey Responses



- Over 99% of all surveys said the rep was courteous and provided clear directions.
- ~99% of respondents stated their rep was knowledgeable and their concern was addressed.

Survey Responses



- 70% of all surveys said the rep offered information regarding additional programs & services.
- Over 75% of respondents did not want to leave comments.

*Thank
you*