

# BOARD INFORMATION PACKET



**Board of Public Utilities  
Kansas City, Kansas**

**Regular Meeting of**

**November 20, 2024**



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## Regular Session

November 20, 2024 – 6:00 P.M.

I. Call to Order

II. Roll Call

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

III. Approval of Agenda

IV. Approval of the Minutes of the Work Session of November 6, 2024

V. Approval of the Minutes of the Regular Session of November 6, 2024

VI. Visitor Comments

VII. General Manager / Staff Reports

- i. Communications Update & Forecast
- ii. Resolution #5306 – Customer Service Fee & Deposit Schedule
- iii. Miscellaneous Comments

VIII. Public Comments on Agenda Items

IX. Board Comments

X. Adjourn



## WORK SESSION MINUTES – WEDNESDAY, NOVEMBER 6, 2024

STATE OF KANSAS            )  
  ) SS  
CITY OF KANSAS CITY    )

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, November 6, 2024 at 5:00 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; Mary Gonzales, Rose Mulvany Henry and Brett Parker.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Leigh Mulholland, Chief Compliance Officer; Donald Stahl, Executive Director Electric Production; Randy Otting, Director Accounting; Dennis Dumovich, Director of Human Resources; 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).

Mr. Groneman called the meeting to order at 5:00 PM.

Roll call was taken and all Board members were present except Mr. Haley, who arrived at 5:01 PM.

### **Item #3 –Approval of Agenda**

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

### **Item #4 – Board Update/GM Update**

Mr. Wakes attended the Economic Development and Finance Committee meeting and said there was a proposal with the Gaming Commission that was sent back to the committee to be amended.

Ms. Mulvany Henry gave an update regarding a meeting she attending for economic redevelopment which focused on the redevelopment of the Quindaro Ruins and Kaw Point.

Mr. Wakes also attended the Public Works Standing Committee meeting. There was discussion regarding who would replace Ms. Mulvany Henry on that committee.

Mr. Johnson and the Board discussed how to move forward with communicating joint meetings with the Unified Government (UG) Commissioners.

## WORK SESSION MINUTES – WEDNESDAY, NOVEMBER 6, 2024

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### **Item #5 – Fuel and Purchase Power**

Mr. Randy Otting, Director Accounting, presented the 2025 Fuel and Purchase Power Budget Forecast. He explained how data is collected and analyzed for financial planning, as well as load projections for the upcoming year. (See attached PowerPoint.)

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

### **Item #6 – Executive Session**

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

“I move that the Board go into Executive Session in the first floor conference room to discuss confidential matters related to the General Manager search, a personnel matter of nonelected personnel as justified under the Kansas Open Meeting Act; and that the General Manager, William Johnson; HR Director, Dennis Dumovich; Acting Chief Counsel, Angela Lawson; and Consultant, Rohan Pidiparti, be present to participate in the discussion, and that we reconvene in Open Session at 5:59 PM in the first floor conference room to adjourn .”

At 5:39 PM a motion was made to move into Executive Session, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

At 5:59 PM the meeting returned to Open Session.

### **Item #7 – Adjourn**

A motion was made to adjourn the Work Session at 5:59 PM, by Mr. Parker, seconded by Ms. Mulvaney Henry, and roll call was taken:

Groneman – Yes

Haley – Yes

Wakes – No

Mulvaney Henry – Yes

**WORK SESSION MINUTES – WEDNESDAY, NOVEMBER 6, 2024**

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Parker – Yes

Gonzales – Yes

The motion carried.

ATTEST:

\_\_\_\_\_  
Secretary

APPROVED:

\_\_\_\_\_  
President



# 2025 Fuel & Purchase Power Budget Workshop

November 2, 2024

# Fuel & Purchase Power Methodology

## High level view at the Fuel & Purchase Power Budget Inputs

### Key Drivers:

- Load expectations are a primary factor in forecast.
- Anticipated natural gas prices largest influence the forecast and drives the price for energy in the SPP.

### Market Dynamics:

- Balance between self-generation and power sourced from the market affects dynamics.
- Direct fuel costs of owned generation compared to market pricing determine overall fuel costs relative to purchased power energy.

## Load Requirement

### Load forecast:

- Historical monthly billing data
- Known and forecast load changes
- Annual peak requirement
- The load forecast across the system and by rate class were previously presented as part of the October 2<sup>nd</sup> Revenue forecast presentation.



# BPU Resource Data

## BPU Resource Data

### Generation plants

- Maximum / minimum capacity
- Usage - must run vs. economic dispatch
- Fuel - type / price forecast index
- Heat rate / curve
- Scheduled maintenance outages
- Forced outage rates
- Fixed and Variable Operating costs
- Start costs / minimum run times

### Purchase Power Agreements

- Capacity costs / energy price
- Energy patterns (wind, hydro, other contractual scheduling requirements)
- Transmission costs

### Market Prices (On Peak, Off Peak)

Heating and Cooling Degree data

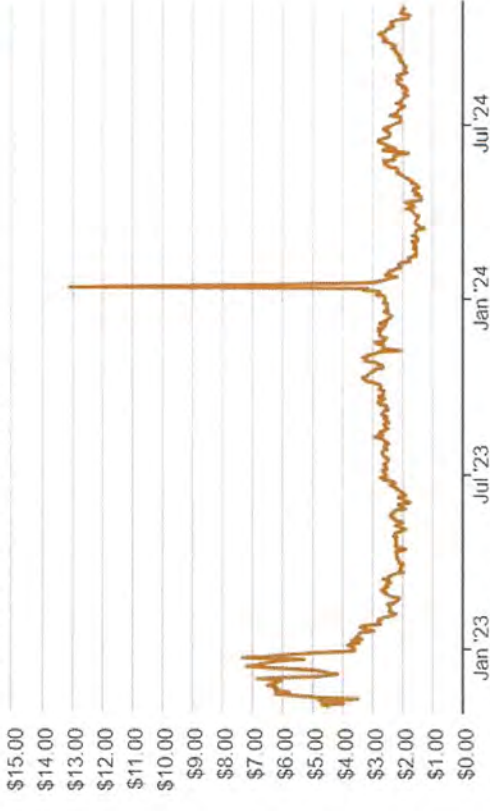


## 2025 Considerations / Impacts

- Natural Gas Prices
  - Henry Hub gas prices averaged \$2.11 in 2020, \$4.06 in 2021, and \$6.40 in 2022, \$2.50 in 2023 and \$2.30 in 2024.
  - The EIA is projecting Natural Gas prices to average \$3.10 in 2025.
- SPP Integrated Market
  - Market prices are expected to climb in 2025 primarily due to higher natural gas pricing.
- Dogwood production
  - Expecting production volumes to be about 7% lower in 2025 compared to 2024 estimated actuals.
  - Although output is expected to decrease margins are expected to improve, resulting in an increase in realized energy margin of \$7.5 million.
- Wind energy production
  - SPP has approximately 34,000 MW of wind resources.
  - SPP set a wind penetration record of 88.5% of load, far higher than any other RTO. 46% of Kansas' generation comes from wind.
  - In 2023 wind energy accounted for over 36.6% of all generation in SPP, while coal produced 27.2% of total generation.
  - Negative congestion remains an area of concern with wind resources in particular due to location and timing of generation

# Natural Gas Pricing & Trends

**Natural gas spot prices (Henry Hub)**  
dollars per million British thermal units



Data source: Natural Gas Intelligence

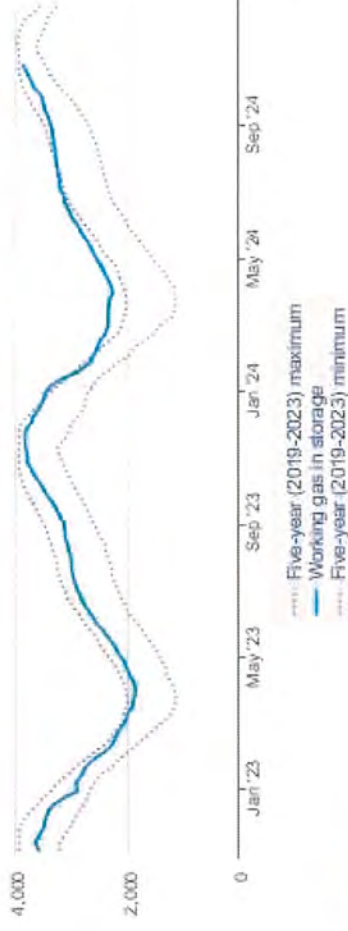
•**Henry Hub spot price:** The Henry Hub spot price *For the week ending October 30, 2024* was \$1.94/MMBtu.

# Natural Gas Pricing & Trends

Working natural gas in underground storage

billion cubic feet  
6,000

Inventory is near the five-year average for this time of year.



eia Data source: U.S. Energy Information Administration Form EIA-912, Weekly Underground Natural Gas Storage Report

## 2025 Forecast – PP Major Components

### SPP Energy Purchases & Sales

- Accounts for the majority of purchase power (PP) costs.
- Involves daily settlements with the Southwest Power Pool (SPP).
- Characterized by high volatility.

### SPP Transmission

- Covers the cost of SPP transmission to serve load
- Involves daily transmission fees

### Renewables

- Contracts related to Wind, Hydro, and Landfill Gas generation.
- Anticipated budget increase of approximately 4.8% (\$1.3 million) primarily due to higher output levels and inflationary pricing adjustments.

### Capacity

- Includes payments and reimbursements linked to a portion of our purchase power agreements.
- Expected budget increase of around \$600,000 over the 2024 budget.



## 2025 Forecast – PP Major Components

### Renewable Energy Certificates (RECs)

- RECs that we sell contribute to lower the ERC.
- Anticipated budget increase of approximately \$200,000 due to valuations
- Pricing is expected to range from \$1.75 to \$2.25 per REC.

### Other Purchase Power

- Includes various SPP fees associated with membership and system compliance.



## 2025 PP Forecast

- Total Purchase Power budget is expected to climb ~10% or approximately \$6.8 million.
- Currently expecting a slight reduction in the 2024 full year ERC rates compared to 2024 actuals with the full year average expected to come in at approximately 4.3¢ per kWh (including ERC Reserve).

# QUESTIONS



[illegible]

[illegible]

Roll call was taken and all Board members were present.

**REGULAR SESSION –WEDNESDAY, NOVEMBER 6, 2024**

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

- i.    *2024 Third Quarter Financials*: Ms. Lori Austin, Chief Financial Officer, gave a presentation reviewing the 2024 Third Quarter Financials with the Board. (See attached PowerPoint.)

Ms. Austin responded to questions and comments from the Board.

A motion was made to approve the 2024 Third Quarter Financials as presented by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

- ii.   *Customer Service Policy Approval – Resolution #5304*: Johnetta Hinson, Executive Director Customer Service, presented Resolution #5304, a resolution revising and replacing the Customer Service Policies and the Customer Service Adopted Fee and Deposit Schedule. (See attached.)

A motion was made to approve Resolution #5304 by Ms. Mulvany Henry, seconded by Mr. Parker, with the follow revisions to the Fee Schedule:

- Under 2 B and 2 C, the third bullet point should read ‘Electric and Water’.
- Formatting changes need to be made to ensure the amounts match up to the appropriate line items.

Prior to roll call there was Board discussion.

Roll call was taken and the motion unanimously carried.

- iii.   *2024 Integrated Resource Plan (IRP) Approval – Resolution #5305*: Ms. Austin, presented Resolution #5305, a resolution authorizing the submittal of the IRP to the Western Area Power Administration (WAPA).

Ms. Mulvany Henry identified the following verbiage changes that were made to the resolution:

- In paragraph one of the resolution, the word ‘approved’ was changed to ‘authorized’.
- In paragraph two, the General Managers name was removed.

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  ) SS  
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- A third paragraph was added to capture that the Board had expressed its intent that the IRP be reviewed earlier than the five-year requirement.

A motion was made to approve Resolution #5305, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

Please note: The final 2024 Integrated Resource Plan can be located electronically at the following link: [https://www.bpu.com/Portals/0/pdf/2024-BPU\\_IRP\\_Report-2024-FINAL.pdf](https://www.bpu.com/Portals/0/pdf/2024-BPU_IRP_Report-2024-FINAL.pdf). A hardcopy will be stored with the signed Resolution #5305.

- iv. *Miscellaneous Comments:* Ms. Austin confirmed the details of the upcoming Board Budget Retreat and when the Board could expect to have the budget documents. Mr. Johnson spoke about customer issues and said BPU would follow policy, but would work through any areas that may not be covered by the policy. He also thanked the Board for their work on the policy.

### **Item #9– Public Comments on Agenda Items**

Mr. Ty Gorman, 2843 Parkwood Blvd, clarified that the Sierra Club partnered with the Rocky Mountain Institute (RMI) for them to provide their independent analysis with regards to the IRP. He spoke about community outreach, energy efficiency and federal tax funds.

Ms. Christina Nelson, 19 N. Ferree St., expressed her thoughts regarding Customer Service.

Dr. Hall, Kansas City, KS, spoke about Customer Service and working with the community.

Ms. Louise Lynch, Kansas City, KS, expressed her thoughts regarding comments that were made at the previous join UG/BPU meeting and spoke about continuing to help lower costs for the community.

Ms. Kerrie McCarthy, spoke regarding various budget items.

### **Item #10– Board Comments**

Ms. Mulvany Henry thanked RMI for completing their presentation to the Board and expressed gratitude for completing that at no cost to the BPU.



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Ms. Gonzales had no comments.

Mr. Parker expressed appreciation for the discussion regarding the IRP and RMI for their presentation. He thanked the Board members and staff who worked to complete the Customer Service Policy updates.

Mr. Wakes thanked RMI, the Board Policy Committee, and Customer Service staff. He spoke about communicating the relationship between BPU and the UG to the community and thanked the Board for doing an excellent job at the UG/BPU joint meeting last Thursday.

Mr. Haley echoed previous comments regarding the evolution of the Customer Service Policy and the work put into it. He thanked all who assisted with the IRP and spoke about the Kaw and Quindaro Plants request for proposal statuses.

Mr. Groneman had no comments.

**Item 11 – Adjourn**

At 7:58 PM a motion to adjourn was made by Mr. Wakes, seconded by Mr. Haley, and unanimously carried.

ATTEST:

\_\_\_\_\_  
Secretary

APPROVED:

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President

# Review of the Board of Public Utilities' 2024 Integrated Resource Plan

Prepared for Kansas City Board of Public Utilities  
October 16, 2024

## RMI's Role

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- RMI partnered with Sierra Club and Kansans for an Affordable Future to review Kansas City Bureau of Public Utilities' (BPU) 2024 Integrated Resources Plan (IRP)
- RMI's review is based on the Black & Veatch's full IRP as filed to the Board on August 30, 2024.
- This non-exhaustive review focuses on high-impact opportunities to perform best-practice resource planning.



# RMI's Approach: Critical Topics

We focus on three critical topics for BPU's Integrated Resources Plan:

## Key Topic

## Summary of RMI's Approach

### Overall Best Practices

- Review BPU's IRP process in light of resource planning best practices

### Demand-Side Resources

- Survey relevant IRA provisions that are shifting the economics of distributed energy resources
- Evaluate how IRA provisions were integrated into load forecasts
- We also review DER-related actions proposed in the 2024 IRP Update and provide additional recommendations to best take advantage of cost-effective DERs for the benefit of ratepayers.

### Evaluating BPU's existing fleet

- Evaluate the economic position of Nearman 1, a key element of BPU's existing fleet
- Explore options for managing costs associated with existing units



# I. Integrated Resource Planning Best Practices



# IRPs must maintain three core qualities to be effective tools for utilities and regulators to evaluate resource decisions

IRP quality	Definition
Trusted	The IRP is transparent and well vetted, with stakeholder input.
Comprehensive	The IRP can accurately represent the costs, capabilities, system impacts, and values of resources that might be available within the planning time horizon; the IRP can consider actions across the transmission and distribution systems as portfolio options.
Aligned	It is clear how the plan evaluates options to meet traditional planning requirements such as reliability, affordability, and safety, as well as state and federal policies and customer or company priorities, such as reducing emissions and advancing environmental justice.

**Trusted** IRPs are transparent and provide high-quality opportunities for input across stakeholder groups.

IRP quality	Recommendations
Trusted	<ul style="list-style-type: none"><li>• Take steps toward transparency for model and input data and documentation.</li><li>• In partnership with local stakeholders, develop a stakeholder advisory or working group to provide key ongoing input on resource planning issues.</li><li>• Conduct baseline economic optimization scenarios to set a transparent baseline for least-cost planning.</li></ul>



## **Trusted:** The IRP should confirm economic optimization as a foundational method for developing portfolios

- The IRP isn't clear on the role that economic optimization takes in developing its scenarios and portfolios
  - As an example, the net-zero scenario shows significantly lower costs than the "baseline" portfolio.
- Economic optimization provides multiple benefits as a foundational planning method:

### **Cost-Effectiveness.**

Economic optimization ensures that portfolios and decisions are as cost-effective as possible for ratepayers.

### **Transparency.**

Economic optimization provides a replicable, clear process for assembling resource portfolios.

### **Analytical Rigor.**

Economic optimization evaluates many permutations of portfolios and decisions and integrates insights across many datasets & objectives.



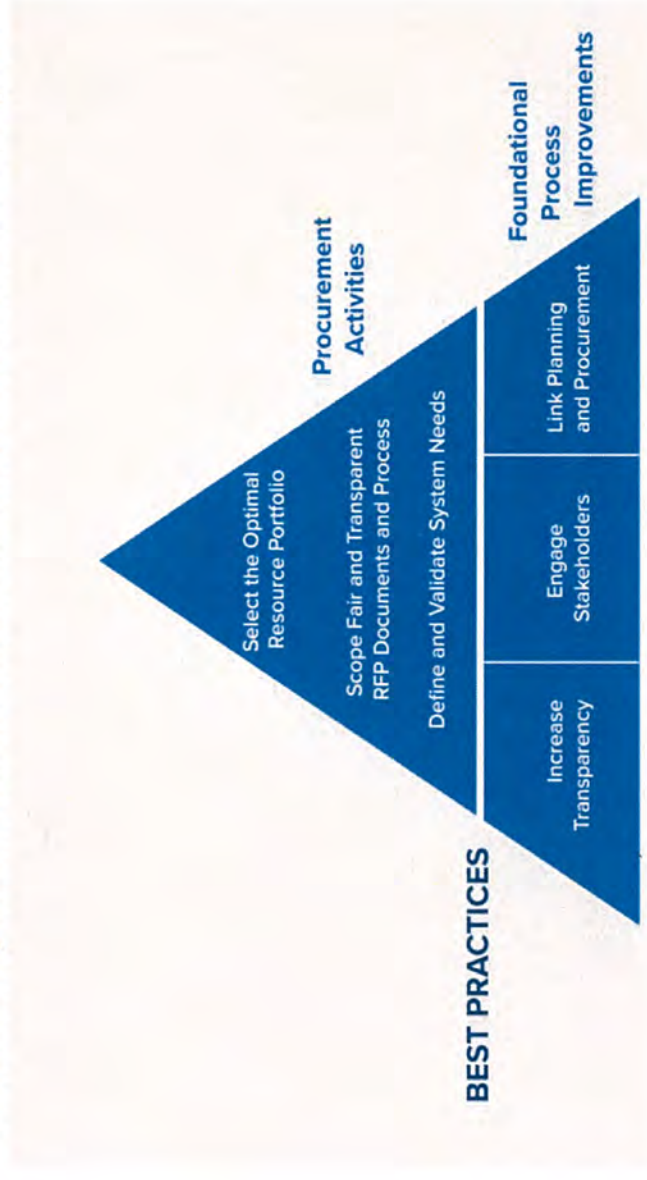
**Comprehensive** IRPs accurately represent capabilities, system impacts and resources that might be available within the planning time horizon

IRP quality	Recommendations
Comprehensive	<ul style="list-style-type: none"><li>• Expand consideration of available resources to include hybrid resources and clean repowering.</li><li>• Develop an all-source request for proposals (RFP) that surfaces economic opportunities across a variety of resource technologies.</li><li>• Take initial steps toward integrated distribution system planning into the IRP process.</li></ul>

# Comprehensive: Developing a linked all-source RFP process

- All-source request for procurement (RFP) processes surface up-to-date prices and potential opportunities for BPU to procure resources
- When linked with resource planning processes, they can ensure that IRPs are evidence-based while providing a clear pathway to implementing IRP recommendations

## Process Improvements for Next-Generation Procurement Principles

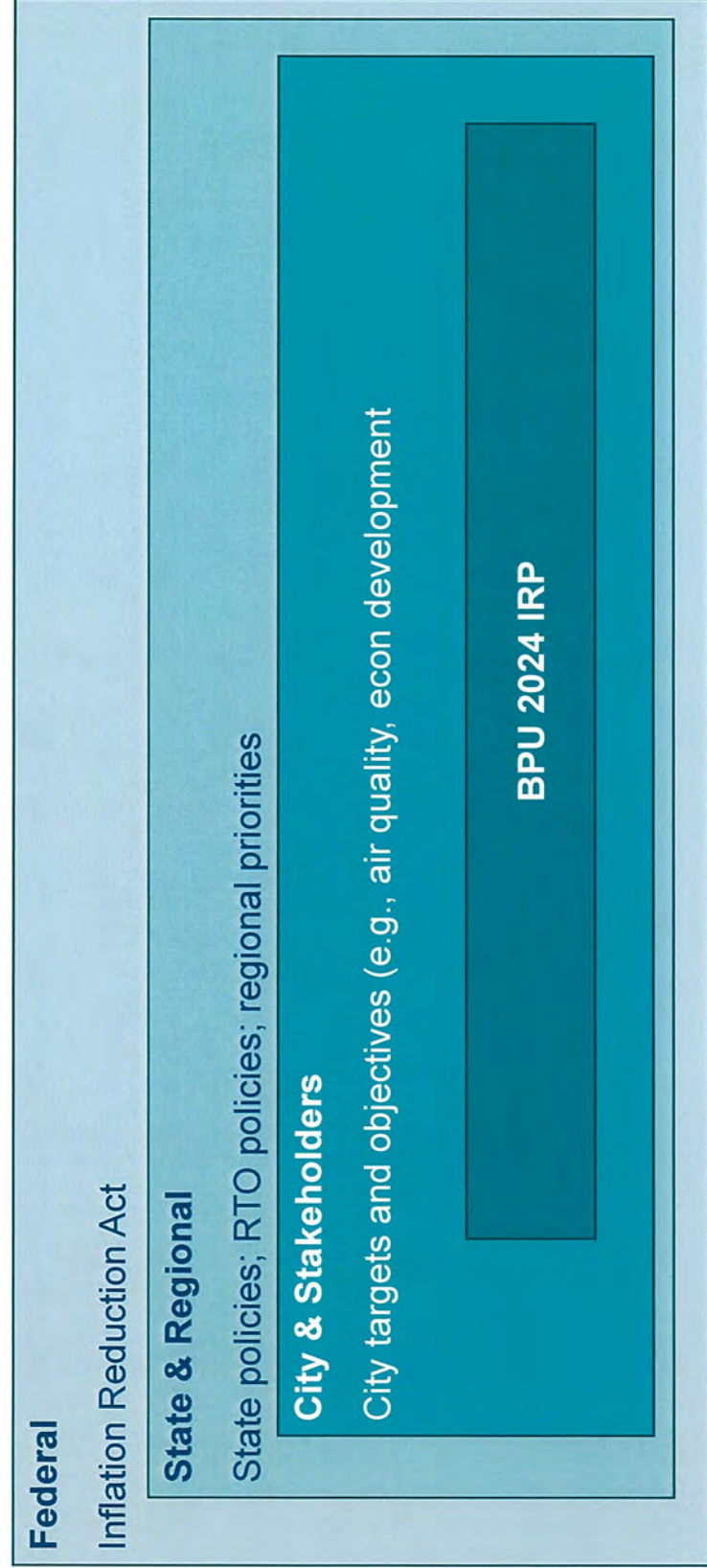


# Aligned IRPs evaluate options in light of multiple priorities and objectives across stakeholders and jurisdictions

IRP quality	Recommendation
Aligned	<ul style="list-style-type: none"><li>• Update IRP inputs to integrate IRA policies.</li><li>• Integrate regional, city, and stakeholder objectives into IRP stakeholder processes, inputs, and decision-making processes.</li></ul>



# Aligned: BPU's IRP takes place within an overlapping landscape of objectives and priorities



## For more information, check out:

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- [RMI, \*\*Reimagining Resource Planning\*\* \(2023\)](#)
- [RMI, \*\*How to Build Clean Energy Portfolios\*\* \(2020\)](#)



## II. Demand-Side Resources



# Evaluating Demand-Side Resources in BPU's IRP

- When integrated resource plans include demand-side resources into their resource plans, they can realize multiple co-benefits:

## Energy Value

- Avoided operating costs, including air pollution, from BPU's existing fleet

## Capacity Value

- Avoided costs and risks from market procurement of capacity
- Potentially, avoided capital and fixed O&M costs by retiring or avoiding new generation investments

## Distribution-Level Value

- Avoided costs and investments on BPU's distribution system

## Resilience Value

- Potential improvements to resilience during reliability events

## RMI's Review

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- We provide recommendations across three elements of integrating demand-side resources into the BPU IRP:
  - Forecasting DERs
  - Expanding utility EE/DSM programs
  - Enabling and preparing for virtual power plants



# Overview of IRA Provisions for Demand-Side Resources

IRA provisions support a variety of distributed energy resources...

- **Behind-the-meter generation and storage:**

- Residential Clean Energy Credit
- 48(e) tax credit for clean energy in low-income communities
- Solar for All

- **Energy Efficiency & Demand-side Management:**

- New efficient homes (45L)
- Tax incentives for resi & commercial retrofits (25C & 179D)
- Home electrification & efficiency rebates
- Commercial efficiency rebates

- **Transport Electrification:**

- Clean Vehicle tax credits (residential & commercial)
- Tax credits for refueling infrastructure



...which have implications for resource planning.

- **Load Forecasting:**

- Customer-led deployment of efficiency and electrification has offsetting impacts on load forecasts

- **Customer DER & EV Forecasts:**

- DER and EV deployment has distribution-scale and bulk-scale impacts

- **Utility EE/DSM Program Forecasts:**

- IRA reduces incremental costs, which reduces payback period and drives up adoption

# Utility EE/DSM Programs

- Advancements in technology and policy support are opening pathways for innovative utility EE/DSM programs:

Utility	Fort Collins Utilities	Arizona Public Service
Program Name	Home Efficiency Loan & Epic Homes Program	CoolRewards
Customers Enrolled	Targeting 10,000	78,000
Description and Benefits	Finances accessible, clean energy projects, including solar and energy efficiency  Leverages over \$6 million of third-party capital	Smart thermostat programs that began in 2018  Program currently provides 278 MW of capacity to APS

- Utility EE/DSM programs could potentially **avoid capacity market purchases altogether**.



# Virtual Power Plants

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- 500 virtual power plant programs provide up to 60 GW of capacity across the country.
- VPPs provide multiple potential services by linking together smart devices like solar, battery storage, and smart devices.
- BPU can prepare for VPP deployment by:
  - Working to provide value streams for distributed energy resources
  - Integrate demand-side resources into resource planning and operations



# Demand-Side Resources: Recommendations

Short- and long-term recommendations:

## Short-Term

- **Update load and EE/DSM forecasts** to account for IRA provisions
- **Analyze potential for expanded utility EE/DSM programs** (e.g., thermostat DR, distributed storage)
- **Consider applications to time-limited federal financing programs** such as [Energy Infrastructure Reinvestment \(EIR\)](#)

## Long-Term

- **Expand utility EE/DSM programs**
- **Prepare for VPPs** by encouraging DER adoption and supporting demand-side resources in utility planning and operations
- **Leverage innovative financing mechanisms** to lower costs of demand-side resource
  - On-bill financing for customers
  - Borrowing from city and state government
  - Collaborating with other public sector organizations [eligible for preferential federal financing](#)





### III. Evaluating BPU's Existing Fleet

## RMI's Review

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- We focus our review on Nearman Creek Power Plant's Unit 1, which represents a significant amount of the energy and costs of BPU's existing portfolio.
- We focus on three major topics:
  - BPU's IRP as an opportunity to evaluate near-term options for the Nearman Creek unit, including economic retirement
  - Evaluating likely costs and capacity factors moving forward
  - Integrating air pollution costs into BPU's resource planning practice



# Considerations for Economic Retirement Analysis

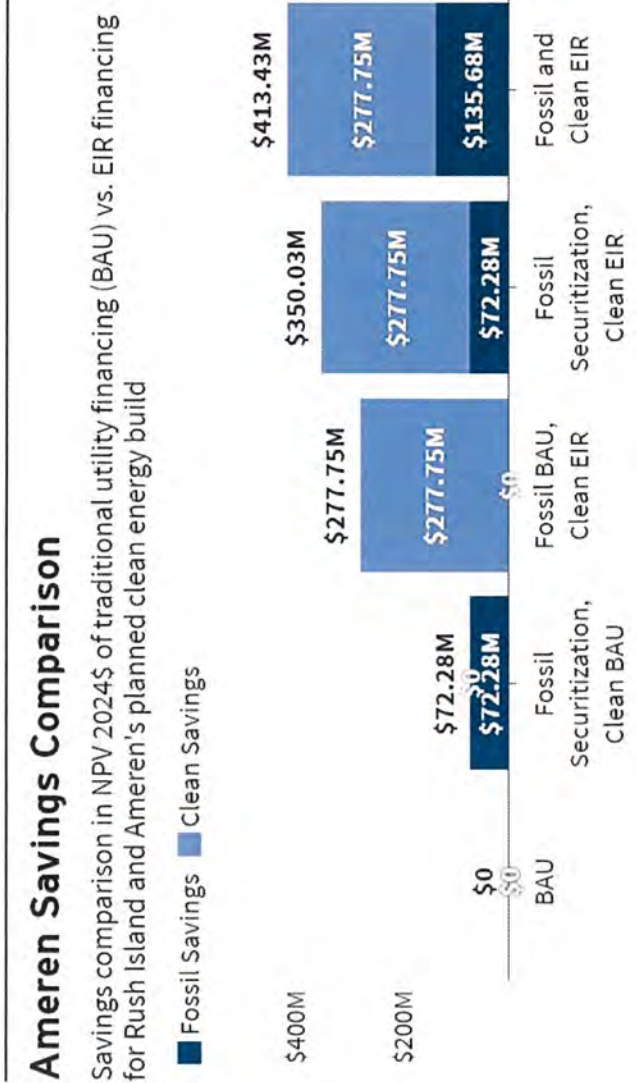
Option to Consider	Description	Potential Benefits
Economic retirement & replacement	Retire the Nearman Creek unit and replace with clean resources	Manages regulatory risk; Could reduce NPV portfolio costs
Clean repowering	Interconnect additional resources at the Nearman Creek interconnection to replace or supplement Nearman generation	Leverages cost benefits from re-use of interconnection infrastructure
Seasonal operation	Run Nearman Creek during peak seasons only	Maintains option value and reduces O&M costs

BPU's 2024 IRP represents a *critical* opportunity to evaluate these options, and it should seize the opportunity to do rigorous, objective, and quantitative analysis that determines the best path forward for BPU ratepayers.

# Case Study: Ameren Missouri

Ameren is using US DOE LPO's Energy Infrastructure Reinvestment (EIR) program to finance retirement of its Rush Island coal plant and a buildout of clean energy

- EIR provides access to capital and reduces financing costs
- Retiring Rush Island early and financing with EIR allows Ameren to “recycle” capital into new assets

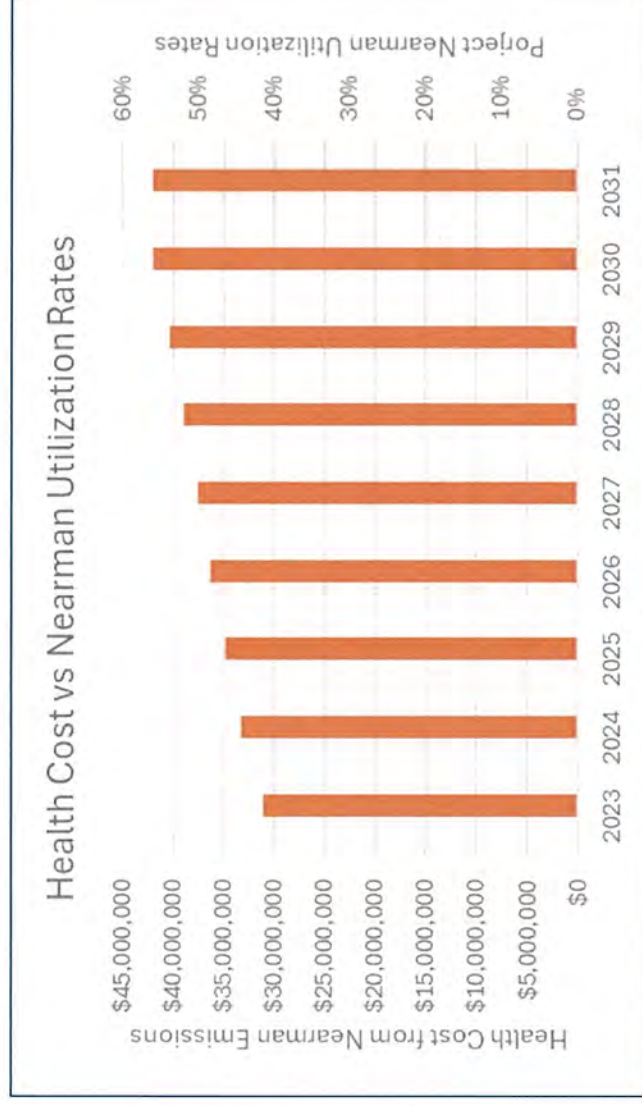




# Evaluating Nearman Creek 1's Air Pollution Health Impacts

BPU can consider health costs borne by the community due to Nearman Creek's emissions.

- Based on BPU's projections, Nearman's local air pollutant emissions are projected to generate \$347M in health costs and an additional 22 mortalities between 2024 and 2032.
- Adjusting cumulative present worth of the BPU base scenario to include health costs would raise this at least by 26% up to \$1.3 billion.
- As agencies like the EPA tighten regulations on emissions, failing to account for these impacts could result in future liabilities, penalties, and increased costs of compliance



## Existing Fleet Options: Recommendations

Short- and long-term recommendations:

### Short-Term

- **Evaluate potential financing options** for retiring Nearman Creek 1, including the US Department of Energy's Energy Infrastructure Reinvestment (EIR) program.
- **Evaluate the potential to interconnect additional resources** at Nearman Creek 1's interconnection point, leveraging the Inflation Reduction Act incentives.
- **Conduct an updated set of capacity expansion analyses that can assist decision making** around Nearman 1's retirement, replacement capacity, conversion to seasonal operation, economic dispatch, and coal contracts. This can be as an update to the 2024 IRP, using the same underlying data.

### Long-Term

- Convene a stakeholder group to consider methods for **integrating local air pollution costs into IRP analyses**.



# BPU IRP Recommendations: Summary

	IRP Best Practices	Demand-Side Resources	Existing Fleet Options
Short-term (this IRP cycle)	<ul style="list-style-type: none"> <li>• Transparent model inputs and stakeholder engagement</li> <li>• Comprehensive evaluation of resource options</li> <li>• Resource Planning Aligned with Policy Priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Update load and EE/DSM forecasts</li> <li>• Analyze potential for expanded utility EE/DSM programs</li> <li>• Consider applications to time-limited federal financing programs</li> </ul>	<ul style="list-style-type: none"> <li>• Use PLEXOS capacity expansion to evaluate economic retirement of the Nearman Creek Power Plant, including economic retirement and conversion to seasonal operation.</li> <li>• Evaluate dispatch and coal contracts strategy for Nearman Creek.</li> </ul>
Long-term (next IRP cycle)		<ul style="list-style-type: none"> <li>• Expand utility EE/DSM programs</li> <li>• Prepare for VPPs</li> <li>• Leverage innovative financing mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>• Convene a stakeholder group to consider methods for integrating local air pollution costs into IRP analyses.</li> </ul>

## Questions & Next Steps

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- RMI has prepared a memo that covers these topics in greater detail, and plans to submit formally
- RMI staff are happy to participate in follow-up conversations with BPU members and staff





*Thank you! Please don't hesitate to reach out:*

*Tyler Fitch – [tyler.fitch@rmi.org](mailto:tyler.fitch@rmi.org)*

*Jesse Cohen – [jcohen@rmi.org](mailto:jcohen@rmi.org)*

*Gaby Tosado – [gtosado@rmi.org](mailto:gtosado@rmi.org)*



# 2024 Third Quarter Financial Results

November 6, 2024

# Financial Results

## 2024 Billed kWh (YTD September)

Electric	(CY) 2024 YTD	(PY) 2023 YTD
Residential	439,792,870	469,306,691
Commercial	744,727,242	771,504,468
Industrial	384,348,504	367,496,895
	1,568,868,616	1,608,308,054
		-2.5%

Residential and Commercial customer classes are below 2023 levels while Industrial customer class is slightly above last years level.

Residential – Down 6%    Commercial – Down 3%    Industrial – Up 5%

# Financial Results

## 2024 Billed CCF's (YTD September)

Water	(CY) 2024 YTD	(PY) 2023 YTD
Residential	2,626,553	2,690,612
Commercial	2,102,574	2,103,913
Industrial	1,356,488	1,409,985
	6,085,615	6,204,510
		-1.9%

Residential – Down 2%      Commercial – Up <.5%      Industrial – Down 4%

# Financial Results

## Revenues – Third Quarter 2024

	(CY) 2024 3rd Quarter	(PY) 2023 3rd Quarter	Budget 2024 3rd Quarter	(CY) 2024 3rd Quarter
Electric	\$ 101.640	\$ 98.189	\$ 90.641	\$ 101.640
Water	17.131	16.344	16.166	17.131
Combined	\$ 118.771	\$ 114.533	\$ 106.807	\$ 118.771
			3.7%	11.2%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

Electric – Up 12%

Water – Up 6%



# Financial Results

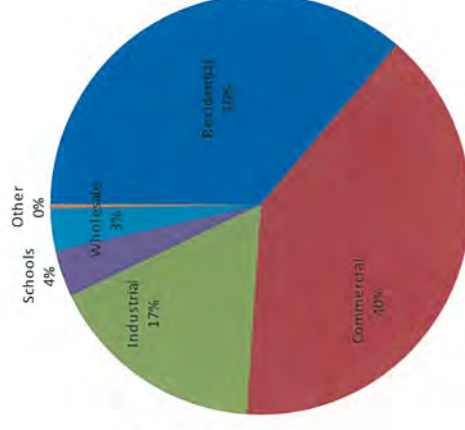
## Revenues – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 252.961	\$ 252.622	\$ 240.724	\$ 252.961
Water	43.925	41.738	42.979	43.925
Combined	\$ 296.886	\$ 294.360	\$ 283.703	\$ 296.886
				4.6%

\*\*Dollars in millions

### Variance – YTD comparing Budget to Actual for 2024

<u>Electric:</u>	Up 5%	<u>Water:</u>	Up 2%
Residential	\$ 3.1M	Residential	\$ 75K
Commercial	\$ 8.2M	Commercial	\$ 1.2M
Industrial	(\$ 2.3M)	Industrial	(\$ 8K)
Schools	\$ 743K	Wholesale	(\$ 84K)
Wholesale	(\$ 2.7M)		



Recognized 6 months of 6 of the 2023 ERC Over Recovery of the ERC - \$4,087,528

# Financial Results

## Operating Expenses – Third Quarter 2024

	(CY) 2024 3rd Quarter	(PY) 2023 3rd Quarter	Budget 2024 3rd Quarter	(CY) 2024 3rd Quarter
Electric	\$ 53.820	\$ 59.929	\$ 59.717	\$ 53.820
Water	10.056	9.099	10.622	10.056
Combined	\$ 63.876	\$ 69.028	\$ 70.339	\$ 63.876
				-9.2%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

Electric – Down 10%  
Water – Down 11%

# Financial Results

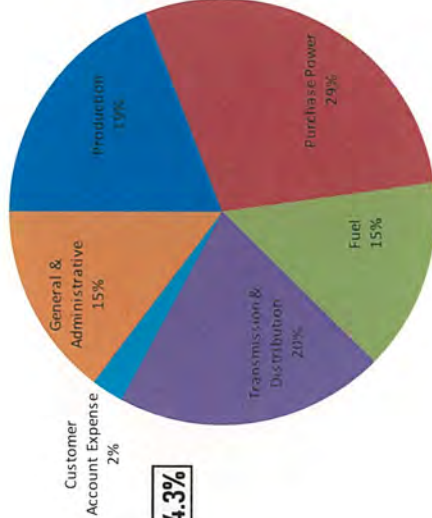
## Operating Expenses – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 172.064	\$ 188.346	\$ 177.644	\$ 172.064
Water	28.731	28.390	32.230	28.731
Combined	\$ 200.795	\$ 216.736	\$ 209.874	\$ 200.795
		-7.4%		-4.3%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

- Electric – Down 3%
- Water - Down 11%
- Combined – Down 4%



# Financial Results

## Operating Expenses – 2024 YTD less Depreciation

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 144.982	\$ 161.799	\$ 151.488	\$ 144.982
Water	22.414	22.081	26.015	22.414
Combined	\$ 167.396	\$ 183.880	\$ 177.503	\$ 167.396
		-9.0%		-5.7%

\*\*Dollars in millions

### Electric:

Purchased Power	\$ 7.6M
Fuel	(\$ 6.3M)
Production	(\$ 1.2M)
T&D	(\$ 3.2M)
G&A	(\$ 3.1M)

### Water:

Production	(\$780K)
T&D	(\$ 1.9M)
G&A	(\$847K)

Variance – YTD comparing Budget to Actual 2024



# Financial Results

## Change in Net Position – Third Quarter 2024

	(CY) 2024 3rd Quarter	(PY) 2023 3rd Quarter	Budget 2024 3rd Quarter	(CY) 2024 3rd Quarter
Electric	\$ 34.780	\$ 25.135	\$ 17.836	\$ 34.780
Water	5.071	5.306	3.614	5.071
Combined	\$ 39.851	\$ 30.441	\$ 21.450	\$ 39.851



\*\*Dollars in millions

# Financial Results

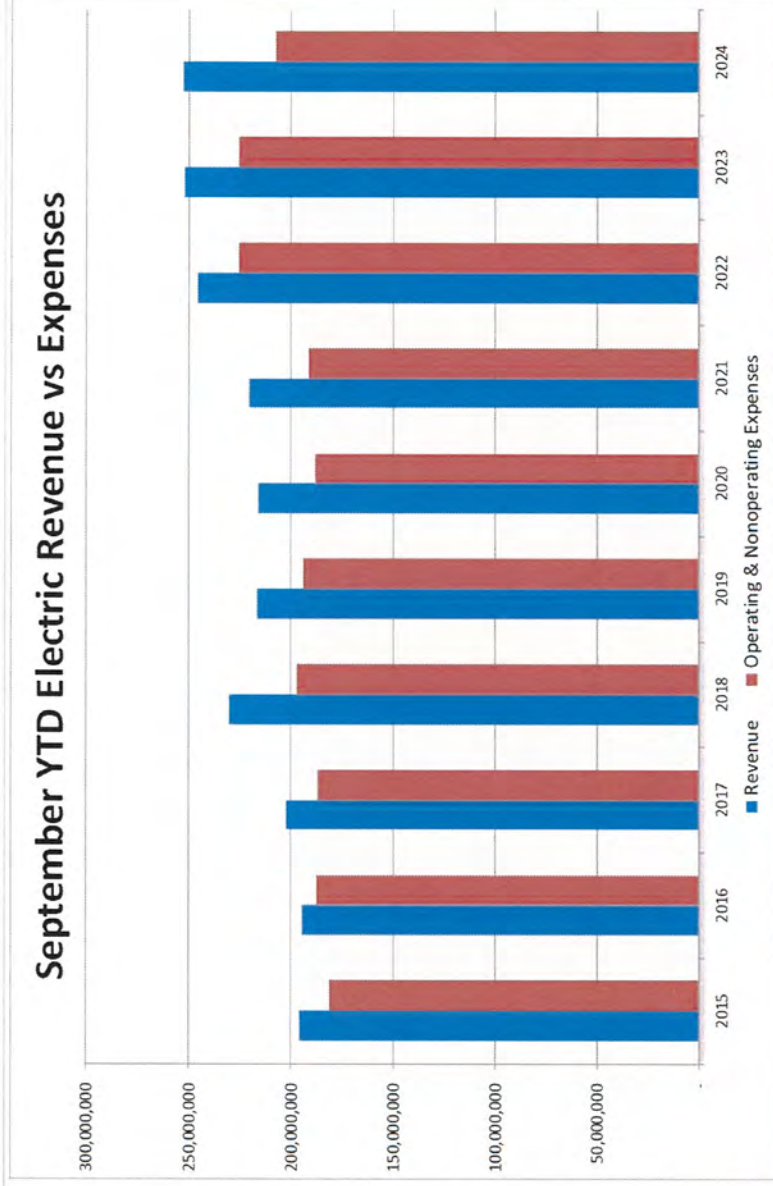
## Change in Net Position – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 45.449	\$ 26.959	\$ 27.035	\$ 45.449
Water	12.226	8.821	5.867	12.226
Combined	\$ 57.675	\$ 35.780	\$ 32.902	\$ 57.675

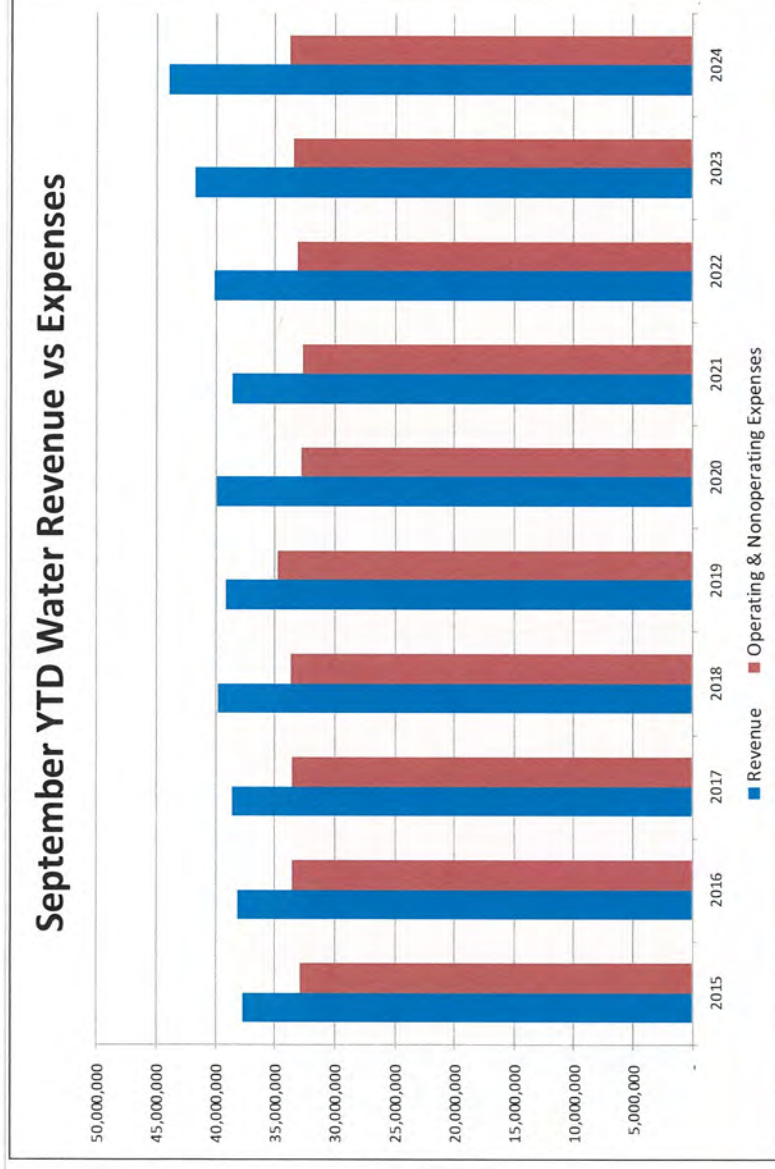


\*\*Dollars in millions

# Financial Results – 10 Year Trend



# Financial Results – 10 Year Trend





# Financial Results

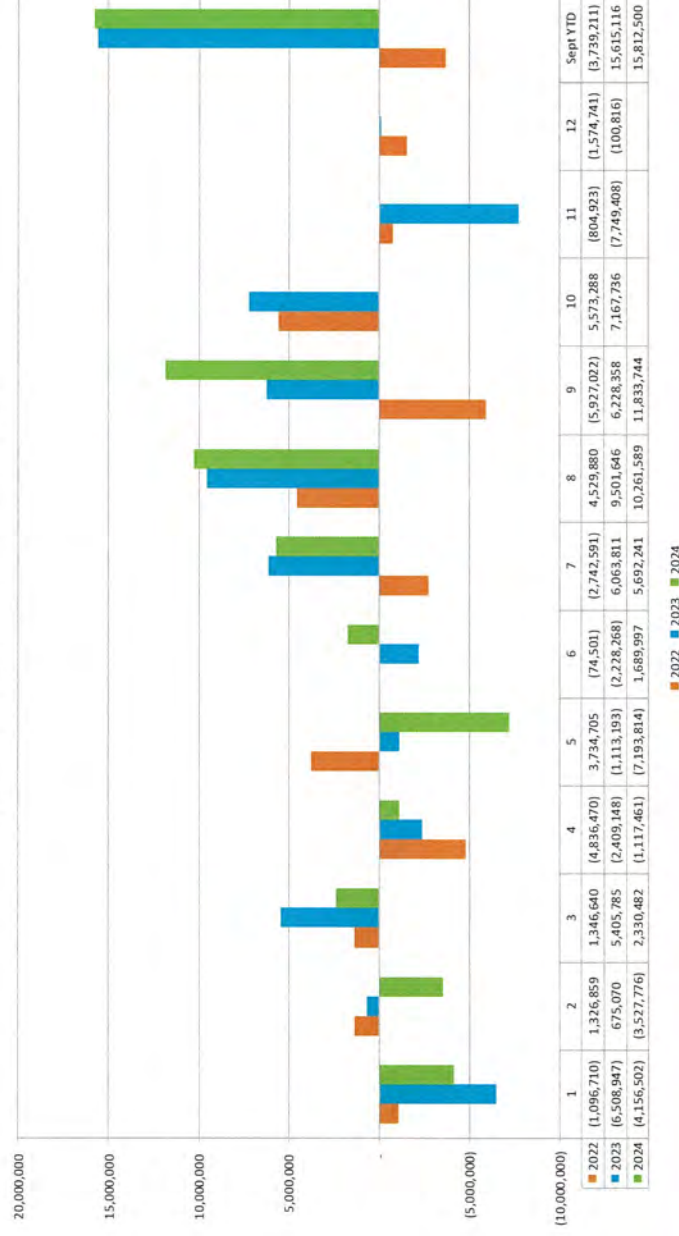
Average Daily Collections



■ 2022 
 ■ 2023 
 ■ 2024

# Financial Results

Historical Monthly Cash Comparison



# Financial Results

## Cash Position

Combined (E&W)  
Days Cash-on-Hand

	(CY) 2024 September	(PY) 2023 September	2024 August
\$	73.94 124	\$ 59.12 96	\$ 61.64 103

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

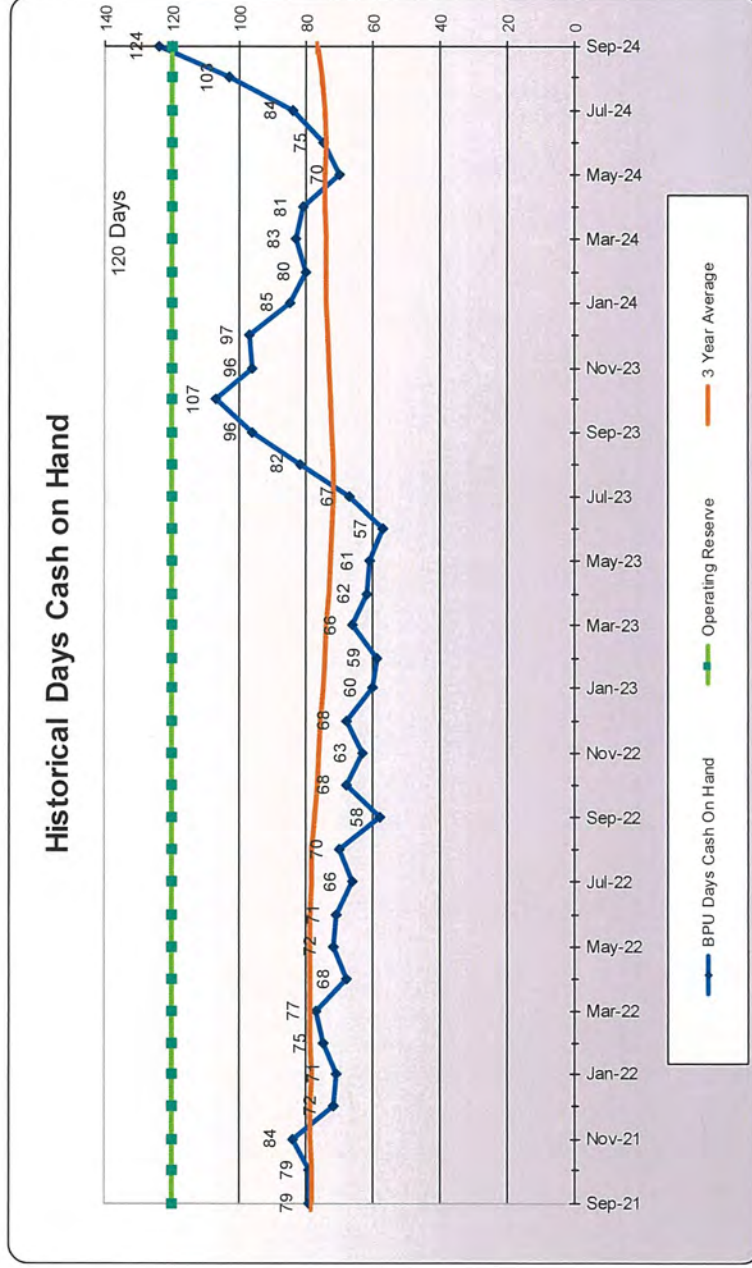
## Balance Sheet: Notables

Fuel Inventory

	(CY) 2024 September	(PY) 2023 September
\$	8.806 \$	5.929 \$

\*\*Dollars in millions

# Financial Results





# Financial Results

## Capital Spending

	(CY) 2024 YTD	(PY) 2023 YTD	2024 Budget
Electric	16.16	\$ 19.14	\$ 35.58
Water	9.78	10.62	26.38
Common	3.33	2.64	5.13
Total YTD Capital	\$ 29.27	\$ 32.40	\$ 67.09
			Remaining
			56%

### Major projects in 2024:

Annual OH & UG Construction - \$1.9M  
 Annual Meter Program - \$841K  
 Distribution Pole Inspection - \$1.8M  
 OH & UG Transformers - \$1.7M  
 98<sup>th</sup> St OH Feeder Relocation - \$725K  
 Water Distribution - \$4.6M  
 Water Production - \$613K  
 Water Services - \$510K

\*\*Dollars in millions

# Financial Results

## Debt Coverage

### Debt Coverage with PILOT

	(CY) 2024 September	(PY) 2023 September
Electric	2.93	2.96
Water	2.93	2.29
Combined	3.05	3.05

Financial Guideline Target  
2.0 times with PILOT

### Debt Coverage w/o PILOT

	(CY) 2024 September	(PY) 2023 September
Electric	2.21	2.23
Water	2.32	1.81
Combined	2.32	2.31

Financial Guideline Target  
1.6 times without PILOT

**RESOLUTION NO: 5304**

**RESOLUTION BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES AN  
ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE  
COUNTY/ KANSAS CITY, KANSAS REVISING AND REPLACING THE CUSTOMER  
SERVICE POLICIES AND THE CUSTOMER SERVICE ADOPTED FEE AND  
DEPOSIT SCHEDULE.**

**WHEREAS**, the Board has previously adopted Customer Service Policies and the Customer Service Adopted Fee and Deposit Schedule; and

**WHEREAS**, after staff recommendations and Board discussion of said policies and schedule the Board wishes to make updates to said policies and schedule; and

**WHEREAS**, the updated Customer Service Policies and the Customer Service Adopted Fee and Deposit Schedule are attached hereto;

**NOW, THEREFORE, BE IT RESOLVED AND ORDAINED BY THE  
KANSAS CITY BOARD OF PUBLIC UTILITIES:**

That the Kansas City Board of Public Utilities hereby replaces the previous Customer Service Policies and the Customer Service Adopted Fee and Deposit Schedule in their entirety and replaces them with the Policies and Schedule attached hereto. The Policies and Schedule will be effective November 11, 2024<sup>th</sup>.

**ADOPTED BY THE GOVERNING BODY OF THE KANSAS CITY BOARD OF  
PUBLIC UTILITIES THIS 6<sup>th</sup> DAY OF NOVEMBER, 2024.**

By: \_\_\_\_\_  
**Thomas W. Groneman, Board President**

Attest: \_\_\_\_\_  
**Stevie A. Wakes, Board Secretary**

Approved as to form:



## General Policies Applying to Customer Service

### Issuing Credit, Billing and Debt Collections for Electric and Water Service

PC-200-001

#### Definitions:

**"Applicant"** means a person or entity who applies to obtain Service(s) from KCBPU.

**"Authorized User"** means a user added to a KCBPU account by the Primary or Secondary Account Holder. An Authorized User is not financially responsible for the account but may have access to information, submit payment on the account, and reconnect Service(s).

**"Automated Phone System"** means a computer operated telephone system that uses prerecorded messages and menu options to allow callers to interact with the system without speaking to a live agent.

**"Board of Directors"** means the elected governing Board of Directors of KCBPU.

**"Charge(s)"** means the monthly recurring charges assessed by KCBPU and the UG, the usage-based charges for electric and water Services, the Energy Rate Component (ERC) surcharge, the Environmental Surcharge (ESC), the UG Payment in Lieu of Taxes (PILOT) charge, Late Payment Charges, and taxes, each of the foregoing as applicable. For clarity, all Charges assessed by the UG, including the PILOT, are collected by KCBPU and remitted to the UG.

**"Contractor"** means a builder, developer, contractor, home renovator, landlord, or similar category.

**"Customer"** means an end user that receives electric and/or water service(s) from KCBPU. A Customer may also be referred to as a Primary or Secondary Account Holder.

**"Customer Service Policy"** means this General Policies Applying to Customer Service (PC-200-001) document.

**"Designated Account Holder"** means the person or organization who signs up for KCBPU service.

**"Due Date"** means... the date indicated on the KCBPU bill by which payment is required.

**"Eligible Account"** means when a Residential Customer that has paid 22 out of 24 payments on time, or a Non-Residential Customer has paid 34 out of 36 payments on time (each such time period shall be evaluated on a rolling basis), and the Customer's deposit has been paid in full, the applicable account shall qualify as an Eligible Account.

**"Fee Schedule"** means the Customer Service Adopted Fee and Deposit Schedule (PC-200-002) document.

**"Final" or "Finaled"** means the termination of a Customer account with KCBPU. Such termination may be voluntary per Customer's request, or involuntary pursuant to this Customer Service Policy, other KCBPU policy, lawful rule, regulation, law, or court order.

**"Force Majeure Event"** means any event that is directly or indirectly caused by circumstances beyond the reasonable control of KCBPU, including but not limited to acts of nature (e.g. tornadoes, storms, etc.), criminal, illegal, or unlawful acts, acts of war or terrorism, or any law, order, or ordinance in any way restricting the operation or delivery of Service(s).

**"KCBPU"** means the administrative agency of the Unified Government of Wyandotte County/Kansas City, KS. KCBPU provides electric and water services to the residential and non-residential customers in designated service areas.

**"Late Payment Charge"** means a charge assessed when a customer bill is past due as described in the Fee Schedule.

**"Non-Residential Applicant"** means an Applicant who seeks KCBPU Service(s) as a non-residential location.

**"Non-Residential Customer"** means a customer who receives Service(s) at a non-residential location.

**"Non-Residential Service"** means the Service(s) provided to any non-residential location.

**"Primary Account Holder"** means the principal account holder for Service(s) at a location.

**"Residential Customer"** means a customer who receives Service(s) at a residential location.

**"Residential Service"** means the Service(s) provided to a residential location.



**"Returned Item"** means any payment made to KCBPU via check, money order, cashier's check, credit card, or debit card that is returned for any reason.

**"Secondary Account Holder"** means a person who is approved by KCBPU to be added onto an existing account. The Secondary Account Holder is financially responsible for the Customer account to which they are added, and is subject to the same application process, including an evaluation of such person's creditworthiness, as the Primary Account Holder.

**"Service"** means electric and water service provided by the KCBPU.

**"Service Initiation Fee"** means... a one-time fee paid to start or transfer service with KCBPU.

**"Terminated Payment Arrangement"** means a payment arrangement that is terminated by KCBPU due to a full payment not being made by the applicable Due Date or for a Returned Item on an account.

**"UG"** means the Unified Government of Wyandotte County/Kansas City, Kansas.

**"Usage"** means the amount of KCBPU Service(s) used by a Customer.

### **1.00 GENERAL**

**1.01 Purpose:** It is the responsibility of KCBPU to provide electric and water service to the residents within our service territory.

**1.02 Scope:** This Customer Service Policy (or "Policy") outlines the responsibilities of KCBPU and the Customers of KCBPU, in accepting use and submitting timely payment for services.

This Policy is also designed to inform Customers of potential charges associated with certain situations, and to ensure all customers receive uniform and equitable consideration.

**1.03 Privacy Policy:**

KCBPU employs a blend of technology and standard practices to safeguard customer information from unauthorized access or exposure. Customer information is protected on secure systems with restricted access, and KCBPU has implemented appropriate security controls to safeguard this data during storage or transmission. Before disclosing any information regarding their service and/or account, KCBPU requires customers to verify their account identity information. Contractors acting on behalf of KCBPU are also obligated to safeguard customer information.

In certain circumstances, such as by law, legal process, litigation, or requests from public and governmental authorities, KCBPU may need to disclose some customer information. As a municipal utility, KCBPU is governed by the Kansas Open Records Act (KORA). Additionally, KCBPU may disclose customer information if it determines that disclosure is necessary or appropriate for national security, law enforcement, or other matters of public importance. Moreover, disclosure of customer information may occur if deemed reasonably necessary to enforce KCBPU's terms and conditions or to protect operations or users. KCBPU may also request that customers voluntarily provide additional information to better understand their needs and provide enhanced service.

**2.00 CONDITIONS OF SERVICE**

**2.01**      ***Conditions of Service:***

A Customer is the end-use consumer of the Service(s) and the party who is responsible for payment of the Service(s) provided to the applicable Service location. If, prior to Service initiation or within 180 days after, KCBPU discovers an outstanding debt owed by a Service Applicant or existing Customer, as applicable, such Applicant or Customer must pay in full the outstanding debt as follows: (i) either prior to KCBPU accepting a Service application or upon notification (for Customer), or if requested, KCBPU shall enter into a maximum 6 month payment arrangement with the Applicant or Customer for the outstanding debt with the requirement that at least 1/6 of the outstanding debt must be paid up front; (ii) Service installation or provision is not unduly delayed due to the outstanding debt; and (iii) the 180 day timeframe following Service initiation does not apply in cases of fraud or diversion. Customers shall timely pay all bills for Services rendered. All Customers must be at least 18 years of age or legal adult to sign for Service(s).

**3.00 SUPPLYING ELECTRIC AND WATER SERVICE**

**3.01**      ***Supplying Electric and Water Service:***

Reference Policy Numbers PE-310-001 Section 4.00 and PW-410-001 Section 6.00

**4.00 REQUESTS FOR SERVICE AND DISCONTINUING SERVICE**

**4.01**      ***Requests for Service:***

KCBPU shall use a third-party credit rating service to assist in determining the risk profile of a Customer.

A Service Initiation Fee, as set forth in the Fee Schedule, is assessed by KCBPU on the initial bill.

Residential Applicants must provide valid driver's license, or State or Federal issued photo identification, excluding military identification. A Social Security Number or Individual Taxpayer Identification Number (ITIN) is requested, but not required to be provided.

KCBPU may waive the Service Initiation Fee for a Residential Customer if the Customer signs up for automatic utility bill payments by bank draft and continues such automatic bank draft payments for at least one year. If the Customer cancels the automatic payment or incurs an insufficient funds transaction within the first year, the Service Initiation Fee will be reinstated and must be paid.

The property identified on a Service application must qualify to receive applicable Service(s) requested. If a property failed inspection or is determined to be unfit/unsafe for Service, Service will not be provided until property passes inspection and is

determined fit/safe for Service. A property will have all Services established at account creation.

**4.02**      ***Discontinuing Service:***

Customer may discontinue Services upon giving KCBPU notice at least two business days in advance. If no such notice is given to KCBPU, the terminating Customer shall be responsible for all Services supplied until such notice is given to KCBPU.

Customer shall notify KCBPU when a change of occupancy or any other change of legal billing responsibility occurs on any Service being rendered, and when all required information is received by KCBPU, the request will be processed within two business days. The outgoing Customer shall be responsible for all Service(s) rendered until the notice of change has been received by KCBPU.

In the case of rental property, when services are terminated at the request of any tenant or landlord, a request to revert services to landlord may be requested for Services to be continued automatically, with full responsibility for payment of all Services thereafter delivered. If the landlord has an outstanding KCBPU debt, the Services will not be reverted and the outstanding debt must be paid or Services will be terminated.

**5.00 SECURITY DEPOSITS**

**5.01**      ***Security Deposits:***

Deposits may be assessed in an effort to ensure that all utility invoices are collected, and keeps the utility financially viable to continue providing Services to our Customers.

The deposit will be determined by a sliding scale based upon the credit rating of the Applicant. The scale will be determined by using a third-party credit rating service utilized by KCBPU. Applicants, who do not provide the necessary information to determine a credit rating, will be required to pay the maximum deposit or use FlexPay. The deposit will be charged to the first three months of a Customer's monthly billing in equal installments, unless the Customer chooses to pay the deposit in full on the first month's bill.

Personal/business information is necessary for KCBPU to provide a basis of extending credit to the Customer for their Services.

The criteria used in requiring deposits from customers shall be as set forth in Sections 5.02 and 5.03 below.

**5.02**      ***Residential Service Applicants:***

Residential Service Applicants include Homeowners, Renters, and Contractors. When applying for Service at a residential location, the Customer is deemed to have signed up for all KCBPU Services provided to that location.

A Service Applicant, who provides a social security number that is returned as deceased, non-issued, belonging to a person under the age of 18, or belonging to a person other than the applicant, or is fraudulent, shall be denied service or shall be charged the maximum deposit as set out in the Fee Schedule, and may be referred to law enforcement, police, or prosecutor's office if warranted. Any Applicant who has previously submitted a fraudulent application within the past five years, shall be charged the maximum deposit as set out in the Fee Schedule.



KCBPU cannot demand that an Applicant provide their social security number as a requirement to initiate Service. However, it is KCBPU's policy that Applicants who refuse to provide their social security number pose a greater credit risk and shall be charged the maximum deposit as set out in the Fee Schedule. The deposit may be held until the account is Finaled.

**Residential Service Applicants – Homeowners, Renters, and Contractors**

**Residential Service Application Process Requirements:**

All property owners (Homeowners) and renters (Renters) who reside at the property being served, and all Contractors who sign up for Service(s) and/or will be responsible for the Service(s) at the property to be served are required to complete the application process.

To obtain Service(s) at a residential location:

- (i) Homeowners must provide a copy of their settlement statement, and all signers must provide the necessary information requested by KCBPU;
- (ii) Renters must provide a copy of their lease, and all signers must provide the necessary information requested by KCBPU; and,
- (iii) Contractors must provide the legal documents between the applicant and the property owner, and all signers to the documents must provide the necessary information requested by KCBPU.

**Residential Service Credit Requirements:**

Homeowners, Renters, and Contractors who pose a substantial credit risk, as determined by a third-party credit agency, may be charged the applicable deposit as set out in the Fee Schedule.

Homeowners, Renters, and Contractors who pose a limited risk or have no credit history, as determined by a third-party credit agency, may be charged the applicable deposit as set out in the Fee Schedule.

Homeowners, Renters, and Contractor who pose no credit risk, as determined by a third-party credit agency, may not be required to pay a deposit.

Homeowners, Renters, and Contractors may not be required to pay a deposit if they:

- (i) are a current Customer of KCBPU;
- (ii) have not incurred more than one Late Payment Charge assessed and have not incurred any disconnect activity over the previous 12 months of billing history.

If a Homeowner, Renter, or Contractor is disconnected for nonpayment of a bill for the third time within a 24-month period, a deposit as set out in the Fee Schedule may be imposed if they were



- (i) not originally required to pay a deposit;
- (ii) not originally assessed the maximum deposit; or
- (iii) previously refunded their deposit.

**5.03**      ***Non-Residential  
Service Applicants/  
Customers:***

**Non-Residential Service Applicants/Customers**

Every non-residential Service Applicant shall have a deposit assessed to its account based on the electric and water utility related Charges only, over the past 12 months at the location to be serviced. The Non-Residential Service Applicant deposit levels are specified in the Fee Schedule. The deposit can be reassessed every 12 months based upon usage and payment history, and may be adjusted per the Fee Schedule.

The deposit may be waived for Governmental entities or a registered 501(c)(3).

Non-Residential Applicants may not be assessed a deposit if they sign up for and maintain automatic utility bill payments by bank draft. If the Customer cancels the automatic payment or incurs an insufficient funds transaction, a deposit will be assessed based on the Fee Schedule.

A deposit may be imposed on a Non-Residential Customer if: (i) such Customer was not required to pay an adequate deposit to cover the risk associated with the usage; or (ii) their deposit was refunded or is disconnected for nonpayment of a bill for the third time within a two-year period.

**5.04**      ***Form of the  
Deposit:***

Residential deposits may be in the form of cash, money order, credit card, debit card, cashier's check, personal check, or approved online payment method.

Non-Residential deposits may be in the form of an approved online payment method, cash, cashier's check, check or a surety bond written by an insurance company with at least an "A" rating from A.M. Best or equivalent credit rating and licensed to do business in the State of Kansas, or an Irrevocable Letter of Credit from a bank with at least a three-star rating from Bauer Financial (bauerfinancial.com) (one star is the lowest bank rating and five stars is the highest rating). A non-cash deposit shall require a provision that notice must be given to KCBPU at least thirty days prior to expiration by the bank issuing the non-cash deposit.

**5.05**      ***Credit of the  
Deposits:***

Subject to subsections 5.05(i)-(iv) below, Residential and Non-Residential deposits will be credited to an eligible Customer's account with interest. Such interest is determined by the Kansas Department of Administration, Municipal Services and K.S.A. 12-822 as amended.

- (i) If a Residential Customer has paid 22 out of 24 payments on time, or a Non-Residential Customer has paid 34 out of 36 payments on time (each such time period shall be evaluated on a rolling basis), and the Customer's deposit has been paid in full, the applicable account shall qualify as an Eligible Account;

- (ii) For Eligible Accounts, deposits that are credited will be applied towards the outstanding balance, if any;
- (iii) Any credit balance remaining on a Finaled account will be refunded to the Customer;
- (iv) For any Customer account that is not in Eligible Account status as of the initial timely payment period analysis, the deposit credit will be delayed. Thereafter, KCBPU shall review the most current 12-month period, and when no more than two Late Payment Charges have occurred, the deposit will be credited to the Customer's account.

**6.00 FRAUD**

**6.01      *Fraud:***

If a Customer and/or applicant provides fraudulent information or material misrepresentations to KCBPU, then:

- (i) KCBPU may refuse to provide new Service or discontinue existing Service;
- (ii) the Customer must bring their account to a zero balance;
- (iii) a deposit may be imposed for reconnection; and,
- (iv) proper authorities may be notified.

**7.00 INDIVIDUAL LIABILITY**

**7.01      *Individual Liability:***

Where two or more persons are joint account holders, such persons shall be jointly and individually liable and shall be billed by means of a single periodic bill provided to the person(s) designated on the application to receive the bill.

A Primary Account Holder may add a Secondary Account Holder to an existing account, and such Secondary Account Holder shall be jointly and severally liable for the bill from KCBPU, as well as any past delinquencies at any Service location previously under the Primary Account Holder's name, provided that such delinquencies were discovered by KCBPU within 180 days after Service initiation at the Service location. When a Secondary Account Holder is added to an account, they must acknowledge to KCBPU in writing (which may be electronic) their acceptance of joint and several liability for Charges, including past delinquencies on the account (subject to Section 2.01 above). If, within 180 days after a Secondary Account Holder is added to an existing account, KCBPU discovers an outstanding debt owed to KCBPU by the Secondary Account Holder, KCBPU shall notify the Secondary Account Holder of the debt, and: (i) such outstanding debt must be immediately paid; or (ii) the Secondary Account Holder must enter into a maximum 6 month payment arrangement where 1/6 of the debt must be paid up front; or (iii) if neither (i) nor (ii) occurs within 5 business days of the notice to the Secondary Account Holder, then KCBPU shall notify the Primary Account Holder of the removal of the Secondary Account Holder. Upon request to KCBPU, a Primary Account

Holder or Secondary Account Holder may be removed from the account at any time, provided the account is at a zero balance when the request is made.

A Primary Account Holder or a Secondary Account Holder may add an Authorized User to an existing account, and such Authorized User is not financially responsible for the account in any way, but may obtain account information, make payment on the account, and reconnect Service(s).

**7.02      *Unknown User:***

A Designated Account Holder is the person(s) that signs up for a KCBPU account. A Customer must notify KCBPU if there is a change in status of such Designated Account Holder, which includes but is not limited to, death, divorce, or other similar change of circumstance whereby the Designated Account Holder no longer resides at the Service location. If a user fails to notify KCBPU of such change in status of the Designated Account Holder, KCBPU may send an Unknown User notification to the Customer and require the Customer to apply for KCBPU Service by the date identified in the notification.

Following the change in status, the user wanting to maintain Service(s) at the Service location: (i) will become the new Designated Account Holder; (ii) is required to transfer the Services into their name; (iii) must bring the account balance to a zero balance; and (iv) may be subject to new deposit requirements. The new Designated Account Holder shall adhere to the requirements listed in Section 5.00 Security Deposits.

**7.03      *Deceased Account Holder:***

When an account holder(s) is deceased, and a new responsible party seeks to transfer Service(s) into their name or to Final the account of the deceased, KCBPU may request documentation including, but not limited to, a death certificate or obituary. If KCBPU receives notice or determines that an account holder is deceased, notification of account closure may be given that would set forth a date on which the responsible party must bring the account balance to a zero balance and transfer the Services into their name to continue Services at the location of the deceased account holder.

If a new responsible party wants to maintain Service(s) at the deceased Customer's Service location, such responsible party: (i) will become the Designated Account Holder; (ii) is required to transfer the Services into their name (ii) must bring the account balance to a zero balance: and (iii) may be subject to new deposit requirements. The new Designated Account Holder shall adhere to the same requirements that are listed in Section 5.00 Security Deposits.

If a party brings a legal challenge ("Challenging Party) regarding the property rights and/or the right to use the Service(s) at the original deceased account holder's property location that is now being occupied by the new responsible party/new Designated Account Holder, KCBPU may, but is not required to, provide interim Service(s) to the new Designated Account Holder at the location pending a lawful determination of the legal owner of the property and/or the party legally responsible for or entitled to the property. If the Challenging Party provides proof of such lawful determination to KCBPU directly, then KCBPU shall require the new Designated Party to Final the existing account.

**8.00 EFFECTIVE DATE OF SERVICE**

## General Policies Applying to Customer Service

### Issuing Credit, Billing and Debt Collections for Electric and Water Service

PC-200-001

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<b>8.01</b>	<b><i>Effective Date of Service:</i></b>	KCBPU's Charges will be assessed and bills rendered from the earlier of (i) the date the Service(s) are first requested to be available at the Service location; or (ii) the Service(s) are used by the Customer.
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#### **9.00 CHARGES**

<b>9.01</b>	<b><i>Charges:</i></b>	<p>Charges for electric and water Services provided to a Customer at any point of delivery are established by resolution(s) adopted by the Board of Directors and include various fees and penalties. The Rate Application Manual is available on KCBPU's website.</p> <p>Accounts will be charged monthly minimum charges, including Unified Government Charges, even if there is no meter usage on the account.</p>
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#### **10.00 BILLING AND PAYMENT**

<b>10.01</b>	<b><i>Billing and Payment:</i></b>	<p>Bills shall be rendered monthly, or at such other interval as KCBPU determines appropriate. In computing bills for multiple month periods, the minimum charges of the rate may be prorated as applicable.</p> <p>If Services supplied do not correctly register due to a KCBPU network failure of any kind, a Force Majeure Event, or if KCBPU metering equipment is damaged, destroyed, or tampered with, an estimated bill may be rendered to the customer based on consumption during previous periods, but in the case where no previous consumption is available, other information may be used to determine the estimated bill, including but not limited to the consumption of a previous similarly situated customer, similar type of business, etc..</p> <p>Failure to receive bill and/or notifications does not release the customer from the obligation to pay for Service(s) received.</p> <p>KCBPU can back-bill for any Charges including but not limited to failure to sign for service or a stuck or non-operating meter for up to three (3) years as per Kansas Statute 60-512 (the "Back-Bill Period"). Except in cases of unauthorized usage or fraud, Customers will have the same amount of time as the applicable Back-Bill Period to pay for such charges via an approved payment arrangement plan.</p>
<b>10.02</b>	<b><i>Equalized Payment Program (EPP):</i></b>	<p>Only Residential Customers can elect to be billed in equal monthly installments.</p> <p>For a customer to be eligible to elect to be billed under the terms of the EPP, the customer must meet the following requirements:</p> <ul style="list-style-type: none"><li>(i) Customer must have received service continuously at their present address for 12 consecutive-billing periods; and,</li><li>(ii) Prior to enrollment in the EPP a customer must have a zero balance.</li><li>(iii) An account credit will not disqualify a customer from enrollment in EPP.</li></ul>



Initial monthly payments on the EPP will be determined by dividing customer's past 12 months billed amount by twelve.

The monthly amount payable may be adjusted by KCBPU, based on applicable rate changes, balance changes, and the Customer's recent consumption history.

The EPP will continue automatically unless terminated if

- (i) the Customer closes the account, in which case, KCBPU will render a final bill based on the actual unpaid balance; or,
- (ii) The Customer requests termination of the program, becomes eligible for involuntary disconnection, or has a payment returned (which was caused by Customer), in case of any of the foregoing, Customer's unpaid balance shall be due and payable with their next bill.

If a Customer's EPP is terminated by KCBPU, the Customer must pay the balance in full in order to be reinstated to the EPP.

**10.03**      ***Prorated &  
Estimated Bills:***

Bills for more days or less days than the normal billing cycle may be prorated for the actual days of service in accordance with the monthly schedule applicable thereto.

**10.04**      ***Due Dates:***

Payment must be received by KCBPU on or before the indicated Due Date to avoid a Late Payment Charge and potential disconnection of Service.

For reference, various payment options are listed below:

- (i) Authorized Payment Kiosk
- (ii) Bank Draft
- (iii) Online
- (iv) Phone/Automated Phone System
- (v) Drop Box at KCBPU (540 Minnesota Avenue)
- (vi) ACH (Automated Clearinghouse/Electronic Payments)
- (vii) Wire
- (viii) U.S. Mail

Note: All payments are cleared electronically including checks. Collection of payment at a Customer's location is not permitted.

**10.05**      ***Waiver of Late  
Payment Charge  
for Customers in  
Special  
Circumstances:***

Residential Customers who are at least 62 years of age or disabled, and at or below 150% of the Federal Poverty Guidelines, and have a KCBPU account in the applicant's name, may submit an application to request a waiver of the Late Payment Charge at the Customer's primary residence. Documented proof of income must be provided to KCBPU with an application. If an Applicant qualifies for the Unified Government Utility and Sales Tax Rebate Program, an application does not need to be submitted pursuant

to this section. Future Late Payment Charges will be waived if the application is approved. Customers will be notified if the application is approved or denied.

**10.06      *Payment  
Allocation:***

KCBPU allocates payments to the oldest charges first on a Customer's account. KCBPU will not allocate payments per a Customer's specific request.

**11.00 RETURNED ITEMS**

**11.01      *Returned Items:***

If a Customer payment is returned it may be converted to an Automated Clearing House (ACH) electronic transaction for re-presentment and collection.

The Customer may be charged the maximum established rate for a Returned Item pursuant to K.S.A. 60-2610.

Upon receipt of a Returned Item for any reason, KCBPU may disconnect a Customer's utility Services if the item is not redeemed or payment of the item and any applicable fee is not received. If Services are disconnected for a Returned Item, all past due Charges and the returned payment amount and applicable fees become due immediately. A Returned Item can be paid by cash, money order, credit/debit card, cashier's check, or wire payment only.

KCBPU may notify a Customer that future payments to KCBPU must be made by cash, money order, cashier's check, or wire payment only upon receipt of two returned checks or one returned credit or debit card payment.

**12.00 PAYMENT ARRANGEMENTS**

**12.01      *Payment  
Arrangements:***

In accordance with this section, a Customer may contact KCBPU to request and KCBPU may approve a payment arrangement. Payment arrangements are not available for: (i) Non-Residential Customers; (ii) Finaled or disconnected accounts; (iii) where diversion or fraud has occurred; (iv) if Service is currently scheduled for disconnection that day; or (v) a Returned Item.

To maintain an approved payment arrangement, Customers must keep their account current by paying any new utility charges billed plus the applicable payment arrangement amount due. . Late Payment Charges may be applied to all past due amounts.

Any past due amounts incurred during a Payment Arrangement will render the Payment Arrangement in default and all outstanding balances are due immediately.

If a payment arrangement is in default, a Customer's Services are eligible for disconnection without prior notification. A Customer is allowed up to three Terminated Payment Arrangements per calendar year.

**13.00 PAST DUE AND COLLECTION STATUS**

- 13.01**      ***Past Due and Collection Status:***      An account that remains unpaid or is past due may be subject to the following actions:
- (i)      A Late Payment Charge
  - (ii)      The Customer's utility Service(s) may be disconnected.
  - (iii)      A disconnect fee
  - (iv)      Liens or Legal Action

**14.00 DISCONNECTION AND RESTORATION OF SERVICE**

- 14.01**      ***Disconnection of Service:***      If the amount due as indicated on the bill is not paid on or before the Due Date, a Late Payment Charge may be added to the bill. A courtesy phone call or text message shall be attempted to the phone number on file to notify the Customer of a late payment. Non-payment in accordance with this Customer Service Policy can result in disconnection of Service(s).

If the bill remains unpaid following the Due Date and before the date for disconnection, a courtesy phone call or text message shall be attempted to the phone number on file to notify the Customer of a pending disconnection, except in instances of a technical difficulty beyond KCBPU's control. Failure to receive a phone call or text message does not release the Customer from pending disconnection. Payment must be made before the cutoff date noted on the bill to avoid disconnection. Any previous unpaid amount is eligible for disconnection at any time.

- 14.02**      ***Restoration of Service:***      To restore disconnected Service, a Customer must pay all past due Charges, Late Payment Charges, reconnect fees, applicable penalties, plus the appropriate deposit if applicable.

KCBPU shall use commercially reasonable efforts to restore affected Service(s) within 24 hours of payment confirmed in KCBPU systems.

**15.00 COLD AND HOT WEATHER DISCONNECTION RULE**

- 15.01**      ***Cold and Hot Weather Disconnection Rule:***      On any day when the National Weather service forecasts the temperature to be at or above 95 degrees Fahrenheit, or the heat index will rise above 105 degrees Fahrenheit, KCBPU will not disconnect electric Service for non-payment of bills. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM.

On any day when the National Weather Service forecasts the temperature will be at or below 32 degrees Fahrenheit in the next 24 hours, KCBPU will not disconnect Residential electric Service for non-payment of bills. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM.

Water Service can be disconnected at any time.



**16.00 FLEXPAY PROGRAM**

**16.01 FlexPay Program:** Residential electric customers may qualify to receive Services under KCBPU's prepay service program called FlexPay.

The FlexPay Agreement can be found at:

<https://www.bpu.com/forhome/billing/flexpay.aspx>

The following provisions apply to the FlexPay program:

- (i) Only customers with electric Advanced Metering Infrastructure (AMI) meters that can be remotely disconnected and reconnected are eligible for the FlexPay program. Water only accounts are not eligible to participate.
- (ii) Prior to being approved for the FlexPay program, the customer must agree to the Service Agreement.
- (iii) Customers flagged as Life Support customers are not eligible to participate.
- (iv) Customers on certain programs (including Kansas Home Loan, etc.) are not eligible to participate.
- (v) No deposit required.
- (vi) FlexPay Customers are not eligible for the Equalized Payment Program.
- (vii) Disconnection charges may apply.
- (viii) KCBPU offers Customers in the FlexPay program a notification when the customer's balance reaches a low balance threshold and when the balance becomes negative. KCBPU will not disconnect the Customer until the next business day after notification is attempted. After disconnection, KCBPU will provide Customers with a minimum payment amount required to re-establish Service.
- (ix) KCBPU will make available a separate website and mobile application for all Customers in the FlexPay program.
- (x) FlexPay program Service Customers are responsible for purchasing Services in advance of usage. For Customers in arrears before entering the FlexPay program, the percentage of their payments that will be applied to debt recovery may be 25%, unless a (1) Customer notifies KCBPU to that they will pay greater than 25%; (ii) relief agency paying on a Customer's behalf commits to paying a fixed amount; or (iii) final debt payment is being made.

Regarding the application of 25% to a Customer's debt recovery, by way of example only, if a Customer pays \$100.00 toward their FlexPay account, \$75.00 will be applied to their prepay balance with FlexPay, and \$25.00 will be applied to the prior balance owed to KCBPU (the arrearage before entering the FlexPay program).



- 
- (xi) A Customer electing to return to postpaid service may have the same payment plan options as other Residential Customers after satisfying the conditions set forth in the FlexPay program. Conditions that may require a new or modified deposit are described in Section 5: Security Deposits.

For reference, various payment options are listed below:

- (i) Authorized Payment Kiosk
- (ii) Online
- (iii) Phone/Automated Phone System
- (iv) Drop Box at KCBPU (540 Minnesota Avenue)

Note: All payments are cleared electronically including checks.

**General Policies Applying to Customer Service**  
**Issuing Credit, Billing and Debt Collections for Electric and Water Service**

**PC-200-001**

**REVISION HISTORY**

Prior Version # [Effective Date]	Owner [Author]		Approver	Board Approval Required <input checked="" type="checkbox"/> Yes
	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
	Name	Johnetta Hinson	William Johnson	
	Title	Manager of Customer Service	General Manager	
Description of Changes:				
Resolution Number				
General Manager Signature/Date				

# Kansas City Board of Public Utilities Rules and Regulations

## Customer Service Adopted Fee and Deposit Schedule

PC-200-002

### 1.00 CUSTOMER SERVICE ADOPTED FEE AND DEPOSIT SCHEDULE

#### 1.01

1. Service Fees
  - a. Service Initiation Fee \$75.00
  - b. **Disconnection Fee** (Residential Postpaid)
    - Electric Meter \$10.00
    - Water Meter \$35.00
  - c. Disconnection Fee (Residential Prepay)
    - Electric Meter \$0.00
    - Water Meter \$35.00
  - d. Disconnection Fee (Non-Residential (3-Phase)) \$150
  - e. 5% of Outstanding Current Bill

#### 1.02

2. Residential Homeowner / Renter Deposit (Postpaid)
  - a. No Credit Risk/No Credit History \$0.00
  - b. Limited Liability Risk
    - Electric \$150.00
    - Water \$75.00
    - Electric Only \$225.00
  - c. Substantial Liability Risk
    - Electric \$250.00
    - Water \$125.00
    - Electric Only \$375.00
  - d. Maximum Deposit \$500.00
3. Contractor Deposit (Postpaid)
  - a. Maximum Deposit \$250.00 up to the Maximum \$500.00
4. Residential Homeowner / Renter Deposit (Prepay)
  - Electric, Water \$0.00

#### 5. Non-Residential Deposit (Postpaid)

- a. Electric/Water – Vacant Landlord Commercial Property  
\$250.00
- b. Electric/Water – Same type of business that occupied the Service location previously  
2.5 x the highest bill of the previous occupant over the past 12 months
- c. Electric/Water – If the new Applicant is not the same type of business that occupied the Service location previously, which includes new construction at a location  
2.5 x the highest bill of the same type of

business of the new  
Applicant elsewhere  
in the community  
over the past 12 months



**2.00 REVISION HISTORY**

Prior Version # [Effective Date]	Owner [Author]		Approver	Board Approval Required <input type="checkbox"/> Yes
2-19-2020	Name	Johnetta Hinson	Don Gray	
	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
1.01 xx-xx-xxxx	Name	Johnetta Hinson	William Johnson	
	Title	Exec. Dir. Customer Service	General Manager	
Description of Changes:		Added verbiage and content changes to sections: 1.02 and 1.02.		
Resolution Number				
Signature/Date				

**RESOLUTION NO: 5305**

**RESOLUTION APPROVING THE 2024 INTEGRATED RESOURCE PLAN OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES AN ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY KANSAS PERTAINING TO PLANNING FOR NEW ENERGY SOURCES**

**WHEREAS**, the Kansas City Board of Public Utilities (the “BPU”) an administrative agency of the Unified Government of Wyandotte County/Kansas City (“Unified Government”), has prepared a 2024 Integrated Resource Plan in accordance with Department of Energy Regulations at 10 CFR Part 905, Subpart B for submittal to the Western Area Power Administration in accordance with the regulations; (attached is exhibit A) and

**WHEREAS**, the BPU reviewed the 2024 Integrated Resource Plan at numerous Work Session and Regular meetings, including accepting public comments; and

**WHEREAS**, the BPU has considered all matters it deemed necessary or appropriate to enable it to review, evaluate and reach an informed conclusion as to completeness and approval of the 2024 Integrated Resource Plan as supplemented and has determined that the 2024 Integrated Resource Plan as supplemented is complete to and in the best interests of the BPU.

**BE IT RESOLVED BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES AS FOLLOWS:**

1. The 2024 Integrated Resource Plan as supplemented is determined complete and is authorized for submittal to the Western Area Power Administration pursuant to Department of Energy Regulations at 10 CFR Part 905, Subpart B, and provides for the overall direction of activities related to providing adequate and reliable electric service; and further
2. The General Manager of the BPU and other BPU staff as needed are authorized and directed to execute such planning activities as are necessary to provide reliable electric energy supply consistent with the 2024 Integrated Resource Plan as supplemented.
3. The Elected Board states its intent to review the IRP prior to the five year requirement.

**ADOPTED BY THE GOVERNING BODY OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES THIS 6<sup>th</sup> DAY OF NOVEMBER, 2024.**

By: \_\_\_\_\_  
**Thomas W. Groneman, Board President**

Approved as to form:

Attest: \_\_\_\_\_  
**Stevie A. Wakes, Board Secretary**



Presented By:  
Amber Oetting



Board of Directors  
November 20, 2024

# COMMUNICATIONS & MARKETING

FORWARD FOCUS



# Forward Focus

01.  
Proactive Planning

02.  
Internal  
Communications

03.  
Consistency

04.  
Data-driven

05.  
Advancement

06.  
Empower



# Proactive Planning

## Comprehensive Communications Calendar

**Best Practice:** Adopt a proactive, data and customer-driven approach with Key Performance Indicators (KPIs) that measure success.



Establish a  
benchmark



Channel  
KPIs



Campaign  
calendar



Data  
analytics



**64%**

**Most successful campaigns**

Result from a documented content strategy, inclusive of content and campaign calendaring.

*Sprout Social, 2023*





# Internal Communications

## Employee Connection and Engagement



### BPU Champions

93% of organizational leaders believe their employees are crucial brand representatives and champions.

*Spherion Emerging Workforce Study, 2021*



**Best Practice:** Deploy internal communication campaign and resources empowering employees to represent BPU's mission, values, and initiatives with pride.



### Recognition

Refresh (in progress) of **Watts & Water**: updates on company achievements, employee success stories, and upcoming projects that align to BPU's strategic goals.



### Champion Program

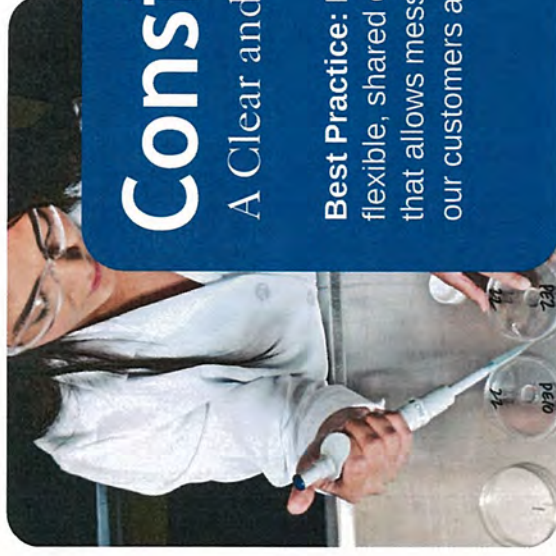
Internal BPU champion program where employees from all departments are trained on key messages and equipped to share the BPU story.



### Town Halls and Feedback

Host quarterly town hall meetings with smaller listening sessions to update staff on company progress and gather input for positive change.





# Consistency

A Clear and Shared Strategy

**Best Practice:** Develop a consistent, but flexible, shared communications framework that allows messages to be adapted based on our customers and community's needs.





# Data-Driven

## Insights to Evolve the Communications Strategy

**Best Practice:** Using data analytics and tools to continuously monitor performance and refine the communications strategy and messaging based on real-time insights.



Digital analytics tools



Monthly performance reviews



Established feedback loop



Only **50%** of surveyed customers believe that BPU is trustworthy.

*KCBPU Customer Satisfaction Survey, 2024*



# Advancement

Advancing Key Accounts and  
Development Services



## Strong engagement

Ongoing and improved two-way communication with key accounts, focused on solutions that benefit them.



## Exclusive opportunities

Additional engagement activities, such as industry and regional roundtables, targeted speakers, and direct access to leadership.



## Proactive outreach

Personalized interactions that demonstrate BPU's commitment.





# Residential Customer Empowerment

## Engaging, Supporting, and Empowering our Customers

**Best Practice:** Streamline residential customer-facing tools and communications to provide a centralized, user-confident experience.



Interactive  
website



Utility  
Assistance



Energy  
Efficiency



Customer  
Service



**\$30B ANNUALLY**  
**Assistance Programs Nationwide**

An estimated \$30 billion in available assistance (including utility support) goes unclaimed each year due to lack of awareness and accessibility barriers.

*National Council on Aging*



# Closing

Evolving With the  
Customer





**RESOLUTION NO: 5306**

**RESOLUTION BY THE KANSAS CITY BOARD OF PUBLIC UTILITIES AN  
ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE  
COUNTY/ KANSAS CITY, KANSAS REVISING AND REPLACING THE RECENTLY  
REVISED CUSTOMER SERVICE ADOPTED FEE AND DEPOSIT SCHEDULE.**

**WHEREAS**, the Board adopted revised Customer Service Policies and the Customer Service Adopted Fee and Deposit Schedule on November 6, 2024; and

**WHEREAS**, corrections need to be made to the recently adopted Customer Service Adopted Fee and Deposit Schedule; and

**WHEREAS**, the corrected Customer Service Adopted Fee and Deposit Schedule is attached hereto;

**NOW, THEREFORE, BE IT RESOLVED AND ORDAINED BY THE  
KANSAS CITY BOARD OF PUBLIC UTILITIES:**

That the Kansas City Board of Public Utilities hereby replaces the previous Customer Service Adopted Fee and Deposit Schedule in its entirety and replaces it with the Schedule attached hereto. The corrected Schedule will be effective immediately upon passage.

**ADOPTED BY THE GOVERNING BODY OF THE KANSAS CITY BOARD OF  
PUBLIC UTILITIES THIS 20<sup>th</sup> DAY OF NOVEMBER, 2024.**

By: \_\_\_\_\_  
**Thomas W. Groneman, Board President**

Attest: \_\_\_\_\_  
**Stevie A. Wakes, Board Secretary**

Approved as to form:

# Kansas City Board of Public Utilities

## Rules and Regulations

### Customer Service Adopted Fee and Deposit Schedule

PC-200-002

#### 1.00 CUSTOMER SERVICE ADOPTED FEE AND DEPOSIT SCHEDULE

<b>1.01</b>	1. Service Fees	
	a. Service Fee	\$75.00
	b. <b>Disconnection Fee</b> (Residential Postpaid)	
	• Electric Meter	\$10.00
	• Water Meter	\$35.00
	c. Disconnection Fee (Residential FlexPay)	
	• Electric Meter	\$0.00
	• Water Meter	\$35.00
	d. Disconnection Fee (Non-Residential 3-Phase)	\$150.00
	e. Late Payment Charge	5% of Outstanding Current Bill
<b>1.02</b>	2. Residential Homeowner / Renter Deposit (Postpaid)	
	a. No Credit Risk/No Credit History	\$0.00
	b. Limited Liability Risk	
	• Electric/Water	\$225.00
	• Water Only	\$75.00
	c. Substantial Liability Risk	
	• Electric/Water	\$375.00
	• Water Only	\$125.00
	d. Maximum Deposit	\$500.00
	3. Contractor Deposit (Postpaid)	\$250.00 up to the Maximum
	a. Maximum Deposit	\$500.00
	4. Residential Homeowner / Renter Deposit (FlexPay)	
	• Electric/Water	\$0.00
	5. Non-Residential Deposit (Postpaid)	\$250.00
	a. Electric/Water – Vacant Landlord Commercial Property	
	b. Electric/Water – Same type of business that occupied the Service location previously	\$250.00
		2.5 x the highest bill of the previous occupant over the past 12 months
	c. Electric/Water – If the new Applicant is not the same type of business that occupied the Service location previously, which includes new construction at a location	2.5 x the highest bill of the same type of business of the new Applicant elsewhere in the community over the past 12 months

**2.00 REVISION HISTORY**

Prior Version # [Effective Date]	Owner [Author]		Approver	Board Approval Required <input type="checkbox"/> Yes
1.01	Name	Johnetta Hinson	Don Gray	
2-21-2020	Title	Manager of Customer Service	General Manager	
Current Version # [Effective Date]	Owner [Author]		Approver	
2.01	Name	Johnetta Hinson	William Johnson	
11-21-2024	Title	Exec. Dir. Customer Service	General Manager	
Description of Changes:		Added verbiage and content changes to sections: 1.02 and 1.02.		
Resolution Number				
Signature/Date				

