

BOARD INFORMATION PACKET



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

Regular Meeting of

December 15, 2021



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December 15, 2021

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Approval of Agenda
Agenda Item #III



Board of Public Utilities
Kansas City, Kansas

BOARD AGENDA

Regular Session
December 15, 2021 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - ____ Ryan Eidson, At Large, Position 2
 - ____ Tom Groneman, District 2
 - ____ Robert L. Milan, Sr., District 1
 - ____ Jeff Bryant, District 3
 - ____ Mary L. Gonzales, At Large, Position 1
 - ____ Rose Mulvany Henry, At Large, Position 3
- III. Approval of Agenda
- IV. Approval of the Minutes of the Special Session of November 23, 2021
- V. Approval of the Minutes of the Work Session of December 1, 2021
- VI. Approval of the Minutes of the Regular Session of December 1, 2021
- VII. Public Comments
- VIII. General Manager / Staff Reports
 - i. COVID-19 Update
 - ii. 2022 BPU Budget Approval of Resolution #5268
 - iii. BPU Collective Bargaining Contract
 - A. Approval of Resolution #5269 pertaining to Physical Unit Working Rules
 - B. Approval of Resolution #5270 pertaining to Clerical Unit Working Rules
 - iv. Miscellaneous Comments
- IX. Board Comments
- X. Executive Session
- XI. Adjourn

Approval of Minutes
Special Session 11-23-21
Agenda Item #IV

STATE OF KANSAS)
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SPECIAL SESSION – TUESDAY, NOVEMBER 23, 2021

STATE OF KANSAS)
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At 8:03 P.M. the meeting was opened.

At 8:04 P.M. a motion was made to extend the Executive Session for 15 minutes by Mr. Bryant, seconded by Mr. Milan, and carried unanimously.

At 8:19 P.M., the meeting was opened.

At 8:21 P.M. a motion was made to extend the Executive Session for 25 minutes by Mr. Bryant, seconded by Ms. Mulvany Henry, and carried unanimously.

At 8:26 Mr. Johnson returned to the meeting.

At 8:46 P.M., the meeting was opened.

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

ATTEST:

APPROVED:

Secretary

President

Approval of Minutes
Work Session 12-1-21
Agenda Item #V

WORK SESSION MINUTES – WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met remotely in Work Session on Wednesday, December 1, 2021 at 5:30 P.M. The following Board Members were on the teleconference: Robert L. Milan, President; Mary Gonzales, Vice President; Rose Mulvany Henry, Secretary; Thomas Groneman Jeff Bryant, and Ryan Eidson.

Also on teleconference: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jeremy Ash, Executive Director Electric Operations; Jerry Ohmes, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Dong Quach, Executive Director Electric Production; David Mehlhaff, Chief Communications Officer; Jerry Sullivan, Chief Information Officer; Randy Otting, Director Accounting; Robert Kamp, IT Project Manager; Dennis Dumovich, Director Human Resources; and Patrice Townsend, Director Utility Services.

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

Mr. Milan called the meeting to order at 5:30 P.M.

Roll call was taken, all Board members were present.

Item #3 – Approval of Agenda

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

Item #4 – Executive Staff Development

Mr. William Johnson, General Manager, gave a presentation to the Board outlining where the utility was currently and on a possible timeline as the process began to create a position to serve as second in command for the General Manager (see attached PowerPoint presentation).

There was Board discussion.

WORK SESSION MINUTES – WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #6 – Adjourn

A motion was made to adjourn the Work Session at 6:00 P.M. by Mr. Bryant, seconded by Mr. Eidson and carried unanimously.

ATTEST:

APPROVED:

Secretary

President

Kansas City Board of Public

Executive Staff Development Plan

Staffing Objective

Purpose for introducing a new position:

- To select an employee to serve as back up to the General Manager and be formally identified as second in command
- Employee will gain a better understanding of how to step in for the General Manager during planned and unexpected absences
- Employee will handle delegation of authority when the General Manager is not available
- General Manager will delegate certain day to day responsibilities to this employee
- Employee will be exposed to all areas of the utility so that they have a broad-based understanding of all utility functions

Current (Temporary) position:

- CFO/CAO currently serves as second in command
- Decision was made shortly after the time the current General Manager was installed
- Decision was based on CFO's years of utility experience and overall knowledge of utility operations
- The current CFO/CAO has indicated that she is not interested in being considered for the new position
- The CFO/CAO will resume former responsibilities as a member of the executive staff after the new position is awarded

Future status after initiating change:

- The title for the **New Position** will be clearly announced prior to the job being posted
- **New Position** will assume responsibilities and be identified as primary back up to the General Manager
- General Manager will have clearly identified the full set of accountabilities that will be assigned to this **New Position**
- Organizational chart will be changed to reflect this move
- Transition of onboarding the *New Position* will be discussed later within this presentation

Process for naming an employee to the *New Position*:

- Assign a title and draft a job description for the *New Position*
- Perform salary evaluation for position
- Open up formal application process by posting the position
- Work with HR on evaluating the list of qualified applicants
- Assign a high-level interview panel along with myself
- Evaluate the outcomes of the interviews and announce results
- Develop plan for onboarding and training the successful applicant

Reasons for pursuing a formal process:

- Formal process allows all applicants an equal opportunity to be considered and helps maintain high morale within the management team
- This process helps protect the utility against EEOC claims
- Process helps successful applicant by creating trust within the rank and file
- Process demonstrates to others how they may seek advancement opportunities at BPU
- Instills confidence within the general public that fair hiring and promotional practices exist at BPU
- Allows for BPU to continue to seek out the best qualified and experienced talent

Timeline for naming an employee to the *New Position* :

- Complete job description, salary review, and preliminary interview guide by December 31, 2021
- Select interview panel and begin to schedule interviews in January 2022
- Complete interviews and evaluation process in February 2022
- Depending upon results, make offer to perspective employee by end of 1st Quarter 2022
- Once candidate is in their new role, begin process for assigning duties
- Depending upon candidate selected, begin process for transferring other duties as needed
- Work with successful candidate on ensuring that management responsibilities are addressed in all areas



Design a formal and comprehensive training curriculum:

- Ensure the time commitment on the part of the General Manager to help with training the **New Position**
- Leverage the knowledge of the appropriate department heads by having them participate in the training for the new position
- Ensure that training plan covers all facets of responsibilities needed to serve in the new position
- Determine a clear set of goals that must be satisfied during the probationary period
- Monitor progress being made by providing monthly performance feedback
- Work to ensure there is a clear separation of roles between successful candidate and other members of the executive staff

Coordination with other executive staff functions:

- Review and update organizational chart and reporting structure
- Adjust staffing to reflect having new position in place
- Identify staff that will continue to report directly to the General Manager
- Ensure that future operating and administrative processes are updated

Communicating related staffing changes:

- General Manager will meet with each executive staff member to discuss details
- Human Resources will send out global update
- Communications Officer will send out public notice
- Facilitate introductory meeting with all key stakeholders



Thank you

Questions



REGULAR SESSION –WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met remotely in Regular Session on Wednesday, December 1, 2021 at 6:00 P.M. The following Board Members were on the teleconference: Robert L. Milan, President; Mary Gonzales, Vice President; Rose Mulvany Henry, Secretary; Jeff Bryant, Thomas Groneman, and Ryan Eidson.

Also on teleconference: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jeremy Ash, Executive Director Electric Operations; Jerry Ohmes, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Dong Quach, Executive Director Electric Production; David Mehlhaff, Chief Communications Officer; Jerry Sullivan, Chief Information Officer; Robert Kamp, IT Project Manager; Randy Otting, Director Accounting; Dennis Dumovich, Director Human Resources; and, Patrice Townsend, Director Utility Services.

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

Mr. Milan called the Board Meeting to order at 6:00 P.M. He welcomed all that were listening to or viewing the meeting. He stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. Those wishing to offer comments during the Public Comments section could click on the raised hand feature at the bottom of the application or window or press Star 9 and be connected by phone. As always, the public could email or call the BPU with any concerns. The agenda could be found on the BPU website. If they were using Zoom, it would appear on their screen. Mr. Milan introduced himself and the other Board Members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board Members were present via teleconference.

Item #3 – Approval of Agenda

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

Item #4 – Approval of Work Session Minutes of November 17, 2021

A motion was made to approve the minutes of the Work Session of November 17, 2021 by Mr. Bryant, seconded by Ms. Gonzales, and unanimously carried.

REGULAR SESSION –WEDNESDAY, DECEMBER 1, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #5 – Approval of Regular Session Minutes of November 17, 2021

A motion was made to approve the minutes of the Regular Session of November 17, 2021 by Ms. Mulvany Henry, seconded by Mr. Eidson, and unanimously carried.

Item #6 – Public Comments

Mr. William Johnson, General Manager, asked Mr. Robert Kamp, IT Project Manager, if there were any visitors wishing to speak.

Mr. Kamp said that no one had their hand raised via teleconference.

Item #7 – General Manager / Staff Reports

- i. *October 2021 Financials:* Ms. Lori Austin, Chief Financial Officer/Chief Administrative Officer, presented the October 2021 Financials with a PowerPoint presentation (see attached).

Ms. Austin and Mr. Dong Quach, Executive Director Electric Production, answered questions from the Board.

A motion was made to approve the October 2021 Financials as presented, by Mr. Bryant, seconded by Ms. Gonzales and carried unanimously.

- ii. *Utility Analytics & Reporting:* Mr. Jerry Sullivan, Chief Information Officer, and Mr. Lourens Fourie, IT Project Manager, provided information to the Board regarding the following projects going live in the month of December; Texting with major systems notifications, BPU Central, and Business Intelligence Analytics (see attached PowerPoint presentation).

Mr. Sullivan addressed comments from the Board.

- iii. *Miscellaneous Comments:* Mr. Johnson spoke about the upcoming Budget meeting. He also asked Mr. Dennis Dumovich, Director Human Resources, to give a status report on the finalization of the union contracts.

Item #8 – Board Comments

[illegible]

October 2021 Financial Results

December 1, 2021

Financial Results

2021 Billed kWh (YTD Jan – Oct)

Electric	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	514,353,862	493,462,487	
Commercial	807,276,229	765,297,657	
Industrial	388,642,857	430,158,187	
	1,710,272,948	1,688,918,331	1.3%

Lower usage for Industrial customers in 2021 compared to 2020 due to continued slowdown of businesses

Residential – Up 4% Commercial – Up 5% Industrial – Down 10%

Financial Results

2021 Billed CCF's (YTD Jan – Oct)

Water	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	2,957,371	3,014,494	
Commercial	2,165,083	2,134,346	
Industrial	1,482,566	1,564,658	
	6,605,020	6,713,498	-1.6%

Slightly lower usage compared to 2020 due to business slowdowns as a result of COVID-19

Residential – Down 2% Commercial – Up 1% Industrial - Down 5%

Financial Results

Revenues – October 2021

	(CY) 2021 October			(PY) 2020 October			Budget 2021 October			(CY) 2021 October		
	\$			\$			\$			\$		
Electric		22.608	\$		20.771			21.034	\$		22.608	
Water		4.734			4.647			4.581			4.734	
Combined	\$	27.342	\$	25.418	7.6%		\$	25.615	\$	27.342	6.7%	

**Dollars in millions

Actual Compared to 2021 Budget

Electric up 7%

Water up 3%

Financial Results

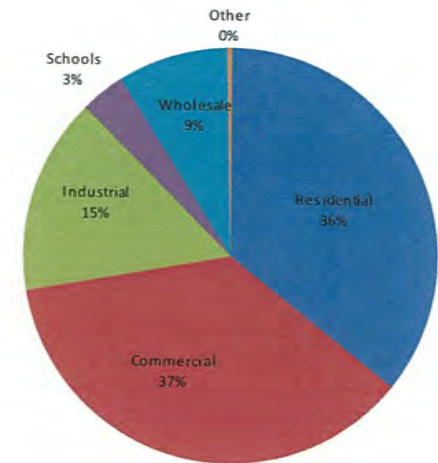
Revenues – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 242.981	\$ 237.113		\$ 217.903	\$ 242.981	
Water	43.346	44.521		43.971	43.346	
Combined	\$ 286.327	\$ 281.634	1.7%	\$ 261.874	\$ 286.327	9.3%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2021

<u>Electric:</u>	<i>Up 12%</i>	<u>Water:</u>	<i>Down 1%</i>
Residential	\$2.0M	Residential	\$450K
Commercial	\$1.4M	Commercial	(\$ 48K)
Industrial	(\$4.9M)	Industrial	(\$388K)
Schools	\$762K		
Wholesale	\$16.6M		



Recognized \$11.7M deferral of revenue YTD from the 2020 ERC in 2021

Financial Results

Operating Expenses – October 2021

	(CY) 2021 October	(PY) 2020 October		Budget 2021 October	(CY) 2021 October	
Electric	\$ 18.537	\$ 17.023		\$ 17.272	\$ 18.537	
Water	2.995	3.040		3.163	2.995	
Combined	\$ 21.532	\$ 20.063	7.3%	\$ 20.435	\$ 21.532	5.4%

**Dollars in millions

Variance – Comparing Budget to Actual for 2021

Electric – Up 7%

Production	- 19% up
Purchased Power	- 27% up
Fuel	- 16% up
T&D	- 8% down
G &A	- 26% down

Water – Down 5%

Production	- 8% down
T&D	- 1% down
G &A	- 21% down

Financial Results

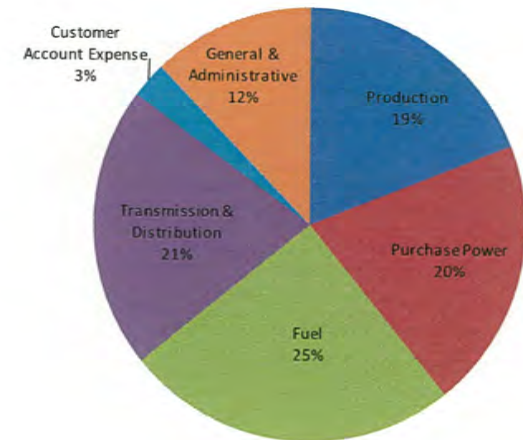
Operating Expenses – 2021 YTD (Total)

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 174.095	\$ 164.182		\$ 170.678	\$ 174.095	
Water	29.636	28.591		32.043	29.636	
Combined	\$ 203.731	\$ 192.773	5.7%	\$ 202.721	\$ 203.731	0.5%

**Dollars in millions

Actual Compared to 2021 Budget

- Electric up 2%
- Water down 8%



Financial Results

Operating Expenses – 2021 YTD less Depreciation

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 148.561	\$ 140.409		\$ 146.683	\$ 148.561	
Water	22.659	22.052		25.432	22.659	
Combined	\$ 171.220	\$ 162.461	5.4%	\$ 172.115	\$ 171.220	-0.5%

**Dollars in millions

Variance – YTD comparing Budget to Actual 2021

Electric:

Purchased Power	(\$2.5M)
Fuel	\$15.4M
Production	(\$3.5M)
T&D	(\$3.6M)
G&A	(\$3.7M)

Water:

Production	(\$ 1.1M)
T&D	(\$677K)
G&A	(\$920K)

Financial Results

Change in Net Position – October 2021

	(CY) 2021 October	(PY) 2020 October
Electric	\$ 0.044	\$ (0.120)
Water	1.145	1.030
Combined	\$ 1.189	\$ 0.910

Budget 2021 October	(CY) 2021 October
\$ 0.007	\$ 0.044
0.894	1.145
\$ 0.901	\$ 1.189

**Dollars in millions

Financial Results

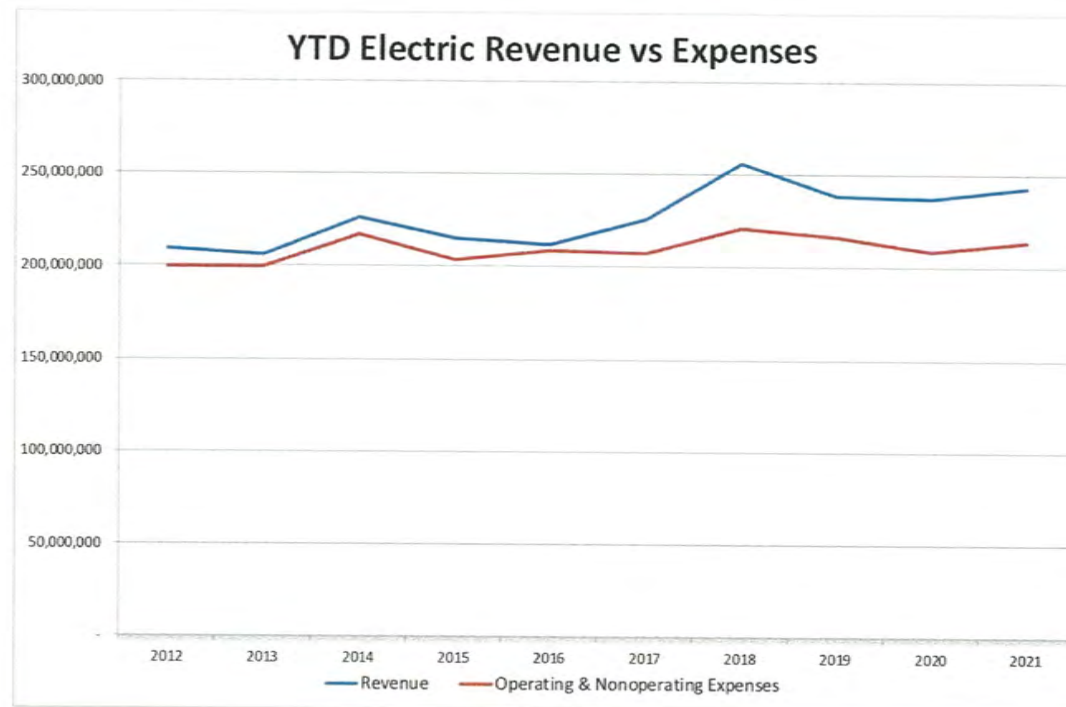
Change in Net Position – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD
Electric	\$ 29.213	\$ 28.235
Water	8.073	8.784
Combined	\$ 37.286	\$ 37.019

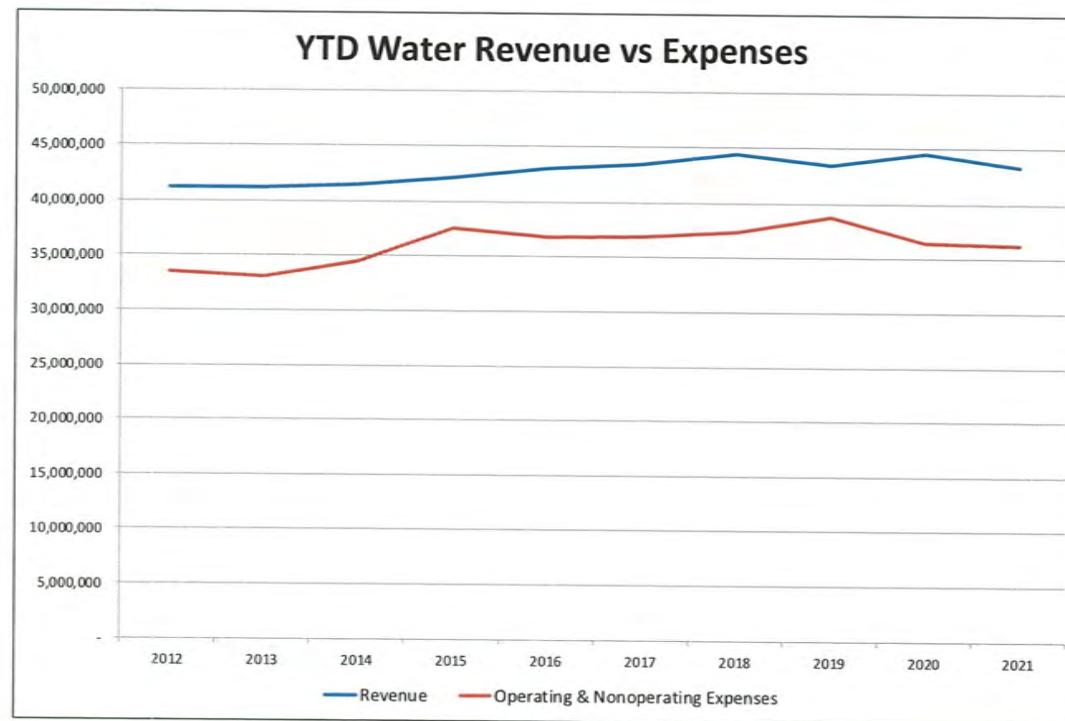
Budget 2021 YTD	(CY) 2021 YTD
\$ 8.490	\$ 29.213
5.990	8.073
\$ 14.480	\$ 37.286

**Dollars in millions

Financial Results – 10 Year Trend



Financial Results – 10 Year Trend



Financial Results

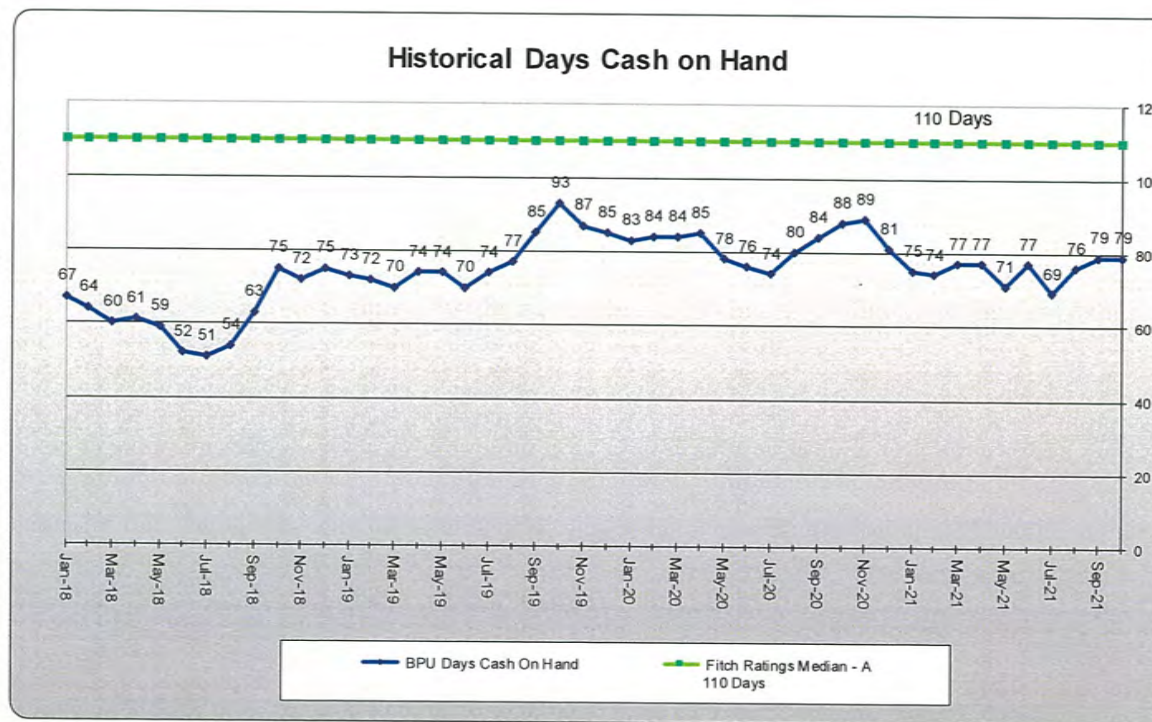
Cash Position

	(CY) 2021 October	(PY) 2020 October	2021 September
Combined (E&W)	\$ 46.22	\$ 51.67	\$ 46.42
Days Cash-on-Hand	79	88	79

1 Day = Approximately \$550K-\$600K

**Dollars in millions

Financial Results



Financial Results

Balance Sheet: Notables

	(CY) 2021 October	(PY) 2020 October
Fuel Inventory	\$ 4.062	\$ 6.544
Bond Dollars 2016C (Elec T&D)	\$ 0.709	\$ 1.542
Bond Dollars 2020A (Elec)	\$ 7.814	\$ 10.000

**Dollars in millions

Financial Results

Capital Spending

	(CY) 2021 YTD	(PY) 2020 YTD	2021 Budget		
Electric	\$ 17.21	\$ 32.33	\$ 38.94		
Water	6.83	6.75	12.34		
Common	3.19	1.70	5.91		
Total YTD Capital	\$ 27.23	\$ 40.77	\$ 57.20	Remaining	52%

**Dollars in millions

Major projects in 2021:

Dogwood Capital (BPU's portion) - \$1.6M
 Upgrade of Desktops/Network - \$787K
 New Development - \$1.5M
 Dist Pole Inspection Replacement - \$2.0M
 Annual UG & OH Construction - \$1.6M
 Water Leak, Valve, System Imp. - \$1.6M
 UG/CMIP Water Distribution - \$738K

Financial Results

Debt Coverage

Debt Coverage with PILOT

	(CY) 2021 October	(PY) 2020 October
Electric	1.92	2.20
Water	1.97	2.03
Combined	2.09	2.16

Debt Coverage w/o PILOT

	(CY) 2021 October	(PY) 2020 October
Electric	1.33	1.60
Water	1.52	1.59
Combined	1.49	1.60

Financial Guideline Target 1.6 to 2.1 times with PILOT

Enterprise IT Projects

Ready for *Go-Live* this month



BPU Board Meeting
December 1, 2021

BPU Digitalization Journey

- **TEXTING with major system notifications**
- **BPU CENTRAL**
- **Business Intelligence Analytics**
 - **TABLEAU / COGNOS**

Internal and External Customers



OUR THINKING

The future of customer conversation

Companies are rethinking how they communicate with customers and organize the entire business around the delivery of exceptional experiences

Digitalization Journey

From the Aug 9, 2021 BPU Board Meeting:

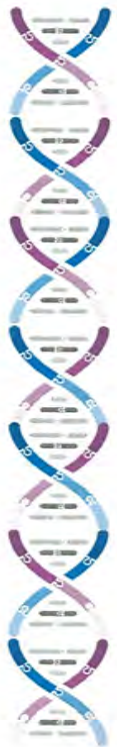


We:

- Benchmarked other utilities
- Developed a strategy
- Planned, designed, and integrated the applications

Now we are ready to train and deploy several new projects

Digitalization Transformation



1 Artificial Intelligence
Texting

6 Digital Worker

11 Digital Organization

2 Blockchain

7 EV Ecosystem

3 IoT & Connected Devices
BPU Central

8 Cyber Security

4 Drones & Robotics

9 Digital Twins

5 Analytics
Tableau / Cognos

10 Microgrids / DER



Yellow highlights for #1, #3 and #5 are being discussed today.

1. TEXTING PROJECT

Text Messaging Team

This is the core texting team that will support the TextPower application and integrations.

From left to right:

- Harold Clark
- Krishna Karicheti
- Lourens Fourie
- Diane Hudson Hoch
- Brandon Henderson
(absent)



There are also critical Business users that will lead texting for their department's use cases:

- Johnetta Hinson
(Billing)
- Steve Green
(Water Leaks)
- Jeremy Ash
(Electric Outages)
- Richard Mena
(IT Outages)

TextPower

TextPower

- Text messaging platform with built in carrier compliance.
- Over 99% coverage in North America.
- Available APIs for integration into OMS (Milsoft) and CIS (Cayenta).
- Track record with 150+ utilities.

TEXTING VS. SOCIAL MEDIA



97% of adults text at least once a week

81% of ALL cellular users use text messaging

#1 Text messaging is the #1 most used app on smartphones

More than **15%** of phones in the U.S. are not smartphones, so no apps or social media can be downloaded or used. SMS works on every phone

BPU Texting Use Cases

Over 25 use cases identified within BPU.

Use cases to be implemented:

- Major IT outages affecting BPU employees
- BPU personnel outage notifications
- Potential water leaks
- Customer outage notifications
- Billing notifications



Event-Triggered TEXTING

USE OF SmartAlerts™

Event-Triggered Notifications

- ▶ 2-way Outage Notifications to send or receive outage alerts (integrated w. Milsoft IVR/OMS)
- ▶ Pre-Pay Low Balance Notification & Recharge (integrated w. various CIS)
- ▶ Late Payment/Disconnect Notices
- ▶ Disaster Emergency, Boil Water Alerts
- ▶ Storm Alerts (can imbed URL for Emergency Prep Checklist)



Another Utilities' experience



Water Leak Alerts



AMI meters
for water



24-hour flow
triggers text



Early leak detection has **saved over 5 million gallons of water per year!**

5. BPU CENTRAL

New portal for employees

BPU Central

The core BPU Central team is made up of a wide variety of users from IT, HR, Corp Comms and Accounting to make it a success.

From left to right:
Becky Aldinger
Ravi Modulla
Krishna Karicheti
Lourens Fourie



Absent:

Lori Austin
Jerry Sullivan
Lyle Andrews
Dennis Dumovich
Lori Austin
Randy J. Otting
Ashley Culp
Lori Werner
David E.
Mehlhaff Tiffany
Johnson
Jerry Sullivan
Richard Mena

BPU CENTRAL



Old, unsupported PeopleSoft portal built in 2003!



New, modern SharePoint portal
w/ separate pages.

BPU Central

What:

BPU Central is the new internal portal built on modern SharePoint technology. It will provide a central hub to access:

- corporate applications,
- important links,
- company news & announcements,
- business unit updates,
- other BPU relevant information.



Why:

BPU Central will replace the current “PeopleSoft portal” that is out of date and no longer supported.

The Name:

BPU Central was voted the name from 40 potential names. The name supports the portal’s vision:

“We seek to organize all of our corporate content into a central hub where anyone, at any time and, in the future, on any device can access applications and important information about their job, business unit, and our company.”

BPU Central

Demo



SHOW-AND-TELL SESSIONS

November 30th
December 2nd, 7th, 9th



GO-LIVE

December 4th



NEXT

Build out department-
oriented sites in 2022.

5. BI ANALYTICS

**Tableau / Cognos Business
Intelligence (BI) dashboards**

BI Team

The BI Team has been formally put together in July 2021 with the focus on implementing Tableau and continue to support and build out Cognos reports.



From left to right:

Marcus Elias
Lourens Fourie
Ramya Doddi
Kumar Guthikonda

Business Intelligence (BI)

What is BI?

- BI stands for Business Intelligence;
- It tells you what is happening now and what happened in the past to get us to that state.

How will BPU use BI?

- BPU will use BI to present data from existing standard Excel and PDF documents to a much more upscale form, such as:
 - dashboards
 - visualizations with drill-down and filtering capabilities.

BPU uses two BI analytic tools, both with unique features and use cases within the company.

Cognos is mostly used for exception reporting:

- Cognos reports are sent automatically to relevant teams within BPU.
- Cognos is not used for visualizing data but for providing relevant information to employees to action on.

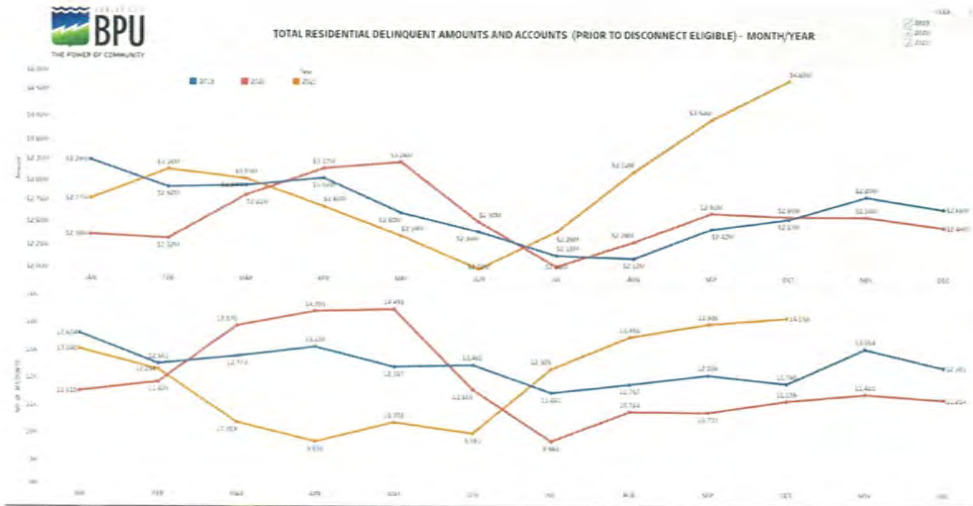
Account No	Location No	Service type	Effective Date
2011340	3026007	ELEC WATER FIREL WPA SWM	11/30/2021
2015225	3016296	WPA WATER ELEC SWM TRASH	11/03/2021
2016275	3049557	SWM TRASH WPA ELEC WATER	11/22/2021
2020309	3078259	SWM WATER TRASH ELEC WPA	12/01/2021
2024061	3078930	SWM TRASH WATER ELEC WPA	11/30/2021
2042770	3009656	WATER SWM ELEC WPA TRASH	12/01/2021
2044076	3041603	ELEC WATER TRASH SWM	11/30/2021
2071302	3048502	ELEC WPA WATER SWM	12/01/2021
2090900	3023532	ELEC SWM	12/01/2021
2104506	3063675	SWM WATER ELEC ELENM	11/30/2021
2106181	3006980	WATER	12/01/2021
2110902	3051439	WPA SWM WATER ELEC TRASH	11/30/2021
2112028	3027908	SWM TRASH WATER WPA ELEC	11/30/2021
2119641	3015344	WATER WPA ELEC TRASH SWM	12/01/2021
2120551	3083351	WATER WPA	11/30/2021
2124083	3049971	ELEC WATER SWM WPA	12/01/2021
2124339	3044534	TRASH SWM WATER ELEC WPA	12/01/2021
2127871	3073932	WATER WPA TRASH ELEC SWM	11/24/2021
2129042	3084966	ELEC SWM WATER TRASH	12/01/2021
2129644	3022462	SURGE ELEC SWM WPA WATER TRASH	11/24/2021

BOARD OF PUBLIC UTILITIES						
Cognos Job Schedule						
Daily Scheduled Reports						
SCHED	TEMPLATE	REPORT ID	REPORT TITLE	START DATE	END DATE	
DM	BIYEARLY	BPU_RC_DM_00011R_COG	Bad Check List	11/29/2021 15:15:06	11/29/2021 15:15:06	
DM	BIYEARLY	BPU_RC_DM_00011R_COG	Bad Check List	11/30/2021 15:15:05	11/30/2021 15:15:06	
DM	BIYEARLY	BPU_UM_DM_00070R_COG	Daily Bill Print Accounts	11/29/2021 15:15:04	11/29/2021 15:15:05	
DM	BIYEARLY	BPU_UM_DM_00070R_COG	Daily Bill Print Accounts	11/30/2021 15:15:03	11/30/2021 15:15:04	
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	11/29/2021 05:30:31	11/29/2021 05:30:32	
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	11/30/2021 05:30:26	11/30/2021 05:30:31	
DM	BPU_MORN	BPU_AR_DM_00002R_COG	Bill Calculations by Cycle Code	12/01/2021 05:30:29	12/01/2021 05:30:29	
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	11/29/2021 05:30:14	11/29/2021 05:30:15	
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	11/30/2021 05:30:13	11/30/2021 05:30:14	
DM	BPU_MORN	BPU_AR_DM_00040R_COG	Payments posted on Write Off Accounts	12/01/2021 05:30:13	12/01/2021 05:30:14	
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	11/29/2021 05:30:19	11/29/2021 05:30:20	
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	11/30/2021 05:30:17	11/30/2021 05:30:15	
DM	BPU_MORN	BPU_AR_DM_00050R_COG	AR Billing Detail - Daily - 64 - rb - replaces MM_00050R	12/01/2021 05:30:18	12/01/2021 05:30:19	
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	11/29/2021 05:30:39	11/29/2021 05:30:40	
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	11/30/2021 05:30:33	11/30/2021 05:30:36	
DM	BPU_MORN	BPU_CO_DM_00012R_COG	Disconnects with Payments	12/01/2021 05:30:37	12/01/2021 05:30:38	
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	11/29/2021 05:30:23	11/29/2021 05:30:24	
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	11/30/2021 05:30:20	11/30/2021 05:30:22	
DM	BPU_MORN	BPU_RE_DM_00020R_COG	Refund Check Details	12/01/2021 05:30:21	12/01/2021 05:30:21	
DM	BPU_MORN	BPU_RE_DM_00340R_COG	Final Accounts with Credit Balance	11/29/2021 05:30:33	11/29/2021 05:30:33	

Tableau

Tableau on the other hand is mostly focused on visualized data and dashboards:

- It is an intuitive tool and can be used by anyone for enhance data discovery.
- Tableau dashboards enrich traditional metrics into visual dashboards to increase the value and usability of the data.

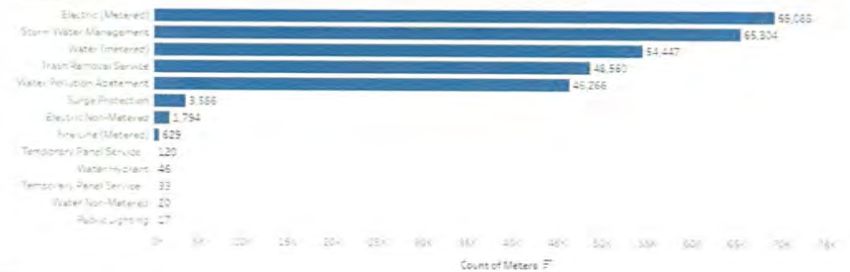


CYCLE_CD ACCOUNT_CLASS_DFLT Count of e-Bills 1,712 Back to Main

e-Bill Details

CYCLE_CD	ACCOUNT_CLASS_DFLT	FRONT	RES	SCHOL	Grand Total
01	01	2	19	21	21
02	02	70	1,712	1,782	1,782
03	03	85	4	89	89
04	04	87	2	89	89
05	05	72	1	73	73
06	06	51	8	59	59
07	07	106	2	108	108

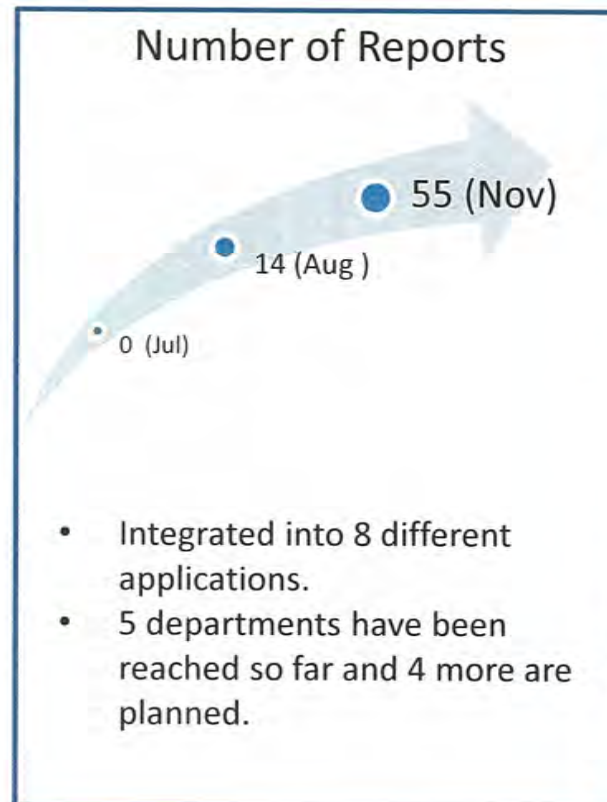
Meter Count



Tableau

Tableau Implementation Objectives:

Tableau Implementation is a capital project in IT, started July 2021, with the main objectives of setting up Tableau Software, establishing a new BI Analytics team, designing relevant processes and building out initial dashboards across multiple department.



After Tableau Implementation:

In Q2 of 2022 the BI team will expand training and requirements gathering to all end users and start allowing them to build their own dashboards. We will also deploy enhancements identified during the original project to improve the user experience.



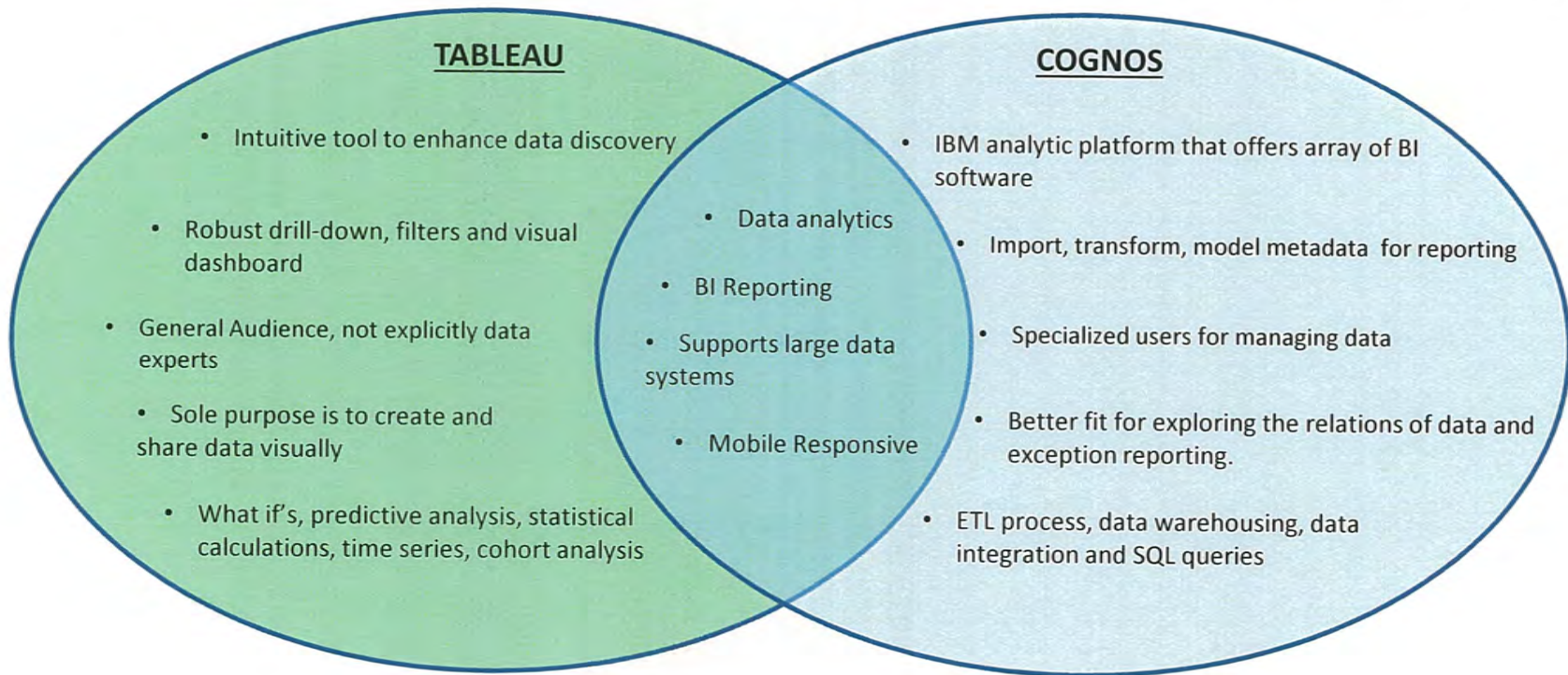
Questions?



APPENDIX

Tableau vs Cognos

BPU uses two analytic tools, both with unique features and use cases within the company.



Communications Assurance **Program™**



Download all phone numbers from CIS to determine mobile #s

- ▶ CSV file with ALL phone numbers (and associated Service Location ID or feeder tags, etc.)
- ▶ Over 59% of US Households have no landline
- ▶ One-time setup by TextPower, then simple to do **updates** yourself
- ▶ **Can help cleanup CIS database**

All mobiles are added to DB for immediate texting

(informational and emergency only)

- ▶ End users can opt-out by responding **QUIT, STOP, END, CANCEL, or UNSUBSCRIBE**
- ▶ Reach **3,600 to 15,000** members/minute (TFN vs. Short Code)



Navigating TCPA & **Opt-Ins**

Permission required depends on type of text

- ▶ Marketing Message (Requires specific opt-in)
- ▶ Informational & Emergency (Permission based on prior business relationship)

2016 FCC Ruling for utilities (Edison Electric Institute, TextPower, et.al. requested a Declaratory Ruling [CG Docket No. 02-278](#))

April 2021 US Supreme Court

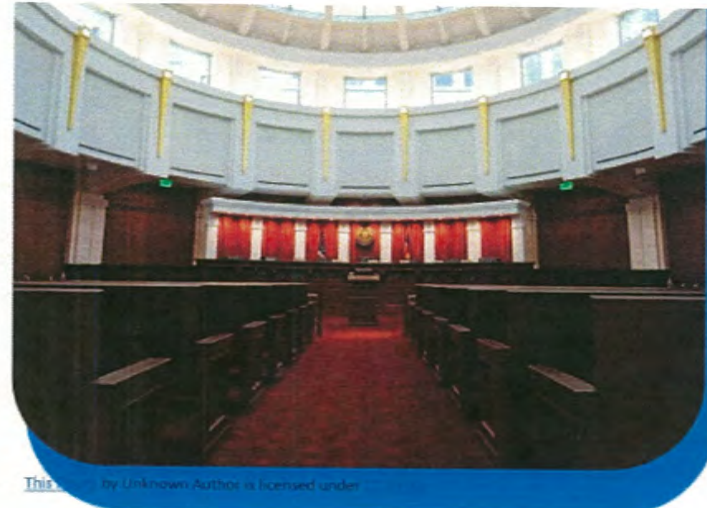
Facebook v. Duguid

— TCPA Auto-Dialer (ATDS)
severely limited

“...not an autodialer” because “it
neither stores nor produces
numbers ‘using a random or
sequential number generator.’”

— Unanimous decision

— Still subject to
subsequent
clarification





- ▶ Allows mechanism to suspend mobiles so that no texts can be sent to number until the utility chooses to resume (unlike opt-outs)
- ▶ Ideal for transient or seasonal residents
- ▶ Simple file upload or add through AlertManager™
- ▶ **Included in Standard TextPower service**

Suspend & Resume **Numbers**

Ability for Utility to “Hibernate”
Mobile Numbers





Weekly Report of Number Activity

Weekly details of opt-in/out activity

- ▶ Automatically provides weekly .csv report of opt-ins, opt-outs and suspends
- ▶ Reported by mobile #, campaign and date
- ▶ Included in Standard TextPower service

New TrueText™ (Text Outside, Email Inside)

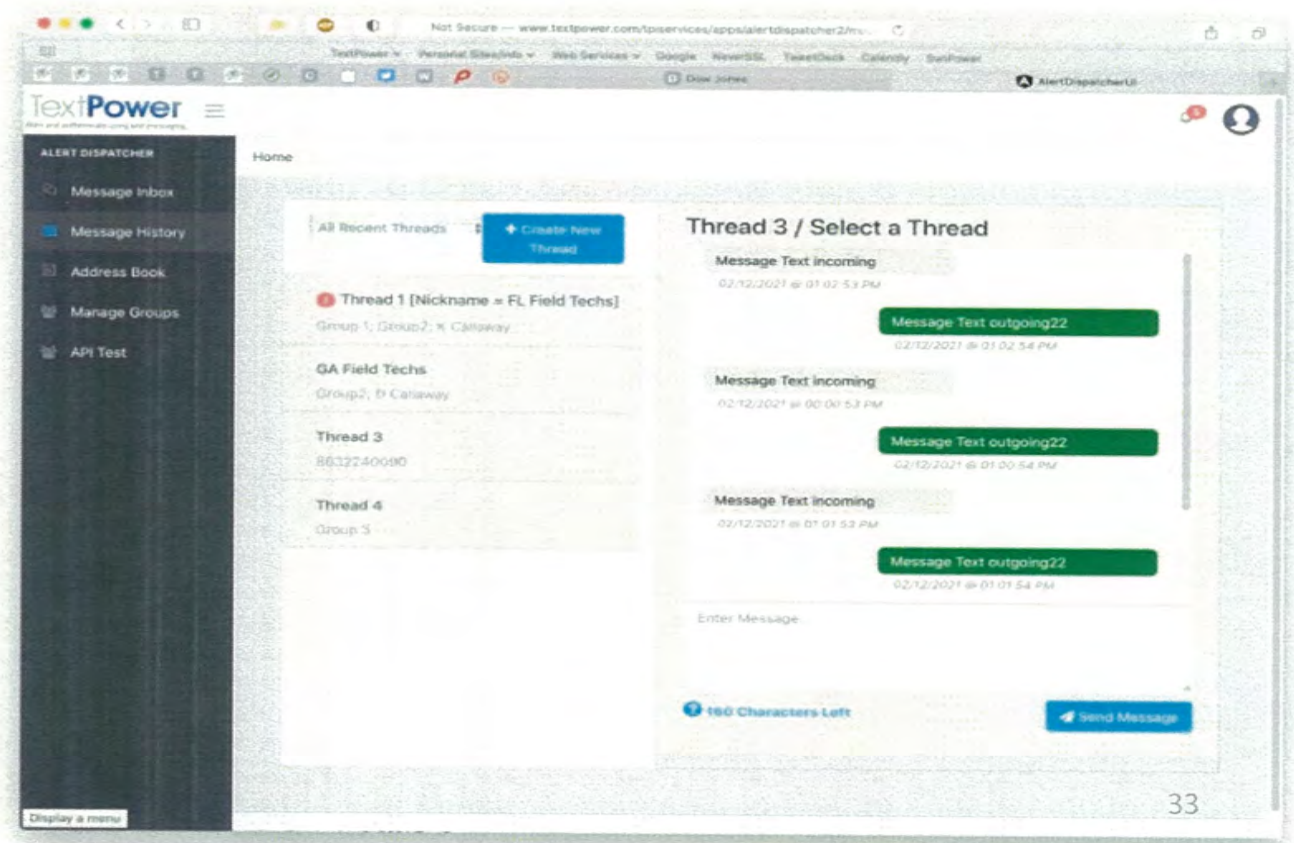
**Ability to receive texts, handle internally
as email, respond as text**

- ▶ Handle non-outage member service issues
- ▶ Distribute to CSRs' email and simply respond to email
- ▶ TextPower converts email responses back into text for consumer
- ▶ Allows far more transactions to be handled by each CSR vs. phone calls
- ▶ TrueText Plus™ will add photos
- ▶ Pricing TBD



Available 4Q
2021

AlertDispatcher Input Screen



AlertManager Input Screen

The screenshot displays the TextPower AlertManager web application. The browser's address bar shows the URL `cardanmedia.com/alertmanager/sendmessages.php`. The application has a dark sidebar on the left with the following menu items: **ALERTMANAGER**, **Send Messages** (active), **Manage List**, and **View List**. The main content area is titled **Send A Message** and contains the following fields and controls:

- UserID:** SmartAlertsDemo
- Campaign:** SmartAlerts
- Keyword:** napspeak
- Message:** Enter Message
- Character Count:** 168 Characters Left
- Send Message To:** ☐ All Recipients, ☒ Specify Groups
- Select group(s):** ☐ TextPowerTest
- Messages to be sent:** SMS Count: 0, Email Count: 0
- View Selected Groups:** (button)
- Send Message At:** ☐ Send Now, ☒ Send Later
- Send Message Date/Time:** mm/dd/yyyy, Time, Choose, Choose
- Buttons:** Send Message, Clear Entries

At the bottom right of the page, the number 34 is displayed.

Benefits

In this benefits comparison, the utility references stated that in 2015 to 2016, they had 13,475 customer outages, and 68% of the customers called to report or inquire about the outage.

The next year, with Texting in place, they experienced only 16% of calls, saving a lot of customer inquiries and call center wait times.

Call	Volume	Before/After Text	Reduction
Before Texting Go-live(April 1, 2015-April 1, 2016)		After Texting Go-live(April 1, 2016-April 1, 2017)	
Calls Received	9,143	Calls Received	6,804
Number of customer outages	13,475	Number of customer outages	43,199
Percentage (calls rec./# customers out)	67.85%	Percentage (calls rec./# customers out)	15.75%

RESOLUTION NUMBER 5268

A RESOLUTION APPROVING, ADOPTING AND APPROPRIATING THE BUDGET OF THE KANSAS CITY BOARD OF PUBLIC UTILITIES, AN ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/ KANSAS CITY, KANSAS FOR THE 2022 BUDGET FOR THE YEAR BEGINNING JANUARY 1, 2022, AS SUBMITTED.

WHEREAS, the Kansas City Board of Public Utilities, an administrative agency of the Unified Government of Wyandotte County/Kansas City, Kansas ("KCBPU") pursuant to Charter Ordinance 5-01, Section 13(c) has reviewed said budget which includes an annual operating and construction forecast reflecting proposed operating and capital expenditures of any utility for the ensuing calendar year and fully reviewed these budgets,

NOW, THEREFORE, BE IT RESOLVED AND ORDAINED BY THE GOVERNING BODY OF THE KCBPU:

In compliance with the Unified Government Charter Ordinance 5-01, Section 13(c) the 2022 Annual Budget of the KCBPU which includes an annual operating and construction forecast reflecting proposed operating and capital expenditures of any utility for the ensuing calendar year, as submitted by the General Manager and as set out in Attachment A, is hereby approved and adopted.

**ADOPTED BY THE GOVERNING BODY OF THE KCBPU
THIS 15TH DAY OF DECEMBER, 2021.**

Robert Milan, Board President

Attest:

Rose Mulvany Henry, Board Secretary

Approved as to form:

**Angela J. Lawson
KCBPU Legal Counsel**

Kansas City Board of Public Utilities 2022 Annual Budget Summary

December 15, 2021

2022 Budget Objectives

- Positive Net Income
- Positive Cash Flow
- Fund Capital Projects
- Maintain Cash Balances & Debt Coverage

2022 Budget Objectives

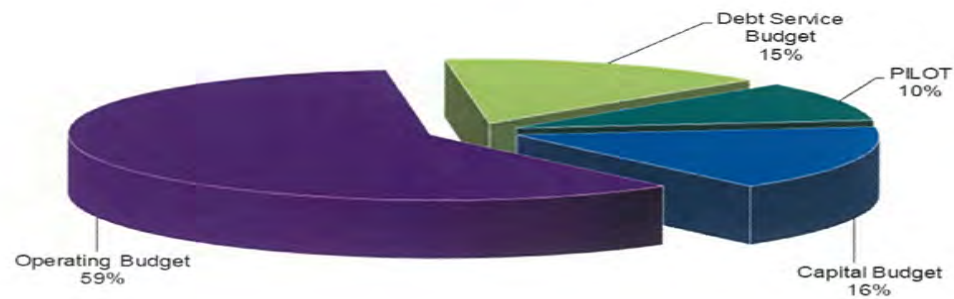
BPU's focus includes:

- Provide cost effective, safe and reliable utility services
- Remain focused on updating policies and operating procedures as needed
- Ensure continued fiscal sustainability
- Continue to champion strategic alliances
- Strengthen our commitment with the community
- Continue to support and champion renewable energy
- Continue to offer residential customers flexible and easy payment options
- Promote on-going energy and water efficiency initiatives
- Continue to focus on employee training and development

2022 Budget Resources

BPU ANNUAL BUDGET						
Uses of Funds	Approved Budget 2022	Adopted Budget 2021	More/(Less) Than 2021 Adopted		% of Grand Total	
			\$	%	2022	2021
Operating Budget	\$ 207,361,809	\$ 205,942,690	\$ 1,419,119	0.69%	59.13%	59.11%
Debt Service Budget	51,813,422	51,801,427	11,995	0.02%	14.78%	14.87%
PILOT	34,577,401	32,716,966	1,860,435	5.69%	9.86%	9.39%
Capital Budget	56,919,766	57,921,258	(1,001,492)	-1.73%	16.23%	16.63%
Grand Total	\$ 350,672,398	\$ 348,382,341	2,290,057	0.66%	100.00%	100.00%

2022 BPU Uses



QUESTIONS?

Request for Approval of
Resolution #5268

KANSAS CITY BOARD OF PUBLIC UTILITIES

RESOLUTION NO. 5269

RESOLUTION APPROVING WORKING RULES AGREEMENT WITH THE INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, LOCAL NO. 53, THE CARPENTERS DISTRICT COUNCIL AND THE PAINTERS DISTRICT COUNCIL NO. 3 FOR THE TERM OF JULY 1, 2020 THROUGH JUNE 30, 2023 FOR THE PHYSICAL BARGAINING UNIT.

WHEREAS, the General Manager has presented to the Board a proposed Working Rules Agreement which has been negotiated with the International Brotherhood of Electrical Workers, Local No. 53, the Carpenters District Council and the Painters District Council No. 3 for the term of July 1, 2020 through June 30, 2023 providing for terms and conditions of employment of employees within the Physical Bargaining Unit (“Working Rules Agreement”);

WHEREAS, the General Manager recommends to the Board that it approve the Working Rules Agreement.

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

SECTION ONE: The Working Rules Agreement is hereby approved by the Board.

SECTION TWO: The President of the Board of Public Utilities is hereby authorized and directed to execute in the name of the Kansas City Board of Public Utilities the Working Rules Agreement.

SECTION THREE: This Resolution shall take effect upon its adoption and execution.

The foregoing resolution is adopted by the Board of Public Utilities of Kansas City,

Kansas, this _____ day of _____, 2021.

THE BOARD OF PUBLIC UTILITIES OF
KANSAS CITY, KANSAS

By _____
President

ATTEST:

Secretary

KANSAS CITY BOARD OF PUBLIC UTILITIES

RESOLUTION NO. 5270

RESOLUTION APPROVING WORKING RULES AGREEMENT WITH THE INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, LOCAL NO. 53, FOR THE TERM OF JULY 1, 2020 THROUGH JUNE 30, 2023 FOR THE CLERICAL BARGAINING UNIT.

WHEREAS, the General Manager has presented to the Board a proposed Working Rules Agreement which has been negotiated with the International Brotherhood of Electrical Workers, Local No. 53, for the term of July 1, 2020 through June 30, 2023 providing for terms and conditions of employment of employees within the Clerical Bargaining Unit ("Working Rules Agreement");

WHEREAS, the General Manager recommends to the Board that it approve the Working Rules Agreement.

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

SECTION ONE: The Working Rules Agreement is hereby approved by the Board.

SECTION TWO: The President of the Board of Public Utilities is hereby authorized and directed to execute in the name of the Kansas City Board of Public Utilities the Working Rules Agreement.

SECTION THREE: This Resolution shall take effect upon its adoption and execution.

The foregoing resolution is adopted by the Board of Public Utilities of Kansas City,

Kansas, this _____ day of _____, 2021.

THE BOARD OF PUBLIC UTILITIES OF
KANSAS CITY, KANSAS

By _____
President

ATTEST:

Secretary

