

BOARD INFORMATION PACKET



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

Regular Meeting of

February 3, 2021



**Gold Award
for
Competitiveness
Achievement**



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Approval of Agenda
Agenda Item #III



Board of Public Utilities
Kansas City, Kansas

BOARD AGENDA

Regular Session
February 3, 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 Work Session of January 20, 2021
- V. Approval of the Minutes of the Regular Session of January 20, 2021
- VI. Public Comments
- VII. General Manager / Staff Reports
 - i. COVID-19 Update
 - ii. KDHE Public Notice Resolution
 - iii. Utility Bill Pay Options
 - iv. Miscellaneous Comments
- VIII. Board Comments
- IX. Executive Session – Personnel
- X. Executive Session - Labor
- XI. Adjourn

Approval of Minutes
Work Session 1-20-21
Agenda Item #IV

WORK SESSION MINUTES – WEDNESDAY, JANUARY 20, 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, January 20, 2021 at 5:00 P.M. The following Board Members were on the teleconference: Ryan Eidson, President; Robert L. Milan, Vice President; Mary Gonzales, Secretary; Jeff Bryant, Rose Mulvany Henry and Thomas Groneman.

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

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

Mr. Eidson called the meeting to order at 5:00 P.M.

Roll call was taken, and all Board Members were present.

Item #3 – Approval of Agenda

A motion was made to approve the Agenda by Mr. Bryant, seconded by Mr. Milan and unanimously carried.

Item #4 – Board Updates / GM Updates

Mr. Johnson, Ms. Gonzales and Mr. Eidson gave an update on the UG/BPU joint meeting held on January 19. The update included the following:

- Mr. Chris Stewart, Director Civil Engineering, provided information on the upcoming KDHE loan schedule and request.
- The Leavenworth Road project has been completed.
- The Scavusso project was possibly getting ready to restart. Mr. Johnson was going to reach out to them to discuss their requirements for electric and water and future timeline.

WORK SESSION MINUTES – WEDNESDAY, JANUARY 20, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

- There was discussion on the Neighborhoods Up project. There was underutilized infrastructure in both electric and water due to partial vacancies in some neighborhoods east of 635.
- A vendor had been selected for the BPU bill redesign, InfoSend, Inc. They were currently going through the contract phase. Mr. Jeff Fisher, Director Public Works–UG would hopefully be available to provide input on the UG portion of the redesigned bill.
- The KC Levee project design had been completed and would be going out for bid.

Item #5 – 2020 Employee Survey Results

Mr. Dennis Dumovich, Director of Human Resources, gave a PowerPoint presentation regarding the survey sent out to all employees in mid-October 2020. It included an overview of the survey, the results obtained, and next steps (see attached).

Mr. Dumovich answered questions from the Board.

Item #6 – KDHE Revolving Loan

Mr. Chris Stewart, Director Civil Engineering, provided a PowerPoint presentation which outlined the major capital projects and proposed schedule associated with the upcoming KDHE loan request. (see attached).

Mr. Stewart and Mr. Steve Green, Director Water Distribution, answered questions from the Board.

Item #7 – Adjourn

A motion was made to adjourn the meeting at 5:59 P.M. by Mr. Groneman, seconded by Ms. Gonzales and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



BPU EMPLOYEE SURVEY

RESULTS & RECOMMENDATIONS

Agenda

- Employee Survey Overview
- Demographics Breakdown
- Response By Question
- Recommendations & Next Steps



Survey Overview

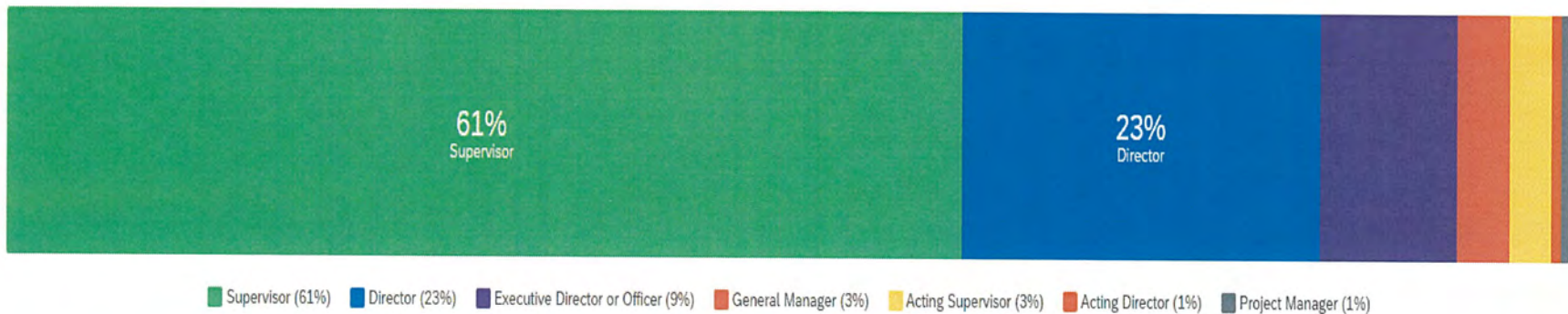
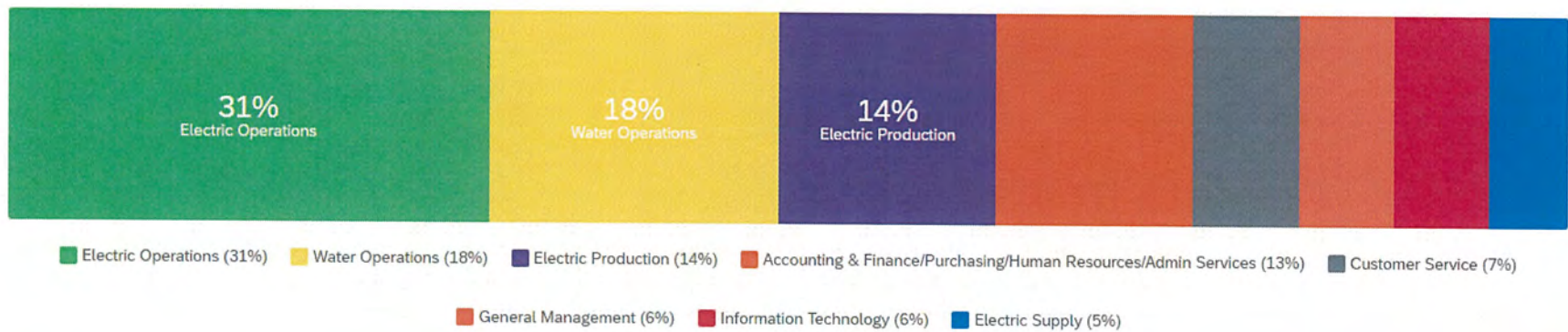
Distribution Review

1. Survey link sent via email (including one reminder email and included in Watts and Water newsletter)
2. Postcard sent to employee homes with QR code to online survey
3. Printed copies for certain locations
4. 24 questions

Total Responses

- 351 Responses or 69% of organization
 - Expected response rate is 30%
- 68 of responses were written
- 69% of responses in operations

Demographics Breakdown



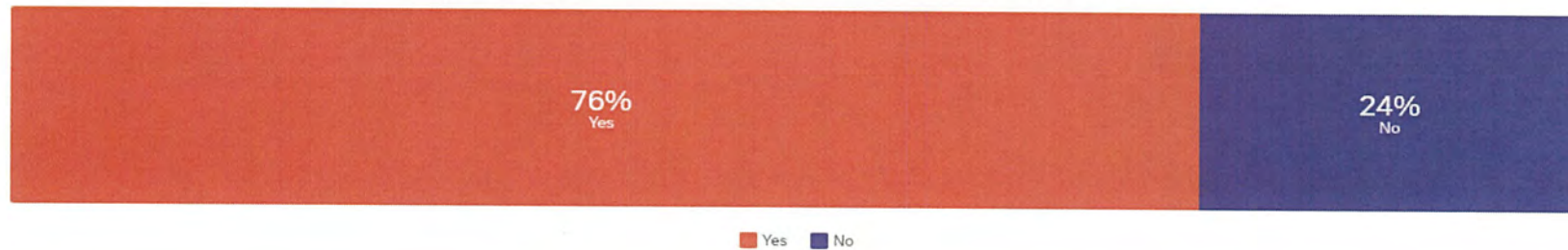
Survey Question Responses

How would you grade BPU when providing overall customer service to ratepayers (outages, billing, leak repairs, etc.)?

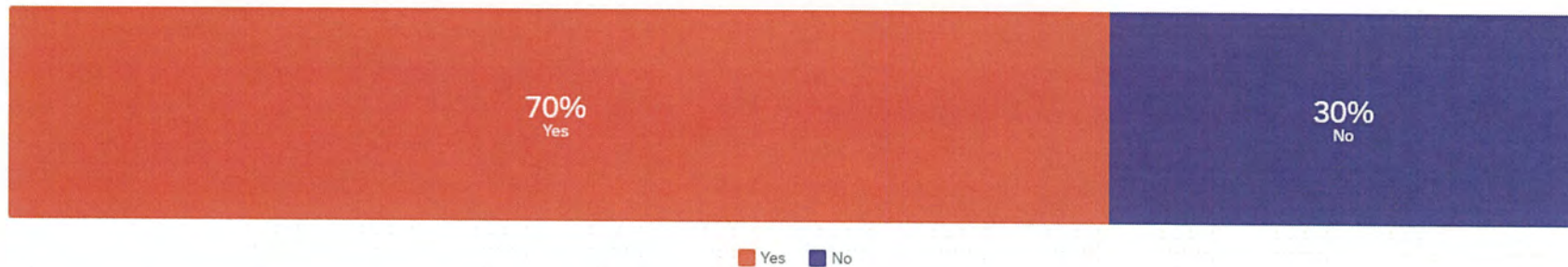


■ Excellent – Always exceeds customer expectations ■ Above Average – Regularly exceeds customer's expectations ■ Average – Meets customer expectations ■ Below Average – Only sometimes meet customer expectations
■ Poor – Rarely meet customer expectations

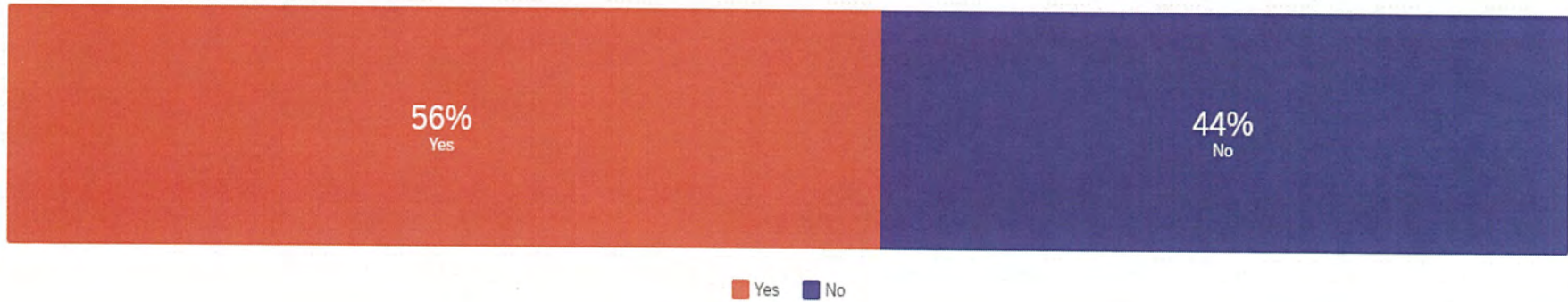
I have the work space/equipment I need to do my job well.



People in my immediate area work well together as a team.



My immediate supervisor gives people recognition when they are productive.



Do you feel well informed about what is going on within BPU?



■ Yes ■ No

Does your immediate supervisor keep you informed on what is going on within BPU?

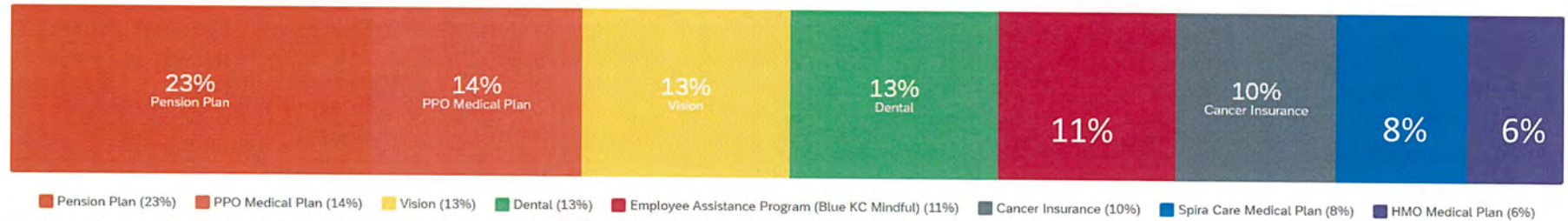


■ Yes ■ No

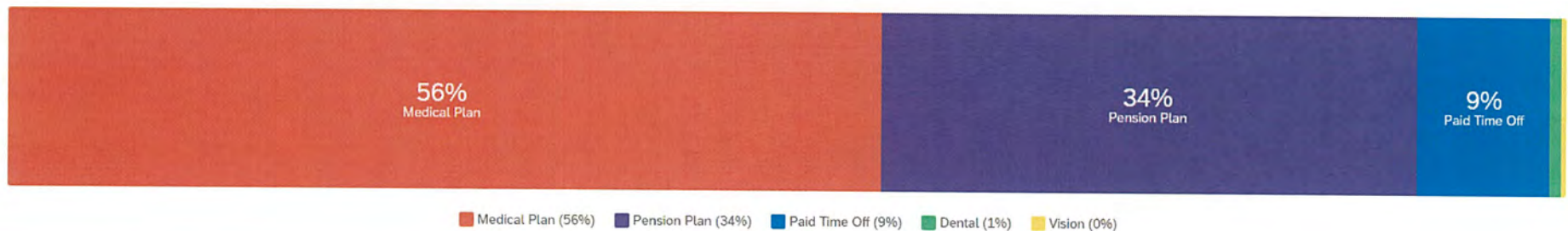




Please select all the benefits you would like to more fully understand by BPU providing additional educational materials.



Which of the following benefits do you value the most?



What is your preferred method for receiving communication?



■ Hard Copies (20%) ■ Email (19%) ■ Employee Meetings (18%) ■ Easily Accessible Website (12%) ■ Text Messages (12%) ■ Slides / Video Presentations (10%) ■ Mailings to my home (8%)



Recommendations & Next Steps

1. **Send Post-Survey email to employees from leadership**
 - Thank employees for their participation
 - Announce some next steps/action items
2. **Communicate Compensation Statements listing out BPU benefit plans and comparisons**
3. **Develop supervisor/employee relationship training to improve communication and mgmt. skills**
4. **Develop & deploy employee recognition program**
5. **Year-round benefits communication campaign**
 - Ensure bulletin board has online applicability (i.e. QR codes)
 - Consider website/Intranet that has all needed benefits information (can be used for employees, new hires and as a recruiting tool)
 - Develop benefits app for cell phones

REVIEW OF KDHE LOAN

January 20, 2021

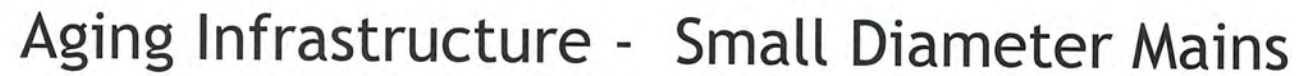


KDHE Loan Projects (2021 - 2024)

- 7 MG Argentine Reservoir - \$10,000,000 (2021- 2023)
- Replace Aging Distribution Mains - \$ 9,000,000 (2021-2024)
- T-Main 90th and Parallel to I 435 & France Family Drive - \$2,000,000 (2021-2023)
- Electrical Improvements at NWTP & Pumping Stations - \$1,500,000 (2022-2023)
- Replace 24 inch Main at 12th Street & Kansas River - \$2,500,000 (2021-2023)
- KDHE Loan Amount - \$25,000,000

Argentine 7 MG Reservoir

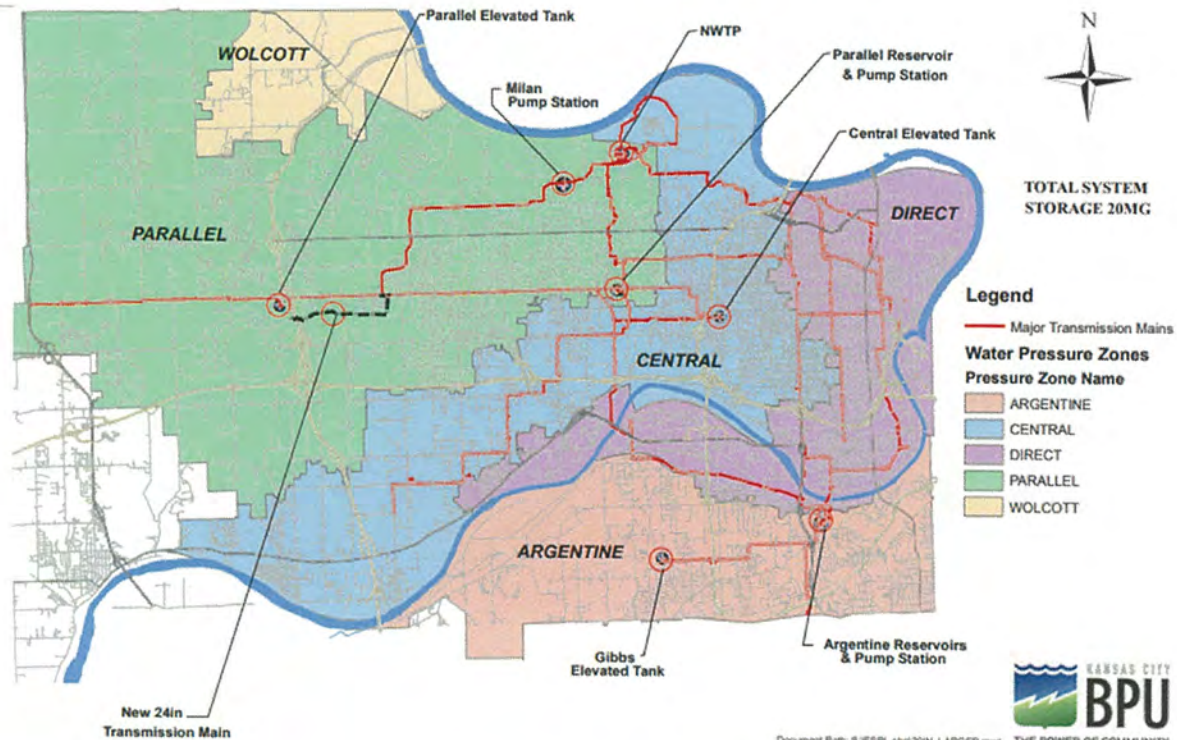




Existing 4 inch Main

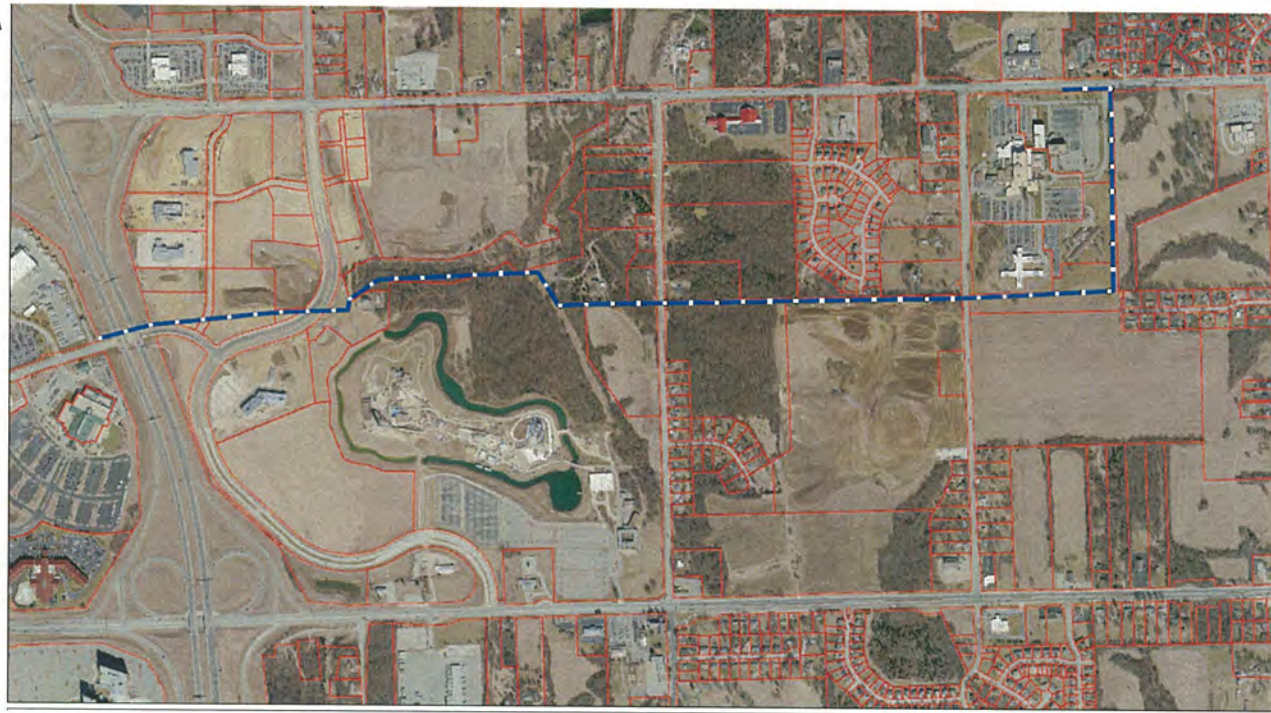


24 inch Transmission Main - 90th and Parallel to France Family Drive



24 inch Transmission Main - 90th and Parallel to France Family Drive

1435



Parallel

State Avenue

Electrical Improvements at NWTP & Pump Stations

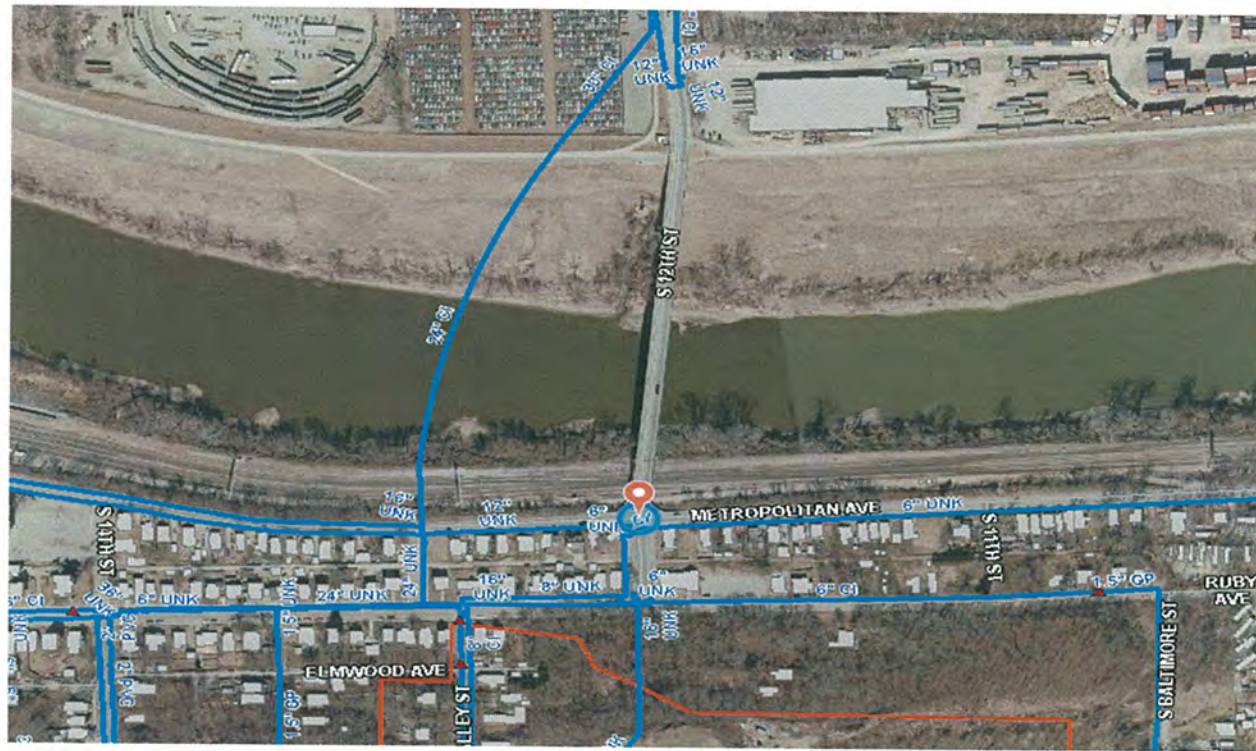




New Project - 12th Street River Crossing

- Transmission Main Crossings on the Kansas River
 - Turner Diagonal: Channel Crossing with 24 inch main installed 2002
 - 18th St. : Bridge Crossing with 24 inch main installed 1959 and anticipate replacement with KDOT Bridge Project Scheduled for 2025
 - 12th Street : Channel Crossing with 24 inch main Installed in 1940





12th Street River Crossing - New Project

- 12th st River Crossing - Installed in 1940
 - 1940 Pipeline Centerline approximately = 706 Elevation
 - 1940 River Bed approximately = 719 Elevation
 - 1940 Cover depth over top of Pipe = 12 feet
 - Restrained joint pipe

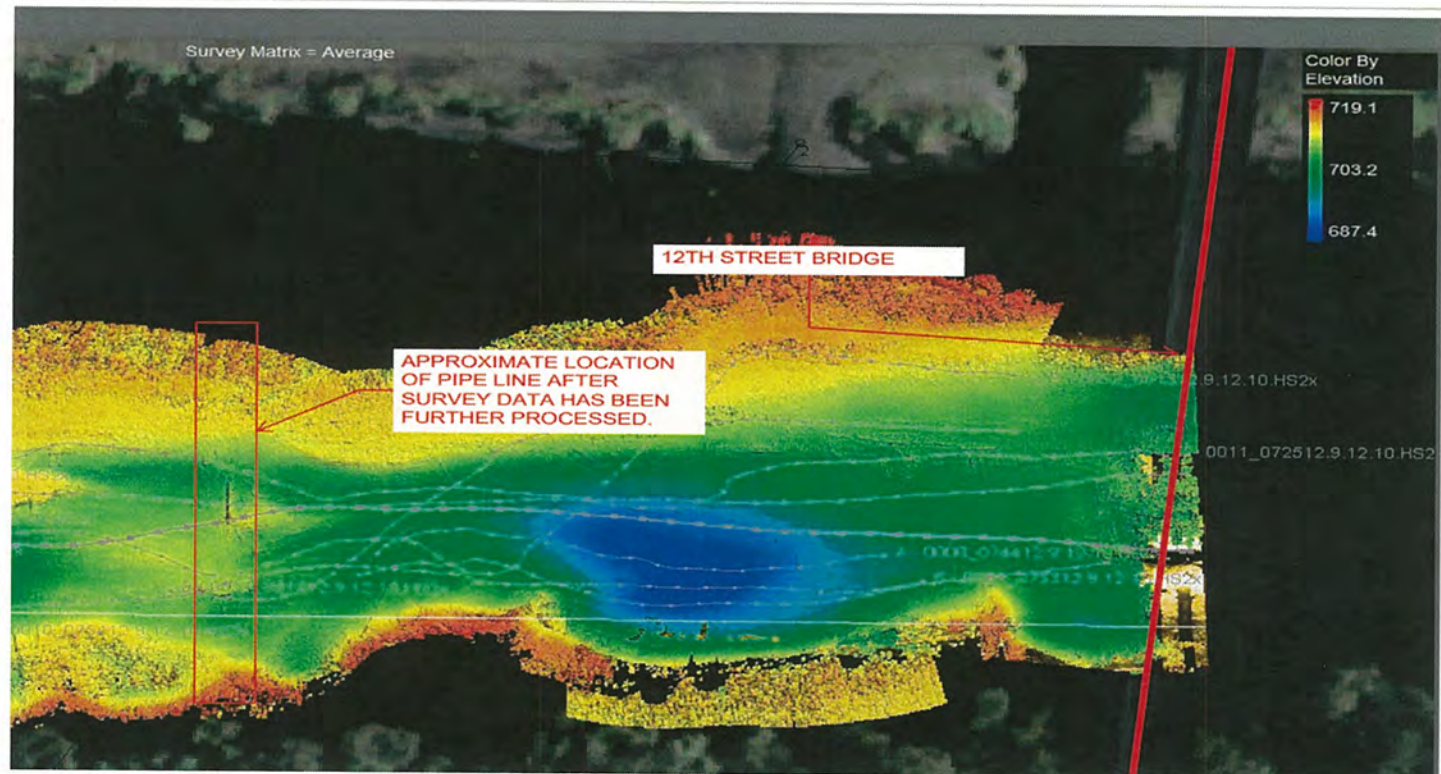


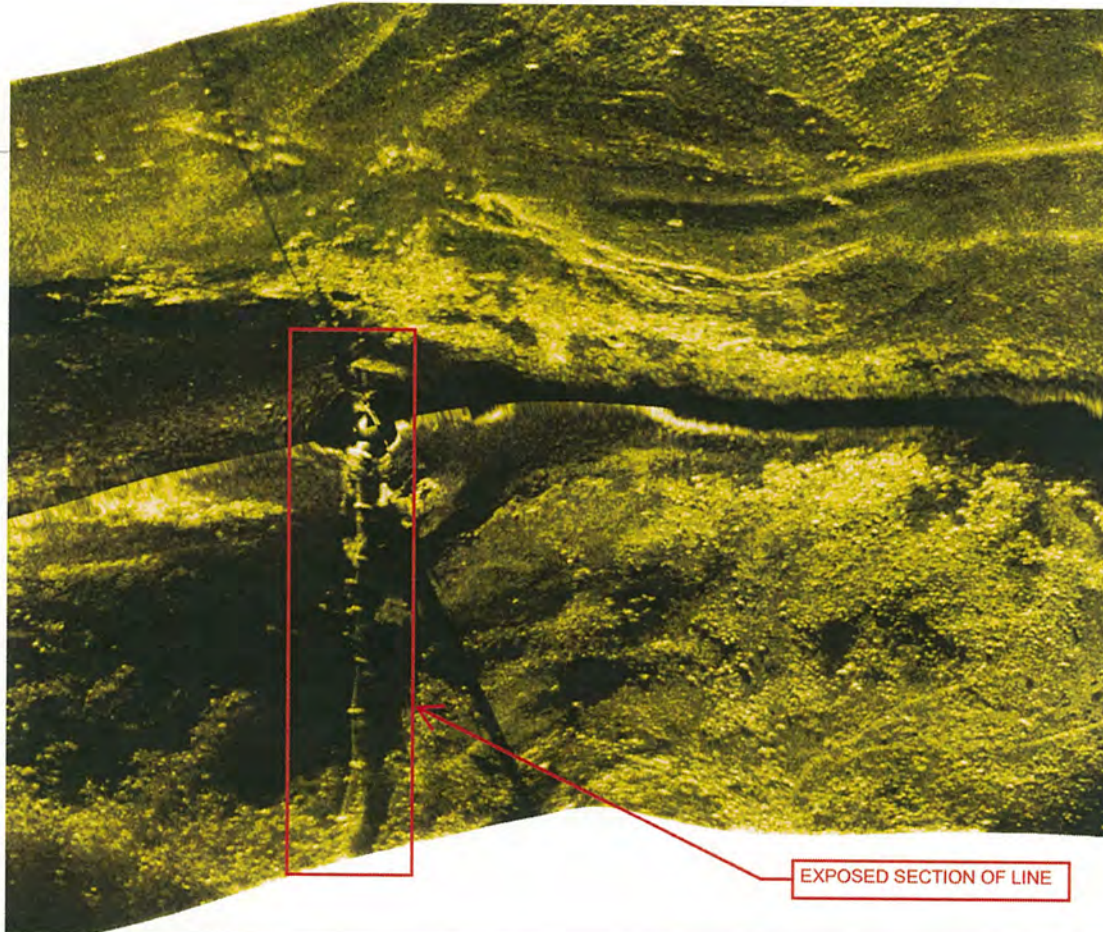
12th Street River Crossing - New Project

- Current Pipe / River Conditions
 - Confirmed by Bathymetric Survey and Divers
 - River Bed at Crossing is approximately Elevation 703 to 706
 - 140 ft of Pipe Exposed
 - 30 ft of pipe undermined with 2 ft of separation from river bed
 - 32 ft of pipe undermined with 1 ft -1.5 ft of separation from river bed



Sonar and Sounding of River Channel





Inspection by Divers - 1/12/2021





KDHE Loan - Proposed Schedule

- Review Process & Answer Questions - January 20th
- Board Approval for 30 day Notice of Public Hearing - February 3rd
- Public Hearing & Board Resolution - March 17th
- UG Finance Committee Presentation - March 29th
- UG Commission Resolution / Approval - April 29th



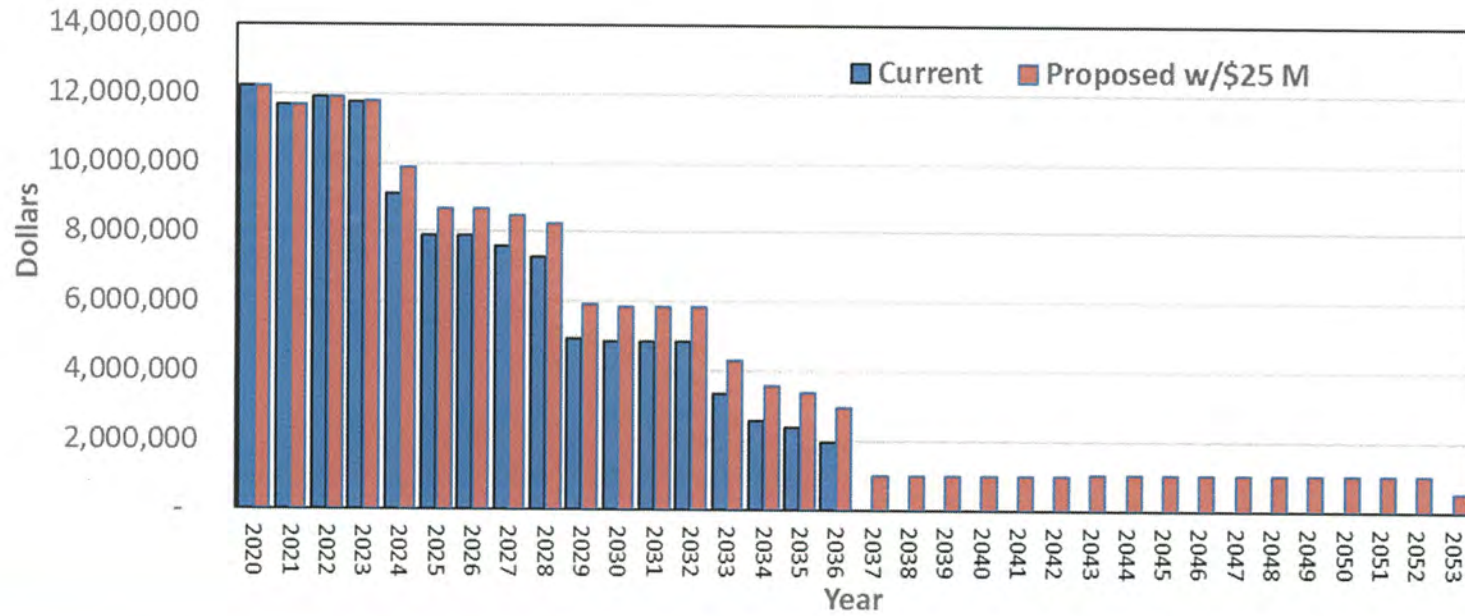
Estimated Loan Parameters

- \$25,000,000 Principal
- 30 Year Loan
- Projected Interest rate - 1.56 %
- Projected First Payment - 8/1/2024
- Number of Payments - 60 (twice per year)
- Projected Annual Payment - \$1,060,562



Current Debt Schedule vs Proposed Debt

Current Debt vs Proposed Debt





Questions

- Thank You



Approval of Minutes
Regular Session 1/20/21
Agenda Item #V

[illegible]

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REGULAR SESSION –WEDNESDAY, JANUARY 20, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #4 – Approval of the Regular Session Minutes

A motion was made to approve the Minutes of the Regular Session of January 6, 2021 by Ms. Gonzales, seconded by Ms. Mulvany Henry and unanimously carried.

Item #5 – Election of Officers

Ms. Lawson presented the Election of Officers Charter.

Mr. Milan announced the vote for the office of President for the term of January 2021 to January 2022.

A motion was made to nominate Bob Milan as President by Ms. Gonzales, seconded by Mr. Groneman.

A motion was made to close nominations by Mr. Bryant, seconded by Ms. Gonzales, and carried unanimously.

Roll call was taken on the vote for Mr. Milan for President and he was elected unanimously.

Mr. Milan announced the vote for the office of Vice President for the term of January 2021 to January 2022.

A motion was made to nominate Mary Gonzales as Vice President by Mr. Bryant, seconded by Mr. Eidson.

A motion was made to close nominations by Mr. Groneman, seconded by Mr. Bryant, and carried unanimously.

Roll call was taken on the vote for Ms. Gonzales for Vice President and he was elected unanimously.

Mr. Milan announced the vote for the appointment of Secretary for the term of January 2021 to January 2022.

A motion was made to appoint Rose Mulvany Henry as Secretary by Mr. Groneman, seconded by Ms. Gonzales.

REGULAR SESSION –WEDNESDAY, JANUARY 20, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

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

Roll call was taken on the vote for appointment of Ms. Mulvany Henry for Secretary, and she was appointed unanimously.

Item #6 – Public Comments

Mr. Johnson 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’s Reports

- i. *COVID-19 Update:* Mr. Johnson, gave an update on company COVID-19 matters. He was continuing to work with the UG on the COVID vaccination process and would keep the Board informed.
- ii. *Marketing / Communications Update:* Mr. David Mehlhaff, Chief Communications Officer, gave a PowerPoint presentation to recap the Board on the 2020 Marketing / Corporate Communications initiatives (see attached).
- iii. *WyCo Regional Hazard Mitigation Plan Adoption:* Mr. Johnson confirmed that the Board had reviewed the mitigation plan.

A motion was made to approve Resolution #5257, WyCo Regional Hazard Mitigation Plan, by Ms. Gonzales, seconded by Ms. Mulvany Henry, and unanimously carried.

- iv. *Miscellaneous Comments:* Mr. Johnson congratulated the new board officers and also thanked Mr. Eidson for serving as president during the challenging 2020 year.

REGULAR SESSION –WEDNESDAY, JANUARY 20, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #7 – Board Comments

Mr. Milan congratulated the new officers and thanked Mr. Eidson and everyone for the work done over the past year.

Mr. Groneman thanked Mr. Eidson for his leadership this last year and thanked the new officers.

Mr. Bryant congratulated everyone and also thanked Mr. Stewart for his presentation.

Ms. Gonzales echoed thanks to Mr. Eidson for his leadership. She also thanked everyone for the information they received.

Ms. Mulvany Henry also thanked Mr. Eidson for his leadership and guidance. And thanked all for their presentations.

Mr. Eidson thanked everyone for the kind words. He also congratulated the new officers on their positions.

Item #9 – Adjourn

A motion was made to adjourn the meeting at 6:47 P.M. by Mr. Eidson, seconded by Ms. Gonzales, and carried unanimously.

ATTEST:

APPROVED:

Secretary

President

2020 Marketing/Corporate Communications Initiatives

Year-End Review



2020 Highlights...

Comms Campaigns	Marketing/Services	Media Relations/ Placements
*Covid Protocols/Safety Measures	Pay Online/Customer Portal (31,945) + 607	Broadcast /Print Interviews
*Bill Pay Options/Recs (Kiosks, Online, etc.)	Kiosk Pay Usage (up 70%) + 3,311	News release distributions
*Utility Assistance Programs/Resources	Paperless Billing (16,092) + 4,221	Issues management
Renewable Energy Leader	Energy Engage Portal (7,877) +2,162	Social “Echo” Reach
Understanding your BPU Bill	FlexPay Promo (1,232) + 42	
Electric Outage Restoration Process	ACH Bank Drafts (9,013) + 1,803	
Scam/Consumer Awareness	BPU Outage Map/Tracking	

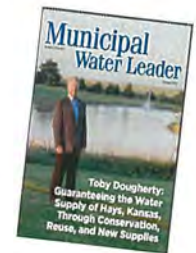


2020 Highlights (Cont'd)...

PR Promos	Communication Collaterals	Legislative
Socially Responsible/Community Owned	BPU Connection - 2x (120k households)	KS Rate Study
	Watts and Water – 6x	WDC-Capital Hill Meetings
	Mailers/Postcards – (Kiosks, pay options)	Topeka-State House Advocacy

MEDIA SUMMARY...

- 51 media release distributions
- Broadcast/ media interviews & statements
 - Covid Impact/Safety, Utility Assistance, Scams, Storm Outages, etc.
- Proactive Media Outreach (Broadcast, print, digital)
 - Utility assistance resources/programs, payment options, scams, etc.
- Media “Issue” Response
 - Arc Flash Accident/Injuries
 - Colony Woods/Ownership
 - Storm Outages



BPU Connection Newsletter

Objective: An 8-12 page publication distributed semi-annually to BPU's approximate 60,000 customers, providing key information about utility services, products, safety, efficiency, and other important customer service matters.

2019-20 Winter Issue



2020 Summer/"WQR" Issue



Watts & Water Newsletter

- Internal company newsletter featuring employee-focused content
- Informs employees of accomplishments, activities, services, social events, and updates
- Distributed bimonthly via email to BPU staff



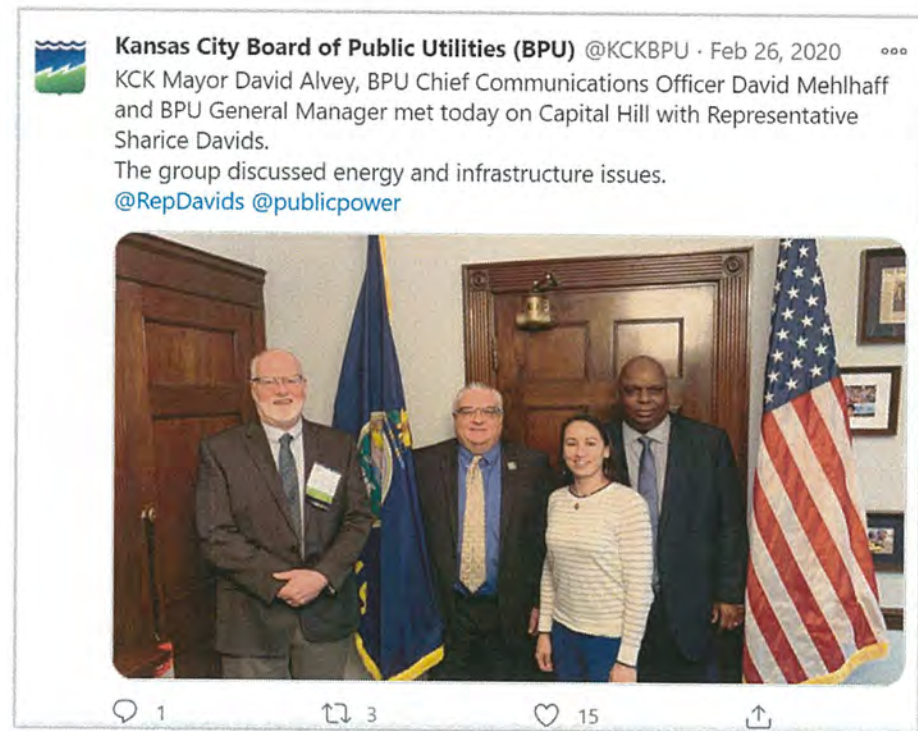
Facebook Highlights

- Audience Reach
 - 3,140 followers ↑12%
 - 3,039 page likes ↑11%
- Top Post: Shutoffs Halted Until 3/1
 - 10,558 people reached
 - 1,738 engagements (clicks + reactions)
 - 104 shares
 - 9 comments



Twitter Highlights

- Audience Reach
 - 1,550 followers **↑9%**
- Top Tweet: Capital Hill Visit with Rep. Sharice Davids
 - 9,460 people reached
 - 107 total engagements (clicks + reactions)
 - 15 likes





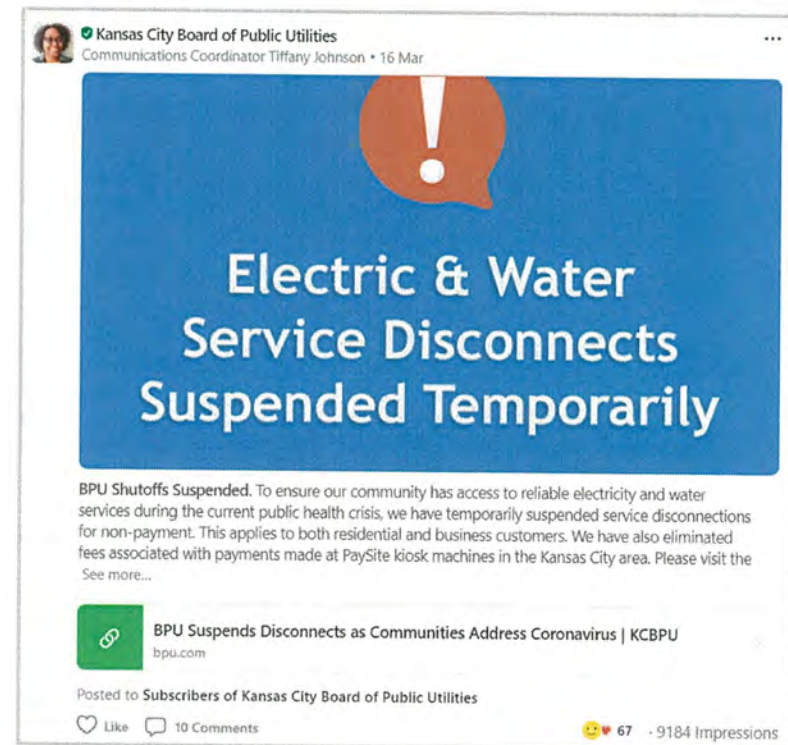
LinkedIn Highlights

- Audience Reach
 - 1,594 followers ↑13%
 - 233 employees
- Top Post: Go Chiefs/Red Friday
 - 2,410 people reached
 - 591 clicks
 - 68 reactions



Nextdoor Highlights

- Audience Reach
 - 20,289 members ↑24%
 - 138 neighborhoods ↑4%
- Top Post: Service Disconnects Temporarily Suspended
 - 9,184 people reached
 - 67 reactions
 - 10 comments



YouTube Highlights

- Audience Reach
 - 244 subscribers **↑91%**
 - 173,269 total views **↑109%**
- Top Video: How to Adjust a Toilet Float
 - 38,177 views
 - 484 hours watched
 - 51 likes



Sponsorship Ads

Objective: Foster community partnerships by supporting area businesses & organizations

- Ingram's Magazine
- Kansas City, Kansas Chamber of Commerce

Our future powered by

**RENEWABLE
RESOURCES**

Our commitment to clean energy ensures homes and businesses are powered by renewable energy every day. Since 2012, our utility has included renewable energy in our generation mix and reduced our carbon footprint by 56 percent.

 Learn more at www.bpu.com



**SAFETY AND SERVICE
FOR OUR COMMUNITY**

The Kansas City Board of Public Utilities will continue working to ensure the delivery of reliable energy and clean drinking water to our community, as it has for more than 100 years. As an essential service provider, our staff understands what is required of us. Electricity and water are critical public services that support life and vital to sustaining any community.

We are here to assist our customers and our community in any way we can. Like other challenges in the past, our utility and our community will get through this by working together and helping one another.

William A. Johnson, General Manager

 THE POWER OF COMMUNITY

540 Minnesota Avenue, Kansas City, KS | 913.573.9000 | www.bpu.com    

REFRESHED BPU WEBSITE



BPU Website Refresh

Launched: March 2020



Web Refresh

- Designed for mobile-first
- Updated site with a better user experience (UX) design
- Weaved in the brand voice
- Increased information
 - Policies
 - Board Agendas
 - Board Meeting Minutes
 - Forms
 - Etc.

Since launch, overall website visits increased 20%.
Bounce rate* decreased by 40%, and session duration increased by 2%.

** Bounce rate is the percent of visitors that leave a web page without taking any action. Those actions can consist of clicking on a link, menu item, button, document download, form, or video play.*

Board Meetings Page

Changed page name from 'Events' to 'Board Meetings'

BOARD MEETINGS - INFORMATION

ABOUT BPU > EVENTS

Check out BPU's board meeting information

CHOOSE MONTH > DECEMBER

LOCATION

Virtual Board Meeting

Join Zoom Meeting:
<https://us02web.zoom.us/j/84523139724>

Or call
Toll Free: 1 (888) 475-4499

Meeting ID: 845 2313 9724

Changed calendar feature from displaying a Google map to show the Zoom meeting link and information.

Can revert back to map if meetings are held on site in the future

View Agenda



Click [here](#) to view the board meeting

Search/View Meeting Minutes



Search our meeting minutes archive

Results from making enhancements since launch:

- English pageviews increased 250%
- Spanish pageviews increased 613%

Bill Pay Options Page

Redesigned page so bill pay options are easy to find

Added buttons to related pages

BILL PAY OPTIONS

RESIDENTIAL > BILLING > BILL PAY OPTIONS

Choose A Way To Pay That's Convenient For You

Paying your utility bill should be as easy as flipping on the light switch. That's why BPU gives you payment options that fit your life. So you can pay, however - and wherever - works best for you.

<p>ONLINE</p> <p>Secure, 24/7 payment using a credit card or bank account online.</p> <p>OR</p> <p>Set up an Automatic Payments Plan for more convenience with your monthly payments.</p> <p>Customer Login</p>	<p>KIOSK</p> <p>Pay at any of our PaySite kiosks in the greater Kansas City area.</p> <p>Click for a list of participating locations or call 1-877-876-7076.</p> <p>Kiosk Locations</p>	<p>FLEXPAY</p> <p>Looking for even more payment flexibility? With FlexPay, you create an account that pays your bill in small amounts during the month. Click below for more info on the FlexPay program.</p> <p>Learn More</p>
<p>MAIL</p> <p>Simply send your payment using check or money order.</p> <p>Kansas City Board of Public Utilities PO Box 219661 Kansas City, Missouri 64121</p>	<p>PHONE</p> <p>Pay by phone 24/7 using a credit card or bank account by calling 1-855-BPU-BILL.</p> <p>Need to speak to a customer service representative? Please call 913-573-9190.</p>	<p>DROP BOX</p> <p>Make a check or money order payment 24/7 via the Drop Box outside the door of the Customer Service Lobby.</p> <p>540 Minnesota Avenue Kansas City, Kansas 66101</p>

Results from making enhancements since launch:

- English pageviews increased 520%
- Spanish pageviews increased 1,553%
- Customer Login button clicks
 - English: 5,741
 - Spanish: 110
- Kiosk button clicks
 - English: 13
 - Spanish: 0
- FlexPay button clicks
 - English: 945
 - Spanish: 55

Policies Page

Created a main 'Policies' page with four separate subpages that link to applicable information

Website stats since launch:

- English pageviews: 180
- Average time on page: 2:04 min.
- Spanish pageviews: 254
- Average time on page: 1:22 min.



POLICIES


ABOUT BPU > POLICIES

Information To Assist You

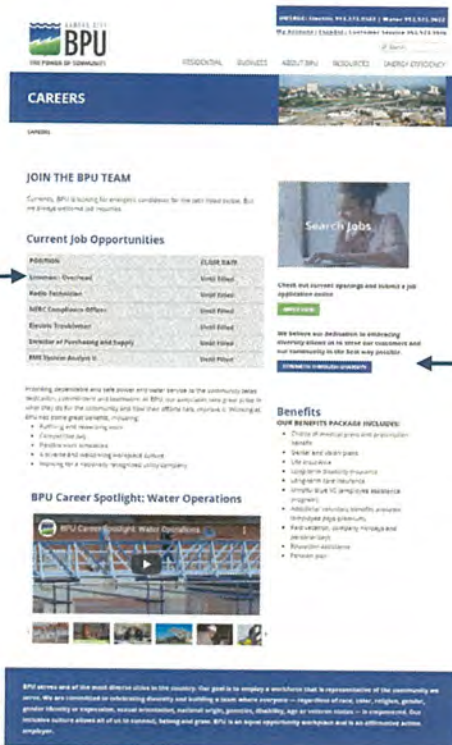
Learn about our policies for the services we provide to you. BPU has established policies and guidelines for services we provide our customers. By establishing and maintaining these policies we are able to provide a better standard of service in meeting your needs and helping to keep you safe.

Use the links below to review our policy information. If you have specific questions, please contact our operator at (913) 573-9000 and you will be transferred to the appropriate department.

- [Customer Service Policies](#)
- [Electric Service Policies](#)
- [Water Service Policies](#)
- [Other Policies & Procedures](#)



Careers Page



Website stats since launch:

- English pageviews: 17,756
- Average time on page: 2:39 min.
- Spanish pageviews: 334
- Average time on page: 1:45 min.

Moved 'Job Listing' & 'Apply Here' button to be above the fold

Added button to new 'Diversity' page


Added 'Diversity' statement

BPU serves one of the most diverse cities in the country. Our goal is to employ a workforce that is representative of the community we serve. We are committed to celebrating diversity and building a team where everyone — regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status — is empowered. Our inclusive culture allows all of us to connect, belong and grow. BPU is an equal opportunity workplace and is an affirmative action employer.



Diversity Page

Diversity message from Bill Johnson



DIVERSITY

CAREERS - DIVERSITY

Diversity, Inclusion and Respect


The power of community starts with diversity

At its core, BPU is dedicated to serving all customers with the same high level of commitment. We are also dedicated to helping all of our employees thrive. We believe by embracing our differences, we can be more understanding, empathetic and connected to each other.

We see beyond race, ethnicity, sexual orientation, gender, physical ability and any other characteristics protected by law. Because we know and value how diversity enhances our lives. From providing our services to the community to supporting businesses that are minority-owned, BPU continually strives to empower partnerships that enhance inclusivity within our organization and throughout our area.

We seek and employ individuals who are equally like-minded in their respect of others. By doing so, we maintain a level of quality and professionalism within our workforce that benefits everyone.

Diversity powers BPU. We welcome all who share our commitment to embracing the qualities and beliefs that make each of us unique and part of this community.




Bill Johnson
General Manager

Interested in joining BPU?

The power of community is what makes BPU a great place to work. Check out your current job opportunities by clicking the button below.

BPU CAREERS



Website stats since this page was added in late October:

- English pageviews: 47
- Average time on page: 3:31 min.
- Spanish pageviews: 0
- Average time on page: NA

NextDoor Icon

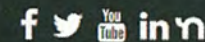


Added icon to the footer that links to BPU's Nextdoor page

RESIDENTIAL
BUSINESS
ABOUT BPU
RESOURCES

ENERGY EFFICIENCY
KID POWER
EVENTS
NEWS

Sign Up For Our Newsletter >

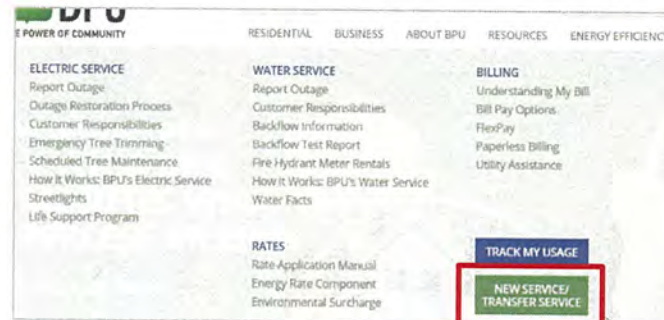




New Service/Transfer Service



Changed 'New Service' to 'New Service/Transfer Service' on homepage & mega menus



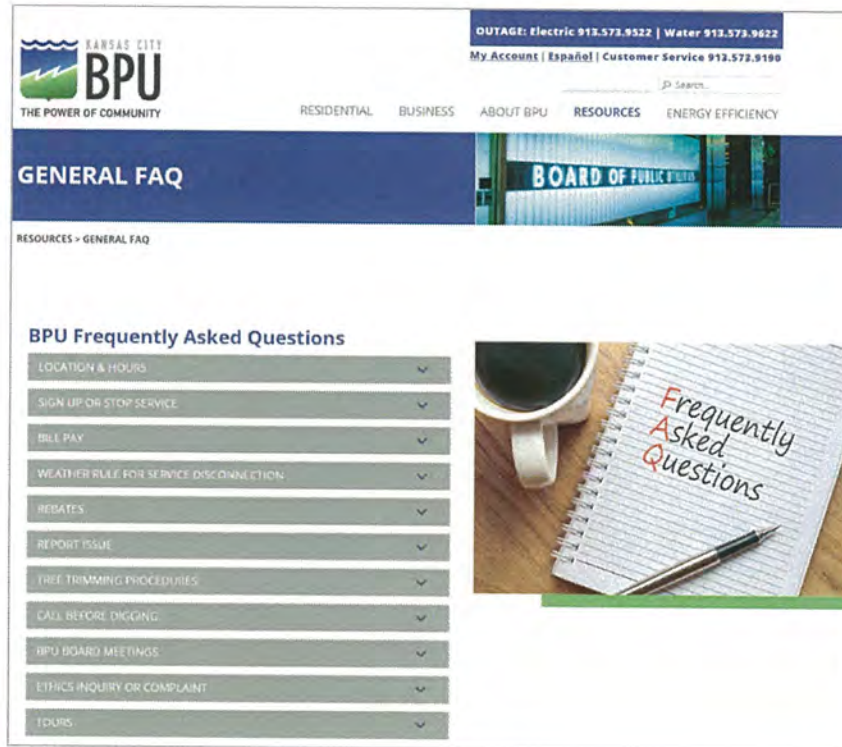
Updated page copy



Website stats since launch:

- English button clicks: 7,737
- English pageviews: 19,128
- Average time on page: 3:54 min.
- Spanish button clicks: 191
- Spanish pageviews: 491
- Average time on page: 2:02 min.

General FAQ



Added General FAQ page

- Provides easy access for customers to frequently asked questions
- Questions organized by category for easy access
- Includes most commonly asked questions only

Website stats since page was added in early September:

- English pageviews: 387
- Average time on page: 2:42 min.
- Spanish pageviews: 94
- Average time on page: 2:04 min.

Life Support Page

LIFE SUPPORT PROGRAM

RESIDENTIAL > ELECTRIC SERVICE > LIFE SUPPORT PROGRAM

BPU Residential In-Home Life Support Program Information

Customers in need of residential in-home oxygen concentrators, dialysis and/or ventilators must contact the Kansas City Board of Public Utilities (BPU) at the dedicated life support line at **913-573-9928** to request the required paperwork in order to have their account identified as life support.

BPU will work with you and other required parties to gather and verify the necessary information before identifying the account as life support. Life support accounts can be reviewed every six months for validation purposes.

If a power outage should occur in the area in which you reside, BPU will work to restore services as soon as possible. Power outages may last for minutes, hours or in severe cases, several days.


Life support status does not indicate or guarantee that your power will be restored any faster. It is advised that you have a contingency plan in place should an outage occur. We encourage you to seek a backup power source or develop a plan for relocating until your power is restored.

If you are approved for our life support program, the identification at your electric meter is to alert our staff of the life support status on your account. This program doesn't guarantee continuous service, but it does make it easier in our restoration efforts for your residence.

It should be noted that life support accounts are not relieved from collections procedures.

If additional information is needed concerning our life support procedures, please contact us at **913-573-9928**.

If you're concerned about power outages but aren't part of our life support program, find out more about our [outage restoration process](#) to understand when and how power is restored. You can also view the [outage map](#).



Added Life Support Page to create awareness to BPU's life support program

Website stats since adding page in November:

- English pageviews: 42
- Average time on page: 2:39 min.
- Spanish pageviews: 7
- Average time on page: 1:03 min.

Includes links to
Outage Restoration Process video
&
Outage Map

Phone number
for more
information

Construction & Renovation

Added Construction & Renovation button to RESIDENTIAL menu



Added 'Construction & Renovation' button so residential customers can easily find on site

Employee Foundation Page

EMPLOYEE FOUNDATION

ABOUT BPU • OUR COMMUNITY • EMPLOYEE FOUNDATION

The BPU Employee Foundation

In addition to providing reliable utility services to our community, BPU and its employees continually give back to Wyandotte County through volunteer work, civic support, financial assistance, and philanthropic work.

One such way is through the Kansas City BPU Employee Foundation, a group of BPU employee volunteers who regularly and consistently donate their time and money to causes and charities within our community. The BPU Employee Foundation's mission is to increase participation among employees of the BPU in providing for the human needs in the Kansas City, Kansas community and the resources to meet those needs.

This all-volunteer organization has sponsored and participated in a number of annual events, including helping coordinate BPU's annual United Way campaign. BPU continues to be among one of the top United Way contributors in Wyandotte County.

Giving back to the community
 Volunteer efforts included a toy drive for homeless children, Thanksgiving meals delivery and Adopt-A-Family programs for the needy.

If you or your organization might benefit from the Foundation's work or if you're interested in assisting this proactive human interest group, please contact us:

BPU Employee Foundation, Inc.
 540 Minnesota Avenue
 Kansas City, Kansas 66101
 913-573-9688
bpu@bpu.com

BPU Employee Foundation, Inc. is a 501(c)(3) nonprofit organization. Donations may be tax deductible.



Updated copy and photos

DNN Upgrade

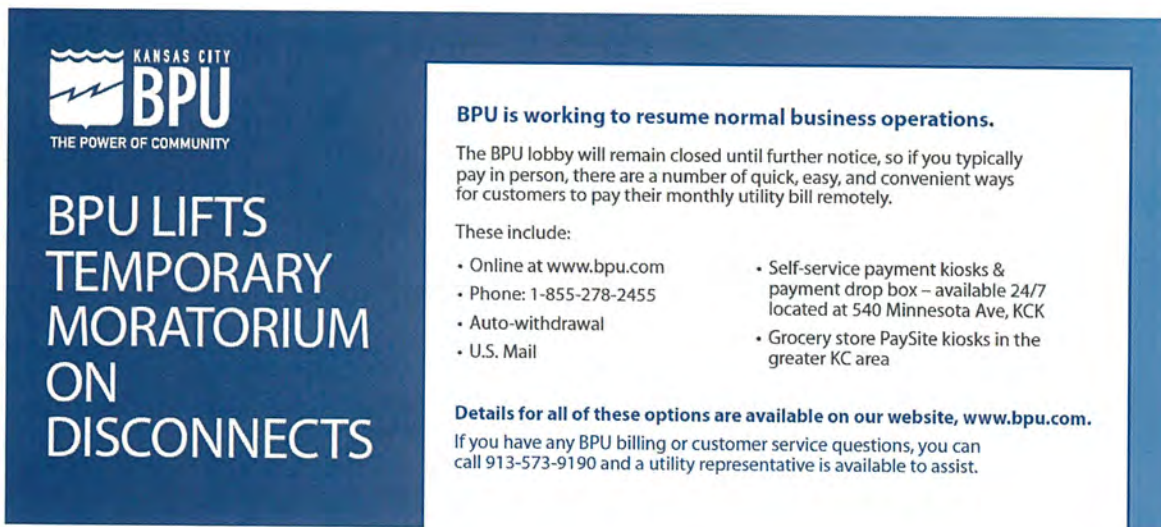
- Upgraded DNN Content Management system to support the current BPU website from version 7.03 to most current version 9.6.3
- This is needed for:
 - Better security
 - Fix technical issues and bugs
 - Enhance functionality




COLLATERAL ASSETS



Remind customers that BPU lifted the temporary moratorium on disconnects




THE POWER OF COMMUNITY

**BPU LIFTS
TEMPORARY
MORATORIUM
ON
DISCONNECTS**

BPU is working to resume normal business operations.

The BPU lobby will remain closed until further notice, so if you typically pay in person, there are a number of quick, easy, and convenient ways for customers to pay their monthly utility bill remotely.

These include:

- Online at www.bpu.com
- Phone: 1-855-278-2455
- Auto-withdrawal
- U.S. Mail
- Self-service payment kiosks & payment drop box – available 24/7 located at 540 Minnesota Ave, KCK
- Grocery store PaySite kiosks in the greater KC area

Details for all of these options are available on our website, www.bpu.com.

If you have any BPU billing or customer service questions, you can call 913-573-9190 and a utility representative is available to assist.

Connection Newsletter Emails

Objective: Give customers the option to view newsletter online

Winter Issue - Sent 12/16/19

- Emails Sent: 661
- Emails Delivered: 619
- Unique Open: 240 (39%)
- Clicks: 158
- Unique Clicks: 41

Winter Issue



Spring/Summer Issue - Sent 6/24/20

- Emails Sent: 683
- Emails Delivered: 561
- Unique Open: 354 (63%)
- Total Clicks: 713
- Unique Clicks: 50

Summer Issue





Direct Mail Postcards

Encourage customers to sign up & use the Energy Engage Portal


Click. See. Save.

BPU's Energy Engage™ utility portal is a free service that gives you an inside look into your utility usage – helping you save energy, water AND money.

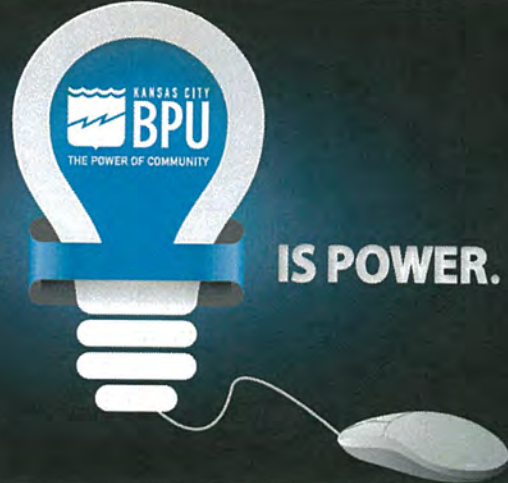
With Energy Engage, you can:

- Monitor your monthly bill
- Track current utility usage
- Keep tabs on usage in dollars
- Access tips to reduce your bill and environmental impact

Sign up today at BPU.com or call 913.573.9190



THE POWER OF COMMUNITY
540 Main
Kansas City, MO 64108
bpu.com



KNOWLEDGE IS POWER.

John A. Sample
1000 Any Street
City, ST ZIP

**Mailed March 2020*

Direct Mail Postcards

Create awareness of the various 'bill pay' options

BPU gives you a variety of ways to pay your bill.

- ONLINE:** Visit BPU.com 24/7 to securely pay with a credit card or set up an Automatic Payment Plan with a bank account.
- FLEXPAY™:** Create an account for a flexible way to pay as you go. Visit bpu.com for more info.
- KIOSK:** Pay with cash, check or a card. To find the nearest kiosk, call 1-877-876-7076 or go to paysitekiosklocator.com
- PHONE:** Call 1-855-BPU-BILL and pay with a credit card or bank account.
- DROP BOX:** Drop off a check or money order payment at our Drop Box at 540 Minnesota Ave., Kansas City, KS 66101.
- MAIL:** Send a check or money order to: KC Board of Public Utilities, PO Box 219661, Kansas City, MO 64121.

Pick Your Way To Pay

- ONLINE**
Visit bpu.com and click PAY BILL.
- FLEXPAY™**
Create an account and pay as you go.
- KIOSK**
Visit one of our convenient PaySite® kiosks.
- PHONE**
Pay 24/7 by calling 1-855-BPU-BILL.
- DROP BOX**
Drop off a check or money order payment.
- MAIL**
Mail a check or money order.

FOR MORE INFORMATION GO TO BPU.COM

BPU
540 Minnesota Avenue
Kansas City, KS 66101

John A. Sample
1000 Any Street
City, ST Zip

**Mailed September 2020*

Direct Mail Postcards

Create awareness of the various PaySite Kiosk Locations

Finding the nearest PaySite® kiosk is simple Use your phone and go

- A convenient way to pay
- Located throughout the greater Kansas City area
- See all kiosk sites by scanning the code below or visiting bpu.com/kiosks

Payments made before 3:00 p.m. will post to your account the same day. Payments made after 3:00 p.m. will post to your account after 8:00 a.m. the next business day. (Payments only post Monday - Friday, excluding weekends and holidays.)

Pay with cash or checks (cards not accepted).



For kiosk locations near you, just scan the code.



Call 1-877-876-7076 for kiosk location information.

BPU
340 Minnesota Avenue
Kansas City, KS 66101

John A. Sample
1000 Any Street
City, ST Zip

Our PaySite® Payment Kiosks

KANSAS CITY
BPU
THE POWER OF COMMUNITY



Offer convenience close to home.

Visit bpu.com for details

**Mailed January 2021*

Outdoor Banner

Outdoor banner easily visible on BPU Admin building entrance





At-A-Glance Brochure

Brochure showcases & defines what the 'Power of Community' means to BPU's customers

- Includes key facts, program education, contact information and a high-level overview of BPU
- This informational piece will be used as a handout at various events



COMING SOON

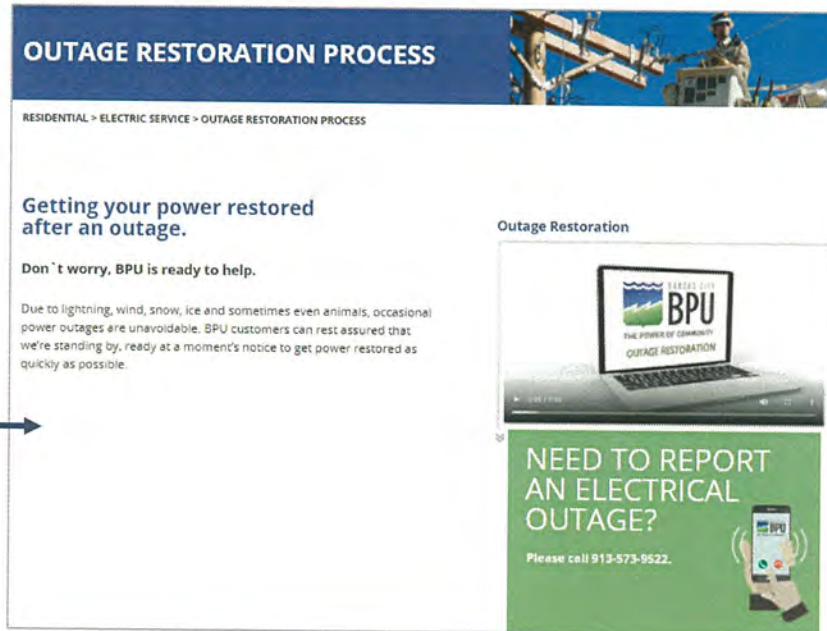
2021 PROJECTS & PROJECTS IN DEVELOPMENT



Outage Restoration Page

Enhance the outage restoration page with more robust copy & design

Will add customer tips on
how to prepare for severe
weather.



OUTAGE RESTORATION PROCESS

RESIDENTIAL > ELECTRIC SERVICE > OUTAGE RESTORATION PROCESS

Getting your power restored after an outage.

Don't worry, BPU is ready to help.

Due to lightning, wind, snow, ice and sometimes even animals, occasional power outages are unavoidable. BPU customers can rest assured that we're standing by, ready at a moment's notice to get power restored as quickly as possible.

Outage Restoration

NEED TO REPORT AN ELECTRICAL OUTAGE?

Please call 913-573-9522.

Economic Development Page

Will revise page with current content and updated photos

ECONOMIC DEVELOPMENT

RESOURCES > ECONOMIC DEVELOPMENT



KCK and BPU are on the move.

Kansas City, Kansas (KCK), has enjoyed a tremendous amount of growth recently. The Kansas Speedway raced into town, business development of the 400 acres surrounding the track is under way, and a downtown revitalization is in process. We're a town on the move and construction is under way for new homes and businesses to accommodate our growth.



Kansas City Board of Public Utilities (BPU) offers many unique building partnership programs including construction allowances, heat pump rebates and building incentives to help you lower your overall building expenditures.

Quality of life means a lot

We're located in the heart of the Midwest – a metropolitan area offering a rural, small-town feel.

We're a friendly, caring community, committed to hard work and providing the right type of environment for raising a family.

It is a great town that values a quality education system for our children; offers state-of-the-art medical facilities for the health of our community, affordable housing for our residents and an overall low cost of living with some of the lowest utility rates in the nation.

We know that you will like what Kansas City, Kansas, has to offer and enjoy our little neighborhood located on the Missouri River.



Golf Tournament Page

Will include link to registration form closer to the tournament



Encourage individuals or companies to participate and/or contribute to annual charity golf event



Revamp Careers Videos



Update BPU career videos for placement on Careers page, YouTube channel and Social posts. Job positions:

- Lineman Electric Distribution Lines
- Telephone Service Representative/Clerk II
- Specialist Laboratory Technician
- Senior System Operator Nearman WTP
- Electric TD Engineer
- Systems Analyst Programmer

Additional Website Pages

- “Electrical Heating” pages
- Vendors/Suppliers page updates



On Going Projects

- Drinking Water Week
- Public Power Week
- Youth Program
- Charity Golf Tourney
- Customer Education Collateral
- Legislative Issues



Looking Ahead

- Strategic Plan
- Customer Research
- Meetings with School Districts on Programs
- Community Workshops/Presentations
- Customer Roundtables
- Retiree Outreach
- Community Advisory Group
- BPU Day for Business/Community Leaders (an inside look)
- Customer e-mail/Text Communications

Questions?



RESOLUTION NO. 5257

A RESOLUTION AUTHORIZING THE SETTING OF A PUBLIC HEARING REGARDING A LOAN FROM THE KANSAS PUBLIC WATER SUPPLY FUND

WHEREAS, the Board of Public Utilities (the “BPU”) of the Unified Government of Wyandotte County/Kansas City, Kansas (the “Unified Government”), an administrative agency of the Unified Government, operates the Unified Government’s public water supply and distribution system (the “System”); and

WHEREAS, pursuant to K.S.A. 65-163c et seq. (the “Act”), the Kansas Department of Health and Environment (“KDHE”) administers the Kansas Public Water Supply Fund (the “Fund”) from which loans are made to certain qualified Municipalities (as said term is defined in the Act) to finance modification and improvements to public water supply systems; and

WHEREAS, the Board of Directors of the BPU (the “BPU Governing Body”) wishes to schedule a public hearing on the advisability of proceeding with the completion of the application for a loan in an aggregate amount not to exceed \$25,000,000 (the “Loan”), for the following purposes: (i) 7 MG Argentine Reservoir at an estimated cost of \$10,000,000, (ii) replace aging distribution mains at an estimated cost of \$9,000,000, (iii) transmission main from 90th and Parallel to I-435 and France Family Drive at an estimated cost of \$2,000,000, (iv) electrical improvements at Nearman Water Treatment Plant and pumping stations at an estimated cost of \$1,500,000 and (v) replace 24-inch main at 12th Street and Kansas River at an estimated cost of \$2,500,000 (collectively, the “Projects”), and to pay Loan origination costs.

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE BOARD OF PUBLIC UTILITIES OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS, AS FOLLOWS:

Section 1. Scheduling of Public Hearing. The BPU hereby schedules a public hearing on the advisability of proceeding with application for the Loan, to be held on Wednesday, March 17, 2021, at 6 p.m., and directs that notice of said public hearing be given.

Section 2. Effective Date. This Resolution shall take effect and be in full force from and after its adoption by the Board of Directors of the BPU.

ADOPTED by the Board of Directors of the Board of Public Utilities of the Unified Government of Wyandotte County/Kansas City, Kansas, this 3rd day of February, 2021.

BOARD OF PUBLIC UTILITIES

By: _____
President

ATTEST:

Secretary

