

# BOARD INFORMATION PACKET



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

**Regular Meeting of**

**May 15, 2024**



**Table of Contents**  
**May 15, 2024**

**Agenda Item #III.....Approval of Agenda**

**Agenda Item #IV.....Approval of the Minutes of the Regular Session of May 1, 2024**

**Agenda Item #VII.....General Manager/Staff Reports**



## Regular Session

May 15, 2024 – 6:00 P.M.

I. Call to Order

II. Roll Call

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

III. Approval of Agenda

IV. Approval of the Minutes of the Regular Session of May 1, 2024

V. Visitor Comments

VI. United Way Update – Todd Jordan

VII. General Manager / Staff Reports

- i. Customer Service Survey Results
- ii. 2023 Annual Audit
- iii. Resolution # 5299 Approval of 2023 ERC Over Recovery
- iv. Resolution # 5300 Adoption of 2023 Audited Financials
- v. Miscellaneous Comments

VIII. Public Comments on Agenda Items

IX. Board Comments

X. Executive Session

XI. Adjourn



[illegible]

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Jeremy Ash, Chief Operating Officer; Jerry Sullivan, Chief Information Officer; Abbey Frye, Chief Administrative Officer; Jerin Purtee, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Donald Stahl, Executive Director Electric Production; Dennis Dumovich, Director of Human Resources; Randy Otting, Director Accounting; Dustin Miller, Director of Applications; Chris Stewart, Director Civil Engineering; Phillip Brown, Senior Civil Engineer; Brandon Sisk, Project Engineer III; Michael Oldehoeft, Superintendent Operations WO; Gabriela Freeman, Supervisor Customer Services; Steve Hargis, Supervisor Water Operations; Nicholas Moreno, Communications Coordinator; and Robert Kamp, IT Project Manager.

Mr. Haley called the Board meeting to order at 6:00 PM. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the visitor comments section, those who attended in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. In addition, there would be a public comments section after the General Manager/Staff Reports. During this section, the public could comment on the items presented in the General Manager/Staff Reports section that evening. Both visitor and public comments were limited to three minutes and should be addressed to the Board. Members of the public who wished to speak to the Board using Zoom needed to use the raise hand feature at the bottom of the application or window to signal that they wish to address the board during the public comment section. Members of the public connected by phone only, needed to press \*9 to indicate they wished to address the Board in the visitor and public comment sections. No confidential information should be shared, including, account information. Staff would not provide individual account information during an open meeting. As always, the public could also email or call the BPU with any concerns. He informed all participants to act respectfully to each other; personal attacks or accusations would not be tolerated. All concerns would be directed to the Board only, they would then determine staff involvement. If side discussion was necessary, it was to be conducted outside of the Board room to avoid interfering with presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

**REGULAR SESSION –WEDNESDAY, MAY 1, 2024**

STATE OF KANSAS        )  
  ) SS  
CITY OF KANSAS CITY)

Mr. Haley 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.

**Item #3 – Approval of Agenda**

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

**Item #4– Approval of the Minutes of the Work Session of April 17, 2024:**

A motion was made to approve the minutes of the Work Session of April 17, 2024, by Ms. Gonzales, seconded by Mr. Wakes, and unanimously carried.

**Item #5– Approval of the Minutes of the Regular Session of April 17, 2024:**

A motion was made to approve the minutes of the Regular Session of April 17, 2024, by Ms. Mulvany Henry, seconded by Mr. Wakes, and unanimously carried.

**Item #5– Visitors Comments**

Ms. CeCe Harlin, Wyandotte County, spoke about the water charges on her final bill.

**Item #6– General Manager / Staff Reports**

- i. *Preliminary March 2024 Financials:* Mr. Randy Otting, Director Accounting, presented the Preliminary March 2024 Financials to the Board. (See attached PowerPoint.)  
  
Mr. Johnson made a comment that the Agenda would be corrected to reflect Preliminary March 2024 Financials, rather than 2023.
- ii. *Water Construction Update:* Mr. Chris Stewart, Director Civil Engineering, Mr. Brandon Sisk, Project Engineer III, and Mr. Phillip Brown, Senior Civil Engineer, gave the Board an update on several current and future capital water projects and spoke about the types of funding for each project. (See attached PowerPoint.)

**REGULAR SESSION –WEDNESDAY, MAY 1, 2024**

STATE OF KANSAS        )  
  ) SS  
CITY OF KANSAS CITY)

Mr. Stewart, Mr. Sisk, Mr. Brown, and Mr. Johnson responded to questions and comments from the Board.

Mr. Johnson explained the agreement in place with WaterOne that would allow BPU access to their water in the event of an emergency.

Mr. Steve Green, Executive Director Water Operations, spoke more about the agreement with WaterOne and expressed the importance of completing the generator project at Nearman Water Treatment Plant (NWTP).

- iii. *Miscellaneous Comments:* Mr. Johnson said he was working to get the information the Board had requested about United Way fund allocations. The Board discussed the specific items they would like to be presented.

He gave an update on the new customer portal called MyMeter, which replaced Energy Engage, and gave an update on the number of registered users.

He gave an update on the status of the bill separation process with the Unified Government (UG) and the Board discussed other options to consider as they move forward. As part of the discussion, Mr. Wakes said he would like to present information at the Commission meeting on behalf of the BPU Board.

A motion was made for Mr. Stevie Wakes to represent the Board using the presentation from July 13<sup>th</sup> when he attended the UG Commission meeting on Thursday, May 2<sup>nd</sup>, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

**Item #7– Public Comments on Agenda Items**

Mr. Johnson asked if there were any visitors who wished to address the Board on the agenda items presented.

Ms. Pamela Penn-Hicks, Wyandotte County, expressed her thoughts on the rates, the community, and the water infrastructure.

Ms. Alma Hall, Kansas City, KS, expressed appreciation for questions asked regarding the United Way funds and spoke about the budget process. She also asked about contracting services.



**REGULAR SESSION –WEDNESDAY, MAY 1, 2024**

STATE OF KANSAS        )  
                                      ) SS  
CITY OF KANSAS CITY)

**Item #8– Board Comments**

Ms. Mulvany Henry thanked members of the public for their participation and thanked staff for the detailed Water project update.

Ms. Gonzales thanked the Water staff for their presentation and thanked the staff that worked throughout the weekend to implement MyMeter.

Mr. Parker echoed previous comments and thanked staff and members of the public for participating.

Mr. Wakes thanked staff for their presentations and their work on providing reliable water to the community. He thanked the Board for allowing him to present, on their behalf, at the UG meeting and thanked the visitors for their comments.

Mr. Haley thanked staff for the updates they presented and members of the public for speaking. He also asked for a future update on the RFP (request for proposal) status for the Kaw and Quindaro Power Plants and on In Person operations.

Mr. Groneman thanked Mr. Robert Kamp for making it possible for Board members and the public to attend meetings remotely. He thanked Mr. Wakes for presenting information to the UG Commission, Mr. Haley for leading the meeting and staff for their presentations.

**Item 10 – Adjourn**

At 8:12 PM a motion to adjourn was made by Mr. Wakes, seconded by Ms. Gonzales, and unanimously carried.

ATTEST:

\_\_\_\_\_  
Secretary

APPROVED:

\_\_\_\_\_  
President

# March 2024 Preliminary Financial Results

May 1, 2024



# Financial Results

## 2024 Billed kWh (YTD Mar)

Electric	(CY) 2024 YTD	(PY) 2023 YTD
Residential	140,425,894	143,921,778
Commercial	233,626,730	234,772,936
Industrial	122,258,443	129,134,919
	496,311,067	507,829,633
		-2.3%

All classes below 2023 levels

Residential – Down 2.5%    Commercial – Down .5%    Industrial – Down 5%

# Financial Results

## 2024 Billed CCF's (YTD Mar)

Water	(CY) 2024 YTD	(PY) 2023 YTD
Residential	815,095	809,797
Commercial	615,767	568,429
Industrial	440,644	433,962
	1,871,506	1,812,188
		3.3%

All Customer classes were up over 2023 levels

Residential – Up .5%      Commercial – Up 8%      Industrial – Up 1.5%

# Financial Results

## Revenues – March 2024

	(CY) 2024 March	(PY) 2023 March	Budget 2024 March	(CY) 2024 March
Electric	\$ 26.807	\$ 24.695	\$ 24.327	\$ 26.807
Water	4.726	3.927	4.189	4.726
Combined	\$ 31.533	\$ 28.622	\$ 28.516	\$ 31.533
		10.2%		10.6%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

- Electric – Up 10%
- Water – Up 13%
- Combined – Up 10%

# Financial Results

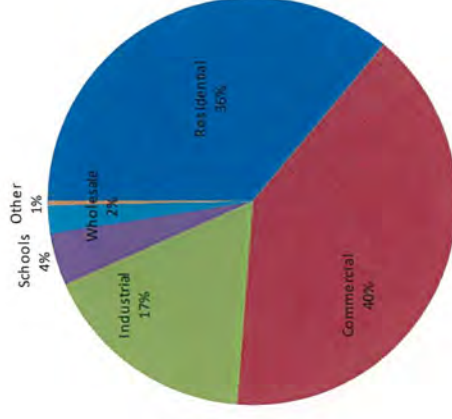
## Revenues – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 78.193	\$ 79.344	\$ 77.450	\$ 78.193
Water	13.303	12.447	13.167	13.303
Combined	\$ 91.496	\$ 91.791	\$ 90.617	\$ 91.496
				1.0%

\*\*Dollars in millions

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

<b>Electric:</b>	Up 1%	<b>Water:</b>	Up 1%
Residential	(\$ 410K)	Residential	\$ 10K
Commercial	\$ 1.3M	Commercial	\$ 350K
Industrial	(\$ 1.0M)	Industrial	\$ 80K
Schools	\$ 265K	Wholesale	(\$ 75K)
Wholesale	(\$ 1.8M)		



Recognized 3 months of 6 of the 2023 ERC Over Recovery of the ERC - \$2,043,764



# Financial Results

## Operating Expenses – March 2024

	(CY) 2024 March	(PY) 2023 March	Budget 2024 March	(CY) 2024 March
Electric	\$ 18.460	\$ 22.351	\$ 19.272	\$ 18.460
Water	3.049	3.242	3.477	3.049
Combined	\$ 21.509	\$ 25.593	\$ 22.749	\$ 21.509
		-16.0%		-5.5%

\*\* Dollars in millions

### Actual Compared to 2024 Budget

Electric – Down 4%

Water – Down 12%

# Financial Results

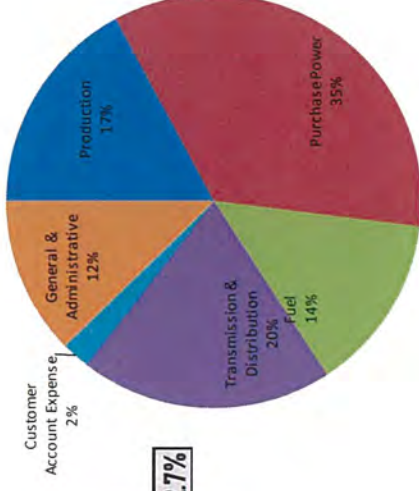
## Operating Expenses – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 61.266	\$ 60.697	\$ 58.432	\$ 61.266
Water	9.656	9.289	10.615	9.656
Combined	\$ 70.922	\$ 69.986	\$ 69.047	\$ 70.922
			1.3%	2.7%

\*\*Dollars in millions

### Actual Compared to 2024 Budget

- Electric – Up 5%
- Water - Down 9%
- Combined – Up 2.7%





# Financial Results

## Operating Expenses – 2024 YTD less Depreciation

	(CY) 2024 YTD	(PY) 2023 YTD	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 52.210	\$ 51.914	\$ 49.713	\$ 52.210
Water	7.538	7.194	8.543	7.538
Combined	\$ 59.748	\$ 59.108	\$ 58.256	\$ 59.748
			1.1%	2.6%

\*\*Dollars in millions

### Electric:

Purchased Power	\$5.7M
Fuel	\$ 43K
Production	(\$690K)
T&D	(\$900K)
G&A	(\$1.6M)

### Water:

Production	(\$230K)
T&D	(\$280K)
G&A	(\$460K)

Variance – YTD comparing Budget to Actual 2024

# Financial Results

## Change in Net Position – March 2024

	(CY) 2024 March	(PY) 2023 March	Budget 2024 March	(CY) 2024 March
Electric	\$ 4.697	\$ (1.547)	\$ 1.287	\$ 4.697
Water	1.550	0.561	0.284	1.550
Combined	\$ 6.247	\$ (0.986)	\$ 1.571	\$ 6.247



\*\*Dollars in millions

# Financial Results

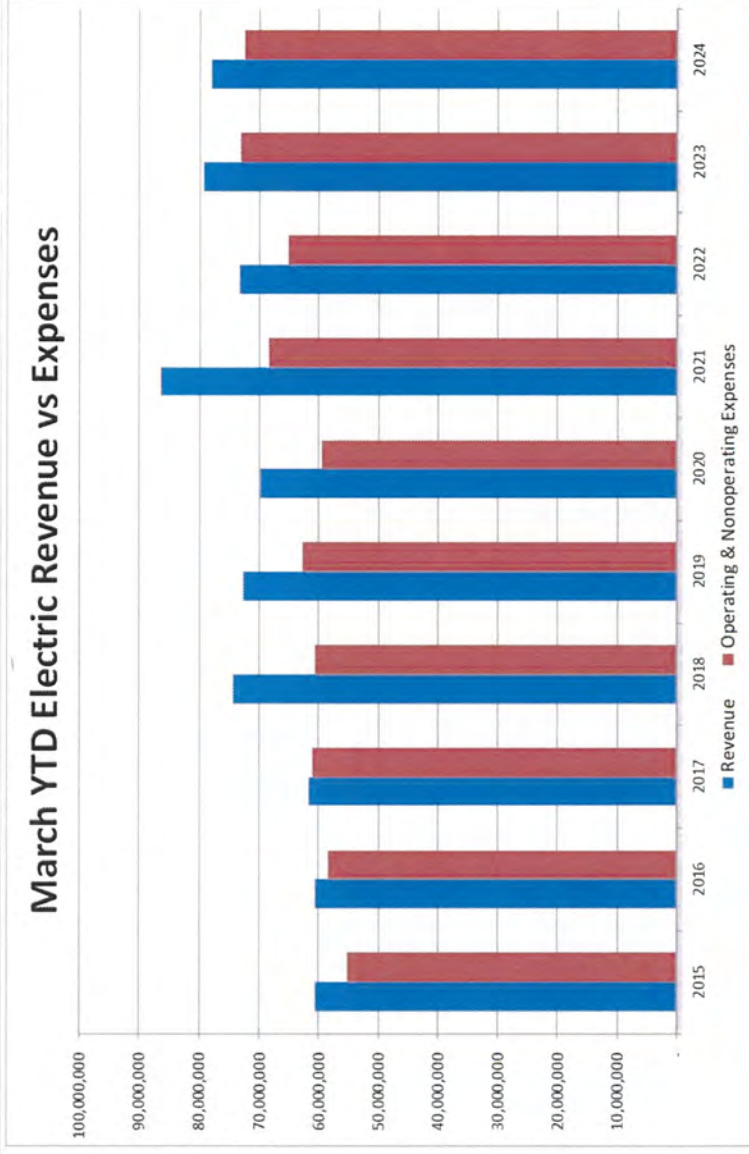
## Change in Net Position – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD
Electric	\$ 5.651	\$ 6.237
Water	3.004	1.755
Combined	\$ 8.655	\$ 7.992

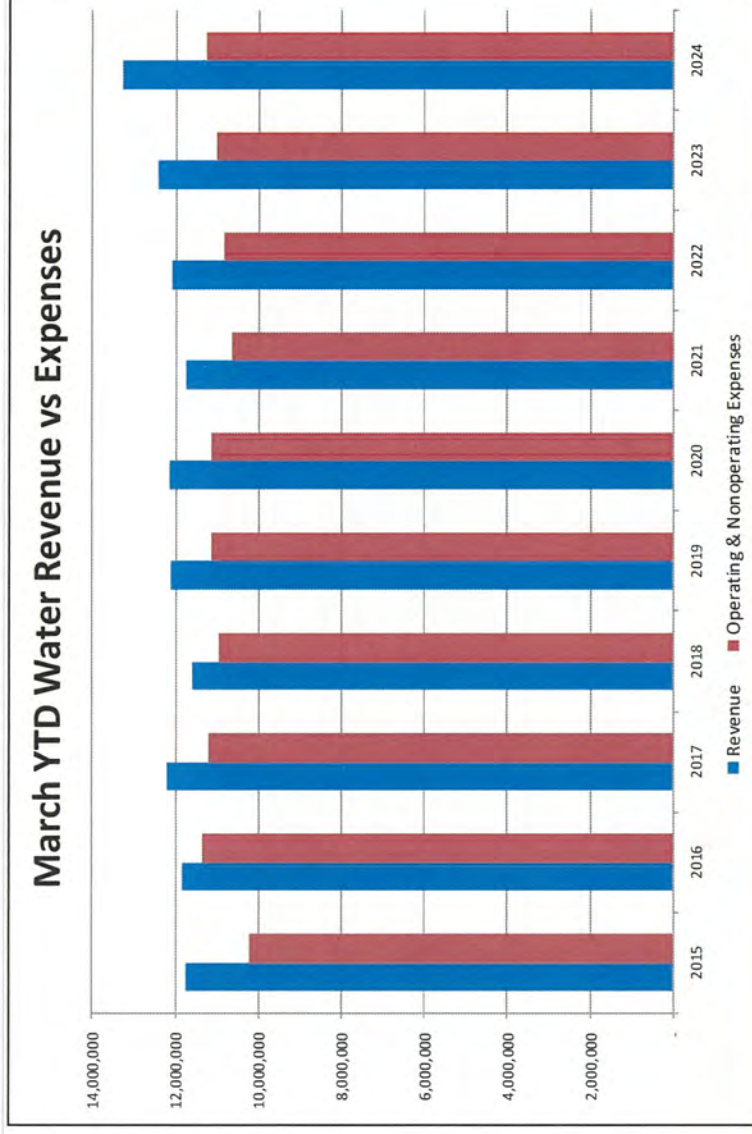
	Budget 2024 YTD	(CY) 2024 YTD
Electric	\$ 7.250	\$ 5.651
Water	0.985	3.004
Combined	\$ 8.235	\$ 8.655

\*\*Dollars in millions

# Financial Results – 10 Year Trend

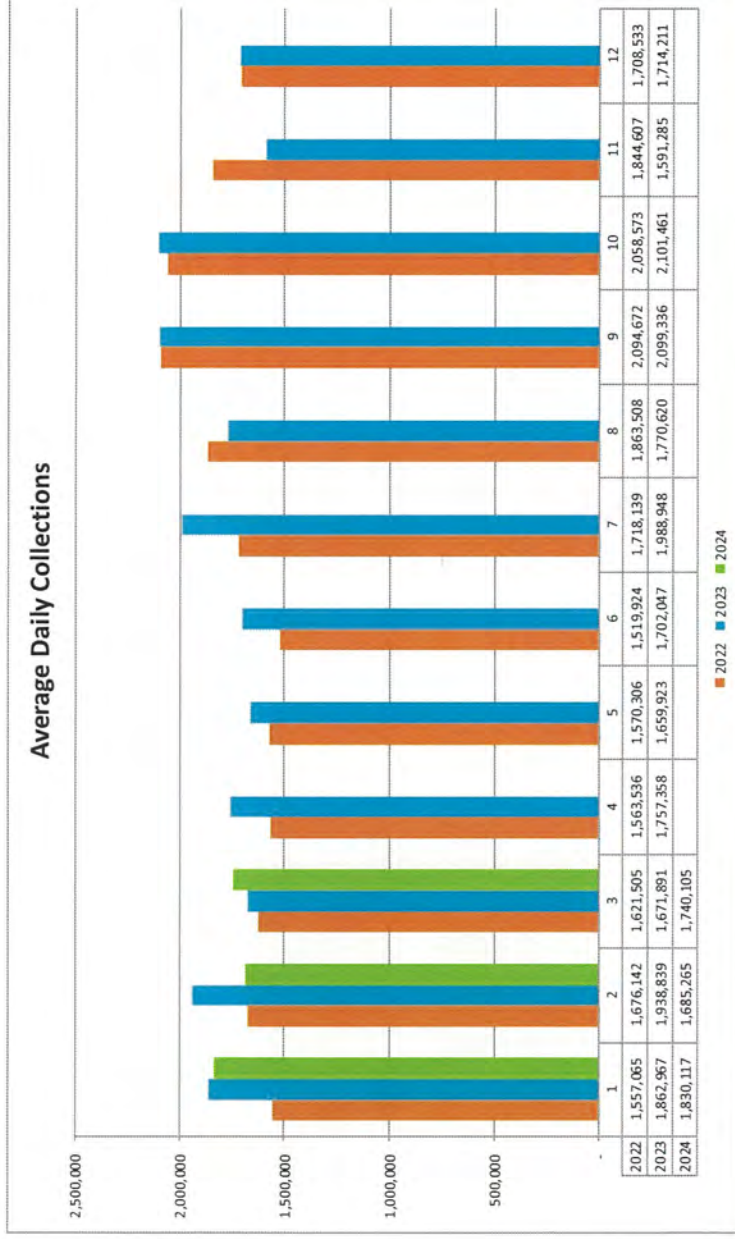


# Financial Results – 10 Year Trend





# Financial Results



# Financial Results

Historical Monthly Cash Comparison



# Financial Results

## Cash Position

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

	(CY) 2024 March	(PY) 2023 March	2024 February
\$	51.62	\$ 43.05	\$ 50.05
	83	66	77

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

## Balance Sheet: Notables

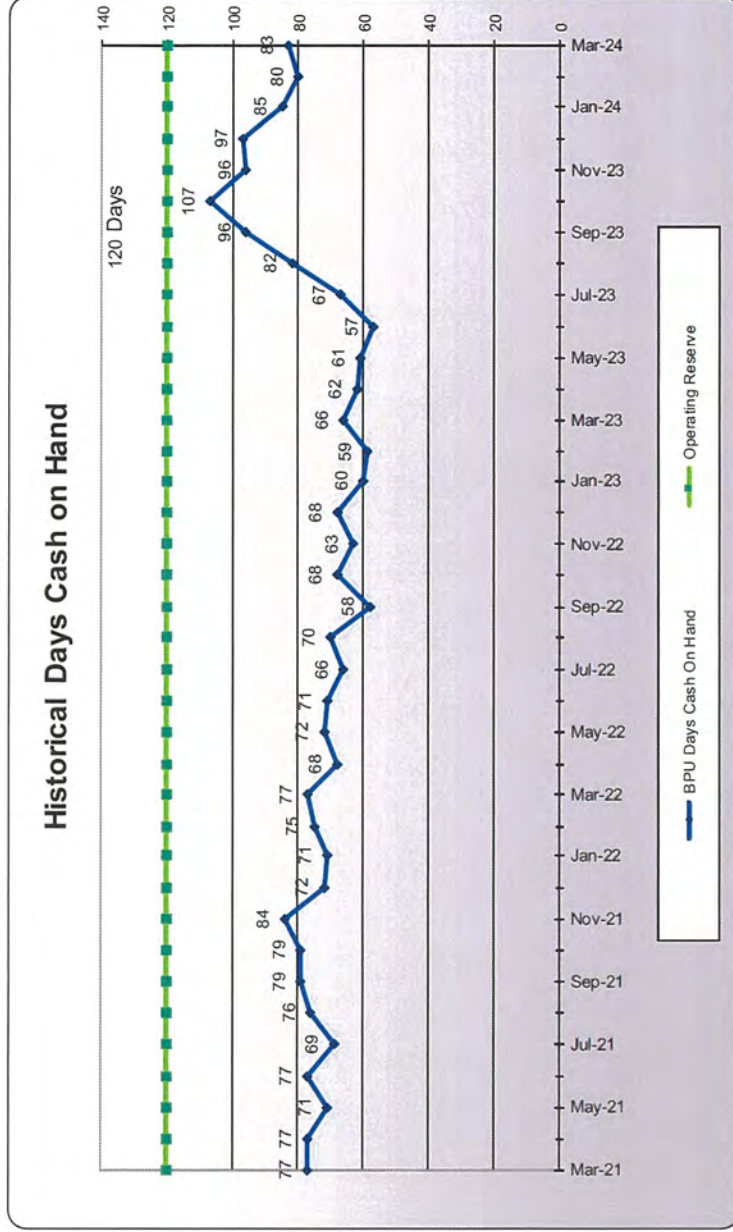
Fuel Inventory

	(CY) 2024 March	(PY) 2023 March
\$	10.752	\$ 8.896

\*\*Dollars in millions



# Financial Results



# Financial Results

## Capital Spending

	(CY) 2024 YTD	(PY) 2023 YTD	2024 Budget
Electric	\$ 3.89	\$ 3.90	\$ 35.58
Water	1.92	2.12	26.38
Common	0.41	0.65	5.13
<b>Total YTD Capital</b>	<b>\$ 6.22</b>	<b>\$ 6.66</b>	<b>\$ 67.09</b>
			<b>Remaining</b>
			<b>91%</b>

\*\*Dollars in millions

### Major projects in 2024:

- Annual Overhead Construction - \$255K
- Electric Underground Distribution - \$415K
- Distribution Pole Inspection - \$690K
- Underground Transformers - \$676K
- Enterprise Technology - \$310K
- Water Distribution - \$1.1M

# Financial Results

## Debt Coverage

### Debt Coverage with PILOT

	(CY) 2024 March	(PY) 2023 March
Electric	2.50	2.73
Water	2.79	2.20
Combined	2.66	2.83

Financial Guideline Target  
2.0 times with PILOT

### Debt Coverage w/o PILOT

	(CY) 2024 March	(PY) 2023 March
Electric	1.79	2.01
Water	2.20	1.73
Combined	1.94	2.11

Financial Guideline Target  
1.6 times without PILOT

## Amended Regular Session

May 1, 2024 – 6:00 P.M.

I. Call to Order

II. Roll Call

\_\_\_\_\_ Brett Parker, District 3  
\_\_\_\_\_ Mary L. Gonzales, At Large, Position 1  
\_\_\_\_\_ Tom Groneman, District 2  
\_\_\_\_\_ David Haley, At Large, Position 2  
\_\_\_\_\_ Stevie A. Wakes, Sr., District 1  
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- i. Preliminary March 2024 Financials
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X. Adjourn



# WATER PROJECTS UPDATE

May 1, 2024

# Water Projects

- UG Street & Public Works / KDOT Projects
- Developer Projects
- KDHE Loan Projects
- EPA Grant Project
- FEMA Grant Project





# Unified Government Street /KDOT and Development Projects

- Leavenworth & Hutton Road Main Replacement: *Construction Underway*
- 98<sup>th</sup> St, Riverview to Kansas Ave Main Replacement: *Construction Underway*
- 18<sup>th</sup> Street Bridge: *Design Underway; Bridge Replacement 2025 /2026*
- Margaritaville: *Complete with Water Main in Service*
- American Royal: *Construction June - July 2024*
- Highland Ridge @ 4<sup>th</sup> and Edwardsville Drive: *Construction June - July 2024*
- I-435 Logistics Marvin Windows: *Construction July - August 2024*
- UG CSI Buildings @ 50<sup>th</sup> and Armstrong: *Construction Underway*



## Typical Main Install using PVC Pipe





## Riverview Ave, west of 110<sup>th</sup> ST





## 98<sup>th</sup> Street Riverview to Kansas Ave





# 18<sup>th</sup> St Bridge Replacement



# 12<sup>th</sup> Street River Crossing

- Design and Specification: Complete by Burns & McDonnell
- Bid Date: May 2, 2024
- Construction Phase: July 2024 - Feb 2025
- Estimated Construction & Engineering Cost - \$ 6,000,000 (KDHE Loan)



## 12th Street River Crossing

- 12th St. River Crossing exposed due to River Channel Degradation
- Completed Stabilization on Existing Main: May 2021
- Alignment Study Completion: October 2021
- Design New Main Crossing: Nov 2021 - May 2024
- 30 inch HDPE by Horizontal Directional Drill





# Argentine 7 MG Reservoir

- Design and Specification: Black & Veatch
- Construction: Underway & Estimated Completion Nov 2024
- Estimated Construction & Engineering Cost: \$ 15,800,000  
(KDHE Loan )

## Argentine Reservoirs 14<sup>th</sup> and Lawrence (prior to 7 MG Construction)





## Argentine 7 MG Reservoir



## Argentine 7 MG Reservoir





## Argentine 7 MG Reservoir

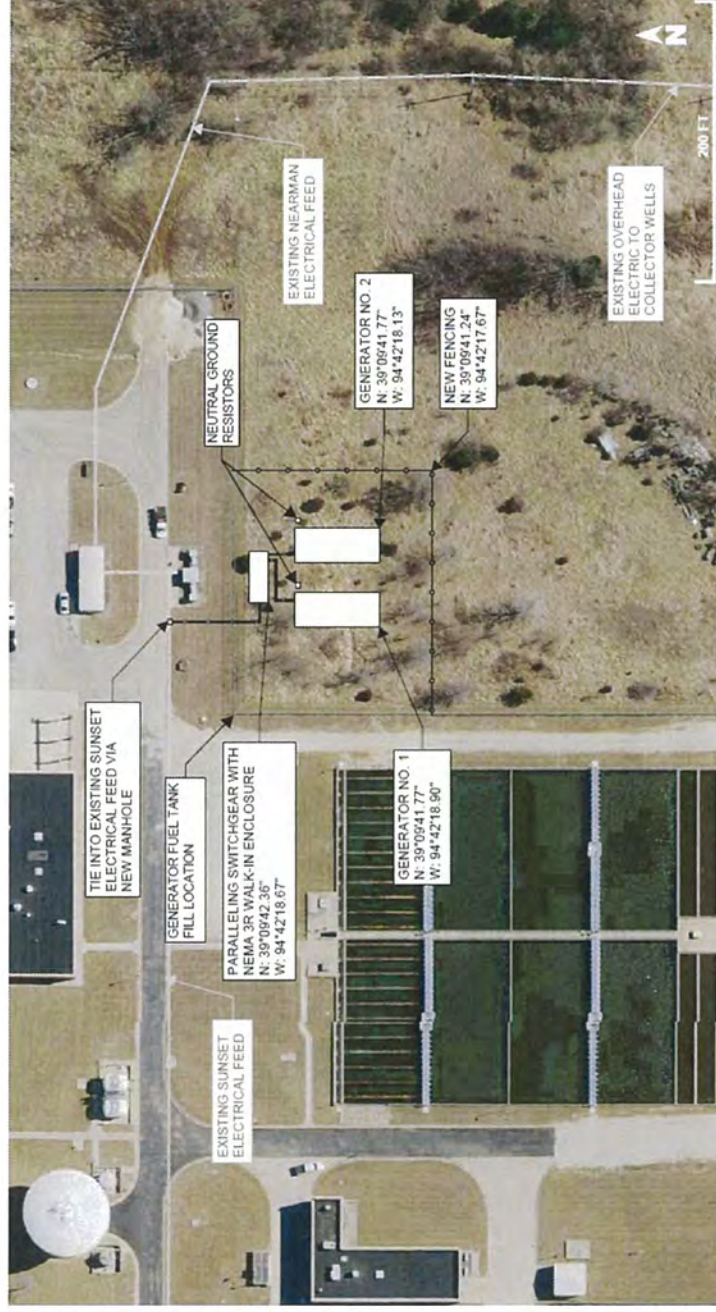


# NWTP Switchgear and Generator

- Design and Specification: Black & Veatch
- Generator & Switchgear Equipment Award: April 10, 2024
- Construction Plans & Specification: Underway
- Delivery of Generator : 98 weeks / May 2026
- Construction: Mar 2026 - Sept 2026
- Estimated Construction & Engineering Cost: \$ 7,400,000  
( \$3.7 M FEMA Grant & 3.7 M KDHE Loan )



# NWTP Switchgear and Generator



# Aged Water Main Replacement

- Design: Complete by BPU Engineering
- Bid Date: May 29, 2024
- Construction: July 2024 - Dec 2026
- Project Cost: \$10,000,000 (EPA Grant)

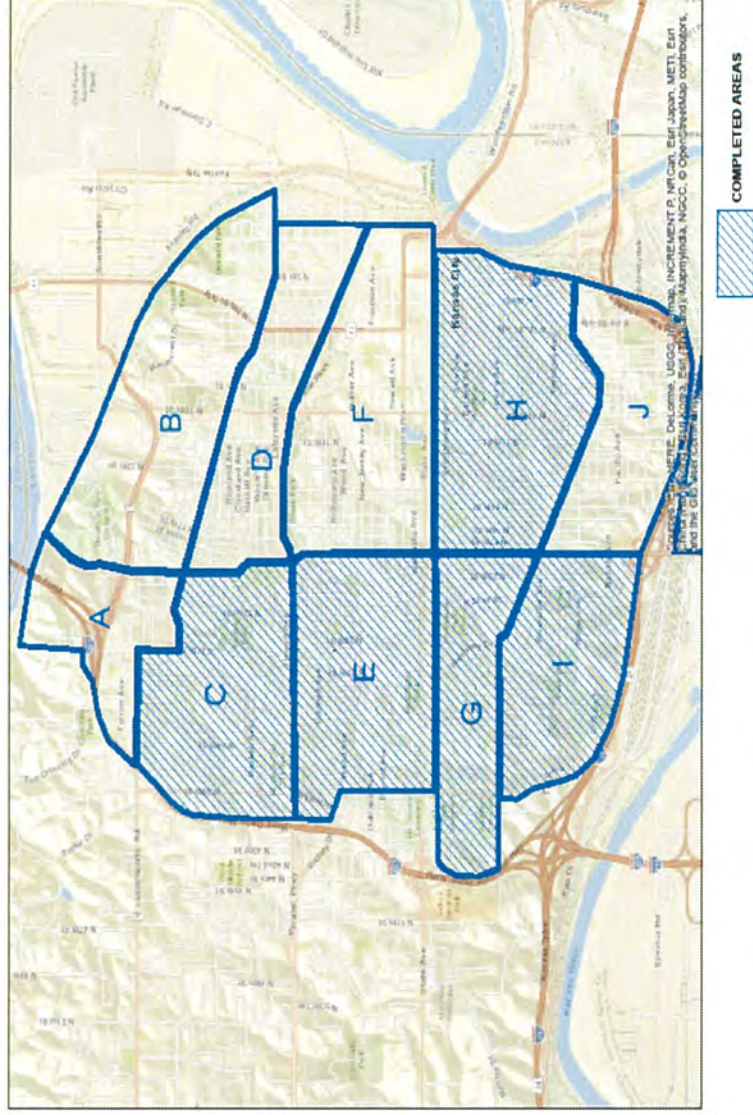


- Area East of I- 635
- Divided into 18 areas along major streets to manage workload
- Prioritized on the basis of historical number of leaks per mile
- Concentrated on Mains with Leak per mile per year > 2.0

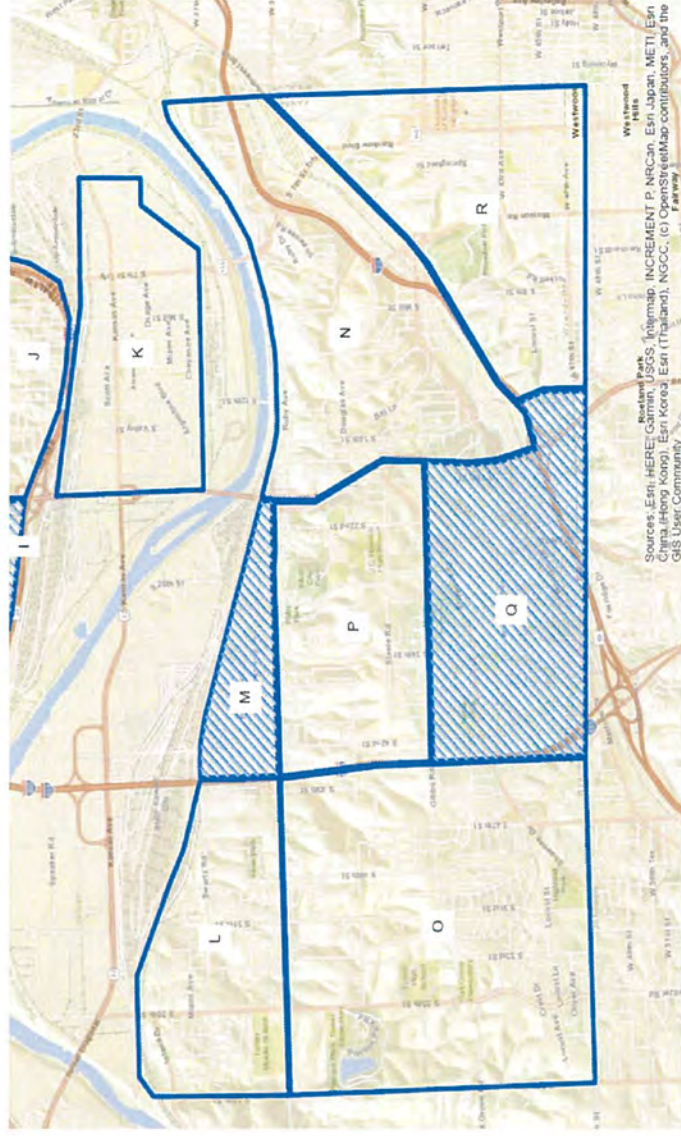




## Area Map North of I-70



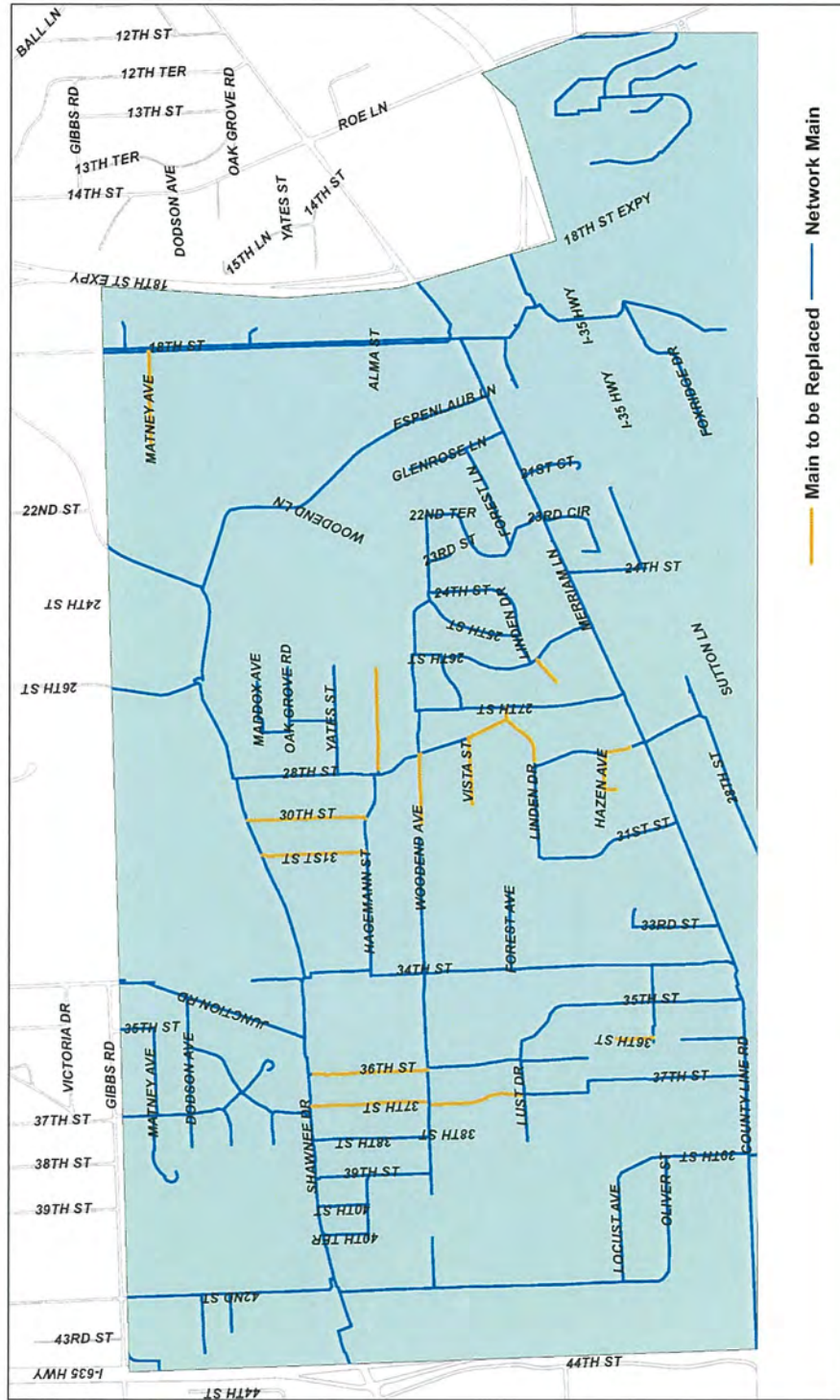
## Area Map South of I-70





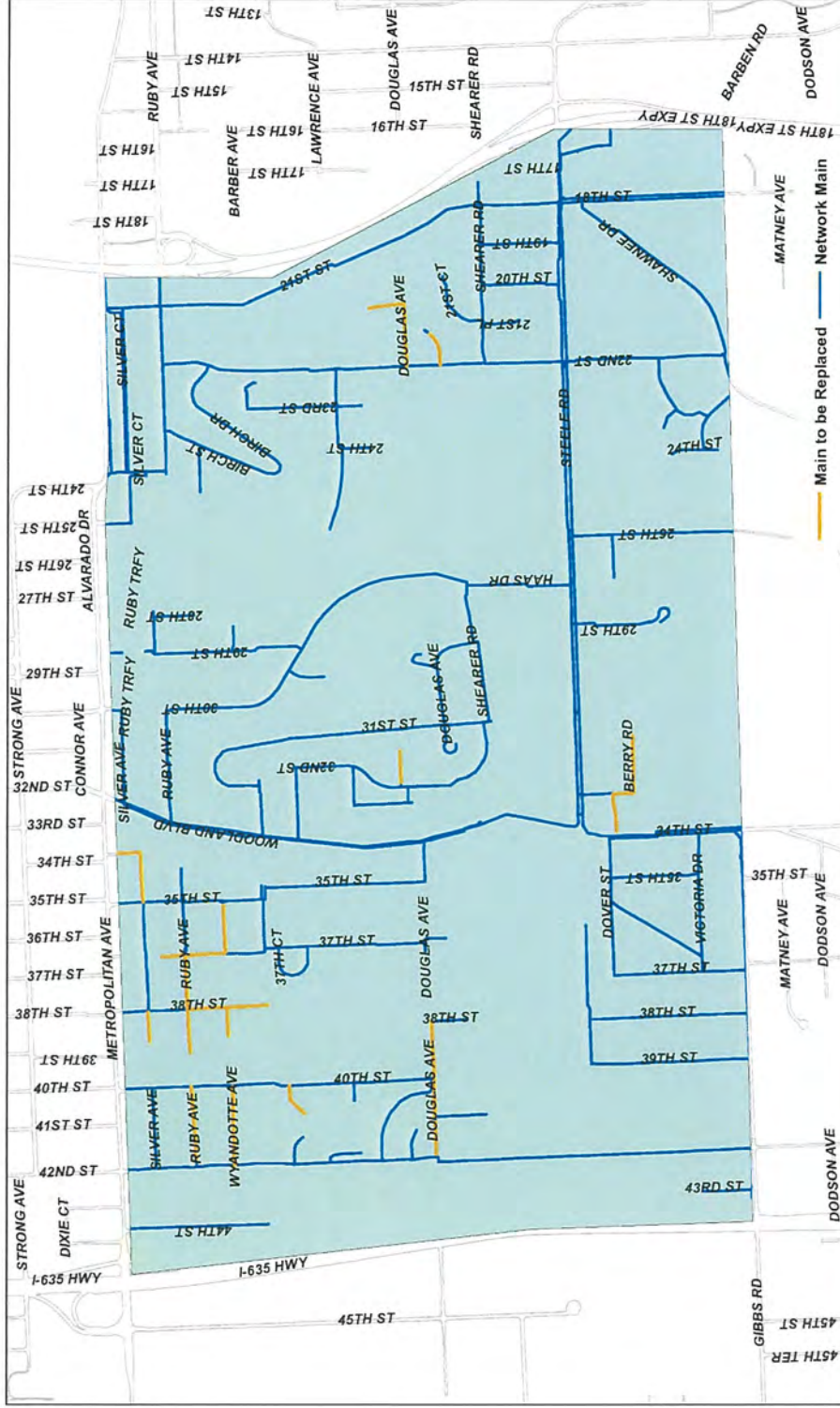
— Main to be Replaced — Network Main

## AREA Q

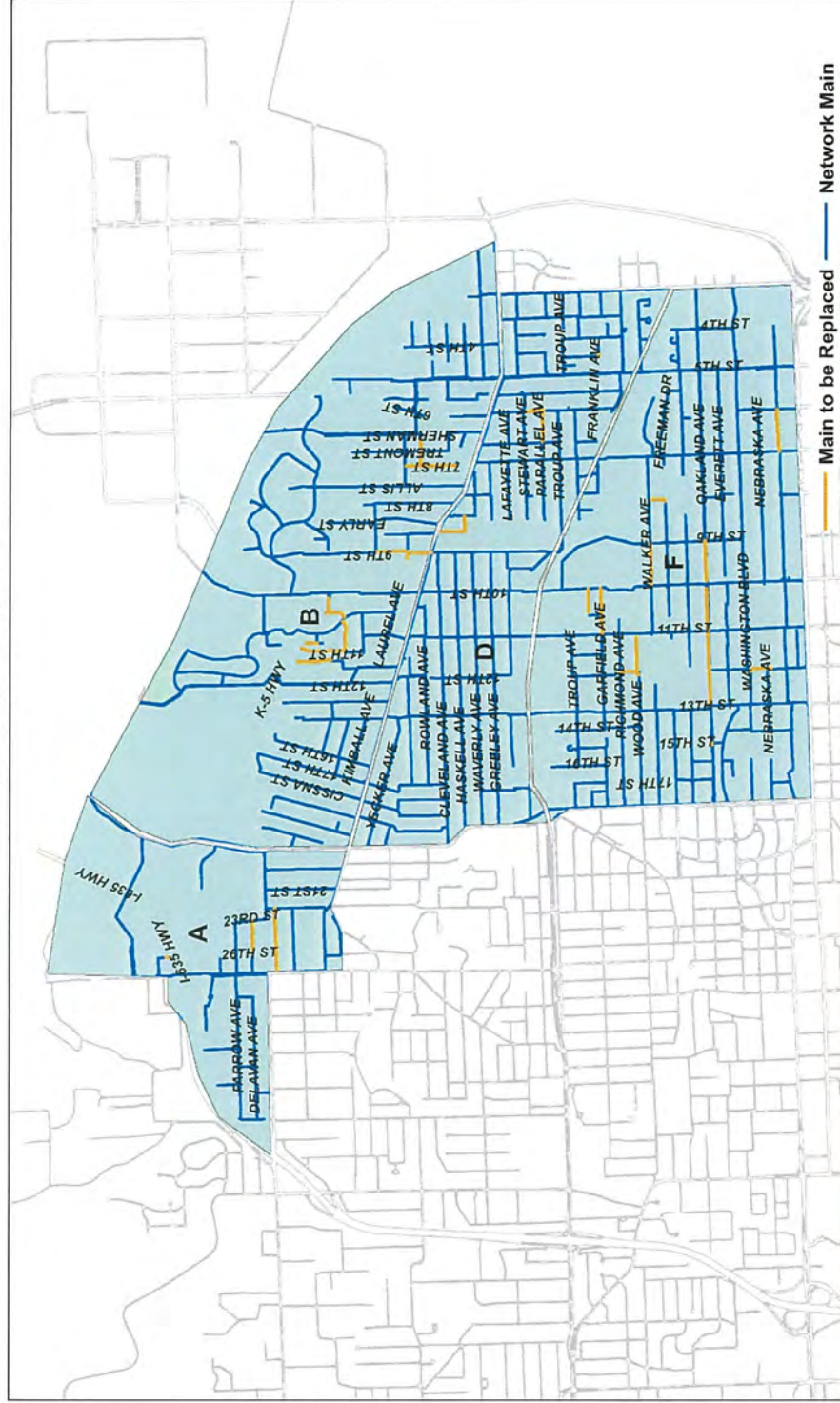




## AREA P



## AREAS A, B, D, & F





# Parallel Pump Station Electrical

- Design and Specification: Burns and McDonnell
- Equipment Procurement: Bid Complete , Delivery- April 2025
- Construction: June 2025 - February 2026
- Estimated Construction & Engineering Cost - \$ 2,000,0000  
(KDHE Loan )



# Parallel Pump Station 55<sup>th</sup> & Parallel





# Parallel Pump Station Existing Switchgear





# General Maintenance Projects

- I-435 Elevated Tank Painting Project: Sept - Oct 2024
- Master Plan: Underway with projected completion July 2024
- Transmission Main Valve Improvements: Underway



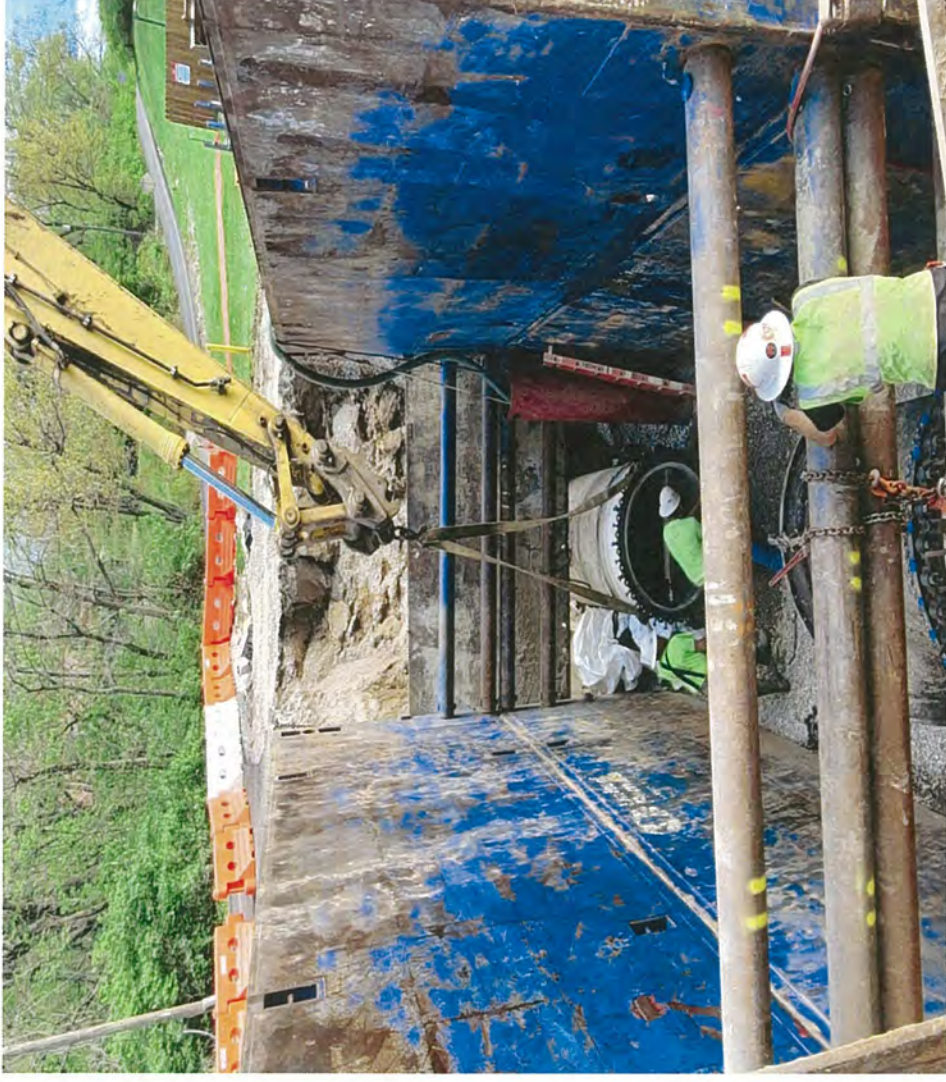


# Transmission Main Improvements





# Transmission Main Improvements





## Questions

# Thank You







# 2024 KCBPU Customer Satisfaction Survey

PRESENTED BY

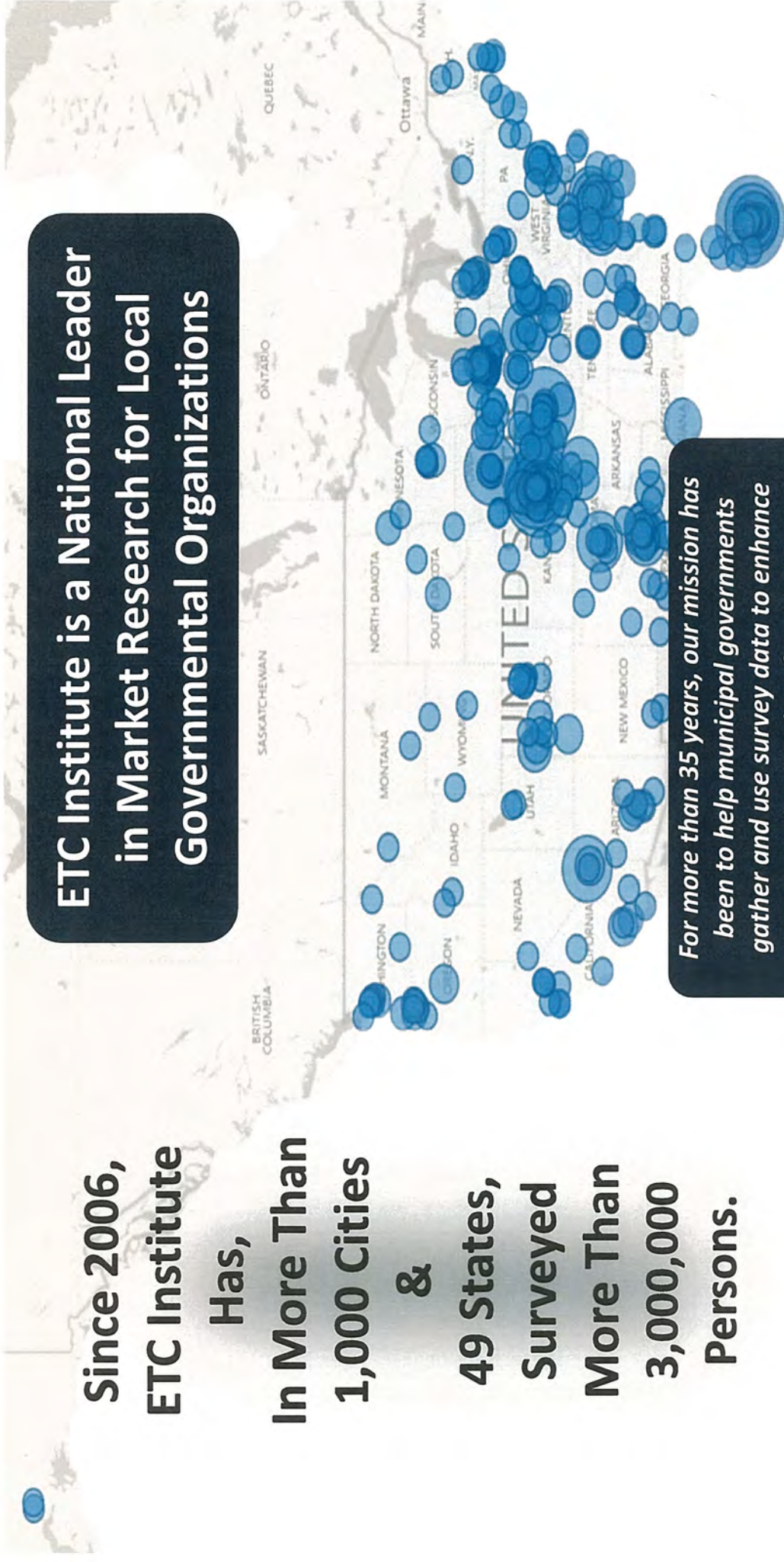




**Since 2006,  
ETC Institute  
Has,  
In More Than  
1,000 Cities  
&  
49 States,  
Surveyed  
More Than  
3,000,000  
Persons.**

**ETC Institute is a National Leader  
in Market Research for Local  
Governmental Organizations**

*For more than 35 years, our mission has  
been to help municipal governments  
gather and use survey data to enhance  
organizational performance.*





To objectively assess customer satisfaction with the delivery of KCBPU services

To compare performance to other providers both regionally and nationally

To set a new benchmark for performance that will provide valid comparisons moving forward

# Purpose

# Customer Survey Methodology

## Survey Description

- Three-page survey

## Method of Administration

- By mail and online to random sample of households who receive KCBPU services
- By mail and online to ALL commercial customers who receive KCBPU services

## Sample Size

- Residential Customers: 603
- Commercial Customers: 81

## Margin of Error

- +/-3.75% at the 95% level of confidence



# Bottom Line Up Front

## **Satisfaction with the delivery of services by KCBPU is very high**

- **Residential Customers:**

- 81% of residential customers are satisfied with the overall quality of water services
- 79% of residential customers are satisfied with the overall quality of electric services

- **Commercial Customers:**

- 74% of commercial customers are satisfied with the overall quality of water services
- 75% of commercial customers are satisfied with the overall quality of electric services

- **KCBPU compares favorably to national and regional averages**

- **U.S. Average:** 72% are satisfied with water and 81% are satisfied with electric services
- **KC Metro Average:** 73% are satisfied with water and 77% are satisfied with electric services



# Bottom Line Up Front

## Overall satisfaction with the RATES compares favorably

- **Residential Customers:**

- 37% of residential customers are satisfied with the amount charged for water services
- 31% of residential customers are satisfied with the amount charged for electric services

- **Commercial Customers:**

- 35% of commercial customers are satisfied with the overall quality of water services
- 32% of commercial customers are satisfied with the overall quality of electric services
- **U.S. Average:** 31% are satisfied with water service charges and 28% are satisfied with electric service charges

- **KC Metro Average:** 40% are satisfied with water service charges and 35% are satisfied with electric service charges

# Interactions with KCBPU Staff

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INTERACTIONS ARE POSITIVE



# Interactions with KCBPU Staff

## RESIDENTIAL CUSTOMERS

48% of residential customers have had an interaction with KCBPU within the past two years

Most (56%) of the contacts were with office staff, 16% with field staff, and 28% a combination of both

Seventy-two percent (72%) made contact by phone, 16% in-person, 7% by email, 2% by mail, and 1% by social media

48% of residential customers have observed KCBPU field staff within the past two years

## COMMERCIAL CUSTOMERS

59% of commercial customers have had an interaction with KCBPU within the past two years

Forty-three percent (43%) of the contacts were with office staff 13% with field staff, and 45% a combination of both

Sixty-nine percent (69%) made contact by phone, 17% in-person, 13% by email, and 2% by mail

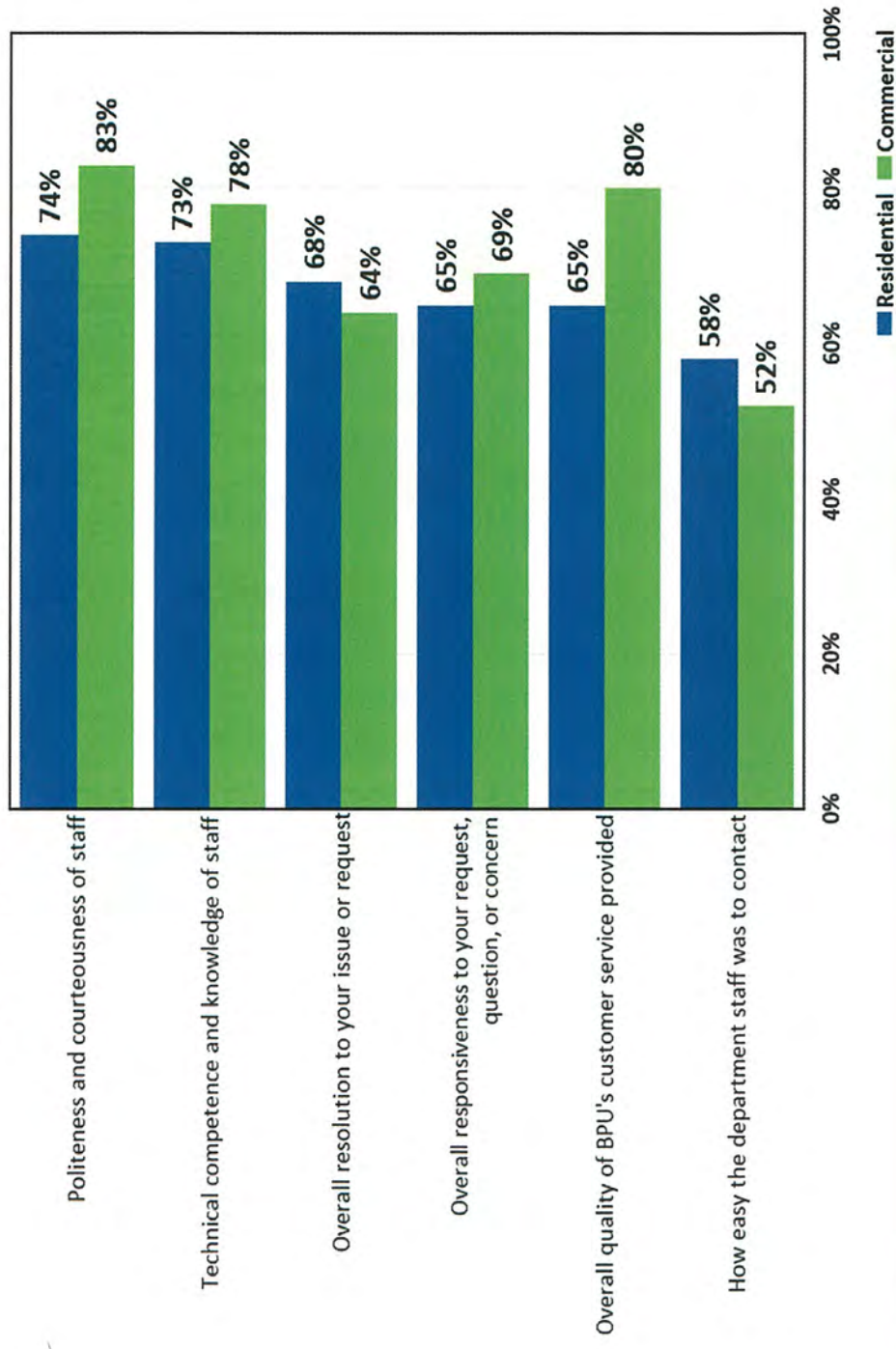
42% of commercial customers have observed KCBPU field staff within the past two years

Most of the contacts for both residential and commercial customers were related to billing concerns or electric services



## Satisfaction with BPU Staff - Residential vs. Commercial Customers

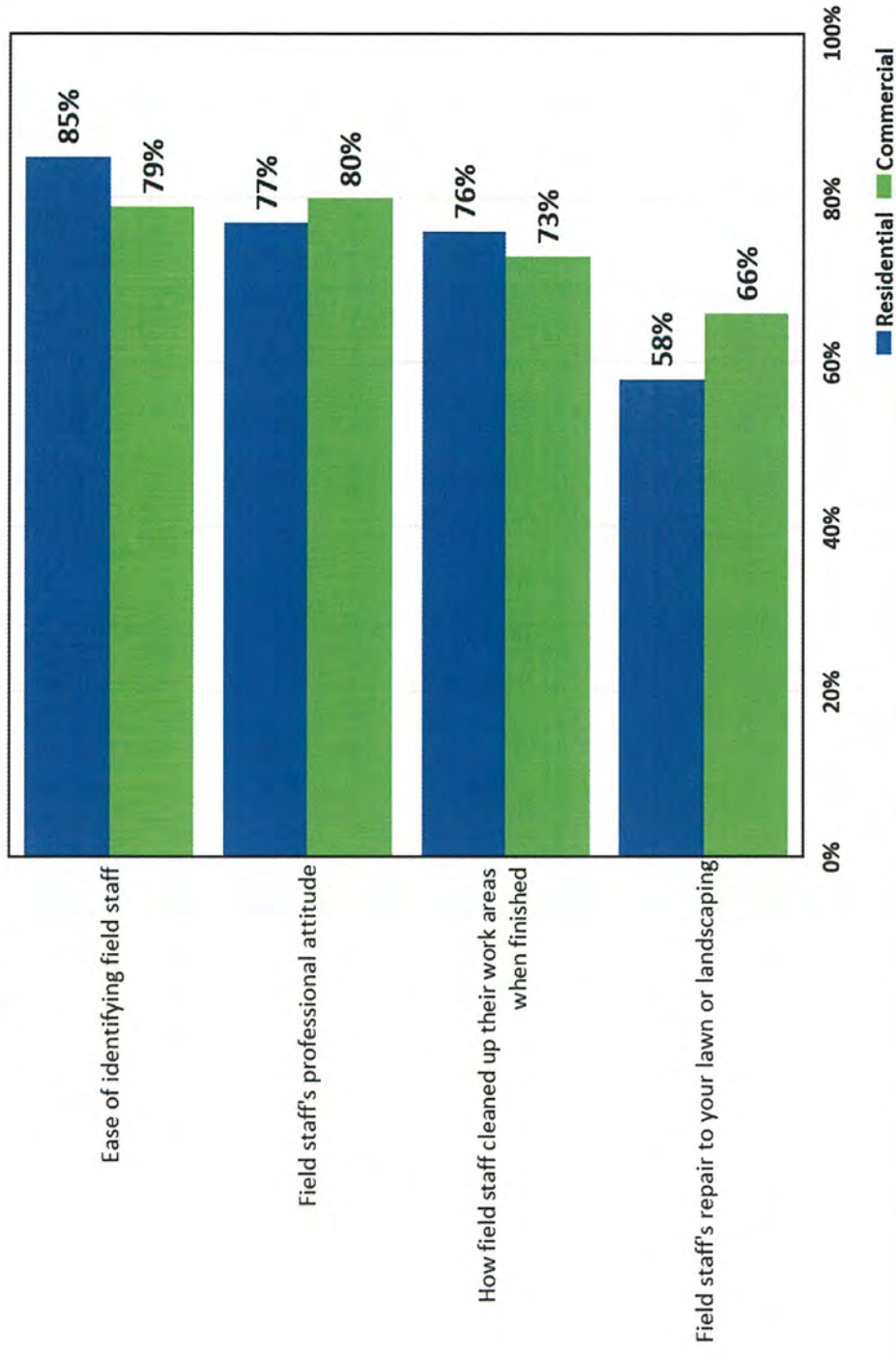
by percentage of respondents who had an interaction with BPU staff within the last two years and were "very satisfied" or "satisfied" with the item (excluding "don't know" responses)



Overall ratings are strong and both residential and commercial customers are mostly satisfied with all the areas assessed

## Satisfaction with BPU Field Staff - Residential vs. Commercial Customers

by percentage of respondents who observed BPU field staff within the last two years and were "very satisfied" or "satisfied" with the item (excluding "don't know" responses)



Satisfaction is very high for all of the items rated

# Service Restoration

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UNPLANNED DISRUPTIONS TO SERVICE





# Disruptions & Service Restoration

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## RESIDENTIAL CUSTOMERS

Only 13% of residential customers have had an unplanned disruption to their water service

52% of residential customers have had an unplanned disruption to their electric service

## COMMERCIAL CUSTOMERS

Only 9% of commercial customers have had an unplanned disruption to their water service

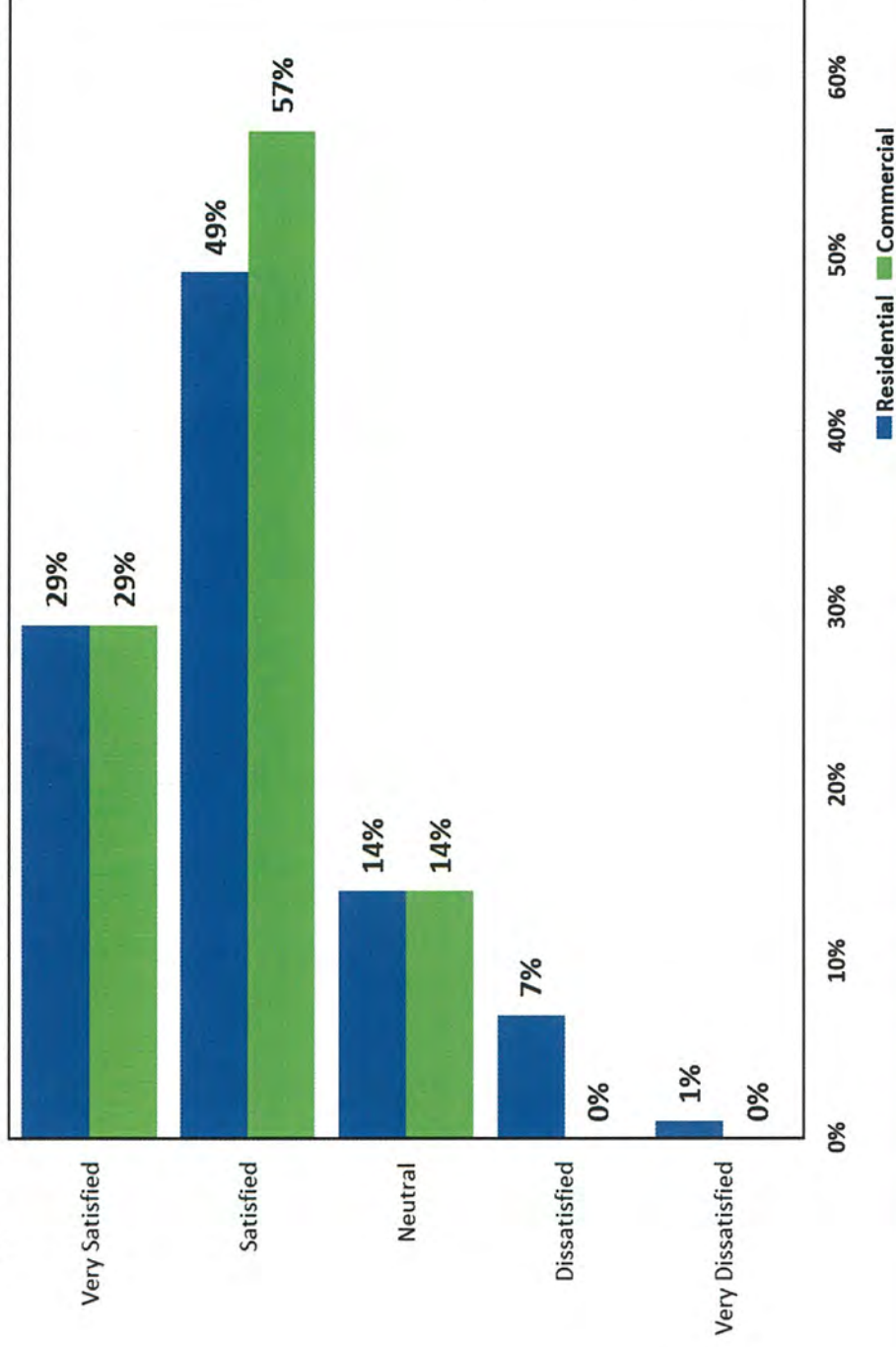
44% of commercial customers have had an unplanned disruption to their electric service

Disruptions across residential and commercial customer accounts are similar

## Satisfaction with Restoration of Water Service Timing

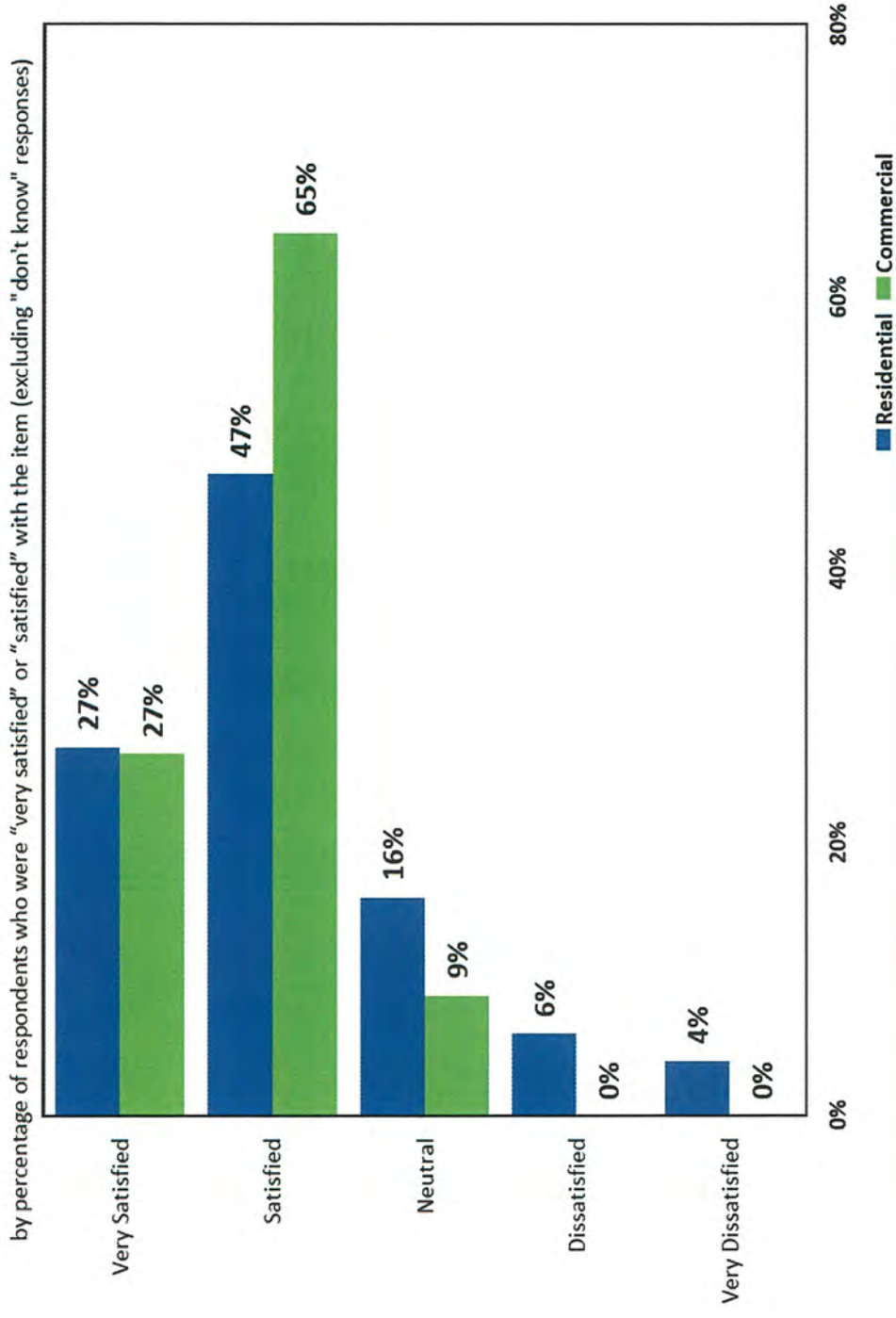
### Residential vs. Commercial Customers

by percentage of respondents who were "very satisfied" or "satisfied" with the item (excluding "don't know" responses)



Both residential and commercial customers are both highly satisfied with the amount of time it took to restore water services

## Satisfaction with Restoration of Electric Service Timing Residential vs. Commercial Customers



Commercial customers are slightly more satisfied – but experienced disruptions at lower rates than residential customers



# Billing Services

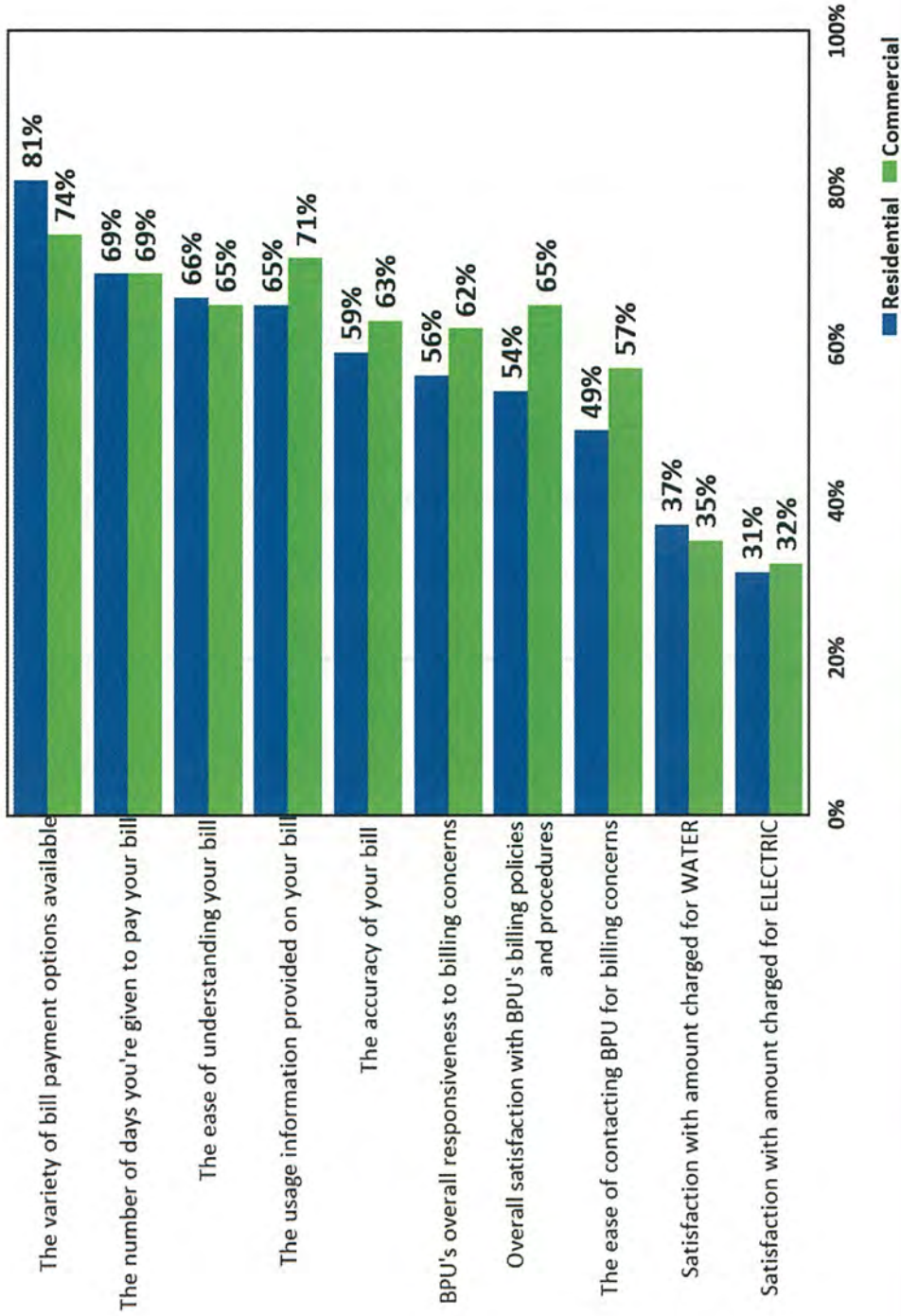
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HOW RESIDENTIAL & COMMERCIAL CUSTOMERS PERCEIVE BILLING



## Satisfaction with Billing Services - Residential vs. Commercial Customers

by percentage of respondents who were "very satisfied" or "satisfied" with the item (excluding "don't know" responses)



### Items Residential

#### Customers Believe Should

##### Receive the Most Emphasis

- Ease of contacting BPU with concerns
- Accuracy of your bill
- BPU's overall responsiveness to billing concerns
- Usage information

### Items Commercial

#### Customers Believe Should

##### Receive the Most Emphasis

- Ease of contacting BPU with concerns
- Ease of understanding your bill
- BPU's overall responsiveness to billing concerns
- Accuracy of your bill

Residential and commercial customers have similar perceptions of KCBPU's billing services and procedures – including costs

# Perceptions

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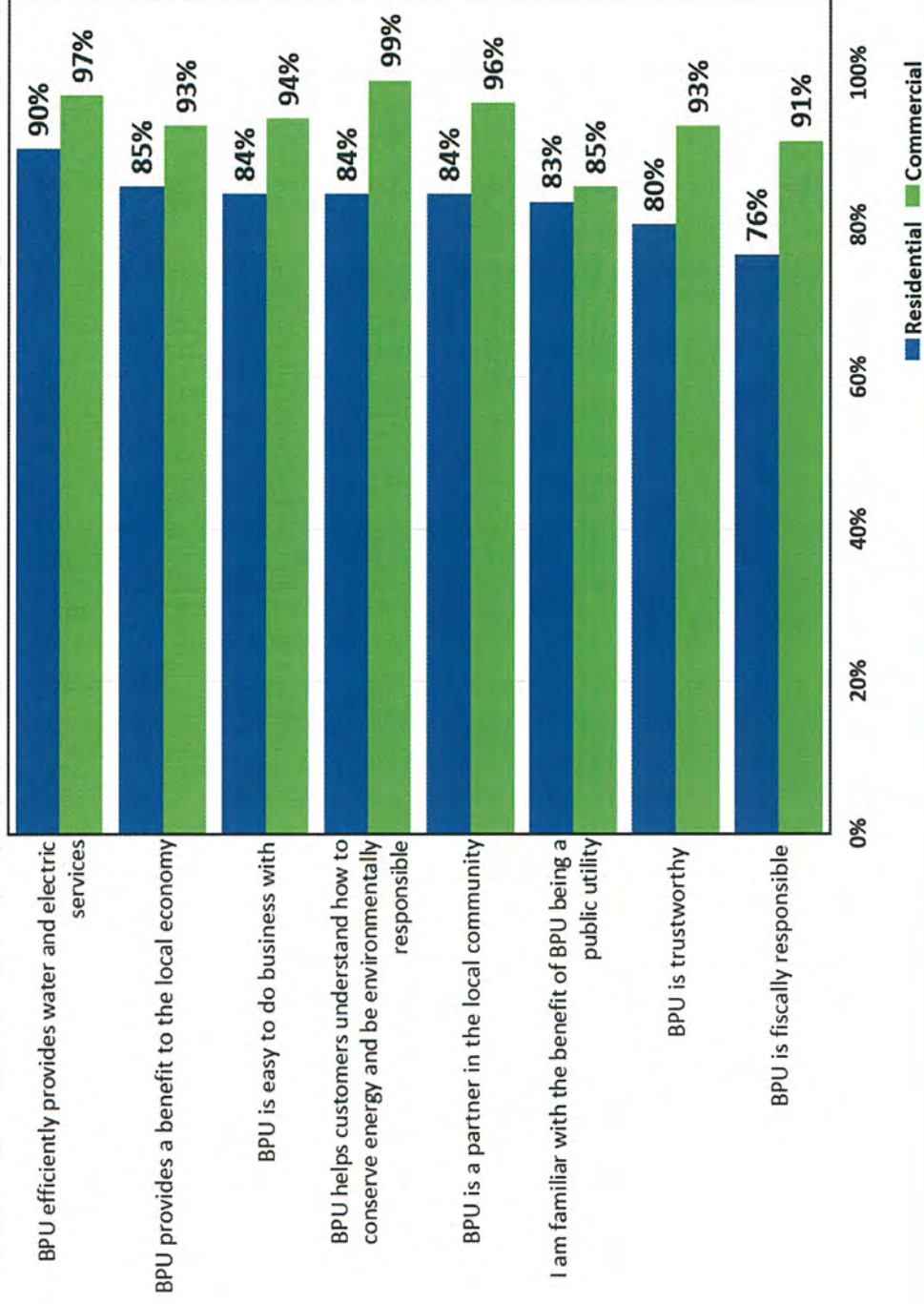
HOW CUSTOMERS PERCEIVE KCBPU





## Agreement with Statements - Residential vs. Commercial Customers

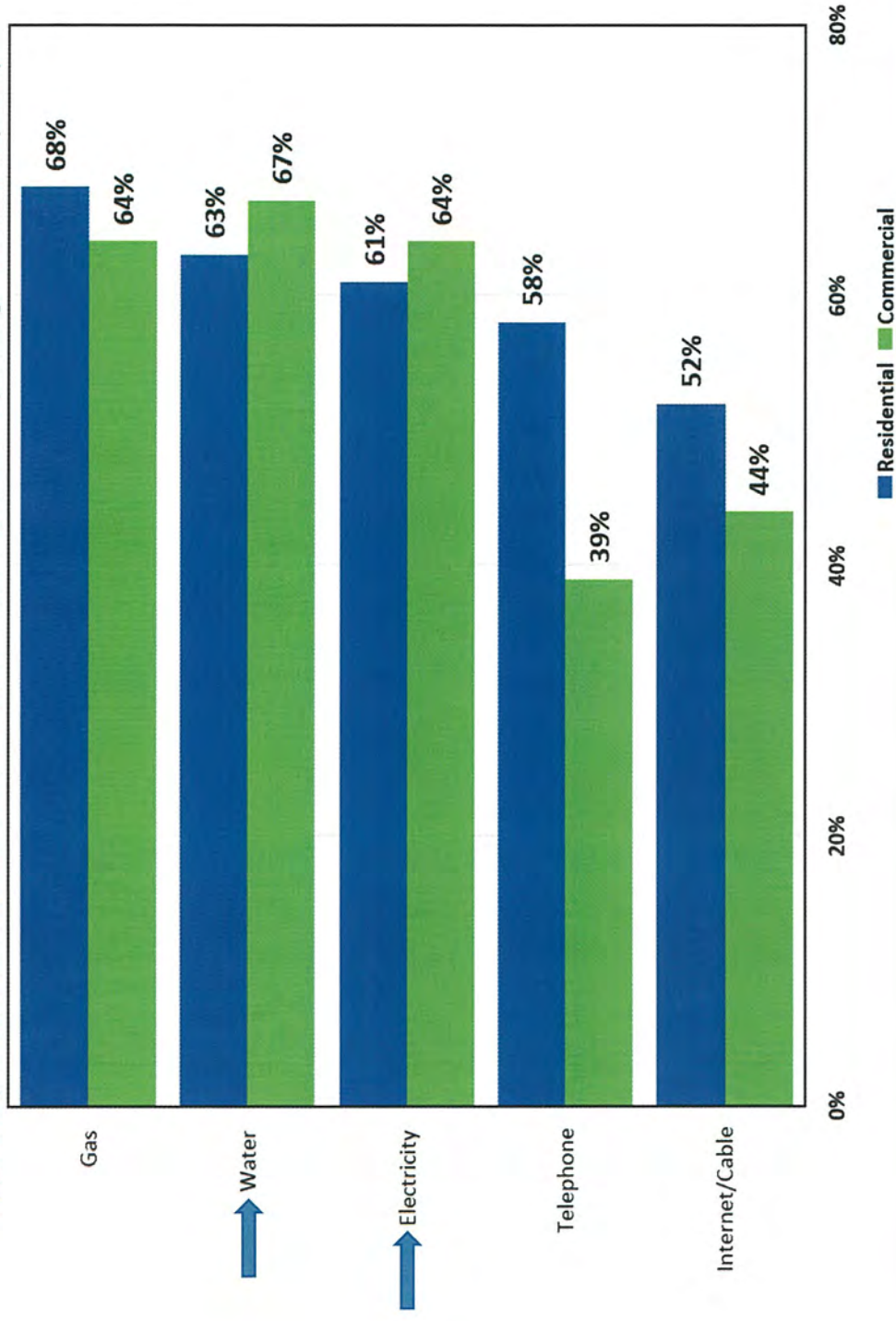
by percentage of respondents who "strongly agree," "agree," or are "neutral" with the item (excluding "don't know" responses)



Overall agreement with the statements is high when incorporating "neutral" responses into the results

## Satisfaction in Terms of Value - Residential vs. Commercial Customers

by percentage of respondents who were "very satisfied" or "satisfied" with the item (excluding "don't know" responses)

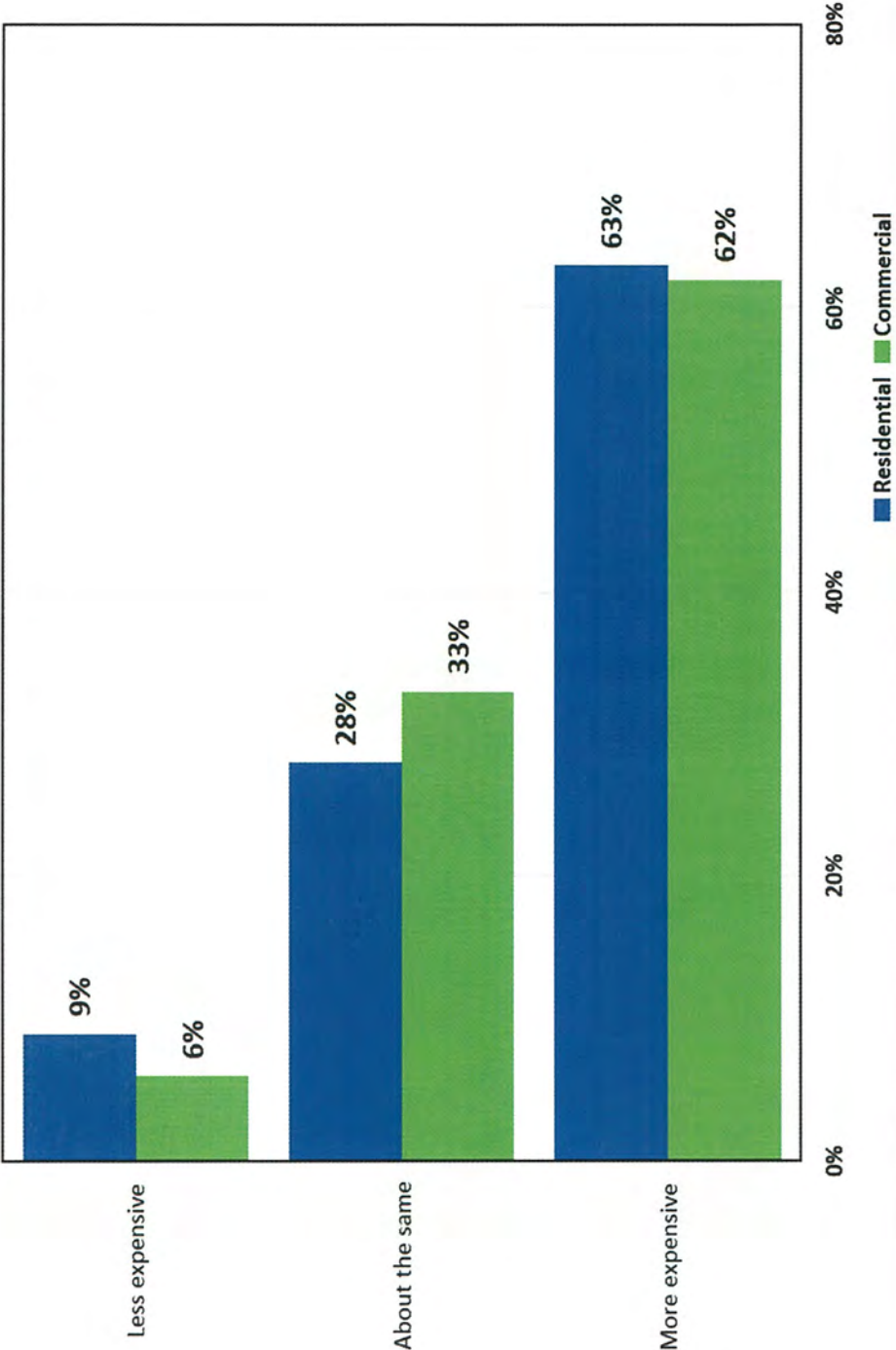


BPU's services are well aligned with other utility services in value, but gas bills were likely lower during administration

# Comparing Water and Electric Charges to Other in KC Metro

## Residential vs. Commercial Customers

by percentage of respondents (excluding "don't know" responses)





# Questions?

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THANK YOU!



**RESOLUTION NUMBER 5299**

**A RESOLUTION APPROVING THE OVER RECOVERY OF THE  
ENERGY RATE COMPONENT (ERC) FOR THE 3<sup>RD</sup> AND 4<sup>TH</sup>  
QUARTER OF 2023 IN THE AMOUNT OF \$4,087,528 WHICH  
WILL BE RECOGNIZED OVER THE FIRST AND SECOND  
QUARTERS OF 2024.**

**WHEREAS**, the Kansas City Board of Public Utilities an administrative agency of the Unified Government of Wyandotte County/Kansas City, Kansas ("**KCBPU**") **adopted** the Energy Rate Component Rate Rider in a rate hearing which provides for a reconciliation adjustment for over and under recoveries; and

**WHEREAS**, the KCBPU had an over recovery in the 3<sup>rd</sup> and 4<sup>th</sup> quarters of 2023 in the amount of \$4,087,528 and wishes to amortize it over the 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2024.

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

The over recovery of the Energy Rate Component for the 3<sup>rd</sup> and 4<sup>th</sup> quarters of 2023 shall be recognized in the amount of \$4,087,528 and shall be amortized over the 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2024.

**ADOPTED BY THE GOVERNING BODY OF THE KCBPU  
THIS 15<sup>th</sup> DAY OF MAY, 2024.**

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**Thomas Groneman, Board President**

**Attest:**

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**Stevie A. Wakes Sr., Board Secretary**

**Approved as to form:**

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**KCBPU Legal Counsel**

**RESOLUTION NO: 5300**

**RESOLUTION AUTHORIZING THE ADOPTION OF THE 2023 AUDITED INANCIAL  
STATEMENTS AND SCHEDULES**

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF PUBLIC UTILITIES AN  
ADMINISTRATIVE AGENCY OF THE UNIFIED GOVERNMENT OF WYANDOTTE  
COUNTY/KANSAS CITY, KANSAS:**

**Whereas**, the 2023 Audited Financial Statements and Schedules has been presented to the Board of the Kansas City Board of Public Utilities an administrative agency of the Unified Government of Wyandotte County/Kansas City, Kansas; and

**Whereas**, the Board has reviewed said Statements and Schedules as audited by FORVIS, LLP; and

**Whereas**, the Board wishes to adopt the 2023 Audited Financial Statements and Schedules.

**Therefore**, the Board hereby adopts the 2023 Audited Financial Statements and Schedules.

**ADOPTED BY THE GOVERNING BODY OF THE KCBPU  
THIS 15<sup>th</sup> DAY OF MAY, 2024.**

---

**Thomas Groneman, Board President**

**Attest:**

---

**Stevie A.Wakes Sr., Board Secretary**

**Approved as to form:**

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**KCBPU Legal Counsel**



