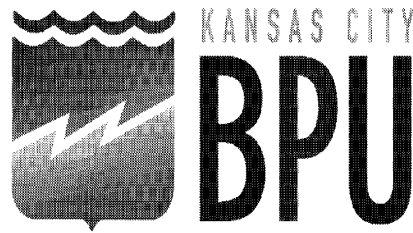


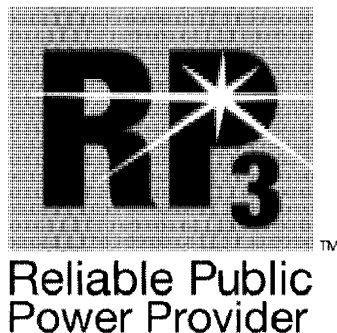
BOARD INFORMATION PACKET



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

Regular Meeting of

May 19, 2021



**Gold Award
for
Competitiveness
Achievement**



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May 19, 2021

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Agenda Item #VIII.....	General Manager / Staff Reports

Approval of Agenda
Agenda Item #III



Board of Public Utilities
Kansas City, Kansas

BOARD AGENDA

Regular Session
May 19, 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 May 4, 2021
- V. Approval of the Minutes of the Work Session of May 5, 2021
- VI. Approval of the Minutes of the Regular Session of May 5, 2021
- VII. Public Comments
- VIII. General Manager / Staff Reports
 - i. COVID-19 Update
 - ii. United Way Update
 - iii. Annual 2020 Financial Audit-BKD, LLP
 - iv. Miscellaneous Comments
- IX. Board Comments
- X. Adjourn

Approval of Minutes
Special Session 5-4-21
Agenda Item #IV

SPECIAL SESSION – WEDNESDAY, MAY 4, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in a Special Session on Tuesday, May 4, 2021 at 5:00 P.M. The following Board Members were present: Bob Milan, President; Mary Gonzales, Vice President; Rose Mulvany Henry, Secretary; Jeff Bryant, Ryan Eidson and Thomas Groneman.

Executive Session #1

Mr. Milan called the meeting to order at 5:07 P.M. Roll call was taken with all Board members present.

Welcoming remarks were given by Mr. Milan

Ms. Lawson at 5:07 P.M. proposed a motion for adoption as follows:

I move that the Board go into Executive Session in the first floor board room to discuss confidential matters related to the evaluation of the General Manager, a personnel matter of nonelected personnel as justified under the personnel matters of a nonelected employee exception in the Kansas Open Meetings Act; and that Deputy Chief Counsel, Angela Lawson, and General Manager, William Johnson, as needed be present to participate in the discussion, all others to be dismissed from the room and public electronic and telephonic transmissions cease, and that the meeting will adjourn without taking action when the Board is finished with the discussion.

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

At 8:25 P.M. the Board adjourned without taking action.

ATTEST:

APPROVED:

Secretary

President

Approval of Minutes
Work Session 5-5-21
Agenda Item #V

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

Also on teleconference: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Steve Green, Executive Director Water Operations; Johnetta Hinson, Executive Director Customer Service; Dong Quach, Executive Director Electric Production; Jerry Sullivan, Chief Information Officer; Jerry Ohmes, Executive Director Electric Supply; Robert Kamp, IT Project Manager; Dennis Dumovich, Director Human Resources; Patrice Townsend, Director Utility Services; Darren McNew, Director Electric Transmission & Substation and Mark Masloski, Meter Data Management System Analyst.

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

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

Roll call was taken, and all Board Members were present with the exception of Mr. Bryant.

Item #3 – Approval of Agenda

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

Item #4 – Board Updates / GM Updates

Mr. Johnson said that they would be scheduling an Economic Development Committee meeting to discuss potential projects.

Item #5 –BPU Bill Print Design

Ms. Johnetta Hinson, Executive Director Customer Service, Mr. Mark Masloski, Meter Data Management System Analyst, Ms. Lori Austin, Chief Financial Officer/Chief Administrative Officer, and Mr. Jerry Sullivan, Chief Information Officer, gave a PowerPoint presentation to update the Board on the status of the utility's bill redesign and

WORK SESSION MINUTES – WEDNESDAY, MAY 5, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

refresh. Included in the PowerPoint were examples of residential and commercial customer particulars that would now be shown on the bill. A page showing the Unified Government's charges, broken out in detail, would also be included on the residential bill. Mr. Sullivan spoke on the project steps as well as the importance of undergoing rigorous testing before going live.

Mr. Sullivan, Ms. Austin and Mr. Johnson addressed questions and comments from and the Board.

Item #6 – Adjourn

A motion was made to adjourn the Work Session at 6:01 P.M. by Mr. Eidson, seconded by Ms. Gonzales and carried unanimously.

ATTEST:

APPROVED:

Secretary

President

Bill Print

Johnetta Hinson
May 5, 2021

Why a New Bill Print?

There are multiple reasons why BPU is in the process of changing the current bill print:

- The Mayor of KCK and other elected officials have requested that BPU pursue a bill print that displays a better separation of charges between the Unified Government and BPU.
- Our current vendor will no longer be providing bill print services.
- BPU could potentially reduce the cost of bill printing and mailing by outsourcing the process.

Why a New Bill Design?

In the process of pursuing a new bill print, our goal is to improve the bill design as our current format has not been refreshed in many years.

- We wanted to provide the customer more information than what we are currently able to display.
- Provide space for the BPU charges and the UG charges on separate pages which allows more room for explanations and details.
- Deliver a more user friendly and comprehensive bill that will be in color and be easier to read and follow.

Benefits to Our Customers

By updating the bill print design we are able to recognize multiple benefits for our customers.

- A summary line showing activity (credits/charges) from the last bill to the current bill.
- Phone numbers for BPU/UG for each service.
- Colored diagrams breaking out the costs between the BPU/UG by service.
- More information on specific programs such as LIEAP (Low Income Energy Assistance Program), EPP (Equal Payment Plan), Payment Arrangements as well as others.
- 13-month usage graphs for our residential customers.
- Breakdown for each location / meter / service.

Benefits to BPU

BPU is also able to identify various benefits with this new bill print project:

- No need to purchase/maintain/upgrade printing equipment.
- Will be able to track mailed bills thru USPS.
- A PDF of the bill will be attached for customers on Paperless Billing.
- Be able to customize messages to different customers.
- PILOT is identified as a UG charge.



Current Bills

Residential

021721 190001 720
 FOR BILLING INQUIRIES CALL: (913) 573-8339

ACCOUNT NUMBER: 28074645 CUSTOMER NAME: John Doe PREVIOUS BILL: 01/19/21
 BILLING DATE: 02/17/21 SERVICE LOCATION: 540 N 55 TH ST APT A CURRENT BILL: 02/17/21

Date	BPU Charges	Amount
02/18/21	Electric Charges	\$54.75
02/18/21	Water Charges	\$27.13
02/18/21	City Charges	\$104.41
02/18/21	Taxes	\$1.88
02/18/21	Total	\$188.17

Date	UG Charges	Amount
02/18/21	Storm Water Management	\$4.50
02/18/21	PLDIT	\$9.75
02/18/21	Trash Removal Service	\$16.00
02/18/21	Water Pollution Abatement @ AVG 12	\$76.16
02/18/21	Total	\$106.41

Date	Taxes	Amount
02/18/21	Kansas Water Plan Tax	\$0.05
02/18/21	Sales Tax	\$1.61
02/18/21	Total	\$1.66

DATE	METER NUMBER OR SERVICE DESCRIPTION	PREVIOUS	PRESENT	READ DATE	USAGE	AMOUNT
02/18/21	06077941LP	18847	18796	02/18/21	501 KWH	21.27
02/18/21	06077941LP-Demand Charge	1209.42	1279.58	02/18/21	1300 KWH	11.28
02/18/21	06077941LP-Facilities Charge	87809	88432	02/18/21	1687 KWH	7.67
02/18/21	06077941LP	504.61	540	02/18/21	27800 KWH	34.21
02/18/21	18024080	129443	129443	02/18/21	1540 KWH	13.43
02/18/21	18024080-Demand Charge	1496.28	1518.51	02/18/21	3254 KWH	9.31
02/18/21	18024080	74552	75034	02/18/21	88820 KWH	1,808.76
02/18/21	86.00% Power Factor	928.36	897.75	02/18/21	56800 KWH	15,462.25
02/18/21	18471375	74300	73266	02/18/21	102 KWH	8.84
02/18/21	18471375-Demand Charge	937.17	914.67	02/18/21	1380 KWH	5,294.80
02/18/21	18471375	25808	26228	02/18/21	10200 KWH	300
02/18/21	84.82% Power Factor	343.53	308	02/18/21	300 KWH	

Make checks payable to Kansas City Board of Public Utilities
 DETACH AND RETURN BOTTOM PORTION OF THIS BILL WITH YOUR PAYMENT. PLEASE DO NOT MAIL THIS.

Kansas City Board of Public Utilities • 540 Minnesota Avenue • Kansas City, Kansas 66101-2930

ACCOUNT NUMBER: 0000028074645 9 DUE DATE: March 15, 2021
 SERVICE LOCATION: 540 N 55 TH ST APT A AMOUNT DUE NOW: \$192.05
 BILLING DATE: February 17, 2021 AFTER DUE DATE: \$202.00
 WRITE TOTAL AMOUNT PAID \$

John Doe
 540 N 55 TH ST APT A
 KANSAS CITY KS 66101-2914
 KANSAS CITY, MO 64121-9061

Commercial & Industrial

021721 190001 720
 FOR BILLING INQUIRIES CALL: (913) 573-8339

ACCOUNT NUMBER: 28104992 CUSTOMER NAME: John Doe PREVIOUS BILL: 01/22/21
 BILLING DATE: 02/18/21 SERVICE LOCATION: 540 N 55 TH ST APT A CURRENT BILL: 02/18/21

Date	BPU Charges	Amount
02/18/21	Electric Charges	\$192,061.76
02/18/21	City Charges	\$383.57
02/18/21	Water Charges	\$7,963.30
02/18/21	Taxes	\$2,494.46
02/18/21	Total	\$202,803.09

Date	UG Charges	Amount
02/18/21	Storm Water Management	\$0.00
02/18/21	PLDIT	\$0.00
02/18/21	Trash Removal Service	\$0.00
02/18/21	Water Pollution Abatement @ AVG 1	\$0.00
02/18/21	Total	\$0.00

Date	Taxes	Amount
02/18/21	Kansas Water Plan Tax	\$0.05
02/18/21	Sales Tax	\$1.61
02/18/21	Total	\$1.66

DATE	METER NUMBER OR SERVICE DESCRIPTION	PREVIOUS	PRESENT	READ DATE	USAGE	AMOUNT
02/18/21	06077941LP	18847	18796	02/18/21	501 KWH	21.27
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02/18/21	06077941LP-Facilities Charge	87809	88432	02/18/21	1687 KWH	7.67
02/18/21	06077941LP	504.61	540	02/18/21	27800 KWH	34.21
02/18/21	18024080	129443	129443	02/18/21	1540 KWH	13.43
02/18/21	18024080-Demand Charge	1496.28	1518.51	02/18/21	3254 KWH	9.31
02/18/21	18024080	74552	75034	02/18/21	88820 KWH	1,808.76
02/18/21	86.00% Power Factor	928.36	897.75	02/18/21	56800 KWH	15,462.25
02/18/21	18471375	74300	73266	02/18/21	102 KWH	8.84
02/18/21	18471375-Demand Charge	937.17	914.67	02/18/21	1380 KWH	5,294.80
02/18/21	18471375	25808	26228	02/18/21	10200 KWH	300
02/18/21	84.82% Power Factor	343.53	308	02/18/21	300 KWH	

Make checks payable to Kansas City Board of Public Utilities
 DETACH AND RETURN BOTTOM PORTION OF THIS BILL WITH YOUR PAYMENT. PLEASE DO NOT MAIL THIS.

Kansas City Board of Public Utilities • 540 Minnesota Avenue • Kansas City, Kansas 66101-2930

ACCOUNT NUMBER: 000000 28104992 9 DUE DATE: March 15, 2021
 SERVICE LOCATION: 540 N 55 TH ST APT A AMOUNT DUE NOW: \$252,487.03
 BILLING DATE: February 18, 2021 AFTER DUE DATE: \$264,455.58
 WRITE TOTAL AMOUNT PAID \$

John Doe
 540 N 55 TH ST APT A
 KANSAS CITY, KS 66105
 KANSAS CITY, MO 64121-9061

Commercial & Industrial

021821 190001 74
 FOR BILLING INQUIRIES CALL: (913) 573-8339

ACCOUNT NUMBER: 28104999 CUSTOMER NAME: John Doe PREVIOUS BILL: 01/22/21
 BILLING DATE: 02/18/21 SERVICE LOCATION: 540 N 55 TH ST APT A CURRENT BILL: 02/18/21

Date	BPU Charges	Amount
02/18/21	Electric Charges	\$192,061.76
02/18/21	City Charges	\$383.57
02/18/21	Water Charges	\$7,963.30
02/18/21	Taxes	\$2,494.46
02/18/21	Total	\$202,803.09

Date	UG Charges	Amount
02/18/21	Storm Water Management	\$0.00
02/18/21	PLDIT	\$0.00
02/18/21	Trash Removal Service	\$0.00
02/18/21	Water Pollution Abatement @ AVG 1	\$0.00
02/18/21	Total	\$0.00

Date	Taxes	Amount
02/18/21	Kansas Water Plan Tax	\$0.05
02/18/21	Sales Tax	\$1.61
02/18/21	Total	\$1.66

DATE	METER NUMBER OR SERVICE DESCRIPTION	PREVIOUS	PRESENT	READ DATE	USAGE	AMOUNT
02/18/21	06077941LP	18847	18796	02/18/21	501 KWH	21.27
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02/18/21	06077941LP	504.61	540	02/18/21	27800 KWH	34.21
02/18/21	18024080	129443	129443	02/18/21	1540 KWH	13.43
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02/18/21	18024080	74552	75034	02/18/21	88820 KWH	1,808.76
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02/18/21	18471375-Demand Charge	937.17	914.67	02/18/21	1380 KWH	5,294.80
02/18/21	18471375	25808	26228	02/18/21	10200 KWH	300
02/18/21	84.82% Power Factor	343.53	308	02/18/21	300 KWH	

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Kansas City Board of Public Utilities • 540 Minnesota Avenue • Kansas City, Kansas 66101-2930

ACCOUNT NUMBER: 000000 28104992 9 DUE DATE: March 15, 2021
 SERVICE LOCATION: 540 N 55 TH ST APT A AMOUNT DUE NOW: \$252,487.03
 BILLING DATE: February 18, 2021 AFTER DUE DATE: \$264,455.58
 WRITE TOTAL AMOUNT PAID \$

John Doe
 540 N 55 TH ST APT A
 KANSAS CITY, KS 66105
 KANSAS CITY, MO 64121-9061



Many Bill Variations - Service Scenarios

Res Commercial - Water Only

Res Commercial - Electric Only

Res Commercial - Electric & Water

Res Commercial - Electric Temp Panel

Res Commercial - Rate Change

Res Commercial - Surge Protector

Res Commercial - New Meter

Res Commercial - Meter Change

Res Commercial - Electric & Water
w/1 w/Private Area Light

Res Commercial - Electric & Water with Surge

Res Commercial - Electric & Water with Electric

Rate Change

Ra Commercial - Electric & Water with Water

Rate Change

Ra Commercial - Multiple Electric Meters

Res Commercial - Estimated Reads

Res Commercial - Electric & Water with Electric

Res Rate Change with Surge

Cha Commercial - Electric & Water with Water
Rate Change with Surge

Equal Number of
Variations on
Industrial Accounts

Bill Variations - Payment Scenarios

Res Commercial – Bill with Payment

Res Commercial – Bill without Payment

Res Commercial – Bill with Credit

Res Commercial – Bill with Deposit

Res Commercial – Bill with Deposit Refund

Res Commercial – Multiple Payments

Res Commercial – Bill with Adjustment

Res Commercial – Multiple Adjustments

Res Commercial – Payment & Adjustments

Res Commercial – Non-Sufficient Funds

Res Commercial – Bill on Draft

Res Commercial – Delinquent

Res Commercial – Corrected Bill

Res Commercial – Bill with Late Fee

Res Commercial – Bill with forwarding address

Res Commercial – Cancel/Rebill

Res Commercial – Bill with Penalties

Res Commercial – Final Bill

**Variations on
Industrial Accounts
as well**

C



Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	Amount Due
\$188.04	\$188.04	\$0.00	\$81.88	\$99.66	\$11.41	\$192.95	\$192.95

Visit us on the web at : www.BPU.com

BPU + UG Total Charges
including Taxes & Fees
Current Charges \$192.95

*Please see additional pages for detailed charges
For questions pertaining to BPU charges (913) 573-9190
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

BPU CHARGES	
ELECTRIC \$54.75	WATER \$27.13
UG CHARGES	
WASTEWATER \$79.16	STORMWATER \$4.50
	TRASH & RECYCLE \$16.00
TAXES & FEES	
TAXES \$1.66	UG PAYMENT IN LIEU OF TAXES \$9.75

The top of the first page gives a summary of activity since the previous bill. Below the summary, there is a break out of the BPU and UG charges into circle graphs, “donuts”, so the customer can see a breakdown of how much each charge makes up of their total bill.










Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	LEAP Applied	Amount Due
\$320.30 CREDIT	\$0.00	\$296.50	\$189.90	\$61.10	\$27.16	-\$173.52	\$401.14

Visit us on the web at:
www.BPU.com

**BPU + UG
Total Charges**
Including Taxes & Fees
**Current Charges
\$278.16**

*Please see additional pages for detailed charges
For questions pertaining to BPU charges (913) 573-9190
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

BPU CHARGES	
 ELECTRIC \$151.10	 WATER \$38.80
UG CHARGES	
 WASTEWATER \$40.60	 STORMWATER \$4.50
 TRASH & RECYCLE \$16.00	
TAXES & FEES	
 TAXES \$4.56	 UG PAYMENT IN LIEU OF TAXES \$22.60

LIEAP Accounts

Accounts with LIEAP (Low Income Energy Assistance Program) credit will have the amount displayed on the summary line.



IMPORTANT MESSAGES

THE DELINQUENT AMOUNT OF ~~\$266.50~~ MUST BE PAID BY Mar. 15, 2021 TO AVOID DISCONNECTION OF SERVICE. ANY PREVIOUS UNPAID AMOUNT IS ELIGIBLE FOR DISCONNECT AT ANY TIME. IF YOU REMITTED PAYMENT IN FULL OR IF YOUR PAYMENT AND THIS NOTICE PASSED IN THE MAIL, PLEASE DISREGARD THIS NOTICE

LIEAP Accounts

LIEAP credit does not apply towards water charges. So if a customer doesn't pay that charge, we will display a Delinquent Message in the Important Messages stating the amount needed to be paid by the highlighted date.

All Accounts

This delinquent message will display on the first page for ALL accounts in red font with the amount and due date bolded and highlighted.



First Page - Residential Bill

Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	EPP Amount Due
\$275.00	\$275.00	\$0.00	\$91.90	\$46.64	\$12.89	\$151.43	\$269.00

Visit us on the web at : www.BPU.com

*Please see additional pages for detailed charges
For questions pertaining to BPU charges (913) 573-9190
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

Visit us on the web at : www.BPU.com

*Please see additional pages for detailed charges
For questions pertaining to BPU charges (913) 573-9190
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

BPU CHARGES	
ELECTRIC	\$64.77
WATER	\$27.13

UG CHARGES		
WASTEWATER	\$26.14	
STORMWATER	\$4.50	
TRASH & RECYCLE	\$16.00	

TAXES & FEES	
TAXES	\$1.95
UG PAYMENT IN LIEU OF TAXES	\$10.94

Please detach the coupon below and return it with your payment. For additional payment options, including paying online, please see the reverse side.

BPU	
ACCOUNT NUMBER	28052168
SERVICE ADDRESS	540 N 55TH ST APT A
AMOUNT DUE	\$269.00
DUE DATE	04/19/21
AFTER DUE DATE	
AMOUNT PAID	

☐ CHECK HERE FOR ACCOUNT INFORMATION CHANGES ON REVERSE SIDE

Please Make Checks Payable and Remit to:

KANSAS CITY BOARD OF PUBLIC UTILITIES
P.O. Box 219661
KANSAS CITY, MO 64121-9661

EPP Accounts

Customer's on EPP (Equal Payment Plan) will have their amount due called out on the summary line at the top of the page.



Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	Amount Due
\$1234.86	\$0.00	\$1234.86	\$568.02	\$65.92	\$78.16	\$712.10	\$1946.96

Visit us on the web at : www.BPU.com

BPU + UG Total Charges
including Taxes & Fees

Current Charges
\$712.10

BPU CHARGES

Category	Amount
ELECTRIC	\$498.11
WATER	\$34.91
OTHER	\$35.00

UG CHARGES

Category	Amount
WASTEWATER	\$45.42
STORMWATER	\$4.50
TRASH & RECYCLE	\$16.00

TAXES & FEES

Category	Amount
TAXES	\$14.73
UG PILOT	\$63.43

*Please see additional pages for detailed charges
For questions pertaining to BPU charges (913) 573-9190
For questions pertaining to UG charges and PILOT 3-1-1 or (913) 573-5311

Accounts on Payment Arrangements

Customer's on Payment Arrangements will have the top of the bill be the same as the other bills.



Accounts on Payment Arrangements

IMPORTANT MESSAGES

If the payment arrangement is terminated, the full amount of the agreement will become due and can be scheduled for termination at any time. Please refer to the BPU Bill Detail Page to view your payment arrangement schedule.

In the Important Messages, we communicate that if the arrangement is terminated, that the full amount becomes due and can be scheduled for disconnection.

IMPORTANT MESSAGES

Payment arrangement terminated on 02/24/2021

The payment arrangement has been terminated. The full amount of the agreement has now become due and your service can be scheduled for termination at any time. If you have any questions, please contact Customer Service at (913) 573-9190.

If the arrangement terminates, we will show the date it terminated and have a message that the full amount has now become due and can be scheduled for disconnection.

Second Page - Commercial & Residential

GENERAL INFORMATION ABOUT YOUR BILL

CUB - The measurement of the amount of water used. One CUB equals 100 cubic feet or approximately 144 gallons of water.

CUH - Demand - the measurement of electricity usage in an interval which is the maximum amount used in a 15 minute period. It is measured in kilowatts.

ENERGY GUARANTEE CHARGE - This charge normally provides for recovery of costs incurred in providing service to customers, and is not related to how much energy a customer uses.

THE CUSTOMER CHARGE represents a portion of the cost of various services and customer services including the cost of meter reading, rate collection, postage and the expenses associated with the basic plant investment at each service location, such as meters, transformers, service lines, etc.

WATER CUSTOMER CHARGE - A monthly charge based on the water meter size. This charge covers the cost of providing service to customers.

ENERGY RATE COMPONENT (KWH) - The Energy Rate Component is a rate applied to the amount of energy used by a customer to recover the utility's rate and all purchased power costs and other variable costs incurred in providing service to customers.

INVESTMENT SURCHARGE (KWH) - The Investment Surcharge is a rate to provide for the annual recovery of the utility's capital investment in projects that are required by state, federal, state or local governmental regulations.

UTILITY SUSTAINMENT FEE - A fee levied on customers who are not connected to a water service line. This fee is used to maintain the water service line.

WATER SUSTAINMENT FEE - A fee levied on customers who are not connected to a water service line. This fee is used to maintain the water service line.

WATER SUSTAINMENT FEE - A fee levied on customers who are not connected to a water service line. This fee is used to maintain the water service line.

For additional definitions, information and rates, please visit www.bpu.com, and go to Residential or Business > Rates > Rate Application Manual.

Payment Options:

Pay online at: www.bpu.com

Pay by phone: 866-BPU-BILL (866-276-2456)

Drop Box: 540 Minnesota Ave., Kansas City, KS 66101

Know: Visit www.bpu.com for locations.

Kansas City Board of Public Utilities

Address: 540 Minnesota Ave., Kansas City, MO 64101

Phone: 866-276-2456

Website: www.bpu.com

Name: _____ Account Number: _____

Service Address: _____ Address: _____ Phone: _____

City: _____ State: _____ ZIP Code: _____

Customer Address: _____

Additional Comments: _____

DATE: _____

The top of the page will display definitions of BPU charges and abbreviations. We will also provide details on where the customer can get more information from our website.

The bottom of the page will list payment options and a form for a change of address.

Third Page - Residential Bill

BPU Customer Service Hours
Monday - Friday 7:00 AM - 6:00 PM

Customer Service, BPU Billing Inquiries: (913) 573-9190
24 Hour Outage Service: (913) 573-9622
Water Issues: (913) 573-9622
Main Number: (913) 573-0000

Electric Usage History

Water Usage History

BPU Billing Details

Electric Customer Charge	\$22.00
Electric Consumption Charge	\$25.00
Energy Rate Component @ .028 kWh	\$22.00
Environmental Surcharge @ .0057 kWh	\$27.36
Total Electric Charge	\$96.36
Water Customer Charge	\$18.25
Water Consumption Charge	\$19.40
Total Water Charge	\$37.65
Late Payment Charge	\$25.41
Late Payment Charge Adjustment	-\$26.81
Total BPU Charges	\$136.00
Taxes Details	
Kansas Water Plan Tax	\$0.12
Sales Tax	\$9.93
Total Taxes	\$10.05

ELECTRIC USAGE INFORMATION

Service Period	03/22/21 - 03/22/21	Rate	100
Read Date	03/22/21	1357295	18385
Read Date	03/22/21	1357295	21570
Read Date	03/22/21	1357295	3185

WATER USAGE INFORMATION

Service Period	03/22/21 - 03/22/21	Rate	\$10
Read Date	03/22/21	ME1229071	6616743
Read Date	03/22/21	ME1229071	8867076
Read Date	03/22/21	ME1229071	5.00

COLLECTION AGREEMENT PAYMENT SCHEDULE --

04/26/21	\$325.00	05/25/21	\$325.00	06/25/21	\$325.00
07/26/21	\$321.96				

Same time, same money... Make life easier, sign up for the Automatic Bank Draft Payment Program to BPU.com or call 913 573 9190 for information.

We appreciate the way you consistently pay your account. You can call 1-800-BPU-BILL (1-800-378-2455) or you can go to BPU.com to pay your bill online.

To receive our paperless billing you can go to BPU.COM or call 913 573 9190.

Accounts on Payment Arrangements





PAY ARRANGEMENT AGREEMENT

-- COLLECTION AGREEMENT PAYMENT SCHEDULE --

04/26/21	\$325.00	05/25/21	\$325.00	06/25/21	\$325.00
07/26/21	\$321.96				

Customer's on Payment Arrangements will have their payment schedule (with the date the arrangement payment is due) on the bottom of the page.



Unified Government Billing Details		
WASTEWATER		
	Monthly Base Charge	\$21.32
	Consumption Charge @ average 5 CCF	\$24.10
	Total Wastewater Charges	\$45.42
STORMWATER		
	Monthly Base Charge	\$4.50
	Total Stormwater Charges	\$4.50
TRASH & RECYCLE		
	Monthly Base Charge	\$16.00
	Total Trash & Recycle Charges	\$16.00
Total UG Charges		\$65.92
UG Payment in Lieu of Taxes		
	Payment in Lieu of Taxes	\$22.93
UG Payment in Lieu of Taxes		\$22.60

There are UG phone numbers listed for each UG service for customers to call with questions.

There is also space designated for specific definitions & special messaging.

The Unified Government's charges will be on its own page and broken out in detail.

[illegible]

First Page - Commercial Bill

BPU ACCOUNT NUMBER: 28104992 CUSTOMER NAME: John Doe
BILLING DATE: 02/18/21 SERVICE LOCATION: 540 N 55TH ST APT A

Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	Amount Due
\$474,147.45	\$461,231.35	\$12,916.10	\$200,974.44	\$12,272.92	\$26,323.57	\$239,570.93	\$252,487.03

BPU + UG Total Charges including Taxes & Fees
Current Charges: \$252,487.03

Electric Charges \$192,061.76
Water Charges \$8,266.87
Other Charges \$645.81

UG CHARGES
Wastewater Charges \$12,272.92

TAXES & FEES
Kansas Water Plan Tax \$55.15
Sales Tax \$2,429.31
UG Payment in Lieu of Taxes \$23,839.11

IMPORTANT MESSAGES
THE OUTSTANDING AMOUNT OF \$252,487.03 IS DUE BY 03/15/21 TO AVOID DISCONNECTION OF SERVICE. ANY PREVIOUS UNPAID AMOUNT IS ELIGIBLE FOR DISCONNECTION AT ANY TIME. IF YOU REMITTED PAYMENT IN FULL OR IF YOUR PAYMENT AND THIS NOTICE PASSED IN THE MAIL, PLEASE DISREGARD THIS NOTICE.
WATER POLLUTION ABATEMENT CLASS 083 OTHER FEE FOR FEB 2021 - \$12,272.92 FOR 2,264 GPGS
Save time, save money... Make it easier. Sign up for the Automatic Bank Draft Payment Plan. Go to www.BPU.com or call (816) 573-8100 for information.
You can call 1-800-BPU-BILL (1-800-279-2810) or you can go to www.BPU.com to pay your bill online.
To avoid a paperless billing you can go to www.BPU.com or call (816) 573-8100.

Please detach the coupon below and return it with your payment. For additional payment options, including paying online, please see the reverse side.

BPU 540 MINNESOTA AVENUE
KANSAS CITY, KS 64101-2930

ACCOUNT INFORMATION
ACCOUNT NUMBER: 28104992
SERVICE ADDRESS: 540 N 55TH ST APT A

AMOUNT DUE: \$252,487.03
DUE DATE: 03/15/21
AFTER DUE DATE: \$204,465.58
AMOUNT PAID:

☐ CHECK HERE FOR ACCOUNT INFORMATION CHANGES ON REVERSE SIDE.
Please Make Checks Payable and Remit to:
KANSAS CITY BOARD OF PUBLIC UTILITIES
P.O. Box 205861
KANSAS CITY, MO 64121-8861

JOHN DOE
123 RAINBOW ST
KANSAS CITY, KS 64101-2800

Previous Balance	Payments	Past Due	BPU Charges	UG Charges	Taxes & Fees	Current Charges	Amount Due
\$474,147.45	\$461,231.35	\$12,916.10	\$200,974.44	\$12,272.92	\$26,323.57	\$239,570.93	\$252,487.03

BPU + UG Total Charges including Taxes & Fees
Current Charges: \$252,487.03

BPU CHARGES
Electric Charges \$192,061.76
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Other Charges \$645.81

UG CHARGES
Wastewater Charges \$12,272.92

TAXES & FEES
Kansas Water Plan Tax \$55.15
Sales Tax \$2,429.31
UG Payment in Lieu of Taxes \$23,839.11

Visit us on the web at :
www.BPU.com

Please see additional pages for detailed charges

The top of the commercial first page resembles the residential bill. There is a summary of activity since the previous bill then a break out of the BPU and UG charges. Instead of circle graphs, "donuts", the breakdown of each charge is shown in a colored text and box.



IMPORTANT MESSAGES

To enroll in paperless billing you can go to www.BPU.com or call (913) 573-9190.

Any Delinquent Notification will now be displayed on the first page with the amount delinquent and the due date in bold font and highlighted.

Other important messages will also be displayed.

Second Page - Commercial Bill

GENERAL INFORMATION ABOUT YOUR BILL

G22 - is the measurement of the amount of water used. One "G22" equals 100 cubic feet or approximately 7.48 gallons of water.

DEM - Demand is the measurement of electric capacity or demand which is the maximum amount used in a 20-minute period. It is measured in Kilowatts.

ELECTRIC CUSTOMER CHARGE - This charge normally provides for recovery of costs related to providing service to customers and is not related to how much energy a customer uses. The Customer Charge represents a portion of the cost of system assets and customer service including the cost of meter reading, bill calculation, postage and the expenses associated with the basic plant investment at each service location, such as meters, transformers, service lines etc.

WATER CUSTOMER CHARGE - A monthly charge based on the water meter size. This charge covers the cost of providing service to customers.

ENERGY RATE COMPONENT (ERC) - The Energy Rate Component is a surcharge applied to the amount of energy used by a customer to recover the utility's full and all purchased power costs and other related costs incurred to provide energy to customers.

ENVIRONMENTAL SURCHARGE - (ESU) - The Environmental Surcharge is a fee to provide for the annual recovery of the utility's capital investment in projects that are required to meet Federal State or local environmental regulations.

ESTIMATED READING (EST) - Weather related or unforeseen circumstances may prevent an actual meter reading. In this case, your meter reading will be estimated.

KANSAS WATERCOURSE LAW - A State of Kansas imposed fee based on gallons of water consumed.

KWH - Kilowatt Hour is 1,000 watts of electric energy used for one hour.

For additional definitions, information and rates, please visit www.BPU.com, and go to Residential or Business > Rates > Rate Application Manual.

The top of the page will display definitions of BPU charges and abbreviations. We will also provide details on where the customer can get more information from our website.

UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS SERVICES
For questions pertaining to the UG charges listed below, please call the Unified Government's 311 Call Center at 3-5-1 or 913-675-5311.

WATER INFLUOR TREATMENT (WIT) - UG ordinance requires the BPU to pay a percentage of its gross revenues to meet certain UG costs incurred due to BPU spending as a public utility. The WIT is a fee on the basis of property taxes and based on the BPU's revenue.

WATER TREATMENT (WT) - Wastewater utility is responsible for a day-to-day and future operations of sewer collection and treatment, which includes routine system maintenance and capital investment to safeguard water quality for our health and environment. The BPU acts as the billing and collection agent for the UG.

WATER SURCHARGE (WATER SURCHARGE) - Residential Wastewater Charges are based upon the average monthly billed water consumption (G22) for the billing periods from December through March. The average for those months is the basis for the next twelve months.

WATER MANAGEMENT - Storm water management utility is responsible for the collection system of storm water runoff from streets or other weather events to prevent flooding and erosion. The utility includes routine system maintenance and capital investment to safeguard water quality for our health and environment. The BPU acts as the billing and collection agent for the UG.

WATER TREATMENT (WT) - Residential water utility is responsible for the collection of "Regulated" (potable) water (substantially) package from residential sources, including power, district food farms, and other general districts and businesses. Cities would include yard drainage, lawns, and trees. The BPU acts as the billing and collection agent for the UG.

The middle of the page will display definitions for the UG's charges and abbreviations.

Payment Options:

Pay online at: www.BPU.com
Pay by phone: 855-BPU-BILL (855-278-2455)
Drop Box: 5403 Minnesota Ave., Kansas City, KS 66101
Kiosk: Visit www.BPU.com for locations

Kansas City Board of Public Utilities:
Address, Phone, Email Change and Comments

Please change the mailing address as follows:

Name: _____ Account Number: _____
Street Address: _____ Apt/Suite: _____ Room: _____
City: _____ State: _____ Zip Code: _____
Email Address: _____
Additional Comments: _____

The bottom of the page will list payment options and a form for a change of address.

Third Page - Commercial Bill

ACCOUNT NUMBER 28104992 CUSTOMER NAME John Doe
BILLING DATE 02/18/21 SERVICE LOCATION 540 N 55TH ST APT A

METER READING SUMMARY

DESCRIPTION	SERVICE PERIOD	NO. OF DAYS	METER NUMBER	UNITS	PREVIOUS READING	CURRENT READING	MULTIPLIER	TOTAL CONSUMPTION
Electric - 32K	01/04/20 - 02/04/20	31	05577347LP	KWH	186471	187848 Est	0.00	826200.000
				KW		1304.660	0.00	1279.080
				KVARH	87829	88459	0.00	378000.000
				KVAR		549.000	0.00	549.000
Electric - 32K	01/04/20 - 02/04/20	31	16024060	KWH	127928	129443	0.00	909000.000
				KW		1548.940	0.00	1518.570
				KVARH	74552	75534	0.00	589200.000
				KVAR		549.000	0.00	897.750
Electric - 32K	01/04/20 - 02/04/20	31	16471375	KWH	74309	75256	0.00	568200.000
				KW		914.670	0.00	1518.570
				KVARH	25908	26229	0.00	192600.000
				KVAR		549.000	0.00	306.000
Water 010	01/04/20 - 02/04/20	31	NE70348663H	CCF	4537239	4632567	0.001	953.280
Water 010	01/04/20 - 02/04/20	32	NE70348663L	CCF	52331800	65813288	0.000	1348.148
Fireline 40_10	01/04/20 - 02/04/20	31	NE93241207	CCF	2195261	2220821	0.0001	2.556
Fireline 40_10	01/04/20 - 02/04/20	32	NE93020017	CCF	81165	81337	0.0001	0.017

BPU Billing Details

ACCOUNT 05577347LP

Electric Customer Charge \$175.80
Electric Consumption Charge \$27,371.21
Demand Charge \$11,286.34
Facilities Charge \$7,861.91
Energy Rate Component @ 025 kWh \$21,948.82
Environmental Surcharge @ 2.50/ kWh \$4,180.41

Total Meter Charges \$65,938.81

16024060

Electric Customer Charge \$175.80
Electric Consumption Charge \$24,212.58
Demand Charge \$13,418.82
Facilities Charge \$6,333.01
BLBP's Reactive Adjustment \$1,838.78
Energy Rate Component @ 025 kWh \$24,166.68
Environmental Surcharge @ 2.50/ kWh \$4,956.37

Total Meter Charges \$78,015.82

16471375

Electric Customer Charge \$175.80
Electric Consumption Charge \$15,480.22
Demand Charge \$8,842.23
Facilities Charge \$6,264.89
Energy Rate Component @ 025 kWh \$15,089.86
Environmental Surcharge @ 2.50/ kWh \$3,271.73

Total Meter Charges \$48,167.83

Customer Service, BPU Billing Inquiries: (913) 573-6700
24 Hour Outage Service: (913) 573-3023
Water Inquiries: (913) 573-9622
Mail Matters: (913) 573-9000

Customer Service Hours
Monday - Friday 7:00 AM - 6:00 PM




Total Electric Charges \$192,061.26

Page 2 of 4

METER READING SUMMARY								
DESCRIPTION	SERVICE PERIOD	NO. OF DAYS	METER NUMBER	UNITS	PREVIOUS READING	CURRENT READING	METER MULTIPLIER	TOTAL CONSUMPTION
Electric - 322K	01/04/20 - 02/04/20	31	05577347LP	KWH	186471	187848 Est	600	826200.000
				KW		1304.660	1	1279.080
				KVARH	87829	88459	600	378000.000
				KVAR		549.000	1	549.000
Electric - 322K	01/04/20 - 02/04/20	31	16024060	KWH	127928	129443	600	909000.000
				KW		1548.940	1	1518.570
				KVARH	74552	75534	600	589200.000
				KVAR		549.000	1	897.750
Electric - 322K	01/04/20 - 02/04/20	31	16471375	KWH	74309	75256	600	568200.000
				KW		914.670	1	1518.570
				KVARH	25908	26229	600	192600.000
				KVAR		549.000	1	306.000
Water 010	01/04/20 - 02/04/20	31	NE70348663H	CCF	4537239	4632567	0.01	953.280
Water 010	01/04/20 - 02/04/20	32	NE70348663L	CCF	52331800	65813288	0.0001	1348.148
Fireline 40_10	01/04/20 - 02/04/20	31	NE93241207	CCF	2195261	2220821	0.0001	2.556
Fireline 40_10	01/04/20 - 02/04/20	32	NE93020017	CCF	81165	81337	0.0001	0.017

Beginning on page 3, the meter information will be displayed. In the Meter Reading Summary, we will display the type of service, rate plan, service period, number of days, meter number, unit of measure, previous & current reading, meter multiplier and total consumption.



BPU Billing Details		
ELECTRIC 05577347LP		
	Electric Customer Charge	\$170.00
	Electric Consumption Charge	\$21,371.21
	Demand Charge	\$11,298.36
	Facilities Charge	\$7,007.91
	Energy Rate Component @ .026 kWh	\$21,910.82
	Environmental Surcharge @ 3.20436 kW	\$4,180.61
	Total Meter Charges	\$65,938.91
16024060		
	Electric Customer Charge	\$170.00
	Electric Consumption Charge	\$24,212.56
	Demand Charge	\$13,413.82
	Facilities Charge	\$9,310.01
	86.08% Reactive Adjustment	\$1,838.78
	Energy Rate Component @ .026 kWh	\$24,106.68
	Environmental Surcharge @ 3.20436 kW	\$4,963.37
	Total Meter Charges	\$78,015.22
16471375		
	Electric Customer Charge	\$170.00
	Electric Consumption Charge	\$15,480.23
	Demand Charge	\$8,842.03
	Facilities Charge	\$5,294.99
	Energy Rate Component @ .026 kWh	\$15,068.66
	Environmental Surcharge @ 3.20436 kW	\$3,271.72
	Total Meter Charges	\$48,107.63
Total Electric Charges		\$192,061.76

Below the Meter Reading Summary will be the BPU Billing Details. In this section, the charges will be broken out by service and then by meter within that service. There will be a total for each meter and the for the service.

Fourth Page - Commercial Bill

BPU		ACCOUNT NUMBER: 28000130	CUSTOMER NAME: John Doe
BILLING DATE: 01/19/21		SERVICE LOCATION: 540 N 55TH ST APT A	
WATER			
NE93241207	Fireline Customer Charge	\$175.95	
	Fireline Consumption Charge	\$11.67	
	Total Meter Charges	\$187.62	
NE93020017	Fireline Customer Charge	\$175.95	
	Total Meter Charges	\$175.95	
NE70348663H	Water Customer Charge	\$427.00	
	Water Consumption Charge	\$7,476.30	
	Total Meter Charges	\$7,903.30	
	Total Water Charges	\$8,266.87	
	Late Payment Charge Applied	\$645.81	
	Total Other Charges	\$645.81	
	Total BPU Charges	\$200,974.44	
United Government Billing Details			
			
Refuse & Recycling Service Issues: (913) 675-6911		Consumption Charge	
Waste Transfer: (913) 675-1300		\$12,272.82	
Storm Water Management: (913) 675-8400		Total Wastewater Charges	
Other Questions: (913) 675-8000		\$12,272.82	
Customer Service Hours		Total UG Charges	
Monday - Friday 8:00 AM - 6:00 PM		\$12,272.82	
Taxes & Fees Details			
		Kansas Water Plan Tax	
		\$65.15	
		Sales Tax	
		\$2,429.21	
		UG Payment in Lieu of Taxes	
		\$23,838.11	
		Total Taxes & Fees	
		\$26,323.57	

WATER	
NE93241207	
Fireline Customer Charge	\$175.95
Fireline Consumption Charge	\$11.67
Total Meter Charges	\$187.62
NE93020017	
Fireline Customer Charge	\$175.95
Total Meter Charges	\$175.95
NE70348663H	
Water Customer Charge	\$427.00
Water Consumption Charge	\$7,476.30
Total Meter Charges	\$7,903.30
Total Water Charges	\$8,266.87
OTHER	
Late Payment Charge Applied	\$645.81
Total Other Charges	\$645.81
Total BPU Charges	\$200,974.44

The BPU Billing Details will continue to the following page if needed. The total BPU charges will be displayed after all of the services.

Fourth Page - Commercial Bill

BPU	ACCOUNT NUMBER: 28000130	CUSTOMER NAME: John Doe
	BILLING DATE: 01/19/21	SERVICE LOCATION: 540 N 55TH ST APT A
TRUNK Preline Customer Charge \$175.55 Preline Consumption Charge \$11.07 Total Meter Charges \$186.62		
NEIGHBORHOOD Preline Customer Charge \$175.55 Total Meter Charges \$175.55		
NEIGHBORHOOD Water Customer Charge \$437.00 Water Consumption Charge \$7,476.70 Total Meter Charges \$7,913.70		
Total Water Charges \$8,100.87		
OTHER Late Payment Charge Applied \$241.81 Total Other Charges \$241.81		
Total BPU Charges \$8,342.68		
Unified Government Billing Details  Consumption Charge \$12,272.92 Total Wastewater Charges \$12,272.92		
Taxes & Fees Details Kansas Water Plan Tax \$55.15 Sewer Tax \$2,429.21 UG Payment in Lieu of Taxes \$23,836.11 Total Taxes & Fees \$26,320.47		

Unified Government Billing Details	
	
Refuse & Recycling Service Issues (913) 573-5311 Wastewater (913) 573-1300 Storm Water Management (913) 573-5400 Other Questions (913) 573-5000	WASTEWATER  Consumption Charge \$12,272.92 Total Wastewater Charges \$12,272.92
Customer Service Hours Monday - Friday 8:00 AM - 5:00 PM	
Total UG Charges \$12,272.92	

The UG Billing Details will be displayed after the BPU Billing Details. Charges will be broken out by service with a total for each service. The total UG charges will be displayed after all of the services.

Fourth Page - Commercial Bill

BPU ACCOUNT NUMBER: 28000130 CUSTOMER NAME: John Doe
BILLING DATE: 01/19/21 SERVICE LOCATION: 540 N 55TH ST APT A

WATER NESQ4207
Final Customer Charge \$175.50
Final Consumption Charge \$17.07
Total Meter Charges \$192.57

SEWER NESQ2207
Final Customer Charge \$175.50
Total Meter Charges \$175.50

WETCH4207
Water Customer Charge \$427.00
Water Consumption Charge \$7,476.30
Total Meter Charges \$7,903.30

Total Water Charges \$8,271.37

Other
Late Payment Charge Applied \$643.81
Total Other Charges \$643.81

Total BPU Charges \$200,974.44

Unified Government Billing Details

WASTEWATER
Consumption Charge \$12,272.85
Total Wastewater Charges \$12,272.85

Total UG Charges \$12,272.85

Taxes & Fees Details

* For questions pertaining to UG Payment in Lieu of Taxes (PILOT) (913) 573-5400

Kansas Water Plan Tax Sales Tax \$55.15 \$2,429.31

UG Payment in Lieu of Taxes \$23,839.11

Total Taxes & Fees \$26,323.57

The last section will display the Taxes and Fees. These charges will also be broken out by tax/fee with a total at the end.

Bill Print

Information Technology Phase

Jerry Sullivan

Billing Projects Associated with Customer Information Systems



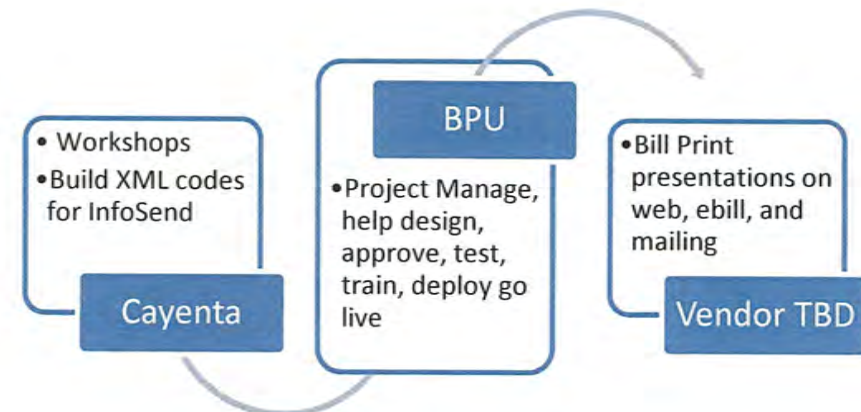
Billing Projects in US

- Each of these companies undertook significant Bill Print presentment projects
- Half of them did very well and half did not.....
- The key success factor was planning and rigorous testing.

Lessons learned from every company is that you shouldn't go live, unless everything is tested AND passed for every bill cycle.

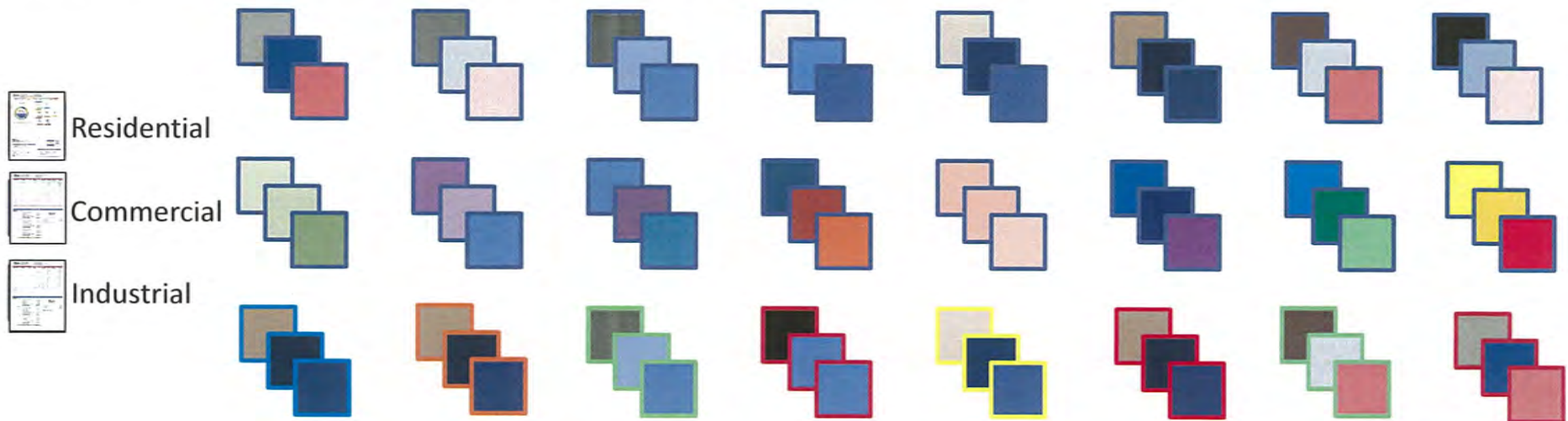
A brief history --- 2020

1. Original budget 2020
2. Cayenta no longer offering bill print services as part of their Cust Info Syst (CIS)
3. COVID19 in March 2020 delayed project to 2021.
4. RFP issued Sep 202, submissions in ;ate October 2020
5. Selected finalists in Dec 2021
6. Top 3 Bill Print vendors demonstrated products in late December/January
7. InfoSend selected in January to work with Cayenta best of 10 vendors
8. SOW signed in January, work commenced on Jan 25, 2021



There are 76 variations of the Bill

Each variation of the bill requires different coding, different calculations, summaries, and wording that may include calculations embedded. All code by vendors need to be tested for each of the daily bill cycles in the month – 21 bill cycles

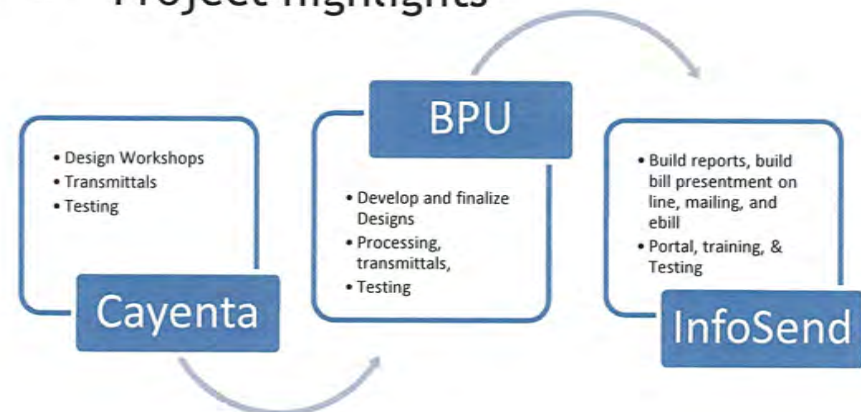


E-Bills, LEAP, ACH, Paper, etc. with PDF Storage/ Retrieval

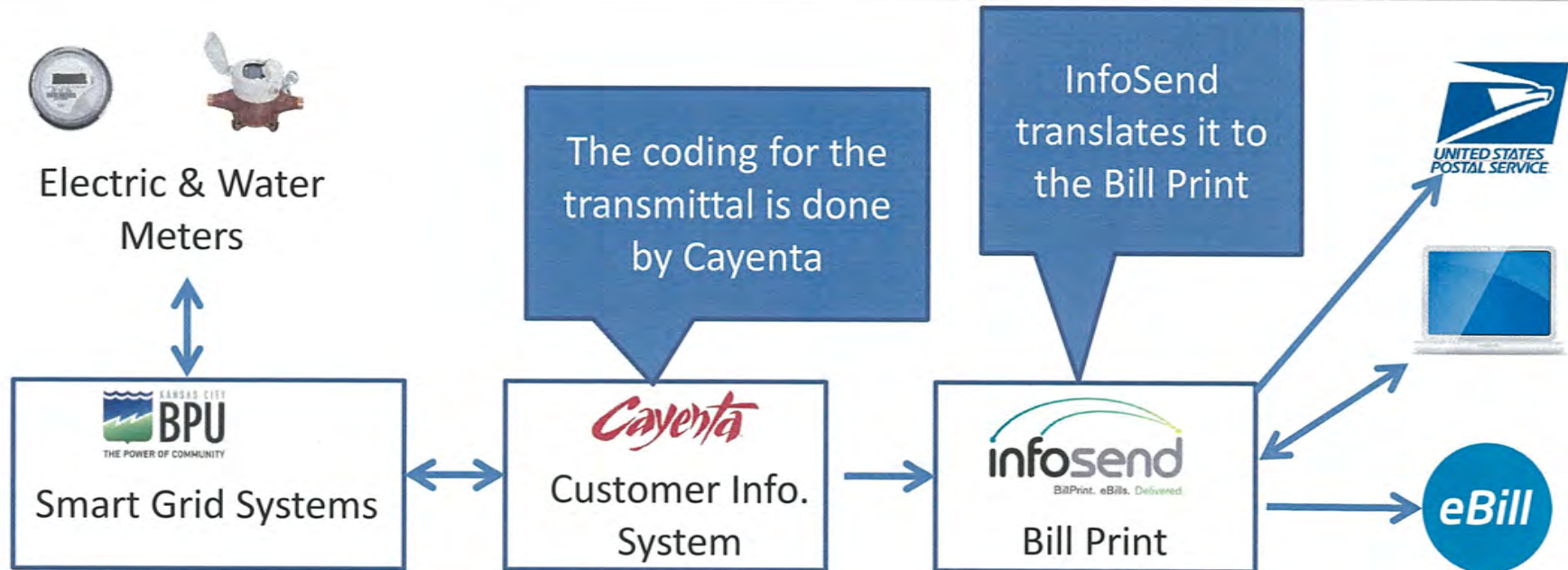
Bringing us up to date in 2021

- Cayenta resource constrained
- Cayenta one workshop per week
- InfoSend could not commence until Cayenta work 100% completed
- BPU Actions to mitigate:
 - BPU undertook much of the designs, processes, and calculations
 - Instituted a more agile, simultaneous, concurrent task approach

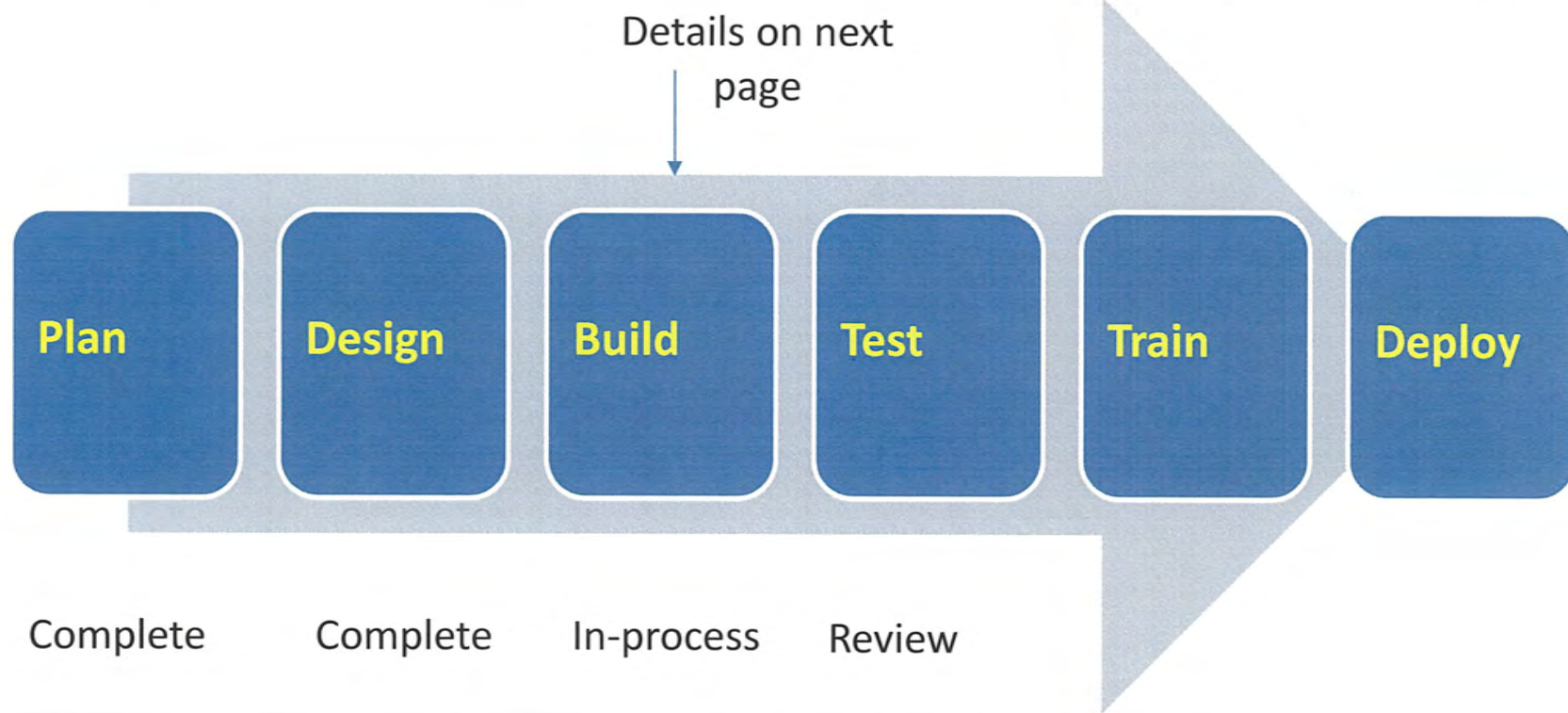
- Project highlights



The Data Paths and Coding



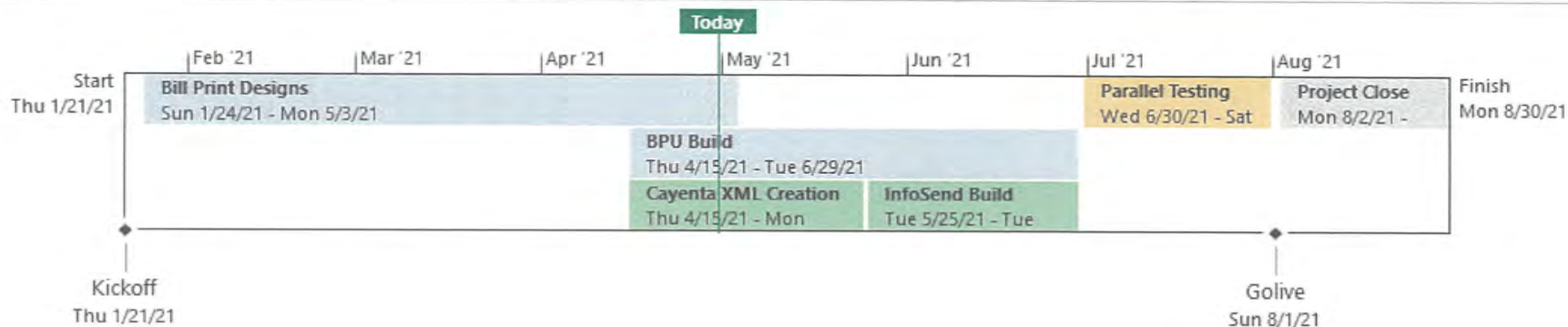
Project Steps



Vendor “Build” Tasks

- **Cayenta Build Tasks:**
 - Completion of XML Build
 - XML Testing
 - Customer Information System Patch
 - Customer Self Service (CSS) Patch
 - Testing Issue Resolution
- **InfoSend Build Tasks:**
 - Build out Reports
 - Final Bill Designs Build
 - Approvals and Signoff
 - Deliver PDFs for Parallel Testing
 - Buildout of Online Portal
 - Portal Integrations
 - Portal Training for BPU Staff
 - Testing Issue Resolution

Project Timeline



BPU Build Tasks:

Final Sign-off for New Designs
 Customer Self Service (CSS) Patch
 Utility Mgmt. System (UMS) Patch
 Build out of Bill Repository - OnBase
 Integrations (OnBase – UMS/CSS)

Letters to Customers (Announcements)
 Set up for Parallel Testing
 Parallel Testing
 Issue Resolution from Parallel Testing

Questions?

Thank you

Approval of Minutes
Regular Session 5-5-21
Agenda Item #VI

REGULAR SESSION –WEDNESDAY, MAY 5, 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, May 5, 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; Thomas Groneman, and Ryan Eidson. Jeff Bryant was absent.

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

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

Mr. Milan called the Board Meeting to order at 6:02 P.M. He welcomed all that were listening or viewing the meeting. He stated the COVID-19 pandemic had made it necessary to conduct the meeting using 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, with the exception of Mr. Bryant.

Item #3 – Approval of Agenda

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

Item #4 – Approval of Work Session Minutes

A motion was made to approve the minutes of the Work Session of April 21, 2021 by Ms. Mulvany Henry, seconded by Ms. Gonzales, and unanimously carried.

REGULAR SESSION –WEDNESDAY, MAY 5, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #5 – Approval of Regular Session Minutes

A motion was made to approve the minutes of the Regular Session of April 21, 2021 by Ms. Mulvany Henry, seconded by Ms. Gonzales, 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. *COVID-19 Update:* Mr. Dennis Dumovich, Director of Human Resources, gave an update on company COVID-19 matters. He also informed the board that a memo had gone out to all employees to update them on the new COVID guidelines.

Mr. Johnson and Ms. Johnetta Hinson, Executive Director Customer Service, updated the Board on the collaboration with KERA program.

Mr. Johnson, Ms. Hinson, and Ms. Austin, addressed questions and comments from the Board.

- ii. *March 2021 Financials:* Lori Austin, Chief Financial Officer/Chief Administrative Officer, presented the preliminary March 2021 Financials with a PowerPoint presentation (see attached).
- iii. *Water Operations Update:* Mr. Steve Green, Executive Director Water Operations and Mr. Steve Nirschl, Director Water Processing, delivered a PowerPoint presentation to update the Board on Water Operations and Water Production including, work order statuses, priorities, and instrument improvements (see attached).
- iv. *Miscellaneous Comments:* Mr. Johnson wished Ms. Mulvany Henry a Happy Birthday.

REGULAR SESSION –WEDNESDAY, MAY 5, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #8 – Board Comments

Mr. Eidson thanked everyone for the outstanding presentations and wished Ms. Mulvany Henry a Happy Birthday. He asked Mr. Johnson if the Unified Government was going to help fund the new bill design.

Mr. Johnson said that he would be speaking with Mr. Doug Bach, County Administrator.

Mr. Groneman echoed Mr. Eidson’s comments about the evening’s presentations and also wished a Happy Birthday to Ms. Mulvany Henry.

Ms. Gonzales thanked all for the presentations and Happy Birthday to Ms. Mulvany Henry.

Ms. Mulvany Henry echoed all the other comments and thanked everyone for the Birthday wishes.

Mr. Milan echoed all of the Board’s comments. He also expressed his excitement for the new bill design and appreciated the Water Department making sure the Board was kept up to date on their operations. He also wished Ms. Mulvany Henry a Happy Birthday.

Item #10 – Adjourn

A motion was made to adjourn the Regular Session at 7:08 P.M. by Ms. Mulvany Henry, seconded by Ms. Gonzales, and unanimously carried.

ATTEST:

APPROVED:

Secretary

President

March 2021 Preliminary Financial Results

May 5, 2021

Financial Results

2021 Billed kWh (YTD Jan – Mar)

Electric	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	153,172,241	138,384,477	
Commercial	224,297,257	223,163,229	
Industrial	114,232,917	134,452,858	
	491,702,415	496,000,564	-0.9%

Lower usage in 2021 compared to 2020 due to slowdown of businesses especially in Industrial

Residential usage increased over 2020 as a result colder weather especially in February

Residential – Up 10% Commercial – Up .5% Industrial – Down 15%

Financial Results

2021 Billed CCF's (YTD Jan – Mar)

Water	(CY) 2021 YTD	(PY) 2020 YTD	
Residential	817,391	786,405	
Commercial	535,045	559,235	
Industrial	409,924	479,480	
	1,762,360	1,825,120	-3.4%

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

Residential – Up 4% Commercial – Down 4% Industrial - Down 14%

Financial Results

Revenues – March 2021

	(CY) 2021 March	(PY) 2020 March		Budget 2021 March	(CY) 2021 March	
Electric	\$ 23.521	\$ 22.099		\$ 19.395	\$ 23.521	
Water	4.151	3.809		3.855	4.151	
Combined	\$ 27.672	\$ 25.908	6.8%	\$ 23.250	\$ 27.672	19.0%

**Dollars in millions

Actual Compared to 2021 Budget

Electric up 21%

Water up 7%

**All core customer classes show increased billed revenue versus budget for the month.

Recognized ERC Over Collection for 3rd/4th Quarter of 2020 of \$11.7 million (\$1.9 million).
This is being recognized as revenue and amortized over the next 6 months (Jan-Jun 2021)

Financial Results

Revenues – 2021 YTD

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 86.568	\$ 69.923		\$ 62.254	\$ 86.568	
Water	11.762	12.145		12.198	11.762	
Combined	\$ 98.330	\$ 82.068	19.8%	\$ 74.452	\$ 98.330	32.1%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2021

Electric: *Up 39%*

Residential \$915K

Commercial (\$194K)

Industrial (\$750K)

Schools \$ 442K

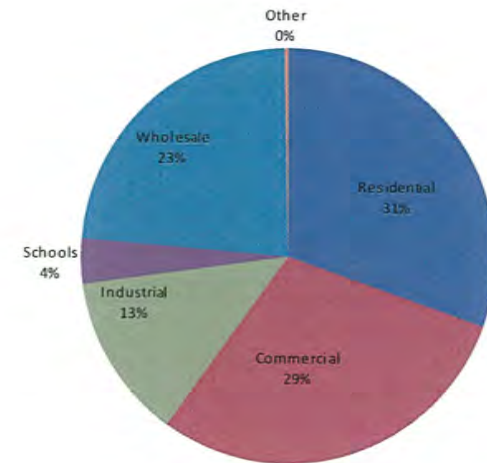
Wholesale \$18.2M

Water: *Up 3.5%*

Residential \$39K

Commercial (\$149K)

Industrial (\$236K)



Recognized \$5.8M deferral of revenue YTD from the 2020 ERC in 2021

Financial Results

Operating Expenses – March 2021

	(CY) 2021 March	(PY) 2020 March		Budget 2021 March	(CY) 2021 March	
Electric	\$ 17.047	\$ 15.850		\$ 16.308	\$ 17.047	
Water	3.095	2.926		3.188	3.095	
Combined	\$ 20.142	\$ 18.776	7.3%	\$ 19.496	\$ 20.142	3.3%

**Dollars in millions

Variance – Comparing Budget to Actual for 2021

Electric – up 4%

Production	- 7% up
Purchased Power	- 35% up
Fuel	- 22% down
T&D	- 13% down
G &A	- 13% down

Water – down 3%

Production	- 13% down
T&D	- 1% down
G &A	- 6% down

Financial Results

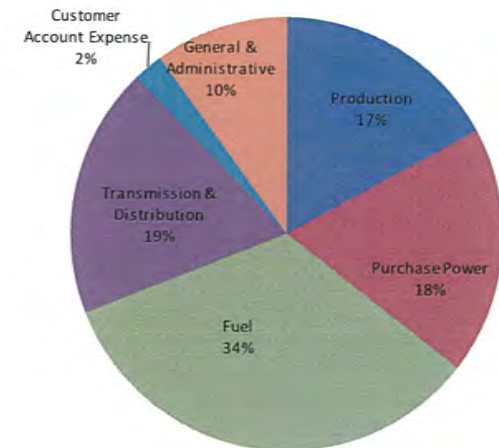
Operating Expenses – 2021 YTD (Total)

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 56.724	\$ 46.544		\$ 49.753	\$ 56.724	
Water	8.609	8.845		9.614	8.609	
Combined	\$ 65.333	\$ 55.389	18.0%	\$ 59.367	\$ 65.333	10.0%

**Dollars in millions

Actual Compared to 2020 Budget

- Electric up 14%
- Water down 10%



Financial Results

Operating Expenses – 2021 YTD less Depreciation

	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD	
Electric	\$ 49.088	\$ 39.700		\$ 42.282	\$ 49.088	
Water	6.519	6.920		7.631	6.519	
Combined	\$ 55.607	\$ 46.620	19.3%	\$ 49.913	\$ 55.607	11.4%

**Dollars in millions

Variance – YTD comparing Budget to Actual 2021

Electric:

Purchased Power	(\$1.1M)
Fuel	\$12.0M
Production	(\$850K)
T&D	(\$1.6M)
G&A	(\$1.5M)

Water:

Production	(\$300K)
T&D	(\$312K)
G&A	(\$435K)

Financial Results

Change in Net Position – March 2021

	(CY) 2021 March	(PY) 2020 March		Budget 2021 March	(CY) 2021 March
Electric	\$ 2.574	\$ 1.982		\$ (0.521)	\$ 2.574
Water	0.792	0.235		0.085	0.792
Combined	\$ 3.366	\$ 2.217	51.8%	\$ (0.436)	\$ 3.366

**Dollars in millions

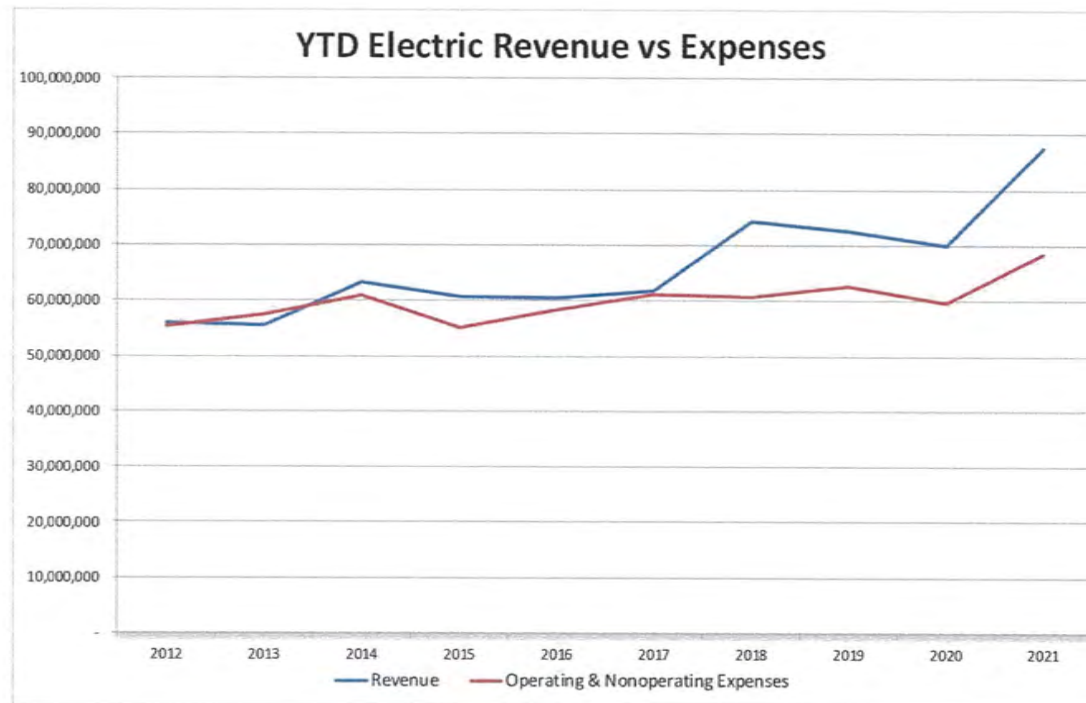
Financial Results

Change in Net Position – 2021 YTD

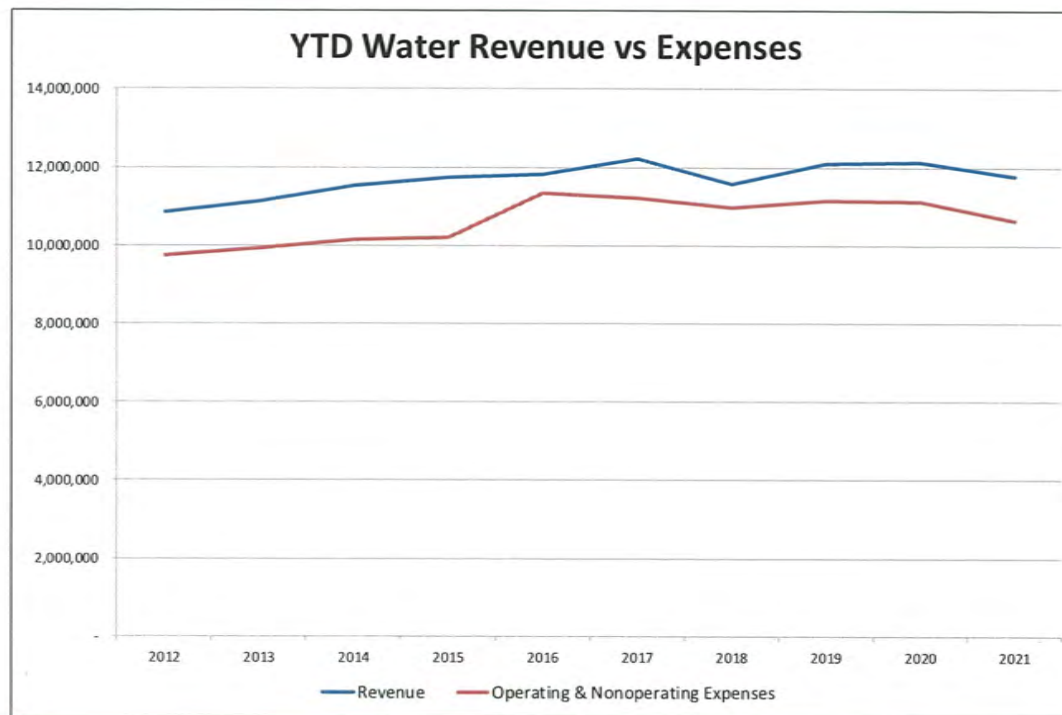
	(CY) 2021 YTD	(PY) 2020 YTD		Budget 2021 YTD	(CY) 2021 YTD
Electric	\$ 18.119	\$ 10.374		\$ 1.176	\$ 18.119
Water	1.379	1.013		0.754	1.379
Combined	\$ 19.498	\$ 11.387	71.2%	\$ 1.930	\$ 19.498

**Dollars in millions

Financial Results – 10 Year Trend



Financial Results – 10 Year Trend



Financial Results

Cash Position

	(CY) 2021 March	(PY) 2020 March	2021 February
Combined (E&W)	\$ 45.43	\$ 50.82	\$ 43.02
Days Cash-on-Hand	77	84	74

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

**Dollars in millions

** Established Cash Reserve – Market – waiting to finalize SPP settlements

Financial Results

Balance Sheet: Notables

	(CY) 2021 March	(PY) 2020 March
Fuel Inventory	\$ 5.665	\$ 6.312
Bond Dollars 2016C (Elec T&D)	\$ 1.543	\$ 8.153
Bond Dollars 2020A (Elec)	\$ 8.200	\$ -

**Dollars in millions

Financial Results

Capital Spending

	(CY) 2021 YTD	(PY) 2020 YTD	2021 Budget	
Electric	\$ 2.23	\$ 5.64	\$ 38.94	
Water	1.01	1.67	12.34	
Common	0.61	0.50	5.91	
Total YTD Capital	\$ 3.85	\$ 7.81	\$ 57.20	Remaining 93%

**Dollars in millions

Major projects in 2020:

Underground Distribution - \$870K
 New Development - \$590K
 Nearman Cable Replacement - \$70K
 Water Leak, Valve, System Imp. - \$260K
 UG/CMIP Water Distribution - \$140K

*Receive \$590K in February from FEMA claim in Spring 2019 Storm Activity (credit applied to projects).

Financial Results

Debt Coverage

Debt Coverage with PILOT

	(CY) 2021 March	(PY) 2020 March
Electric	2.14	2.00
Water	2.13	1.72
Combined	2.34	1.98

Debt Coverage w/o PILOT

	(CY) 2021 March	(PY) 2020 March
Electric	1.54	1.41
Water	1.67	1.28
Combined	1.72	1.40

Financial Guideline Target 1.6 to 2.1 times with PILOT

UPDATE WATER DISTRIBUTION

May 5th, 2021

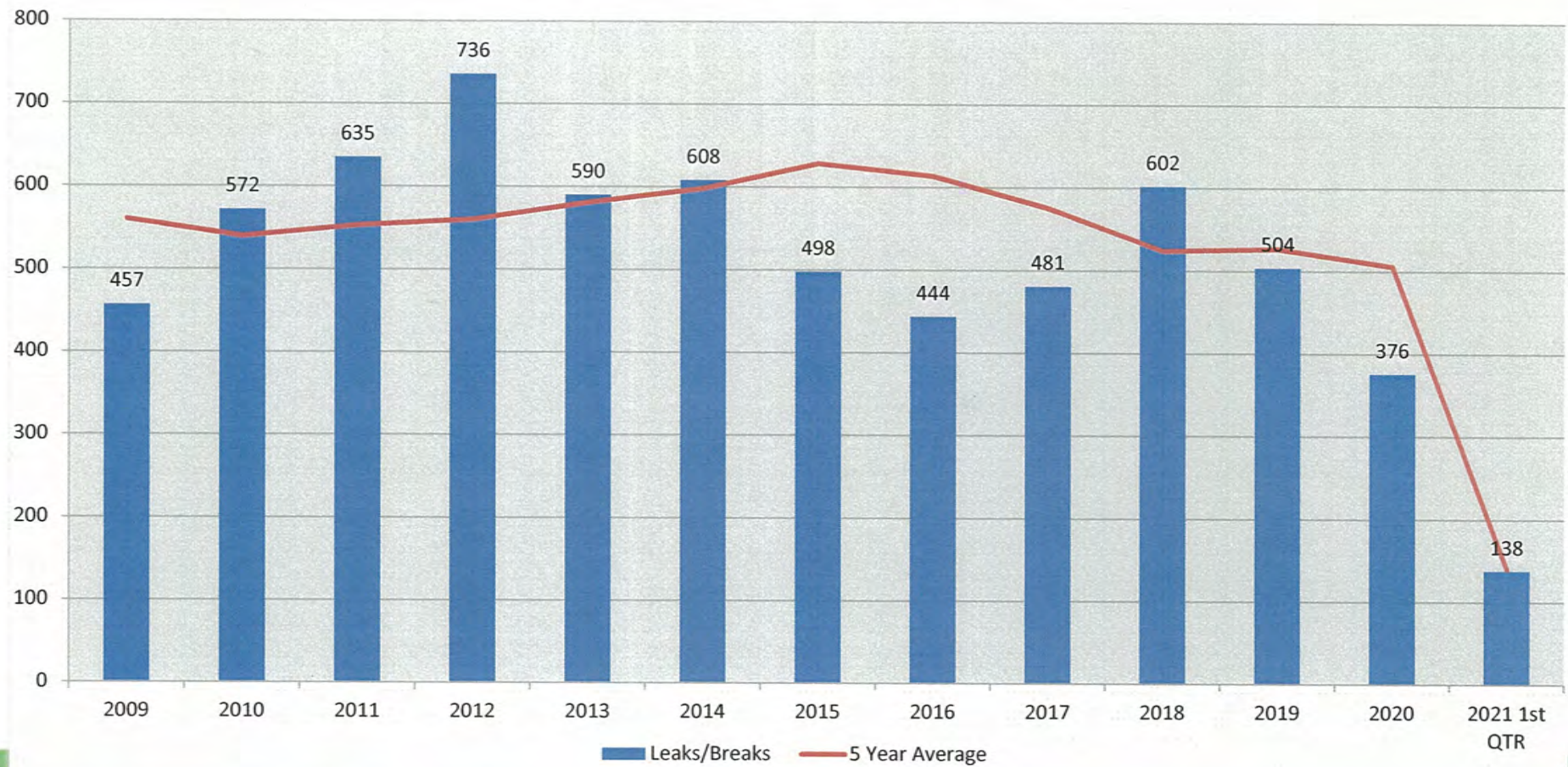
Water Distribution Recap of 2020

- 2020 Leaks
 - Main Leaks - 376
 - 26% below the 5 Year Avg.
 - 34% below the 10 Year Avg.
 - Valves Leaks - 34
 - Fire Hydrant Leaks - 59
 - Abandonment Leaks- 4
 - Service Leaks - 312

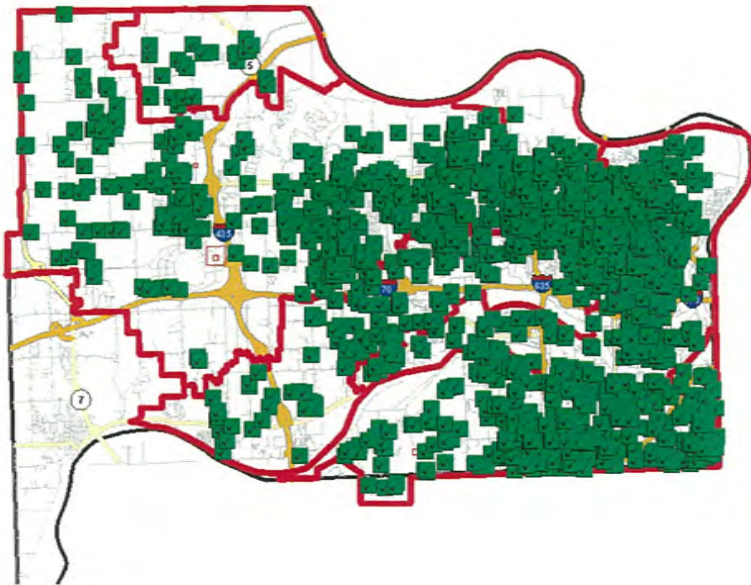


Water Main Leaks/Breaks

Main Leaks/Break Totals



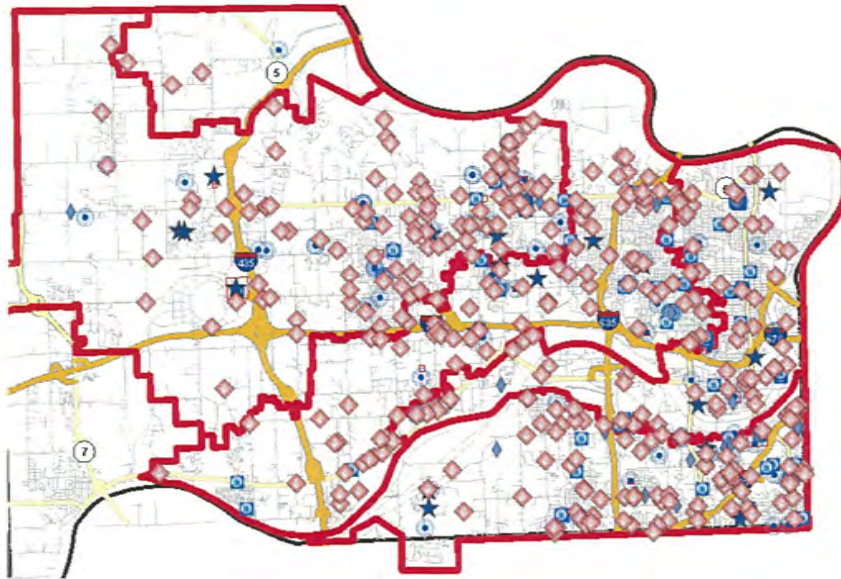
Completed work orders



Number of workorders Completed

2019	2,630
2020	2,838
2021 1 st Quarter	863

Open Work Orders



Work Orders

- Maintenance
 - Mains - 10
 - Service - 18
 - Valves - 31
 - Hydrants - 24
- Inspection
 - Hydrants - 314
- Construction
 - Projects - 50
 - Note - Projects may have multiple Work Orders

WORKORDER PRIORITIES

WATER WORK ORDERS PRIORITIES

PRIORITY 5

**EMERGENCY WORK ORDERS
WORK WITHIN 24 HOURS**

EXAMPLES:

WATER CAUSING DAMAGE, WATER PRESSURE BELOW 25 PSI. LEAKS CAUSING ICE MAKING UNSAFE CONDITIONS.

PRIORITY 4

**HIGH PRIORITY WORK ORDERS
WORK WITHIN 7 DAYS**

EXAMPLES:

WATER NOT CAUSING DAMAGE BUT SIGNIFICANT ENOUGH TO WORK WITHIN ONE WEEK. LOW PRESSURE BUT NOT BELOW 25 PSI & DISCOUNTS- FALL & WINTER. N.T.T.ON'S

PRIORITY 3

**HIGH PRIORITY WORK ORDERS
WORK WITHIN 30 DAYS**

EXAMPLES:

WATER LEAKS THAT ARE SAFE TO RUN UP TO 30 DAYS. DECREASE PRESSURE BUT NOT BELOW 45 PSI. HYDRANTS OUT OF SERVICE, BROKEN CLOSED VALVES & DISCOUNTS-SPRING, SUMMER & DELINQUENTS.

PRIORITY 2

**ENGINEERING WORK ORDERS
TIMETABLE TO BE DETERMINED**

EXAMPLES:

STREET IMPROVEMENTS, MAIN REPLACEMENT, WATER TAPS, CONNECTIONS, NEW MAIN INSTALLATION.

PRIORITY 1

**LOW PRIORITY WORK ORDERS
WORK WITHIN 4 MONTHS**

EXAMPLES:

IMPROVEMENTS NEEDED BUT NO URGENCY. UPGRADING M/B, SERVICES, B/OFF'S, VALVES & HYDRANTS.

Workorder Communication

GIS@bpu.com	Priority 3 Work Orders that are going to expire	Tue 5/4/2021 7:14 PM	20 KB	
**** THIS IS AN AUTOMATED MESSAGE **** Please let everyone know if there are changes that need to be made, the following is a list of workorders that the date issued is about to expire, Priority 3 = 30 days Also please note if you are viewing this email...				
GIS@bpu.com	Priority 1 that are going to expire	Tue 5/4/2021 7:14 PM	22 KB	
**** THIS IS AN AUTOMATED MESSAGE **** Please let everyone know if there are changes that need to be made, the following is a list of workorders that the date issued is about to expire, Priority 1 = 120 days Also please note if you are viewing this email...				
GIS@bpu.com	Ready to Work Workorders	Tue 5/4/2021 7:14 PM	11 KB	
**** THIS IS AN AUTOMATED MESSAGE **** Location Nature of Work Description N 45TH ST & HASKELL AVE (NW CORNER) REPLACE VALVE REPLACE VALVE BIN # I-1836, VALVE HAS A PACKING LEAK & HARD TO OPERATE, LOCATED ON NW CORNER OF INTERSECTION, NE...				
GIS@bpu.com	5 days Left Locates	Tue 5/4/2021 7:14 PM	9 KB	
**** THIS IS AN AUTOMATED MESSAGE **** Date Start Of Work Type of Work Address Friday April-23-2021 ENGINEER PROJECT 2102 METROPOLITAN AVE <end>				

GIS@bpu.com
5 days Left Locates

To: Steve Green; Russell Smith; Maurice 'Tony' Coleman; Kelly Bobki-Lindblad; Phillip Brown

**** THIS IS AN AUTOMATED MESSAGE ****

Date Start Of Work	Type of Work	Address
Thursday April-04-2019	REPLACE WATER SERVICE	4315 RAINBOW BLVD

Workorders

Maurice 'Tony' Coleman; Kelly Bobki-Lindblad; Phillip Brown

SSAGE ****

Location	Nature of Work	Description
3547 N 85TH ST	REPAIR 6IN MAIN LEAK	237' SOUTH OF THE SOUTH LINE OF 3547 N 85TH ROAD
429 ARMSTRONG AVE	REPAIR SERVICE	CURB STOP SHEARED
2744 S 18TH ST	REPLACE FIRE HYDRANT	REPLACE HYDRANT# X-4147-NEED TO ALSO INST/ WITH HYDRANT
N 11TH ST & EVERETT AVE	REPLACE FIRE HYDRANT	REPLACE HYDRANT#X-691
S 33RD ST & METROPOLITAN AVE	ABANDON VALVE	PROJECT-ABANDON 2" VALVE# I11178

**** THIS IS AN AUTOMATED MESSAGE ****

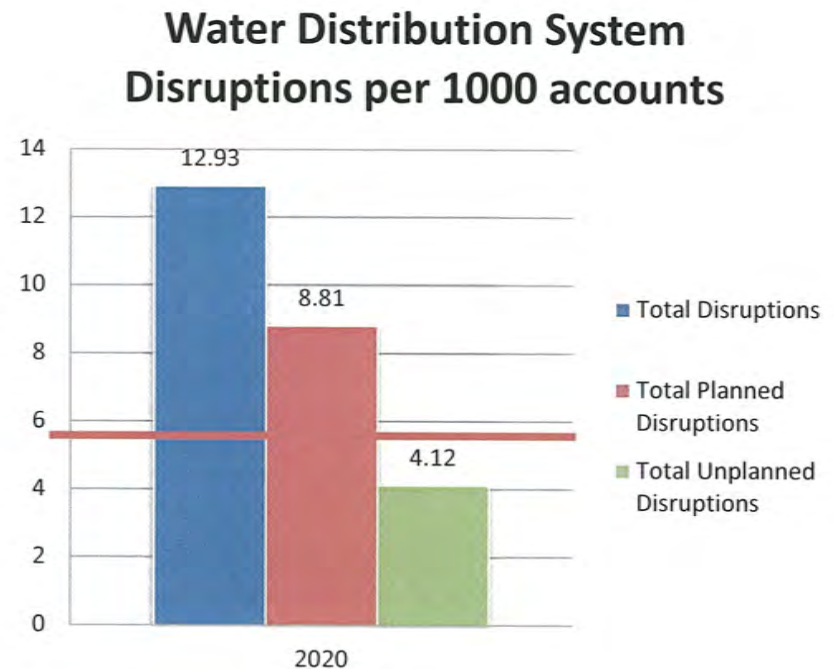
The following hydrants were inspected by the fire department.

Hydrant ID	Location	Problem
X03829	SW 50TH DR & AUGUST LA	Unable to turn on
X02230	FR 4412 DELAVAN AV	BrokenDefectivePlug
X04154	** 47TH ST & S OF TAUROMEE	BrokenDefectivePlug
X03482	SW 36TH ST & LOCUST ST	BrokenDefectivePlug
X04837	SW CORNER & KAW	BrokenDefectivePlug
X00784	NW GARFIELD AV & GLENDALE AV	LeakingWater
X03874	OP 5001 SWARTZ RD	Unable to turn on
X07115	NW 16TH ST & BUNKER AV	Unable to turn on



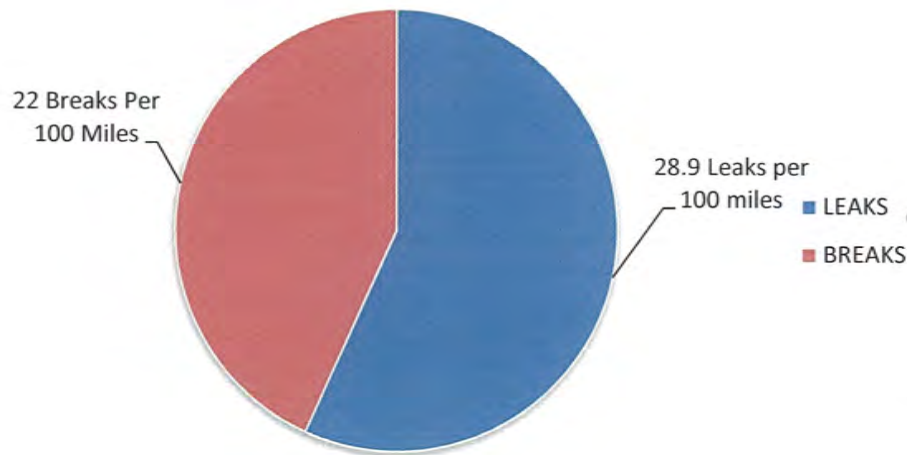
Water Distribution System Disruptions Per 1000 accounts By Duration

- Total Disruptions were 12.93 per 1000 accounts
- Planned disruptions were 8.81 per 1000 accounts
- Unplanned or Priority 5 were 4.12 disruptions per 1000 accounts.
- AWWA Goal is less than 5.76 disruptions per 1000 accounts.



Distribution System Integrity- Leaks & Breaks

Distribution System Integrity – Leaks & Breaks

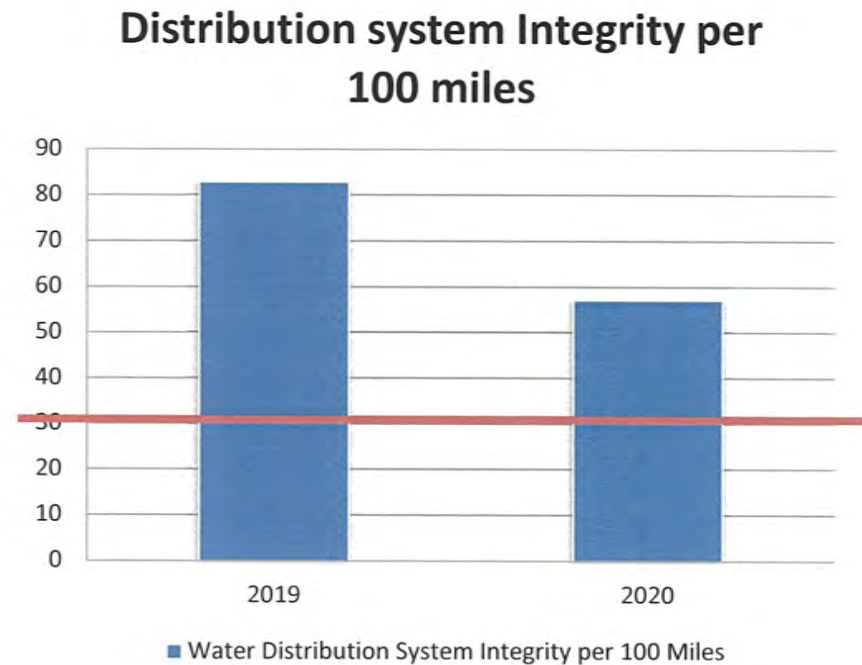


Leak Vs Break

- A leak is an opening in a pipeline, valve, hydrant or service connection that is continuously losing water.
- A break means physical damage to a pipe, valve, or hydrant that results in an abrupt loss of water typically Priority 5

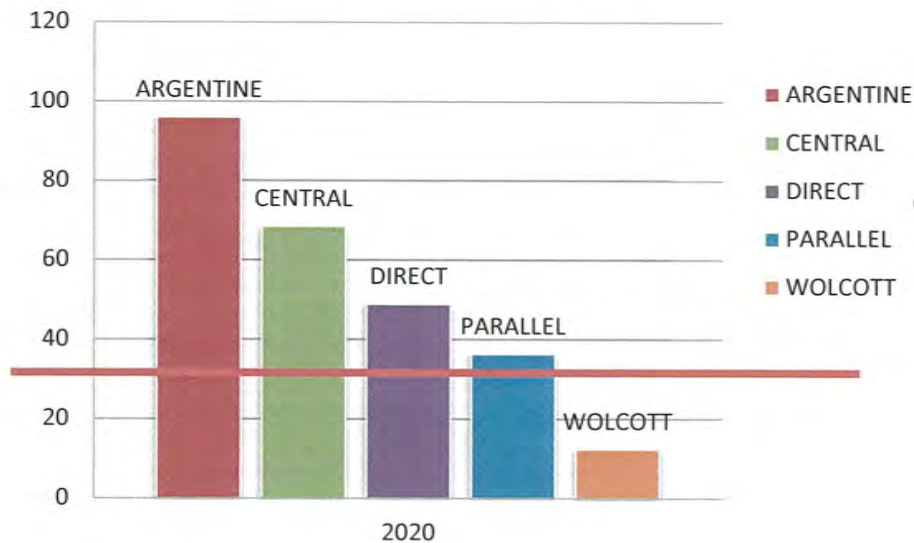
Water Distribution System Integrity per 100 Miles

- System Integrity Metric includes mains, valves, hydrants and service connections
- AWWA Goal is to get to 30 per 100 miles



Distribution System Integrity by zone per 100 miles

**Distribution System Integrity by
zone per 100 miles**



- BPU water system is divided into 5 pressure zones. The graph here shows the system integrity of each zone.
- The red line is the AWWA goal of 30 per 100 miles.

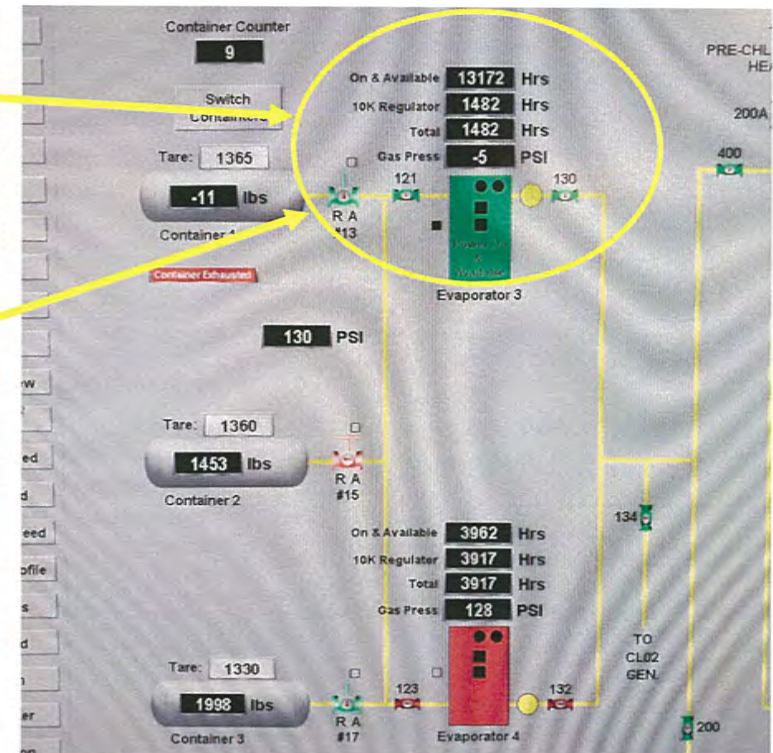
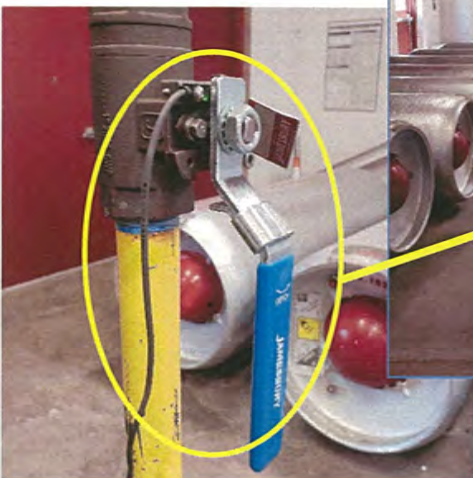
UPDATE WATER PRODUCTION

May 5th, 2021

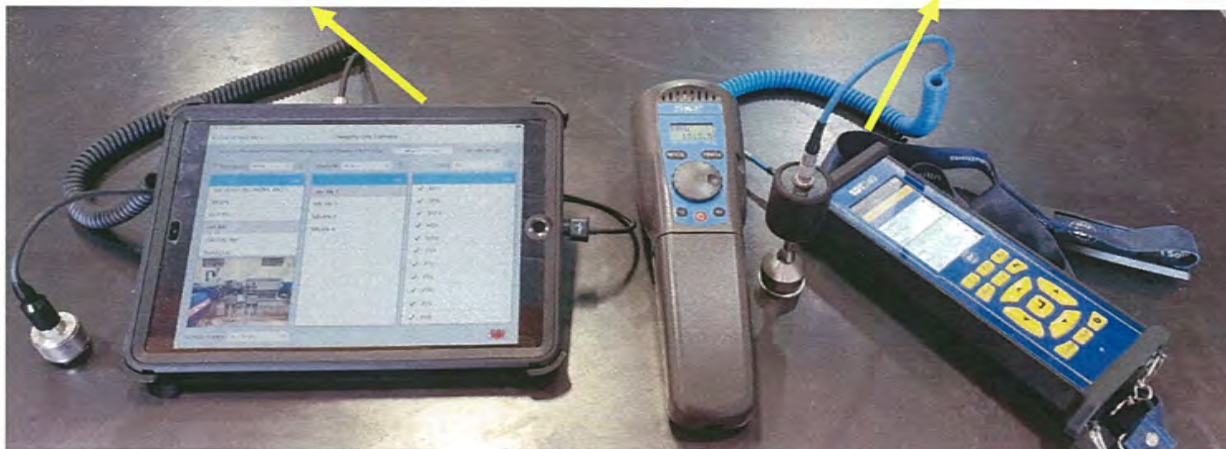
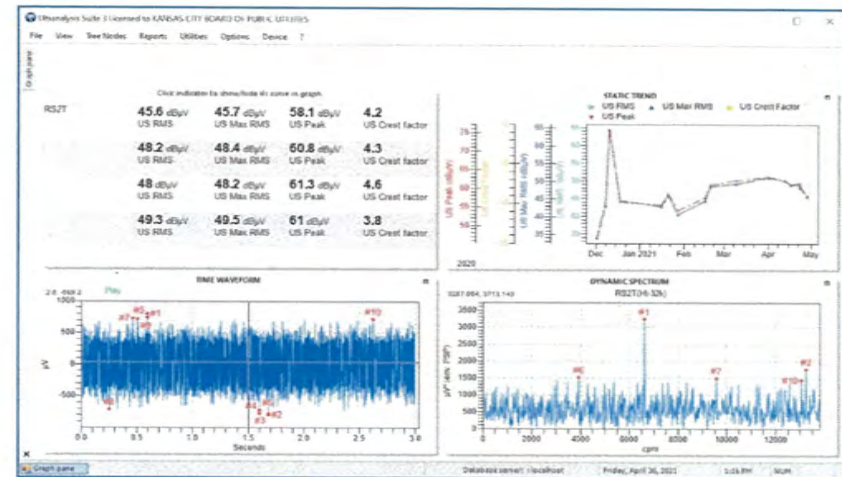
Instrumentation Improvements to Help Operators

Chlorine Gas Pressure Transmitter & Liquid Valve Position Sensor

- Enable Hours for Maximo PM Generation Work Orders
- Enable monitoring system performance and Safety



Ultrasound and Vibration Condition Monitoring of Plant & Distribution Assets



Installed Mixtec Rapid Mix Units



New Chlorine Residual and pH Instruments





Operator Log (HSE)

Fast View Log

Go To Applications
Available Queries
All Records
All Endpoints
WPROG OP LOG
Common Actions
View Shift Log
Save Shift Log
Clear Changes
Change Status
Create Report
More Actions
Views
Creates
Templates
Enter Meter Readings
Modify/Create Log Entry
Attachment Library/Filters
Duplicate Shift Log
Delete Shift Log
Add to Favorites
Run Reports

Log Entry | Production Losses | Related Records | Specifications | Shift Communications

Shift Log
OP LOG
Start Date
11/05 12:00 AM
Finish Date
12/01 12:00 AM

Status
ACTIVE
Status Date
05/21 9:00 AM
Period

Site
WFWOC
Address

Details

Log Entry | Shift Team

Log Entries Filter 2 - 13 of 21

Log Date	Created By	Log Time	Sensors	Location	EPU Tag Number	Work Order
4/24/21 8:11 AM	POROCKER	LOG - HCHW	PSI on SA CMP-02 at HCHW 2 today	SD_HCHW2	SA-CMP-02	284387
4/23/21 7:15 AM	POROCKER	LOG - Manual	Vibration Analysis with ATN ran on H51 H53			281342
4/23/21 1:58 PM	POROCKER	LOG - Air Co	AIRCO Valve out of service for rebuild			275273
4/23/21 1:45 PM	POROCKER	LOG - Aciflo	Opi started Aciflo - Techs changed Turb Dco			291550
4/23/21 3:45 PM	POROCKER	LOG - Aciflo	Aciflo test ran today			
4/15/21 7:22 AM	POROCKER	LOG - Manual	Created Handbook ticket to address being run			
4/15/21 11:14 AM	SHOFFMAN	PUMP - Rate	Pump station			
4/15/21 9:51 AM	SHOFFMAN	CHFM - POS	Correction to previous slow change unable to			
4/15/21 8:54 AM	SHOFFMAN	CHFM - POS	Due to changes in NPD			
4/15/21 8:52 AM	SHOFFMAN	CHFM - POT	Due to changes in NPD			
4/15/21 8:45 AM	SHOFFMAN	LOG - Chandel	Delivery of CO2 emergency gas was tested 11			
4/30/21 1:55 PM	POROCKER	LOG - Turned	Installed Turbidimeters at Gdbs and 425 flow			

Details

Created By:
POROCKER

Log Date
4/30/21 1:55 PM

Event Data

Log Type
LOG - Turbidimeters

Date

Date From

Date To

Pump Off

Pump On

Reason

Summary
Installed Turbidimeters at Gdbs and 425 flow

Details

Form

Position Name

Location

EPU Tag Number

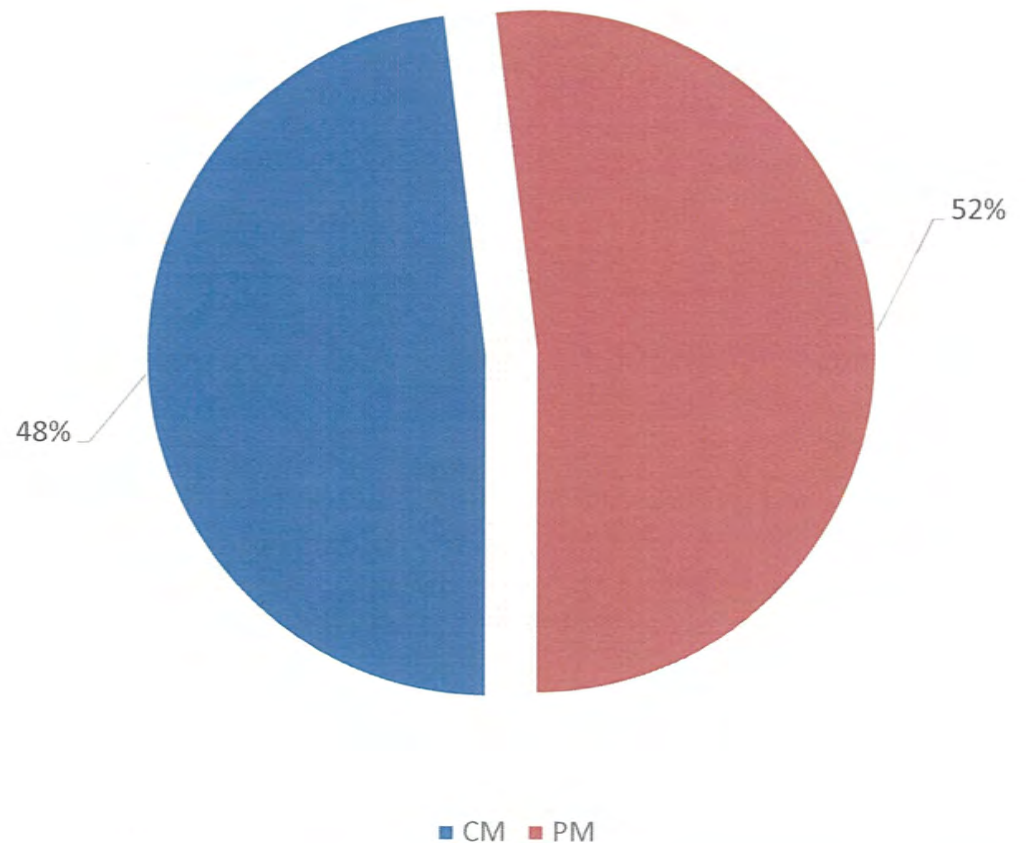
Asset

Work Order

WFO Status

Water Processing Maintenance Hours %

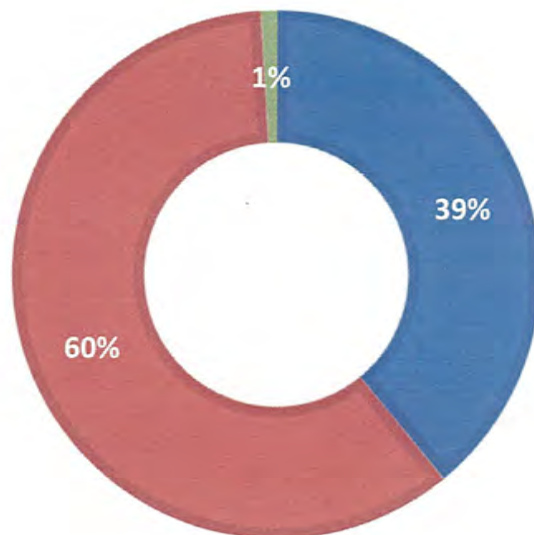
- This metric shows the percent of Time spent on Corrective Maintenance Versus Preventative Maintenance



Water Processing Completion Rate by Workorder Type

WATER PROCESSING COMPLETION RATE BY WORKORDER TYPE

■ Corrective Maintenance ■ Preventive Maintenance
■ Training



- This metric quantifies the percentage of workorders completed based on when the type of workorder.



NWTP Laboratory

- Lead and Copper
 - Required sampling every 3 Years (Last Monitored 2020)
 - BPU is required to sample (60) Lead and Copper designated sites
 - New Requirements coming 2024
 - Now required to test all Schools - (59) Total
 - Now required to test all Licensed Child Care Facilities - (175)
 - Required to test 20% over 5 year period
 - Additional (47) samples beginning next year. Total (107) next year

Summary

- Aging Infrastructure - Keeping up with building and equipment.
- Future Regulations - Keeping up with regulations, PFAS, Lead & Copper, Disinfection By Products.
- Thanks - Very thankful for all of the assistance from the various departments. Water Engineering, Water Distribution, Water production, Environmental, Power Plant Roving Crew, Painters, Substation Crew, and lastly my staff.



Thank You



