

BOARD INFORMATION PACKET



Board of Public Utilities
Kansas City, Kansas

Regular Meeting of

August 16, 2023



Gold Award
for
Competitiveness
Achievement



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August 16, 2023

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Board of Public Utilities
Kansas City, Kansas

BOARD AGENDA

Regular Session
August 16, 2023 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ David Haley, At Large, Position 2
 - _____ Robert L. Milan, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Jeff Bryant, District 3
 - _____ Mary L. Gonzales, At Large, Position 1
 - _____ Tom Groneman, District 2
- III. Approval of Agenda
- IV. Approval of the Minutes of the Work Session of August 2, 2023
- V. Approval of the Minutes of the Regular Session of August 2, 2023
- VI. Public Comments
- VII. General Manager / Staff Reports
 - i. HR Safety & Security Update
 - ii. Utility Rebate Program – Resolution #5289
 - iii. Miscellaneous Comments
- VIII. Board Comments
- IX. Executive Session
- X. Adjourn

WORK SESSION MINUTES – WEDNESDAY, AUGUST 2, 2023

STATE OF KANSAS)
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The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, August 2, 2023 at 5:00 PM. The following Board Members were present: Rose Mulvany Henry, President; Thomas Groneman, Vice President; Robert L. Milan, Secretary; Jeff Bryant and Mary Gonzales. David Haley was absent.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Johnetta Hinson, Executive Director Customer Service; Jerry Sullivan, Chief Information Officer; Mark Masloski, Meter Data Management System Analyst; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Ms. Mulvany Henry called the meeting to order at 5:01 PM.

Roll call was taken. The following Board Members were present, Ms. Mulvany Henry, Mr. Bryant, Ms. Gonzales, Mr. Milan, and Mr. Groneman. Mr. Haley was not present.

Item #3 –Approval of Agenda

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

Item #4 –Board Update/GM Update

There were no updates.

Item #5 – Customer Service Dashboard Discussion

Mr. Johnson gave a presentation regarding Customer Service (CS) Dashboard updates. (See attached PowerPoint.) Points discussed during the presentation included:

- Providing the CS data as a quarterly update to the Board. The Board also requested that the current quarter and previous quarter's update be sent out together, to allow for a side by side comparison.
- Discussed adding utility-wide statistics to include Electric and Water in the future.

WORK SESSION MINUTES – WEDNESDAY, AUGUST 2, 2023

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- The ability for CS to assign each call a ‘call code’ for tracking purposes. This information would help BPU gain a better understanding of customer needs.
- In addition to the reported items listed, the Board indicated they would like to see the number of customer disconnects and the total number of calls taken by CS representatives.
- Customers can now opt to participate in a short survey following their call with a CS representative, allowing more customer feedback to be collected.
- The Board requested an option for customers to be easily transferred to the outage line through our current telephone IVR.
- An enhancement was made to the paperless billing feature, allowing customers to have an additional person / email address on their account.
- A request was made to update Call Escalations verbiage to indicate whether a complaint or concern was coming from another source, for example, the General Manager’s office or the Unified Government (UG) Commissioners or Mayor’s office. In addition, the Board would like to add internal call escalations to the report, this would include a CS representative escalating a call.

An update was provided on improvements to the current IVR telephone system that would allow Spanish speaking customers access to the same general information.

Item #6 – Adjourn

A motion was made to adjourn the Work Session at 5:55 PM by Mr. Bryant, seconded by Mr. Milan and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



Customer Service Dashboard

August 2, 2023



Customer Service Division

Customer Service Quarterly Reporting Data Sources

- Customer Accounting
- Customer Relations
- Collections
- Miscellaneous





Customer Service Metrics

Potential Quarterly Report Trends

- Average Talk Time
- Customer Self-Service Calls
- Call Wait Time
- Call Escalations
- Call Back in Queue
- Paperless Billing Accounts
- Net Meter Accounts
- FlexPay Accounts
- Payment Arrangements
- Past Due Accounts
- Utility Assistance Payments
- Call Resolution

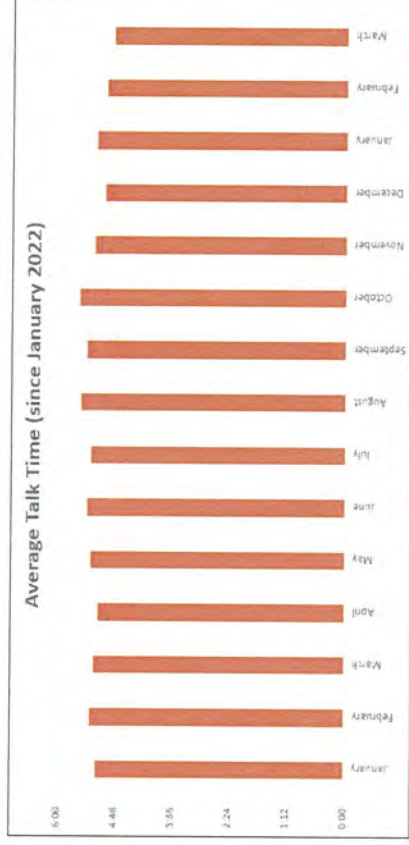
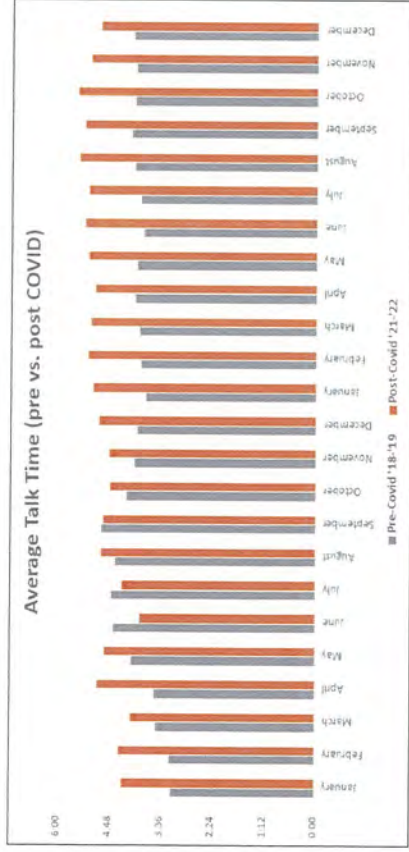




Average Talk Time

Average Talk Time

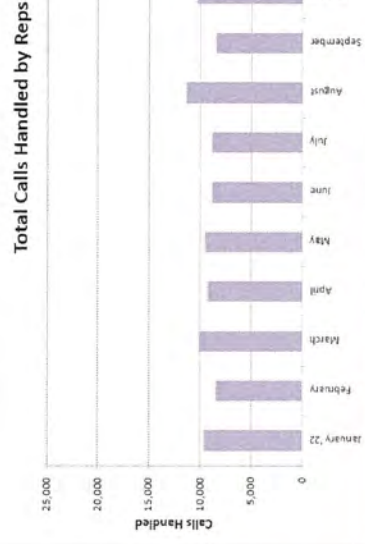
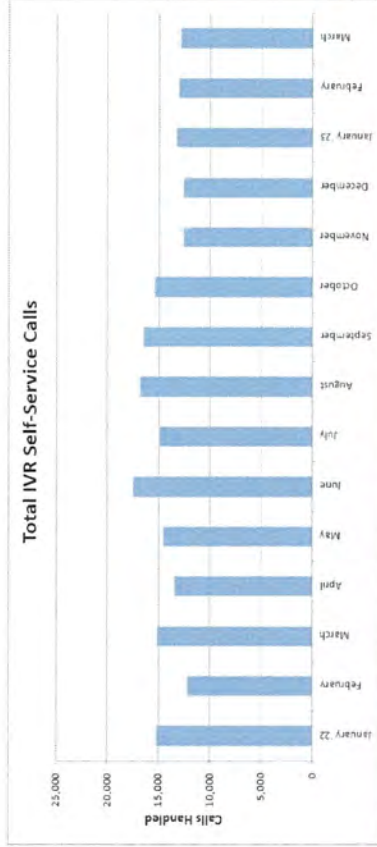
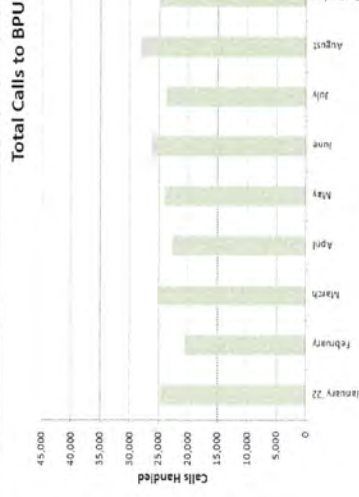
- New programs offered to customers
- New bill print rolled out October 2021
- Payment options for customers: Agency, Arrangements, FlexPay





Customer Service Calls

- Call Trends over past 15 months
- On average 20K-25K calls come in monthly; More than half resolved in IVR self-service
- Oct 2022 text messaging rolled out
- Calls handled by reps has held fairly consistent (~10,000/mo)

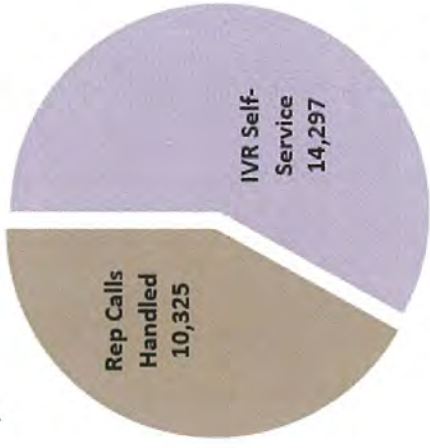
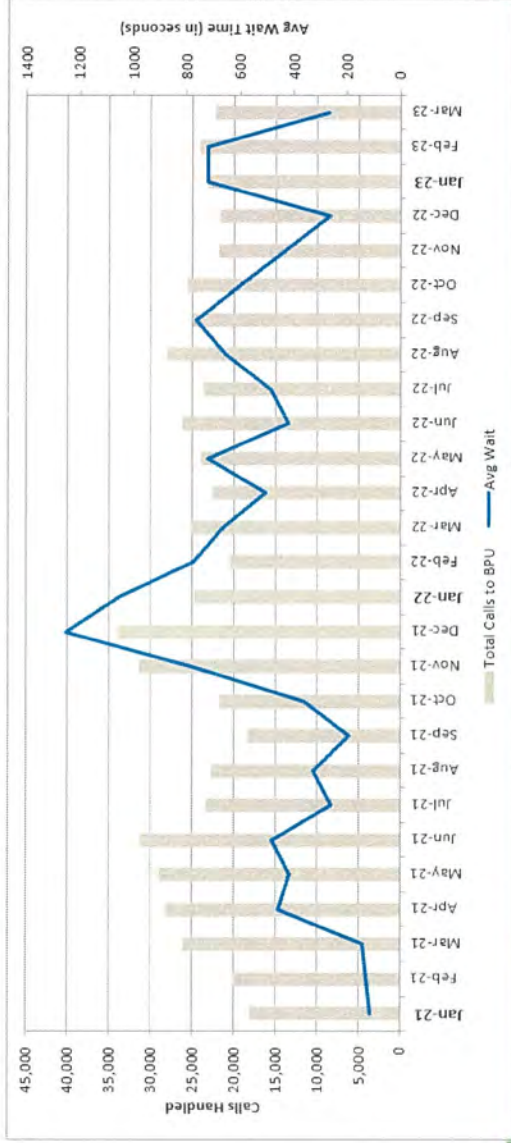




Call Wait Time

Calls to BPU (starting 2021)

- Approximately 20K-25K calls are handled monthly
- A higher percentage of all calls are handled within our IVR
- Average Wait Time is 8:37 (7:46 not including Dec '21/Jan'22 peak)



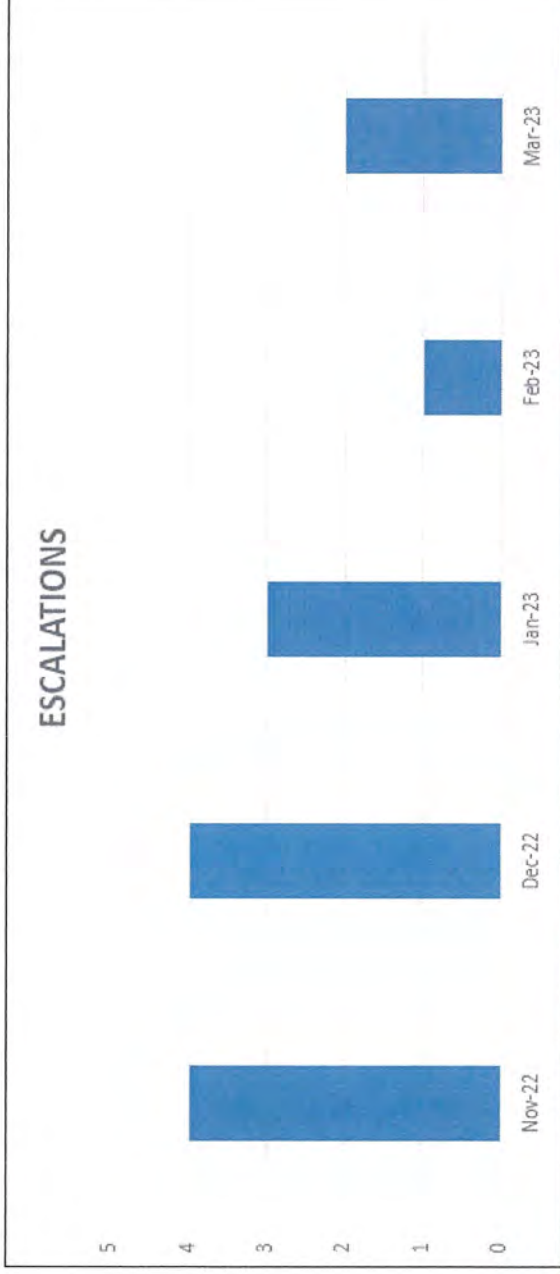
Avg Monthly Calls Handled '21 - '23



Call Escalations

Escalations

- Late in 2022 we started tracking Escalations
- Tracking these items will help with policy and process reviews as well as training

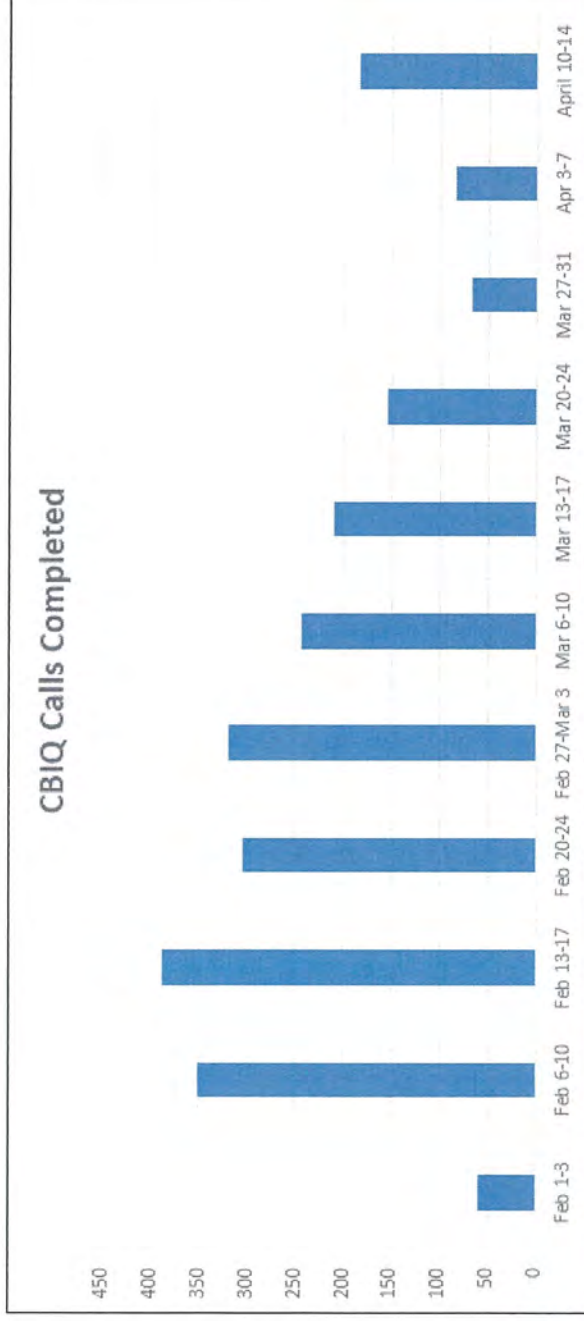




Call Back in Queue

CBIQ

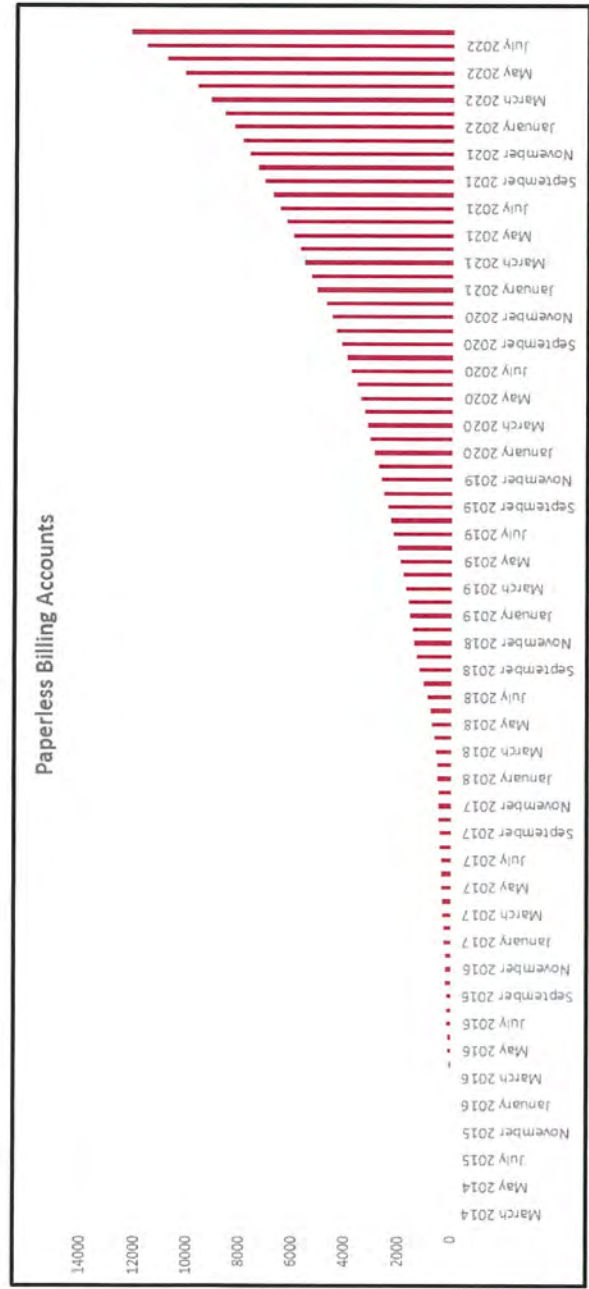
- CBIQ resumed February 1



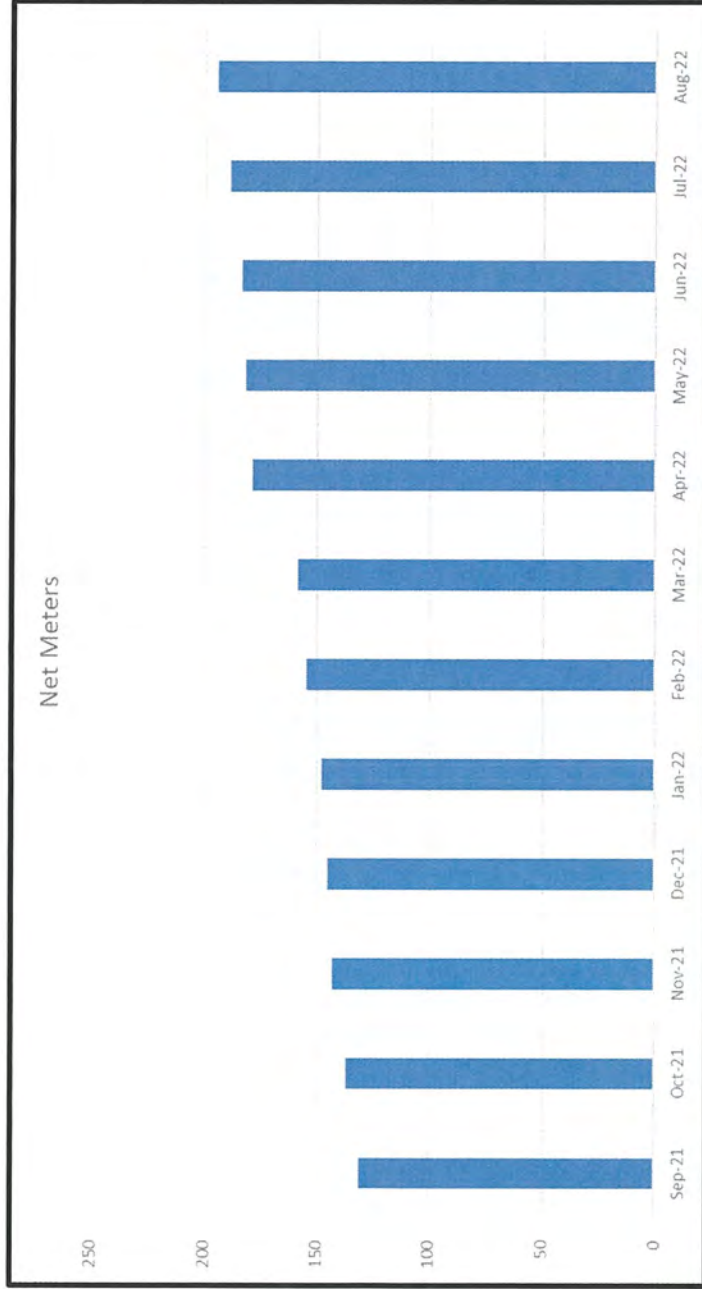


Paperless Billing

- Launched late 2015; Over 12,000 accounts on paperless billing
- BPU is saving ~\$100,000/year with Paperless Billing



Net Meter Accounts



FlexPay Accounts





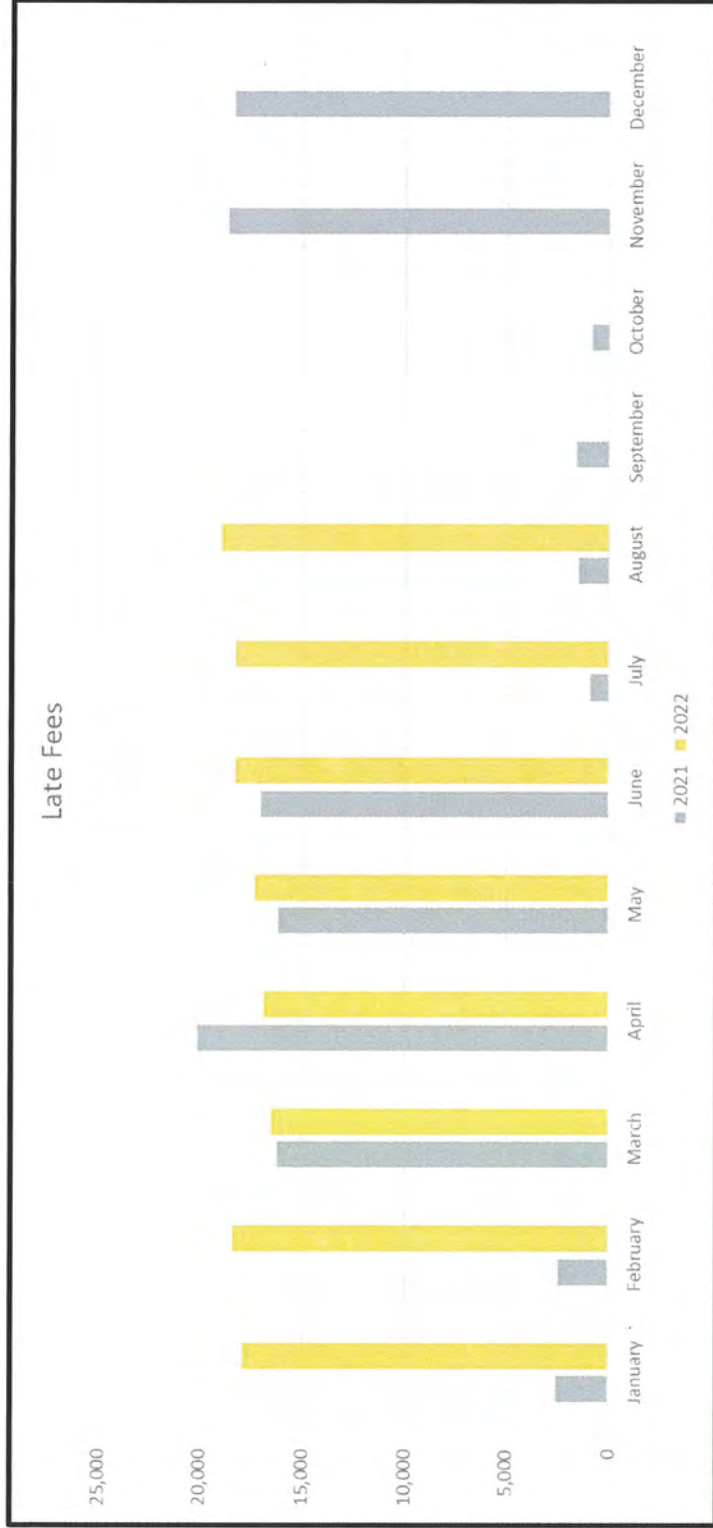
Payment Arrangements

Payment Arrangements 2019 vs 2020

- Payment Arrangements are made through the Payment Arrangement Line
- Current active payment arrangements are approximately 2,150



Past Due Accounts





Utility Assistance Programs

Agencies work with BPU to determine how much assistance is needed on past due bills. Payments (checks) received are applied manually by Cash Operations to the specified accounts.

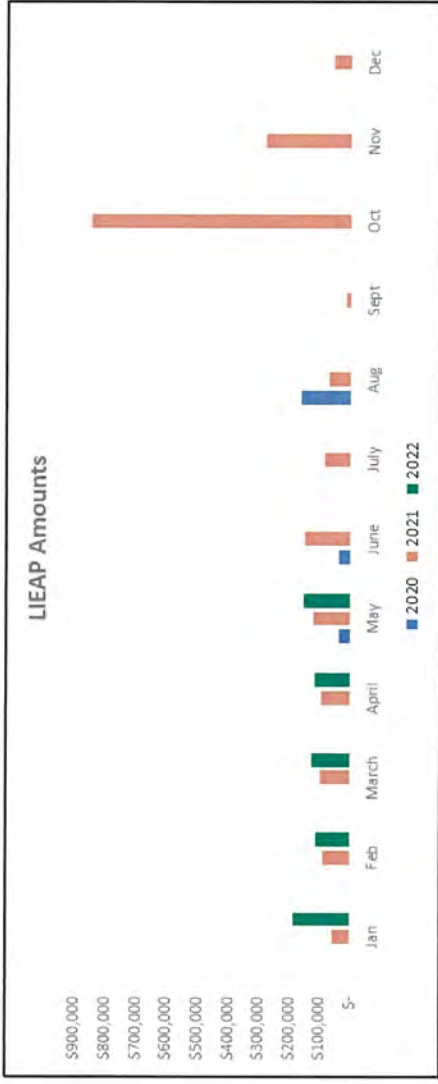
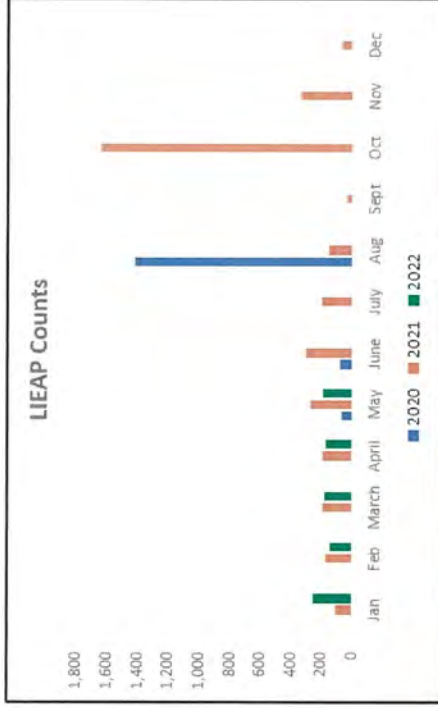
A few agency programs include:

- **LIEAP** - Low Income Energy Assistance Program; Assists with paying on the Electric portion of the BPU bill.
- **KERA** - Kansas Emergency Rental Assistance; Assists with the utilities, rent & internet. Program began in May 2021.
- **EWAP** - Emergency Water Assistance Program; Assists customer's with the Water portion of the BPU bill. New in past 2-3 months.
- **KHAF** - Kansas Homeowner Assistance Fund; Assists homeowners with their mortgage, property taxes and utilities. New in past 2-3 months.



Utility Assistance Programs

In the past, LIEAP only provided payments once or twice a year. Since COVID, more funds have been made available. We are receiving payments every month, almost daily.





*Thank
you*



REGULAR SESSION –WEDNESDAY, AUGUST 2, 2023

STATE OF KANSAS)
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CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, August 2, 2023 at 6:00 PM. The following Board Members were present: Rose Mulvany Henry, President; Thomas Groneman, Vice President; Robert L. Milan, Secretary; Jeff Bryant and Mary Gonzales. David Haley arrived at 6:32 PM.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Maurice Moss, Executive Director Corporate Compliance; Steve Green, Executive Director Water Operations; Darrin McNew, Executive Director Electric Operations; Jerin Purtee, Executive Director Electric Supply; Johnetta Hinson, Executive Director Customer Service; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer; Mike Fergus, Director Electric Distribution and Services; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Ms. Mulvany Henry called the Board meeting to order at 6:01 PM. She welcomed all that were listening to or viewing the meeting. She informed all that the meeting was being recorded including video and audio. During the public comment section, those attending in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. Public comments were limited to five 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 public comment section. 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. She informed that all participants were 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. Ms. Mulvany Henry introduced herself and the other Board Members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board Members were present, except Mr. David Haley who arrived at 6:32 PM.

REGULAR SESSION –WEDNESDAY, AUGUST 2, 2023

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Item #3 – Approval of Agenda

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

Item #4 – Approval of Regular Session Minutes of July 19, 2023

A motion was made to approve the minutes of the Regular Session of July 19, 2023, by Mr. Groneman, seconded by Ms. Gonzales, and unanimously carried. .

Item #5– Public Comments

There were no visitors wishing to speak.

Item #6– General Manager / Staff Reports

- i. *2023 2nd Quarter Financials*: Ms. Lori Austin, Chief Financial Officer/Chief Administrative Officer; reviewed the 2023 Second Quarter Financials to the Board. (See attached PowerPoint.)

A motion was made to approve the 2023 Second Quarter Financials as presented, by Ms. Gonzales, seconded by Mr. Bryant, and unanimously carried.

- ii. *Electric System Storm Restoration Procedures*: Mr. Darrin McNew, Executive Director Electric Operations and Mr. Mike Fergus, Director Electric Distribution and Services, provided an overview on the storm event that occurred on July 14th. It included an update on how staff responded, their restoration priorities and processes, and how the community was impacted. (See attached PowerPoint.)

Mr. McNew, Mr. Fergus and Mr. Johnson responded to questions and comments from the Board.

- iii. *Western Fuels Board Appointment- Resolution #5288*: Mr. Johnson spoke with the Board about the upcoming Western Fuels meeting which he and Mr. Jeremy Ash, Chief Operating Officer, would be delegates and Mr. Jerin Purtee, Executive Director Electric Supply, would be an alternate delegate.

REGULAR SESSION –WEDNESDAY, AUGUST 2, 2023

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A motion was made to approve Resolution #5288, Appointing Delegates and Alternate Delegates to the 2023 Western Fuels Association, Inc. Annual Meeting, by Mr. Groneman, seconded by Mr. Milan.

Mr. Haley inquired on the date and location of the annual meeting prior to the vote.

Mr. Johnson said that the meeting would be held in Denver, Colorado, August 2023.

The motion was unanimously carried.

- iv. *Miscellaneous Comments:* Mr. Johnson spoke to the Board about their input on the order of priority for the next Policy Review meeting.

Ms. Mulvany Henry asked that Board members respond to Mr. Johnson and Ms. Lawson with their feedback. She asked that it be completed before the next meeting if possible.

Item #7 – Board Comments

Mr. Haley said he looked forward to upcoming policy changes. He thanked staff for their presentations and gave his continued support for enhancements to Customer Service.

Mr. Groneman thanked Mr. McNew and Mr. Fergus for their presentation and acknowledged staff for their hard work during the recent storms.

Mr. Milan echoed Mr. Groneman’s comments and thanked staff for their service during the recent storms.

Mr. Bryant said he was eager to see a rebate policy in place for those most vulnerable in the community. He would like to see this come before the Board by the next meeting so that the public may utilize it promptly. He added thanks on behalf of District 3, to BPU staff for their timely and safe power restoration following the storms.

Ms. Gonzales listed a few key words that really stood out to her while Mr. Fergus gave his presentation. Some of the words were; phenomenal, incredible, rock stars and teamwork. She explained balancing her responsibility to her constituents, the community, and BPU.

Ms. Mulvany Henry had no comments.

REGULAR SESSION –WEDNESDAY, AUGUST 2, 2023

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Item #8 – Executive Session

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

“I move that after taking a five minute break the Board go into Executive Session for 15 minutes to discuss confidential matters related to employment of the general manager, a personnel matter of nonelected personnel as justified under the exception in the Kansas Open Meetings Act; and that the General Manager William Johnson and Acting Chief Counsel Angela Lawson, be present to participate in the discussion, all others to be dismissed from the room and electronic and telephonic transmissions to cease, and that we and reconvene in open session and returning to both electronic and telephonic broadcasting at 7:30 PM to either take action in an open session or to adjourn.”

A motion to go into Executive Session and reconvene at 7:30 PM was made by Ms. Gonzales, seconded by Mr. Bryant and unanimously carried.

The Board moved into Executive Session.

At 7:30 PM the meeting returned to Open Session.

Item #9 – Adjourn

At 7:30 PM a motion to adjourn was made by Mr. Bryant, seconded by Mr. Milan and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



2023 Second Quarter Financial Results

August 2, 2023

Financial Results

2023 Billed kWh (YTD Jan - June)

Electric	(CY) 2023 YTD	(PY) 2022 YTD
Residential	264,179,734	269,613,401
Commercial	475,826,296	469,754,576
Industrial	257,147,935	259,462,335
	997,153,965	998,830,312

Commercial usage was above 2022 levels and Residential, Industrial and Total was below 2022 levels



-0.2%

Residential – Down 2% Commercial – Up 2% Industrial – Down >1%

Financial Results

2023 Billed CCFs (YTD Jan - June)

Water	(CY) 2023 YTD	(PY) 2022 YTD
Residential	1,697,181	1,619,901
Commercial	1,227,309	1,170,737
Industrial	872,036	885,716
	3,796,526	3,676,354

Residential and Commercial were above 2022 levels while Industrial was slightly below 2022 levels

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

Financial Results

Revenues – Second Quarter 2023

	(CY) 2023 2nd Quarter	(PY) 2022 2nd Quarter	Budget 2023 2nd Quarter	(CY) 2023 2nd Quarter
Electric	\$ 75.088	\$ 70.557	\$ 72.789	\$ 75.088
Water	12.948	12.619	12.677	12.948
Combined	\$ 88.036	\$ 83.176	\$ 85.466	\$ 88.036
			5.8%	3.0%

Actual Compared to 2023 Budget

- Electric – Up 3%
- Water – Up 2%
- Combined – Up 3%

Financial Results

Revenues – 2023 YTD

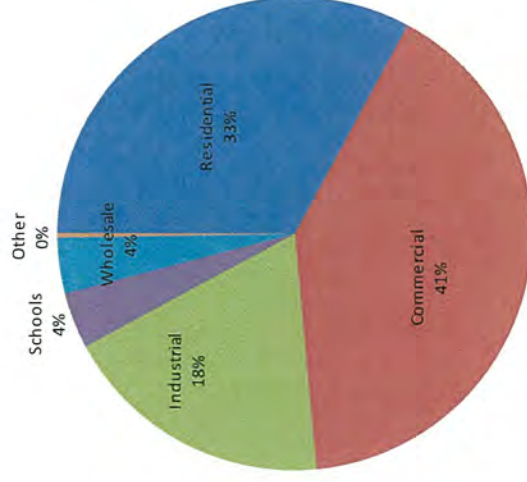
	(CY) 2023 YTD	(PY) 2022 YTD	Budget 2023 YTD	(CY) 2023 YTD
Electric	\$ 154,433	\$ 143,951	\$ 147,436	\$ 154,433
Water	25,394	24,716	25,016	25,394
Combined	\$ 179,827	\$ 168,667	\$ 172,452	\$ 179,827
			6.6%	4.3%

**Dollars in millions

Variance – YTD comparing Budget to Actual for 2023

Electric: *Up 5%*
 Residential **(\$516K)**
 Commercial \$ 5.9M
 Industrial \$ 871K
 Schools \$ 597K
 Wholesale **(\$1.6M)**

Water: *Up 2%*
 Residential \$ 328K
 Commercial \$ 467K
 Industrial **(\$150K)**
 Wholesale \$ 120K



Operating Expenses – Second Quarter 2023

	(CY) 2023 2nd Quarter	(PY) 2022 2nd Quarter	Budget 2023 2nd Quarter	(CY) 2023 2nd Quarter
Electric	\$ 67.720	\$ 62.131	\$ 62.279	\$ 67.720
Water	10.001	9.279	10.407	10.001
Combined	\$ 77.721	\$ 71.410	\$ 72.686	\$ 77.721
			8.8%	6.9%

Actual Compared to 2023 Budget

Electric – Up 9%

Water - Down 4%

Financial Results

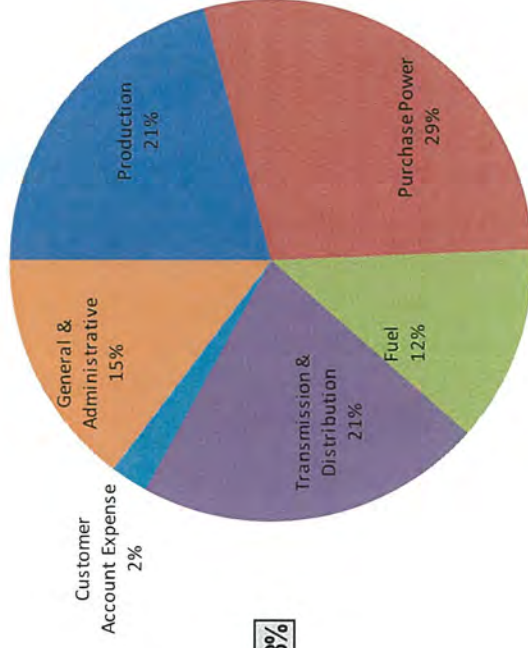
Operating Expenses – 2023 YTD

	(CY) 2023 YTD	(PY) 2022 YTD	Budget 2023 YTD	(CY) 2023 YTD
Electric	\$ 128.417	\$ 115.017	\$ 122.560	\$ 128.417
Water	19.290	18.186	20.493	19.290
Combined	\$ 147.707	\$ 133.203	\$ 143.053	\$ 147.707
				3.3%

**Dollars in millions

Actual Compared to 2023 Budget

- Electric – Up 5%
- Water - Down 6%
- Combined – Up 7%



2022 ERC Under Recovery of the ERC is completed Amortized through June 2023 - \$14,781,274

Operating Expenses – 2023 YTD less Depreciation

	(CY) 2023 YTD	(PY) 2022 YTD	Budget 2023 YTD	(CY) 2023 YTD
Electric	\$ 110.752	\$ 99.289	\$ 105.231	\$ 110.752
Water	15.082	14.067	16.302	15.082
Combined	\$ 125.834	\$ 113.356	\$ 121.533	\$ 125.834
			11.0%	3.5%

**Dollars in millions

Electric:

Purchased Power \$2.2M
 Fuel (\$8.8M)
 Production (\$ 82K)
 T&D (\$1.4M)
 G&A (\$992K)

Water:

Production (\$691K)
 T&D (\$310K)
 G&A (\$162K)

Variance – YTD comparing Budget to Actual 2023

Financial Results

Change in Net Position – Second Quarter 2023

	(CY) 2023 2nd Quarter	(PY) 2022 2nd Quarter	Budget 2023 2nd Quarter	(CY) 2023 2nd Quarter
Electric	\$ (4.412)	\$ (3.628)	\$ (0.941)	\$ (4.412)
Water	1.760	1.740	0.861	1.760
Combined	\$ (2.652)	\$ (1.888)	\$ (0.080)	\$ (2.652)

**Dollars in millions

Change in Net Position – 2023 YTD

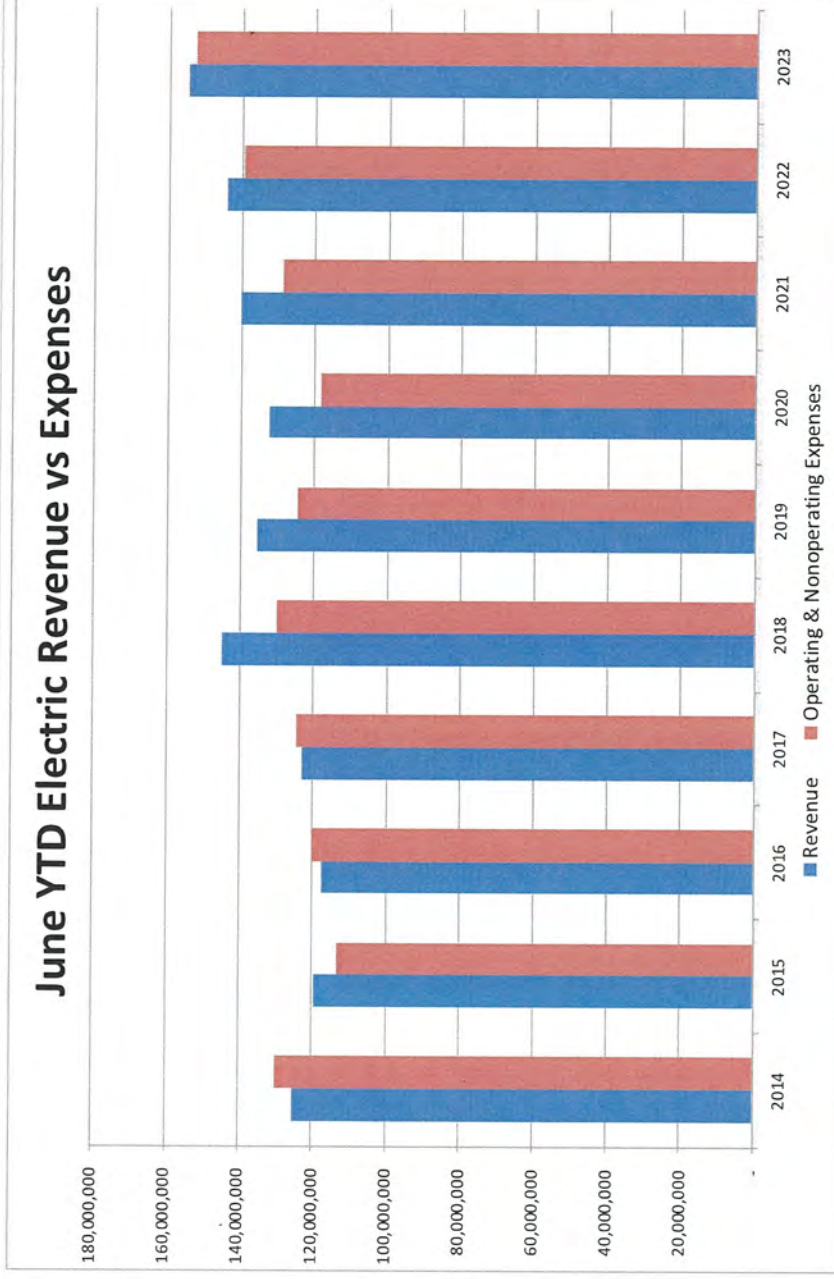
	(CY) 2023 YTD	(PY) 2022 YTD
Electric	\$ 1.824	\$ 4.583
Water	3.515	3.473
Combined	\$ 5.339	\$ 8.056

	Budget 2023 YTD	(CY) 2023 YTD
Electric	\$ 1.419	\$ 1.824
Water	1.486	3.515
Combined	\$ 2.905	\$ 5.339

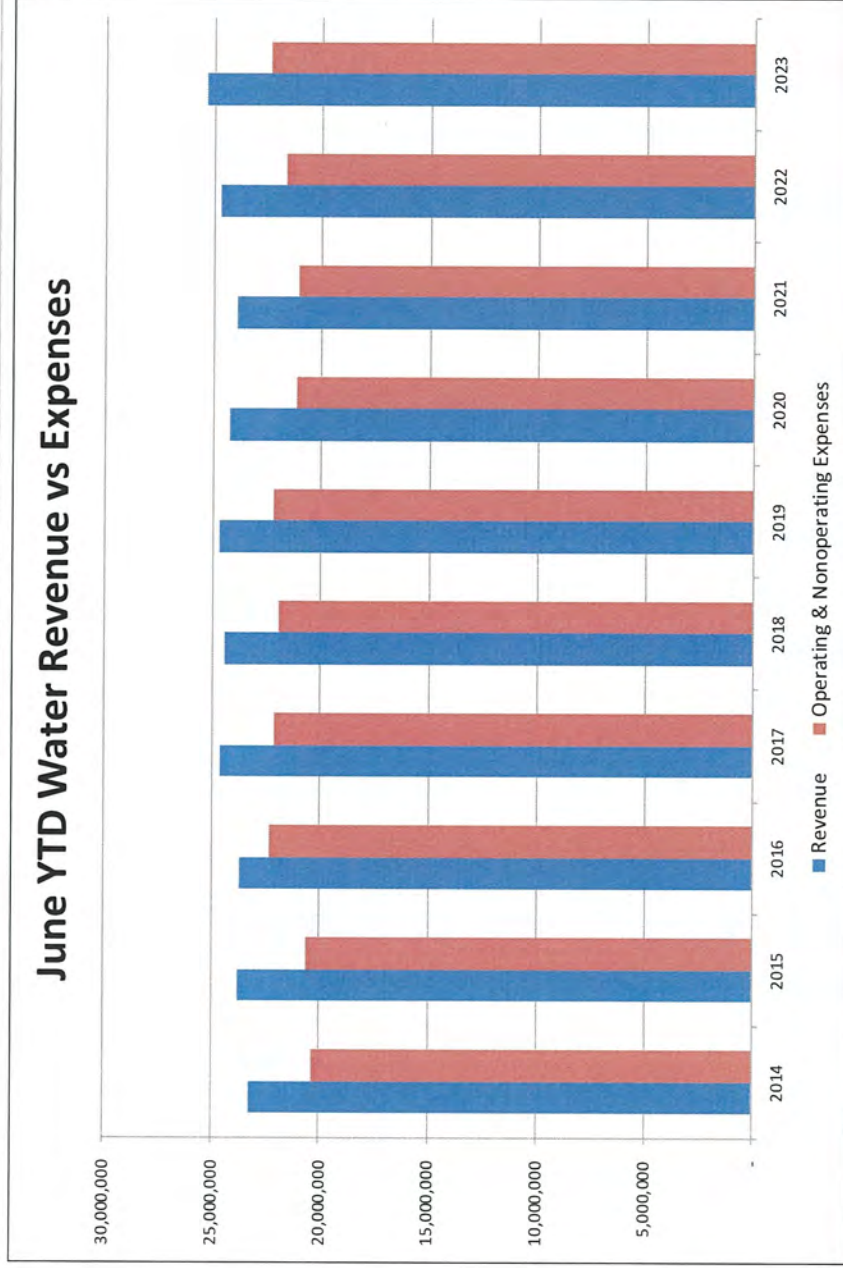


**Dollars in millions

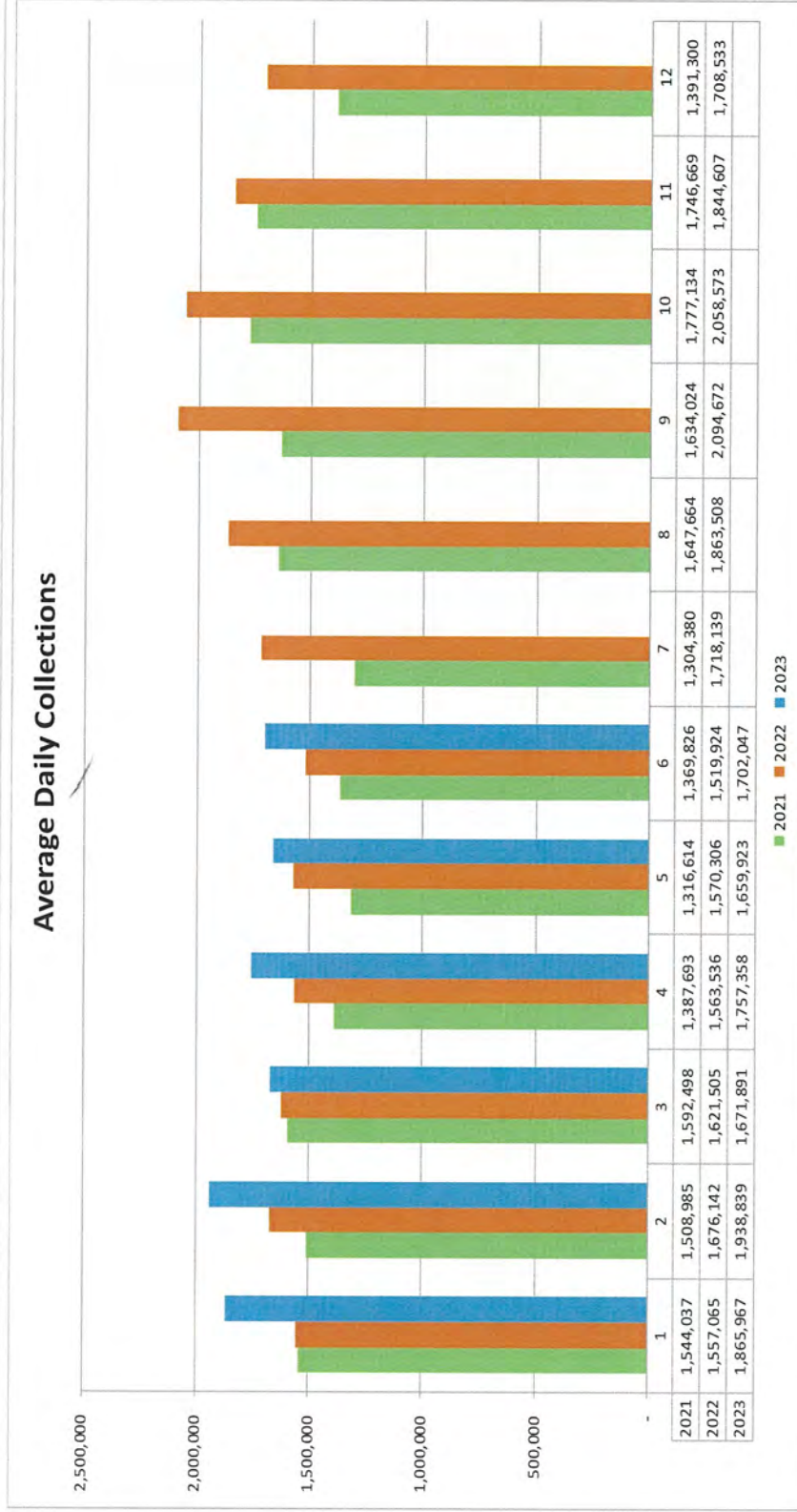
Financial Results – 10 Year Trend



Financial Results – 10 Year Trend

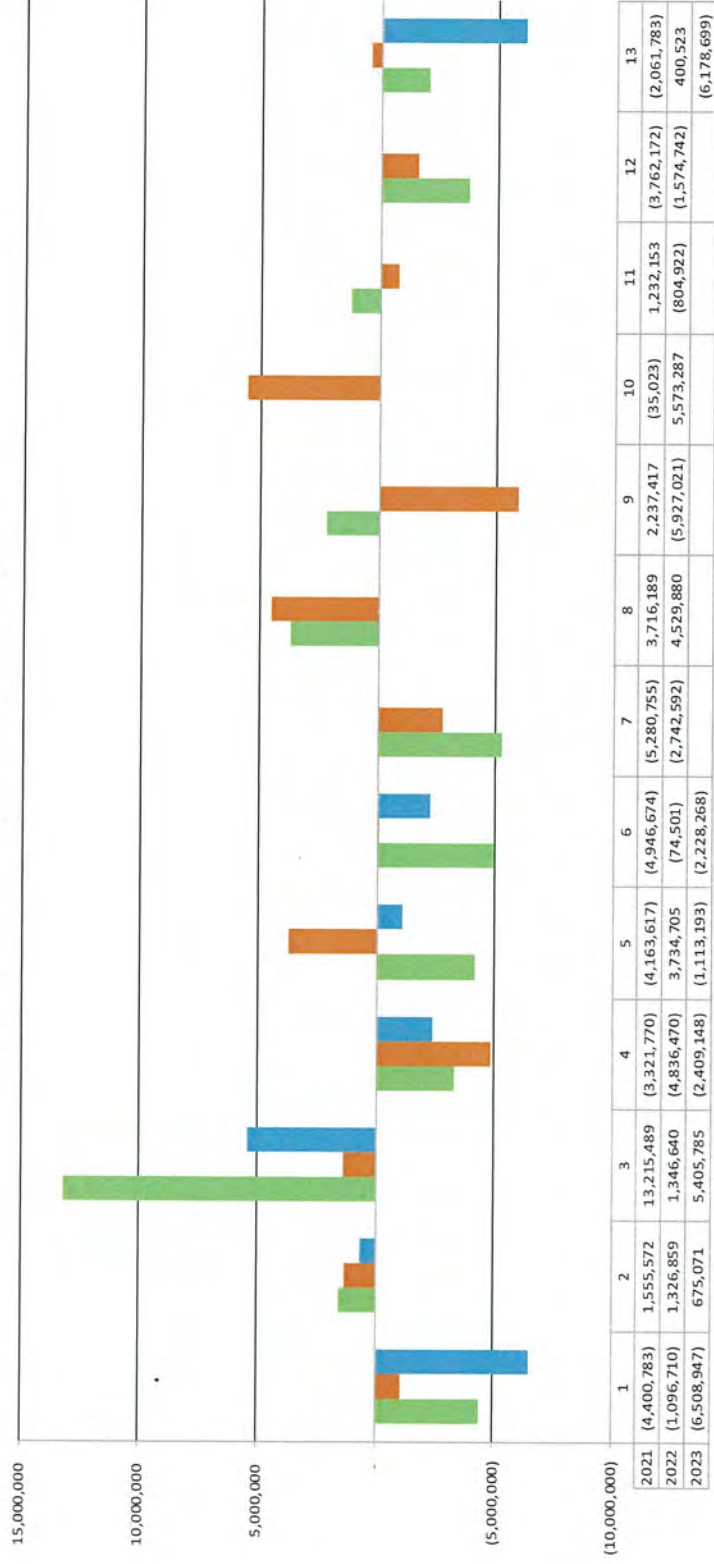


Financial Results



Financial Results

Historical Monthly Cash Comparison



Financial Results

Cash Position

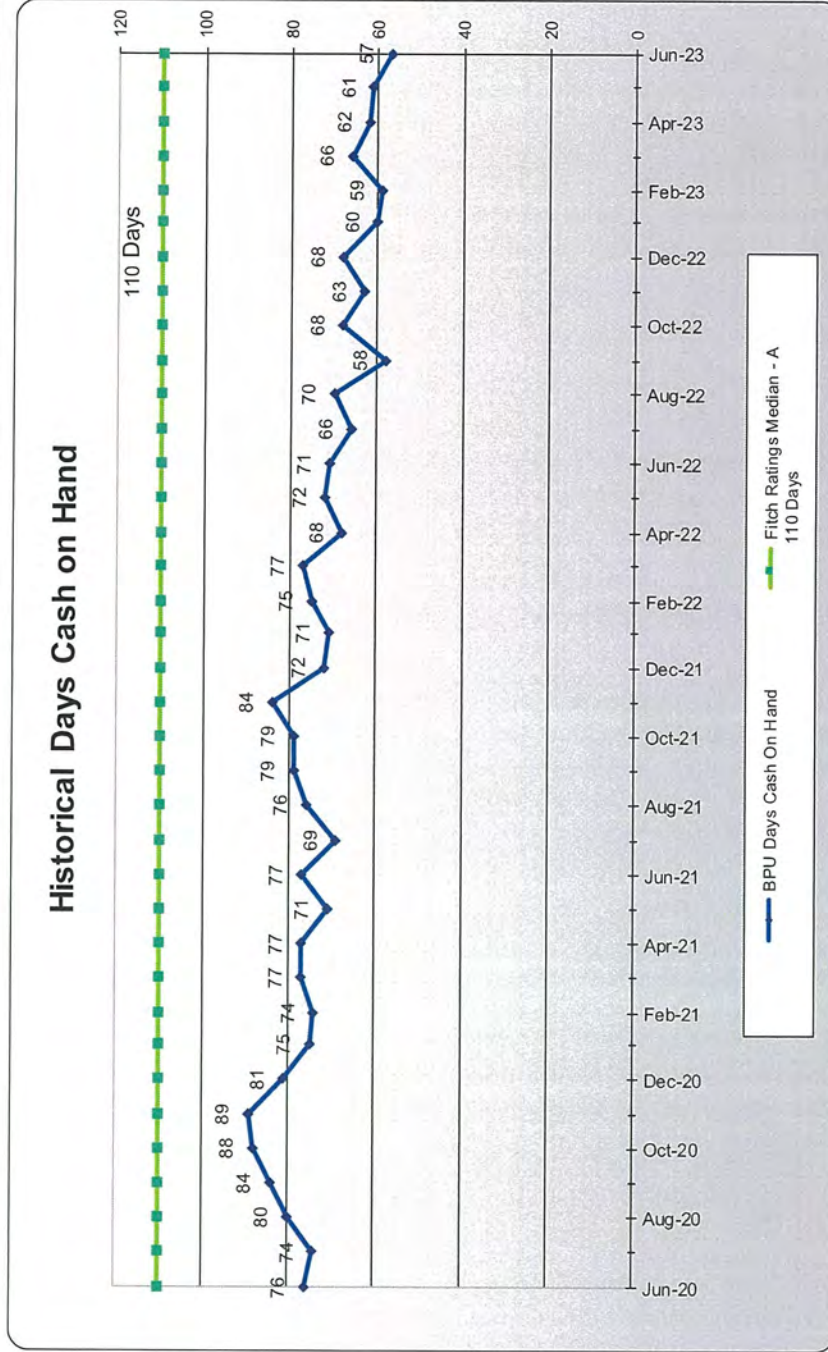
Combined (E&W)
Days Cash-on-Hand

	(CY) 2023 June	(FY) 2022 June	2023 May
\$	37.42	44.35	40.28
	57	71	61

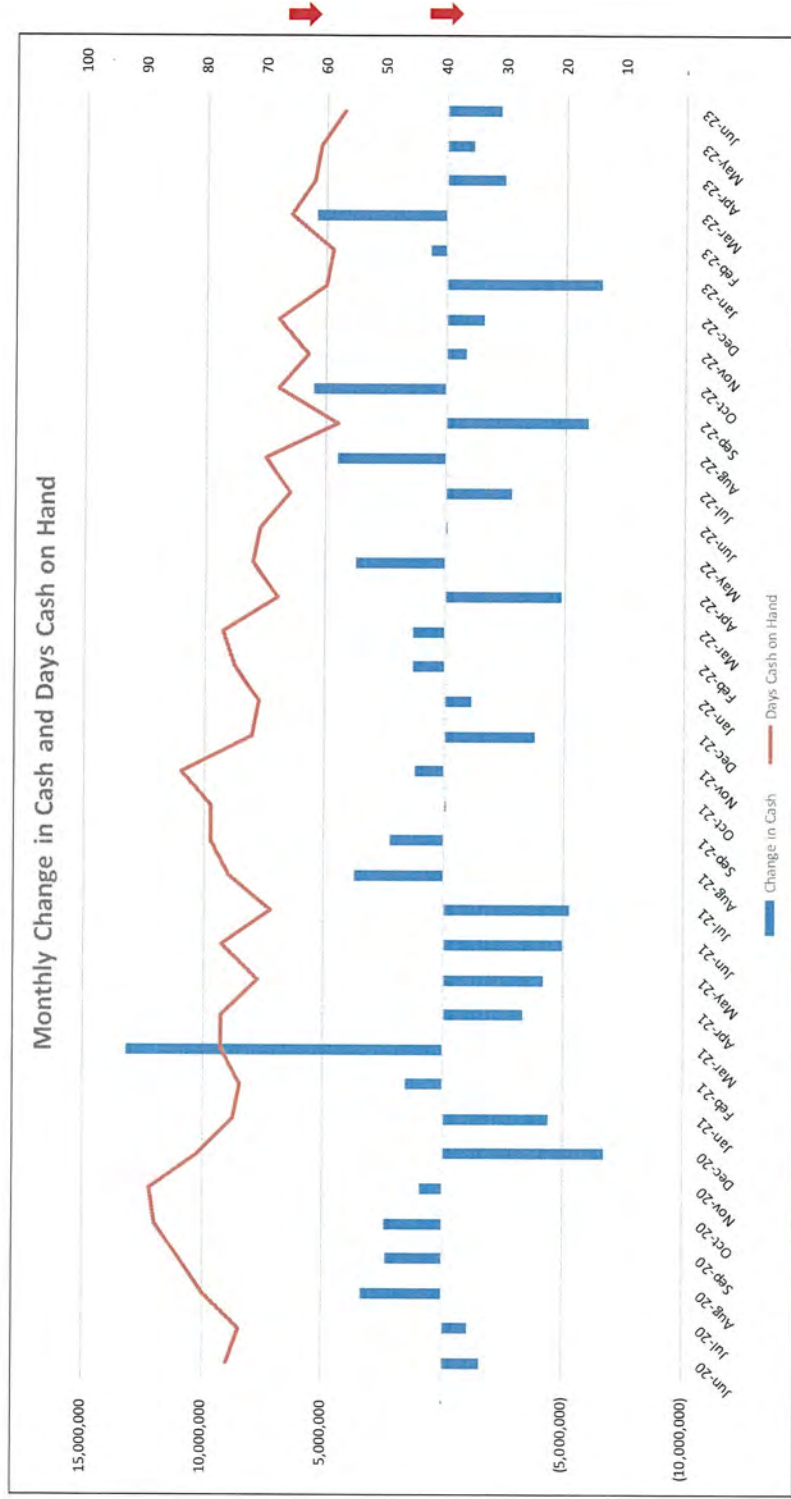
1 Day = Approximately \$625K-\$675K
(Based on 12 month rolling average of expenses)

**Dollars in millions

Financial Results



Financial Results



Balance Sheet: Notables

	(CY) 2023 June	(PY) 2022 June
Fuel Inventory	\$ 10.547	\$ 3.504
Bond Dollars 2016C (Elec T&D)	\$ 0.731	\$ 0.709
Bond Dollars 2020A (Elec)	\$ 0.822	\$ 0.798

**Dollars in millions

Financial Results

Capital Spending

	(CY) 2023 YTD	(PY) 2022 YTD	2023 Budget
Electric	\$ 10.80	\$ 10.50	\$ 30.67
Water	6.81	3.92	24.71
Common	1.43	1.77	5.20
Total YTD Capital	\$ 19.05	\$ 16.20	\$ 60.58
			Remaining
			69%

Major projects in 2023:

- Fisher UG Feeders - \$2.0M
- Annual Underground - \$1.0M
- Annual Overhead - \$824K
- Distribution Pole Inspect/Replace - \$797K
- N1 Burner Coal Nozzle Replacement - \$2.0M
- Water Sys Imp, Valves & Leaks - \$1.7M
- Argentine 7 MG Tank Replacement - \$3.0M

**Dollars in millions

Financial Results

Debt Coverage

Debt Coverage with PILOT

	(CY) 2023 June	(PY) 2022 June
Electric	2.74	2.25
Water	2.19	1.93
Combined	2.84	2.37

Debt Coverage w/o PILOT

	(CY) 2023 June	(PY) 2022 June
Electric	2.00	1.60
Water	1.71	1.48
Combined	2.10	1.71

Financial Guideline Target 1.6 to 2.1 times with PILOT



Kansas City Board of Public Utilities

July 14, 2023 Storm Event



- Storm Event Overview
- Outage Map
- System Restoration Process
- Restoration Priorities
- BPU Team
- Mutual Aid
- Storm Damage
- Questions?



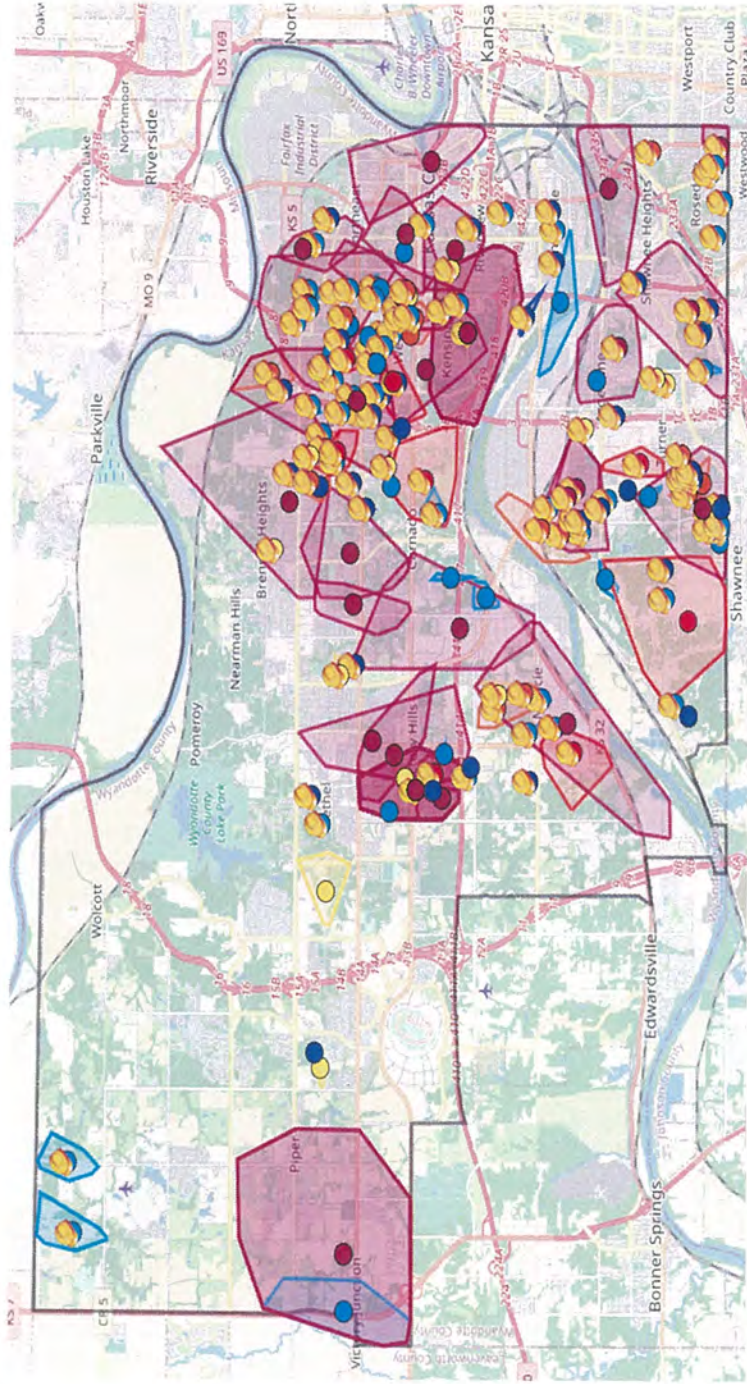


Storm Event Overview

- Kansas City experienced a severe weather event on July 14, 2023 that resulted in the largest electrical service interruption since the 2002 ice storm
- During the worst part of the storm as many as 38,000 customers were without power
- A total of 19 main distribution feeds were opened due to damage sustained during the storm



BPU Outage Map





System Restoration Procedure

- Transmission System
- Distribution Substations
- Main Distribution Feeders
- Distribution Laterals
- Individual Services and Homes





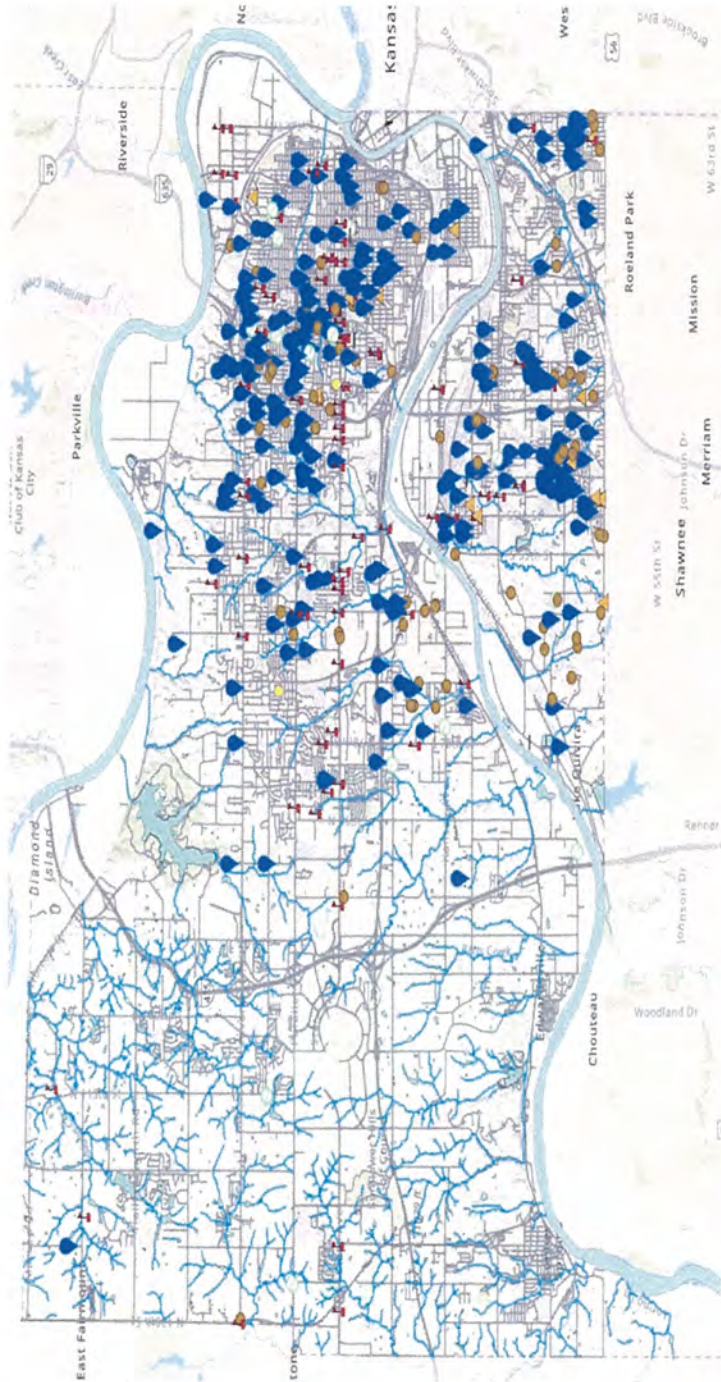
Restoration Priorities

- Hospitals and medical facilities
- Water treatment plants, waste water plants, and pumping stations
- Public safety - emergency response centers, 911 call center
- Emergency shelters
- Nursing homes and assisted living facilities
- Customers with medical issues
- Wire down reports and emergency calls





BPU Work Tickets





BPU Storm Response Team

- **BPU Electric Operations Department**

- ESDC
- Superintendents
- Line Crews
- Substation
- Engineering
- Mapping and Drafting
- Storeroom
- Fleet Maintenance
- Office Records
- Carpenters
- Light Meter
- Traffic Signal
- Radio and Cable

- **Energy Control Center**





Mutual Aid

Additional resources from Kansas, Oklahoma and Arkansas

- KMU Mutual Aid Program
 - McPherson BPU
 - Clay Center Public Utilities
 - City of Pratt, Kansas
- Capital Electric line crews
- Asplundh tree crews



Tree Damage



Damaged Poles



Wind Damage



Lightning Damage



Crews Working





Questions?



RESOLUTION 5288

RESOLUTION APPOINTING DELEGATES AND ALTERNATE DELEGATES TO 2023 ANNUAL MEETING OF WESTERN FUELS ASSOCIATION, INC.

BE IT RESOLVED by the Board of Directors of KANSAS CITY B.P.U. that the following named persons are hereby

appointed as its Delegates and Alternate Delegates, to-wit:

Bill JOHNSON Delegate

JEREMY ASK Delegate

JERIN PURTEE Alternate Delegate

Alternate Delegate

to the 2023 Annual Meeting of the Members of Western Fuels Association, Inc.

SECRETARY'S CERTIFICATE

I, _____, Secretary of _____, do hereby certify that the above and foregoing Resolution was adopted by the Board of Directors in a meeting on the _____ day of _____, 2023, and that this Resolution has not been amended or modified.

Dated this _____ day of _____, 2023.

Secretary

RESOLUTION NO. 5289

RESOLUTION AUTHORIZING A LOW-INCOME REBATE PROGRAM

WHEREAS, the elected Board desires to establish a low-income rebate program to assist the elderly and the disabled with the increased rate; and

WHEREAS, the elected Board recognizes that efficiencies and consistency would be gained by utilizing the Unified Government Low Income Senior and Disabled Rebate program requirements and screening; and

WHEREAS, the elected Board wishes to provide initial funding and a budgetary cap in the amount of \$150,000 for the period of September 1, 2023 through May 31, 2024; and

WHEREAS, the elected Board wishes to provide a monthly electric rebate credit of \$5 per month from September 1, 2023 through May 31, 2024 for eligible BPU account holders; and

WHEREAS, in the following years the elected Board will establish funding and budgetary caps for the program during the budget process; and

WHEREAS, the elected Board has determined that, subject to the funding and budgetary cap, beginning in June of 2024 a monthly rebate credit of \$5 per month should be applied to each eligible recipient that is an electric only account holder; and

WHEREAS, the elected Board has determined that, subject to the funding and budgetary cap, beginning in June of 2024 a rebate credit of \$2.50 a month should be applied to each eligible recipient that is a water only account holder; and

WHEREAS, the elected Board has determined that, subject to the funding and budgetary cap, a monthly rebate credit of \$7.50 per month should be applied to each eligible BPU account holder that is an electric and water account holder;

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

That the Kansas City Board of Public Utilities hereby establishes a low-income rebate program to assist the elderly and disabled with the rate increase. BPU will accept all BPU Customers that are recipients of the Unified Government Senior Rebate Program for the applicable time period. An initial funding and budgetary cap in the amount of \$150,000 is hereby set for the period of September 1, 2023 through May 31, 2024. A monthly electric rebate credit of \$5 per month from September 1, 2023 through May 31, 2024 will be provided to eligible BPU account holders for the full rebate cycle or until the cap of \$150,000 is reached.

In the following years staff and the elected Board will establish funding and budgetary caps for the program during the budget process. Beginning in June of 2024, and subject to the applicable funding and budgetary cap, electric only account holders shall receive a rebate credit of \$5 per month, Water only account holders shall receive a rebate credit of \$2.50 a month, and electric and water BPU account holders shall receive a rebate credit of \$7.50 per month.

Only one credit will be applied per month and credits shall only be applied to residential accounts where the account holder is a resident.

The General Manager is directed and authorized to establish and update additional rules and polices as necessary to carry out the program objectives.

ADOPTED by the Board of Directors of the Board of Public Utilities of the Unified Government of Wyandotte County/Kansas City, Kansas, this ___th day of August 2023.

BOARD OF PUBLIC UTILITIES

By:

President

ATTEST:

Secretary

Approved as to form:

BPU Legal Counsel

