

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Regular Session on Wednesday, April 19, 2023 at 6:00 P.M. The following Board Members were present: Thomas Groneman, Vice President; Robert L. Milan, Secretary; Jeff Bryant, and Mary Gonzales. David Haley attended via Zoom. Rose Mulvany Henry, President, was absent.

Also present: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Jeremy Ash, Chief Operating Officer; Johnetta Hinson, Executive Director Customer Service; Steve Green, Executive Director Water Operations; Maurice Moss, Executive Director Corporate Compliance; Darrin McNew, Acting Executive Director Electric Operations; Jerin Purtee, Executive Director Electric Supply; Glen Brendel, Executive Director Electric Production; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer; Dustin Miller, Director of Applications; Gabriela Freeman, Supervisor Customer Services; 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.

Mr. Groneman called the Board meeting to order at 6:00 P.M. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the 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. Mr. Groneman 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, except for Ms. Mulvany Henry. Mr. Haley joined the meeting via Zoom at 6:32 P.M.

Item #3 – Approval of Agenda

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

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

STATE OF KANSAS)
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Item #4 – Approval of Work Session Minutes of April 5, 2023

A motion was made to approve the minutes of the Work Session of April 5, 2023, by Mr. Milan, seconded by Mr. Bryant, and unanimously carried.

Item #5 – Approval of Regular Session Minutes of April 5, 2023

A motion was made to approve the minutes of the Regular Session of April 5, 2023, by Mr. Bryant, seconded by Ms. Gonzales, and unanimously carried.

Item #6 – Public Comments

Mr. David Smith, 400 Troup, expressed his appreciation for the Mr. Johnson and the Board for the work they are doing towards helping people understand their bills and for making changes for the good.

Ms. Evelyn Hill, 640 Washington Blvd., thanked Mr. Johnson and his team for organizing the gathering of social service agencies. She also thanked Ms. Mulvany Henry for working towards reducing the PILOT. She was appearing on behalf of the Justice and Equity Coalition of Wyandotte County to give information on deposit and connection fees BPU has in place in comparison to other area utilities.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his thoughts on lowering costs for low income residential customers, and gave his opinion regarding the removal of fees, residential rates, as well as the upcoming rate hearing, and shut-offs of electricity or water for non-payment.

Ms. Lisa Walker Yeager, Parkwood neighborhood, KCK, expressed her thoughts on how many times someone should be eligible for assistance and explained the hardship for those on a fixed income and also those on disability.

Brook Williams, 10th Street, inquired on how a resident is disconnected and reconnected and the fees incurred in doing so.

Mr. Johnson explained the disconnect/reconnect process.

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

STATE OF KANSAS)
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Ms. Louise Lynch, KCK resident, expressed her thoughts on utility bills and shut-offs, on how much assistance someone should be able to receive, and handicapped parking. She also asked that the Board expand the eligible medical devices list.

Ms. Evelyn Hawthorne, 2056 Tremont, expressed her thoughts on shut-offs, solar energy, taxes, and the need to reduce charges.

Mr. Rodney Easterwood, Parkwood area, expressed his thoughts on the need to lower the BPU bill.

Ms. Fannie Hill, 4310 Parallel Parkway, expressed her thoughts on the community.

Ms. Susan Stevens, 4018 Silver Avenue, inquired about the use of contractors for utility services.

Mr. Johnson, explained the use of contract services for certain jobs such as capital construction jobs and briefly on the selection process. He also spoke on the use of solar.

Mr. Haley expressed his appreciation for the points that were made during the Public Comment section.

Item #7– General Manager / Staff Reports

- i. *Customer Service Quarterly Update:* Ms. Gabriela Freeman, Supervisor Customer Services, reviewed objectives and statistics in the Customer Service department with the Board. Included in the discussion were topics regarding the trends in calls seen since COVID. She also went over what was entailed to be a Customer Service representative and reviewed the number of calls and various requests the department received. (See attached PowerPoint.)

Ms. Freeman responded to questions from the Board.

- ii. *Miscellaneous Comments:* Mr. Johnson spoke about Senator Moran’s visit, securing of federal funds to assist with water infrastructure projects. He also spoke about his participation in Career Day at McKinley Elementary School.

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

STATE OF KANSAS)
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Item #8 – Board Comments

Mr. Groneman thanked everyone that came and spoke. He talked about the increase in the cost of everything from eggs and milk to the increase in cost for equipment and supplies needed to run the utility. He also talked about the Public Comment section of the Agenda.

Mr. Haley thanked Ms. Freeman for the presentation on Customer Service. He also spoke about the Public Comment section of the Agenda and the also the need to look at the policies of the utility to possibly help find solutions.

Mr. Milan thanked the visitors that came this evening. He also expressed his thoughts on Ms. Hill’s comparison of utilities and fees. He spoke about the differences in population rates in the other area cities compared to Kansas City, KS. He also spoke about what it takes to keep the power on and the system in place to provide good drinking water. He commented on the importance of community.

Mr. Bryant thanked those who came. He commented about the effort it took to learn about the broad amount of work that went into each department throughout the utility, and the costs that were incurred. He also explained that surplus often meant that maintenance had been put off for some reason but those dollars still remained earmarked for that project. He also said the Community Engagement Committee meeting had been rescheduled for May 3rd.

Ms. Gonzales thanked everyone that had come out. She talked about the importance of putting the costs of running the utility in perspective. She wanted those who attended to know that the Board heard them.

Item #9 – Executive Session

Ms. Angela Lawson, Deputy 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 30 minutes in the Board room to discuss confidential matters related to an update on labor negotiations pursuant to the employer-employee negotiations exception to the Kansas Open Meetings Act; and that the General Manager, William Johnson, Chief Financial Officer/Chief Administrative Officer, Lori Austin, Deputy Chief Counsel Angela Lawson, Director of Human Resources, Dennis Dumovich, HR Manager, Ashley Culp, Chief Operating Officer, Jeremy Ash, and outside counsel Ryan Denk and Spencer Low be present to participate in the discussion, all

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

STATE OF KANSAS)
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CITY OF KANSAS CITY)

others to be dismissed from the room and electronic and telephonic transmissions to cease, and that we reconvene in open session returning to both electronic and telephonic broadcasting at 8:20 P.M.”

A motion to take a ten-minute break, go into Executive Session and reconvene at 8:25 P.M. was made by Mr. Bryant, seconded by Mr. Milan. Roll call was taken:

Mr. Groneman – yes

Mr. Haley – no

Mr. Milan – yes

Mr. Bryant - yes

Ms. Gonzales – yes

The motion carried.

At 8:25 P.M. the meeting returned to Open Session.

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

“I move that the Board go into Executive Session for 30 minutes in the Board room to discuss confidential matters related to an update on labor negotiations pursuant to the employer-employee negotiations exception to the Kansas Open Meetings Act; and that the General Manager, William Johnson, Chief Financial Officer/Chief Administrative Officer, Lori Austin, Deputy Chief Counsel Angela Lawson, Director of Human Resources, Dennis Dumovich, HR Manager, Ashley Culp, Chief Operating Officer, Jeremy Ash, and outside counsel Ryan Denk and Spencer Low 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 reconvene in open session returning to both electronic and telephonic broadcasting at 8:55 P.M.”

A motion to go into Executive Session and reconvene at 8:55 P.M. was made by Mr. Bryant, seconded by Ms. Gonzales.

REGULAR SESSION –WEDNESDAY, APRIL 19, 2023

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Roll call was taken:

Mr. Groneman – yes

Mr. Haley – no

Mr. Milan – yes

Mr. Bryant - yes

Ms. Gonzales – yes

The motion carried.

Mr. Haley called for a point of order, stating that technology existed to include those who were joining by the Board electronically to not disclose the privacy that should be required for Executive Session to members of the public or those not authorized. He wanted to make that point because himself and others who were joining electronically were excluded from vital discussions regarding the matters of the utility and they need not be, they had the technology.

The Board then closed the session. At 8:55 P.M. the meeting returned to Open Session.

Item #10 – Adjourn

At 8:56 P.M. a motion to adjourn was made by Mr. Bryant, seconded by Ms. Gonzales and unanimously carried.

ATTEST:


Secretary

APPROVED:


President

Customer Service Overview

April 19, 2023

Customer Service Objectives

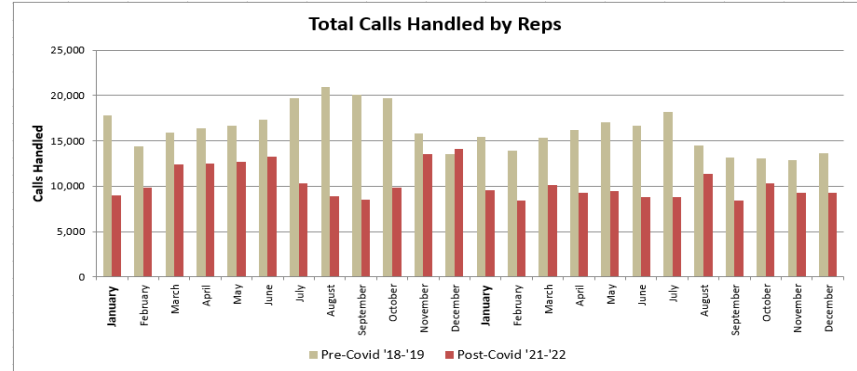
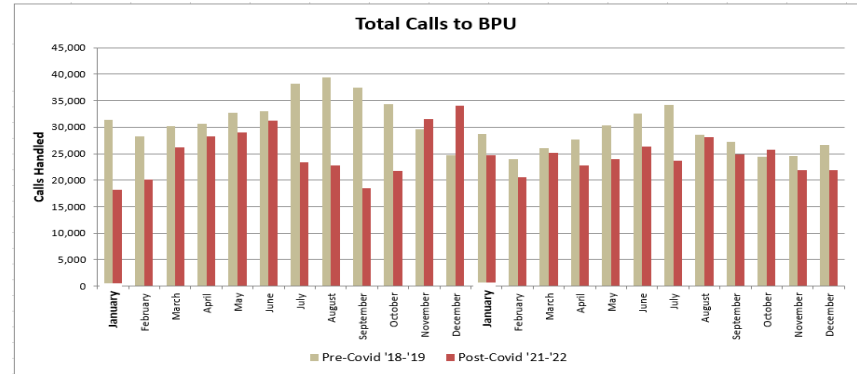
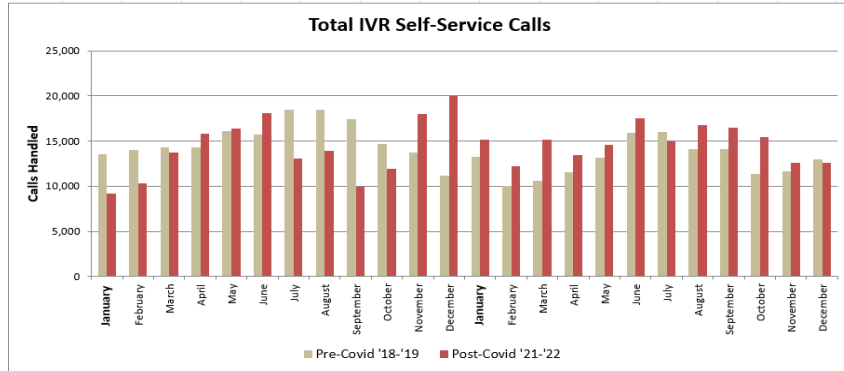
Our overall goal is to provide an excellent customer service experience and consistently strive to improve the quality of life in our community while promoting safe, reliable and sustainable utilities.

- Establishing, Transferring & Ending Services
- Answering Questions (Billing, Programs, Outages, etc.)
- Disconnect & Reconnect Services Accordingly

Customer Service Call Center

Call Variance since COVID (2020)

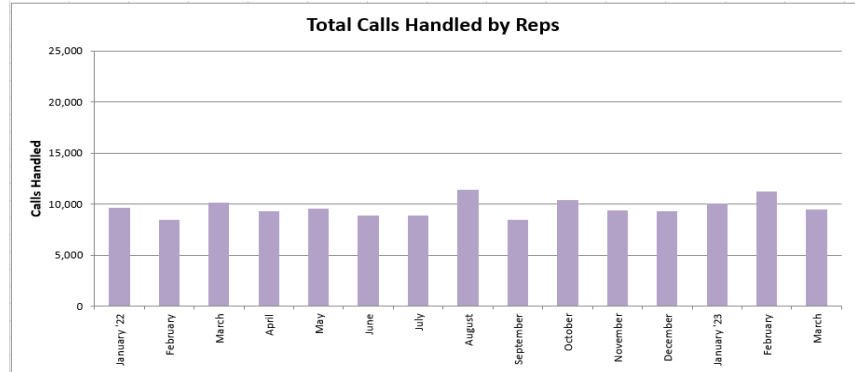
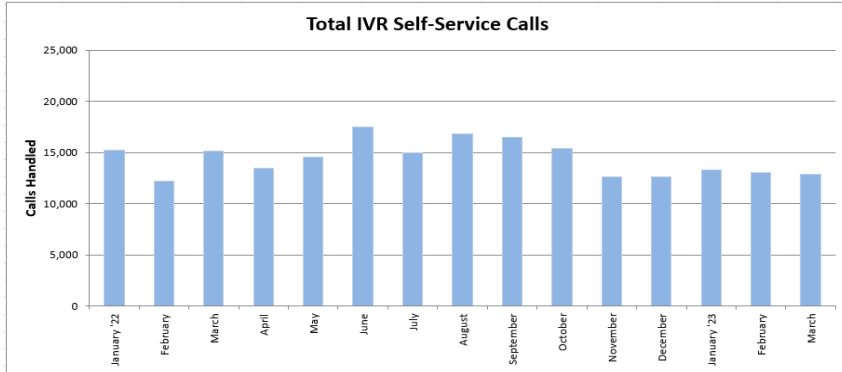
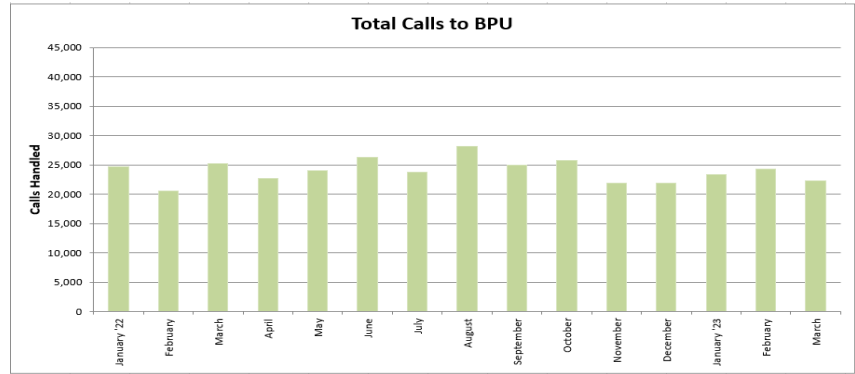
- Fewer calls to BPU since COVID
- Higher percent of calls are now being handled within Self-Service IVR
- More options available for customers thru Customer Self-Service web portal



Customer Service Call Center

Call Trends over past 15 months

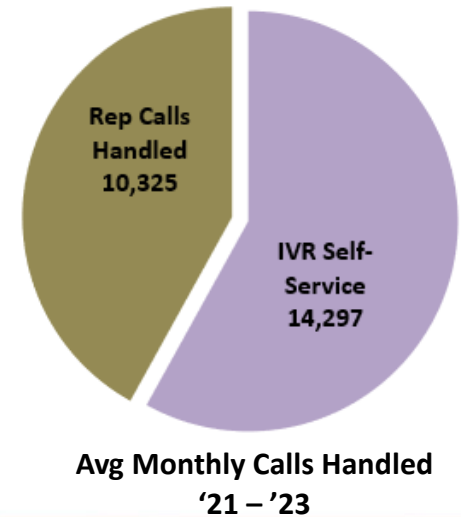
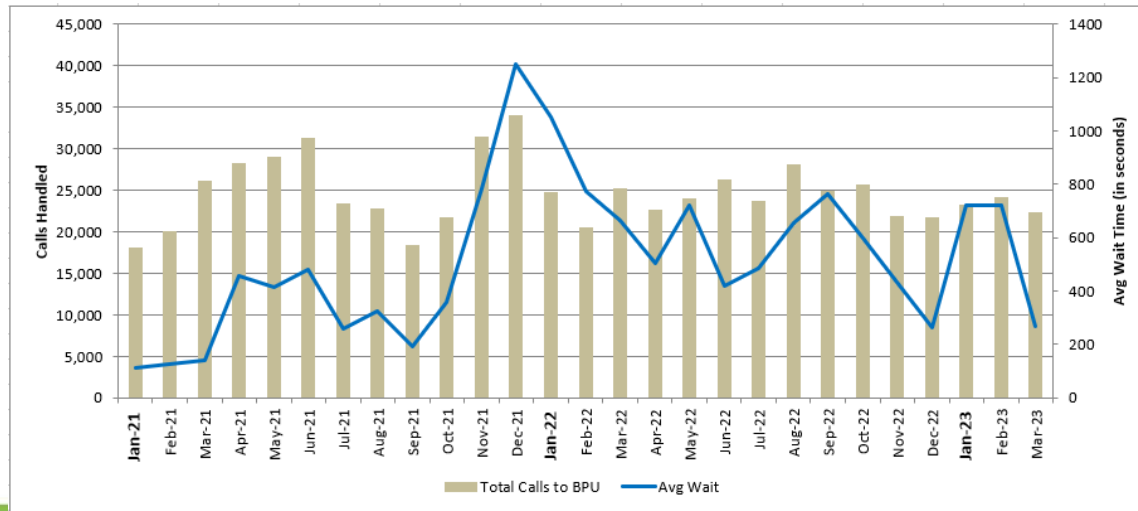
- On average 20K-25K calls come in monthly; More than half resolved in IVR self-service
- Oct 2022 text messaging rolled out
- Calls handled by reps has held fairly consistent (~10,000/mo)



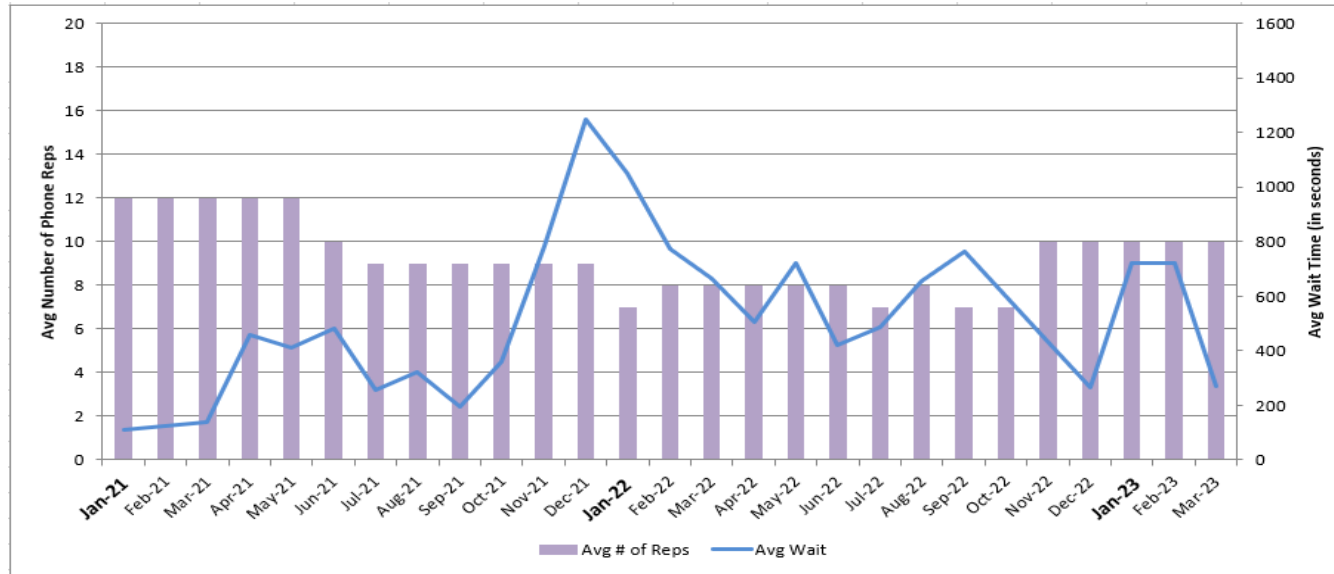
Customer Service Call Center

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)



Customer Service Call Center



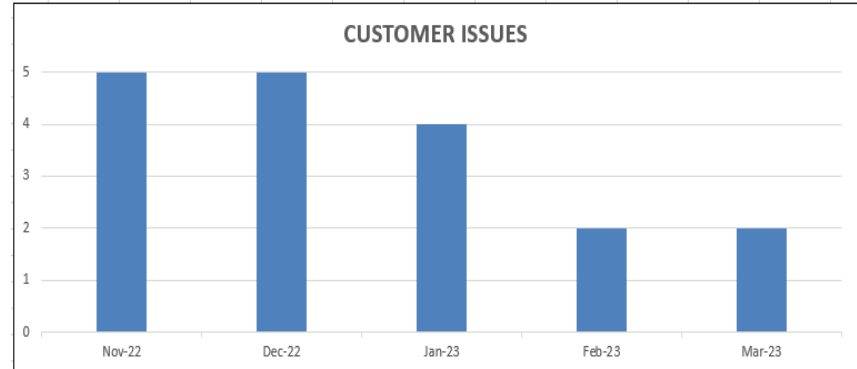
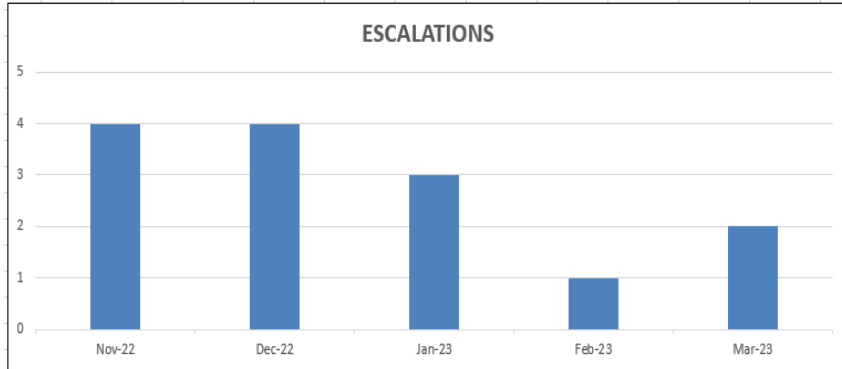
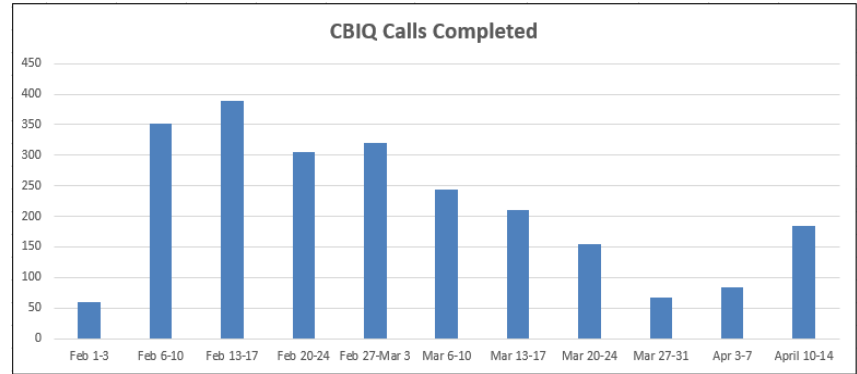
Average Number of Phone Reps

- Number Phone Reps was down 33% from mid 2021 until late 2022
- Have hired & trained 4 reps in past 6+ months

Customer Service Call Center

CBIQ, Escalation, Customer Issues

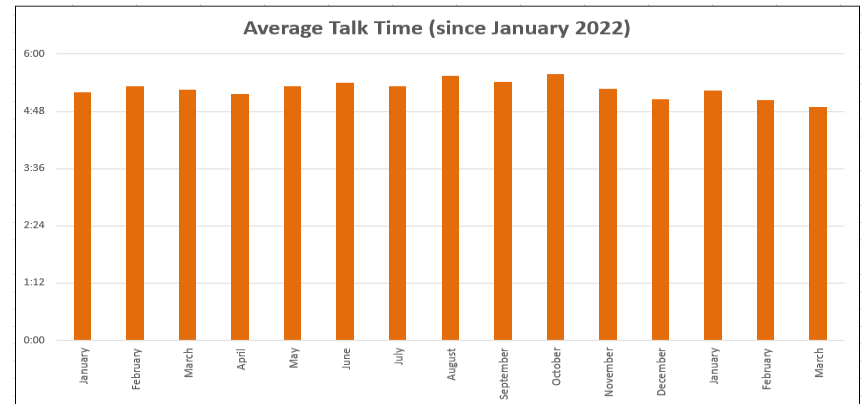
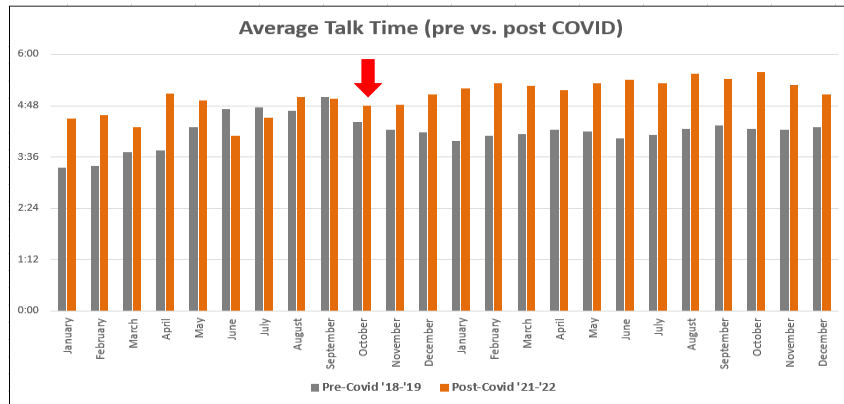
- CBIQ resumed February 1
- Late in 2022 we started tracking Escalations and Customer Issues
- Tracking these items will help with policy and process reviews as well as training



Customer Service Call Center

Average Talk Time

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



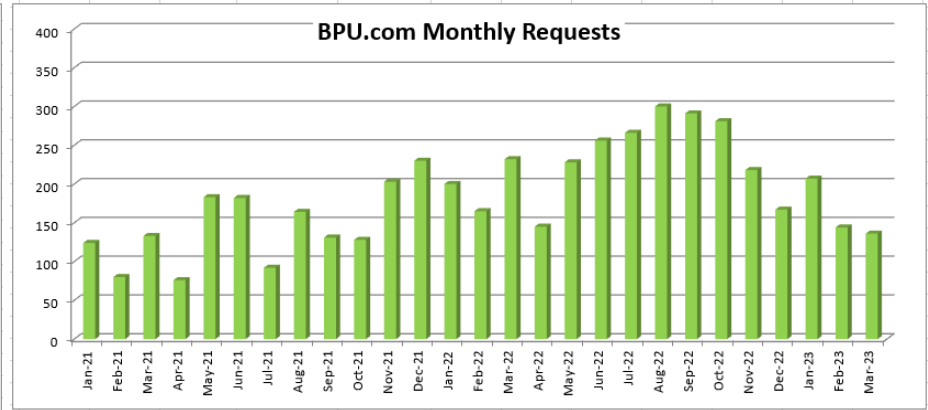
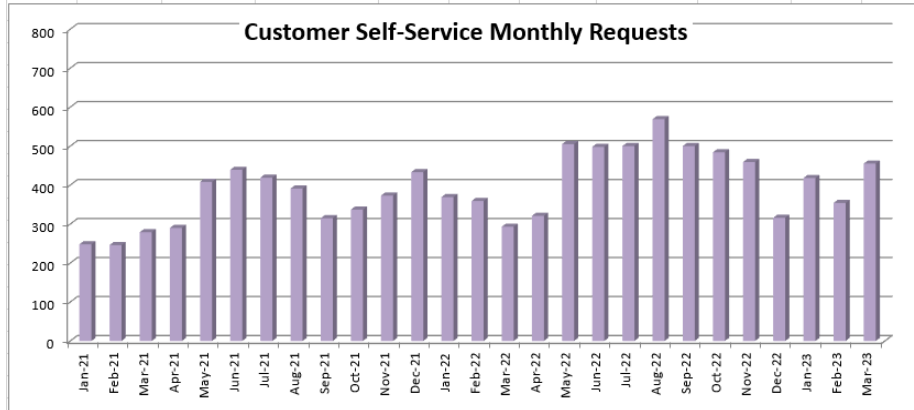
Customer Self-Service Web Requests

Customer Self-Service Requests

- Start, Stop or Transfer Service Questions and Requests
- Lead customers to self-service on web

BPU.com Requests

- Account Information & Other General Questions
- Text messaging rolled out late October 2022



Contact Center Client

CS English Agent State					
ACD [3]	Idle [4]	Non ACD [0]	Unavailable [15]	Logged in not present [0]	Log Off [8]
3213 P100 02:35	3204 02:48				11:02 AM
3201 P101 02:28	3202 02:22		3207 06:09		9:53 AM
3208 P101 01:35	3209 01:45		3211 05:08		5:00 PM
	3206 01:16		3210 03:57		5:00 PM
			3203 00:09		7:7:77

CS Spanish Agent State					
ACD [2]	Idle [1]	Non ACD [0]	Unavailable [0]	Logged in not present [0]	Log Off [1]
3201 P101 02:28					7:7:77
3208 P101 01:35	01:16				

CBIQ English Agent State					
ACD [0]	Idle [0]	Non ACD [0]	Unavailable [1]	Logged in not present [1]	Log Off [1]
			3211 05:08	3204 02:48	3205 11:02 AM

Marquee

CS English
 Calls Waiting = 0
 Longest Waiting= 00:00
 Handled= 222
 Abandon= 37
 Avg Abandon Time= 03:50
 Interflowed= 9
 Service Level (%)= 72
 ASA= 03:47

Marquee

CS Spanish
 Calls Waiting= 0
 Longest Waiting= 00:00
 Handled=17
 Abandon=4
 Avg Abandon Time=00:49
 Interflowed=9
 Service Level (%) = 65
 ASA=00:34

Marquee

Payment Arrangements
 Calls Waiting=0
 Longest Waiting=00:00
 Handled=90
 Abandon=0
 Avg Abandon Time=00:00
 Service Level %=97
 ASA=00:18

Marquee

CBIQ English
 Calls Waiting=1

11:37 AM
4/17/2023

Types of Calls

- Transfer Service
- Final Service
- Usage Questions
- Bill Questions
- KERA Assistance
- Utility Assistance
- Energy Engage
- FlexPay
- Payment Arrangements
- Trash Issues [UG]
- Wastewater (Water Pollution) [UG]
- Disconnect/Reconnect for non-payment
- Needs Release
- Diversion
- Safe to Restore
- Outages
- PILOT Questions [UG]
- Rate Questions



Recent Improvements Implemented

- Customer Self-Service in English & Spanish (web & phone)
- BPU Central (Intranet Site for Rep Information)
- Training & Quality Assurance
- Training Manual
- Job Aids
- New Bill Print
- Paperless Bill with Bill Attached
- IVR Enhancements
- Text Message Communication

Potential Future Improvements

- New MyMeter Portal for Customers
- Real-Time Posting of Kiosk Payments
- Credit and Debit Card Payments at Kiosks
- Move-in, Move-out on Customer Self-Service
- Self-Service forms on BPU.com

*Thank
you*