

REGULAR SESSION –WEDNESDAY, NOVEMBER 15, 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, November 15, 2023 at 6:00 PM. The following Board Members were present: Thomas Groneman, Vice President; Jeff Bryant, Mary Gonzales, and David Haley. Rose Mulvany Henry, President attended via Zoom.

Also present: Angela Lawson, Acting Chief Counsel 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.

At 6:11 PM, Ms. Mulvany Henry made a motion to cancel the Regular session meeting and move the items to a future date, in light of a medical emergency of a Board Member. It was seconded by Mr. Bryant and carried by Ms. Mulvany Henry, Mr. Bryant, Ms. Gonzales, Mr. Groneman and Mr. Haley.

ATTEST:


Secretary

APPROVED:


President

SUSTAINABILITY REPORT





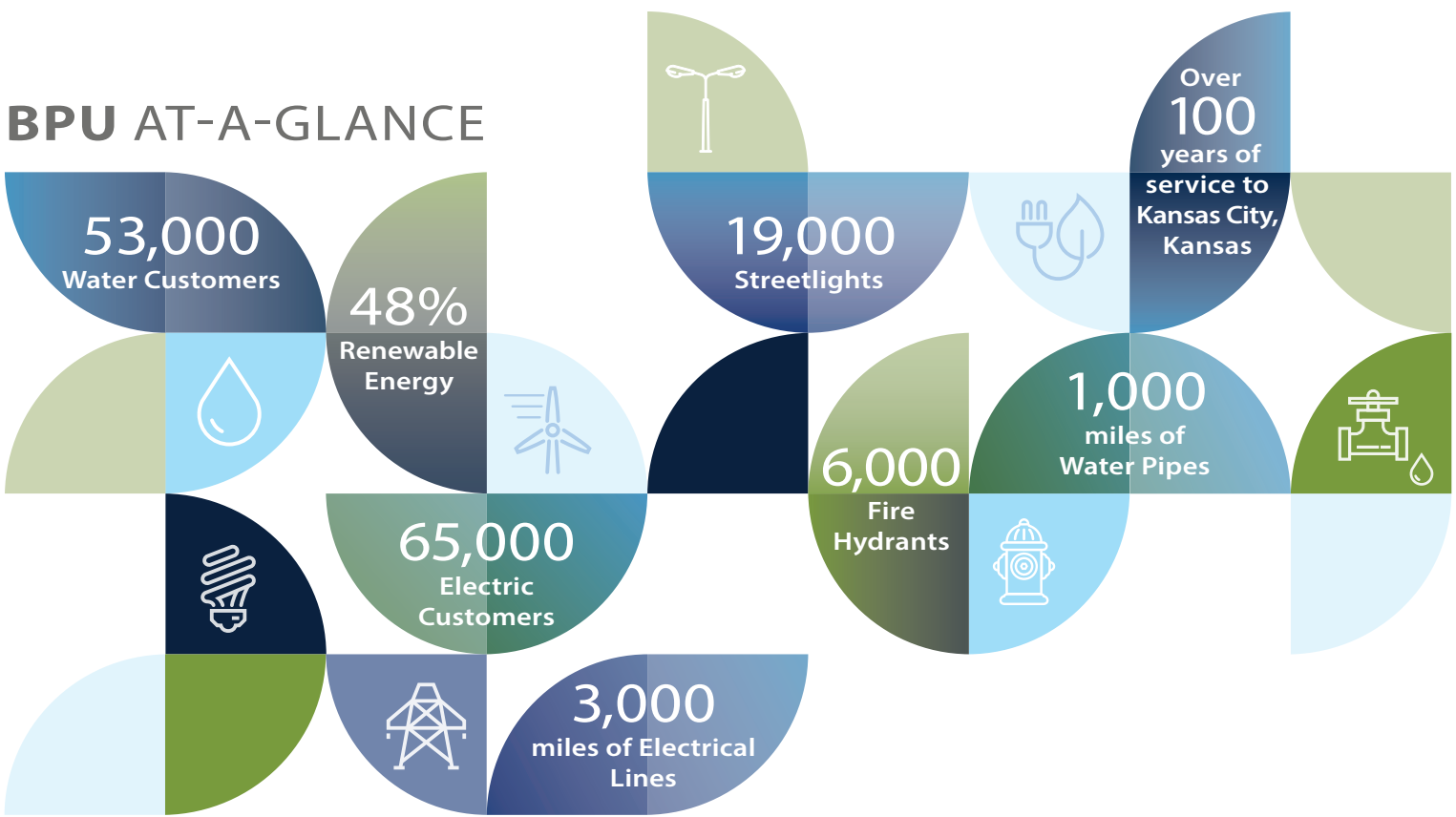
ABOUT BPU

For more than 100 years, the Kansas City Board of Public Utilities (BPU) has provided safe, dependable water and electric services across Kansas City, Kansas. As a non-profit public utility, BPU is fully committed to serving customers and the community as a whole. It's more than simply providing a service. It's a commitment to a better quality of life. That's why BPU has been recognized as one of the top public utilities in the country. That's the Power of Community.

OUR MISSION

To focus on the needs of our customers by providing safe, reliable, efficient, and sustainable utilities while improving the quality of life in the community we serve.

BPU AT-A-GLANCE





MESSAGE FROM THE GENERAL MANAGER



Bill Johnson
General Manager

Welcome to our first Sustainability Report – there’s a lot to share regarding our progress toward sustainability. As an electric and water utility, our goal is to not only provide safe, reliable and affordable services to our customers, but to also make a positive impact on the environment and quality of life in our community. To achieve this, we have developed a sustainability plan that focuses on three key areas: environmental, quality of life, and performance.



ENVIRONMENTAL

We recognize the importance of reducing our carbon footprint and minimizing our impact on the environment. To accomplish this, we will:

- Continue to evaluate clean energy sources, such as solar and wind power
- Improve energy efficiency by upgrading equipment and infrastructure
- Implement water conservation measures to reduce usage and waste
- Increase recycling and waste reduction efforts
- Implement green building practices for new construction and renovations

QUALITY OF LIFE

We understand that our services play a critical role in the daily lives of our customers. To improve quality of life for our customers, we will:

- Enhance customer service by providing timely and accurate information
- Improve reliability and reduce outages through infrastructure upgrades and maintenance
- Promote public health by ensuring safe and clean water
- Support community initiatives that improve quality of life for our customers



PERFORMANCE

We are committed to delivering high-quality services that meet the needs of our customers. To achieve this, we will:

- Monitor and analyze performance data to identify areas for improvement
- Develop and implement performance metrics to measure success
- Continuously evaluate and improve our operations and services
- Foster a culture of innovation and collaboration to drive continuous improvement

Our sustainability plan is designed to ensure that we meet the needs of our customers, while also making a positive impact on the environment and quality of life in our community. By implementing these initiatives, we are confident that we can achieve our goals and create a more sustainable future for all.



Environmental

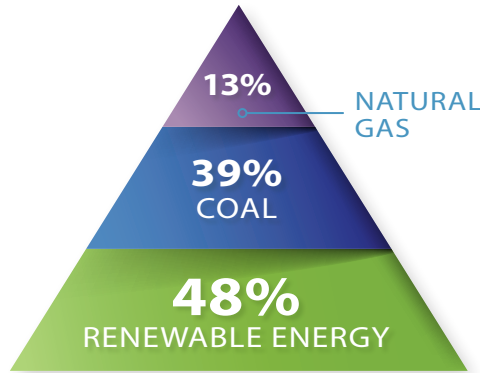
Build on the commitment to serve customers with sustainable utilities.

CLEAN ENERGY

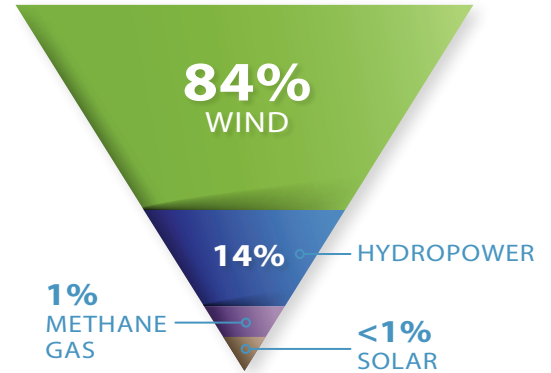
BPU has made significant progress by serving customers with sustainable resources while continuing to meet its financial and reliability goals.

In 2005, BPU's generation portfolio included **4.5% clean energy**. In 2022, BPU proudly served customers with a generation portfolio that included approximately **48% clean energy**.

BPU GENERATION OUTPUT BY FUEL MIX



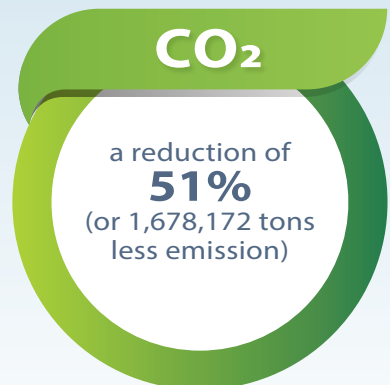
BPU RENEWABLE ENERGY SOURCE



REDUCING OUR CARBON FOOTPRINT

BPU continues to reduce its emissions at its traditional generation units.

Since 2005, BPU has reduced generation emissions by the following:





QUICK FACTS



BPU recycled 189,112 lbs of solid waste in 2022.



BPU saved approximately \$197,000 and reduced its carbon impact by 6.4 tons by switching to LED traffic signals.



In the last 10 years, BPU reduced miles driven by approximately 25%. BPU also reduced fuel consumption by approximately 22%, reducing BPU's carbon impact by 511 tons.

WATER CONSERVATION EFFORTS

BPU introduced a system that prevents unnecessary water loss by alerting customers of abnormal prolonged water usage. In **2022**, BPU made **1,156 calls** to customers for abnormal prolonged water use, saving those customers money and conserving water.

BPU is currently implementing upgrades to this system by lowering the alert threshold and adding automatic text alerts (instead of calls). These changes will allow BPU to alert more customers, more efficiently!

AQUATIC LIFE PROTECTION

In the fall of 2019, the Nearman Creek Power Station completed installation of four new modified traveling screens and a fish return system at the cooling water intake in order to meet compliance with the Clean Water Act.*

To demonstrate compliance and performance, BPU conducted a 2-year study to determine the optimal operations of the fish screens and the fish handling and returns systems. In 2022, BPU Nearman Creek Power Station completed that study and was the first utility in the region to receive approval.

* Section 316(b)





Quality of Life

Continue to meet the daily needs of our customers through reliable service.

INTEGRATING CUSTOMER FEEDBACK

BPU undertakes a comprehensive biennial customer satisfaction survey to identify areas for expanded or improved service across the entire utility. The survey asks about customer service practices, billing processes, product offerings, environmental initiatives, community involvement efforts, etc. Once finalized, the results of the survey are utilized to help BPU further improve the utility's overall customer experience, identify areas for improvement, expansion, and elimination, and to better serve the needs of its customers and Wyandotte County as a whole.

UTILITY ASSISTANCE

Since 2009, by partnering with the United Way of Greater Kansas City, BPU has provided more than \$1.5 million in utility assistance to qualifying Wyandotte County Residents through the Utility Assistance Program and the Hardship Assistance Program.

In 2022, the programs provided more than \$185,000 in utility assistance to qualifying Wyandotte County Residents.

In December of 2022, the BPU Board provided an additional one-time \$250,000 of utility assistance.


UTILITY ASSISTANCE PROGRAM


\$99,335.64 spent
328 households helped


HARDSHIP ASSISTANCE PROGRAM


\$87,802.52 spent
255 households helped

QUICK FACTS


 Through supplier partners, employees and services, BPU had an economic impact close to half a billion dollars in Wyandotte County.

 BPU provided free utility service to community vaccination centers.

 BPU Employees Charity Golf Corporation made donations totaling \$49,000 to the Learning Club KCK, KC Healthy Kids, Grant Elementary, KCK Lady Spartans and the BPU Employee Foundation.

 BPU spent approximately \$22 million across 300 purchase orders with local Wyandotte County, minority-owned, women-owned, small businesses, and veteran-owned businesses in 2022.

BPU hosted an event that detailed procurement opportunities for local vendors and contractors.

 Through a partnership with Kansas One-Call System, Inc., BPU helps customers dig safely by sending out "locators" to dig sites and marking the approximate locations of buried water or electric lines. In 2022, BPU serviced over 15,000 Kansas One-Call requests.



RELIABLE SERVICE

WATER



BPU again met and surpassed all standards for high-quality water. *The report ran over 41,000 tests on 8,700 water samples!*



BPU installed over *500 sacrificial anodes* to minimize external corrosion on existing water mains, thus extending their life and reducing water main breaks.



BPU inspected approximately *6,000 hydrants* to ensure their ability to help fight fires, keeping the community safe.

ELECTRIC

BPU is committed to providing reliable electric service to its customers by combining a diverse portfolio of power resources with a modern and well-maintained distribution network.

Electric reliability is measured by recording how many times service is interrupted (*frequency*), how long the average customer is interrupted (*duration*), and how long it takes to restore service once a customer is interrupted (*restoration time*). These three measures of reliability are standardized and recognized by the electric industry as best practices for comparing reliability performance among utilities.

2022 BPU ELECTRIC RELIABILITY PERFORMANCE*

Frequency of interruptions per year¹
1.69

Average Duration of interruptions²
~2.5 hours

Average Restoration Time³
~1.5 hours

*Major Events Excluded

¹SAIFI = System Average Interruption Frequency Index. It is the number of electric interruptions, per year, the average customer experienced.

²SAIDI = System Average Interruption Duration Index. It is the minutes of electric interruptions, per year, the average customer experienced.

³CAIDI = Customer Average Interruption Duration Index. It is the average number of minutes it takes to restore non-momentary electric interruptions.



Customer Service

BPU Customer Service answered more than **100,000** calls in 2022; more than **8,000** of those calls were in Spanish.



540 Minnesota Avenue
Kansas City, KS 66101
bpu.com

Safety and Security

BPU implemented a program that notifies all employees of any injury that has occurred at the utility.

100% of employees completed two or more hours of safety training.

QUICK FACT

BPU's website received national recognition for its design, content, and ease-of-use, **offering accessibility to key utility information**. BPU was recognized for "Best Website" in the utility category, and won a "Gold Stevie" Award from the 21st Annual American Business Awards.



Performance

Deliver safe, reliable, efficient, and sustainable utilities to our customers.

FISCAL RESPONSIBILITY

BPU was assigned a profile/rating of "A" and "Stable Outlook" by national rating service companies Fitch Ratings and S&P Global Ratings.



BPU was awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada for its annual comprehensive financial report. BPU has received this recognition 41 years in a row!

The BPU Board of Directors adopted a new policy implementing an Enterprise Risk Management program to manage major risks across the utility.



Customer Service Dashboard

November 15, 2023

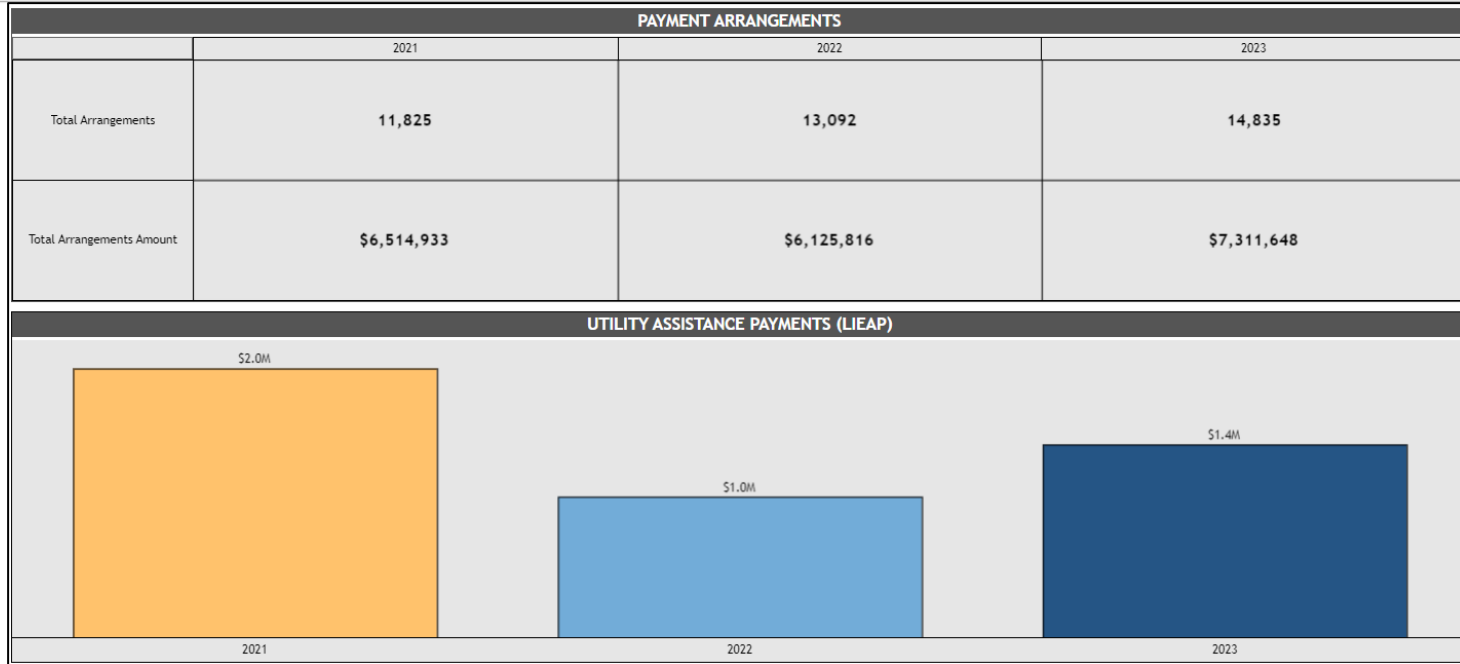
Reporting Categories:

- Accounts
- Financial Assistance
- Delinquent Accounts
- Call Metrics



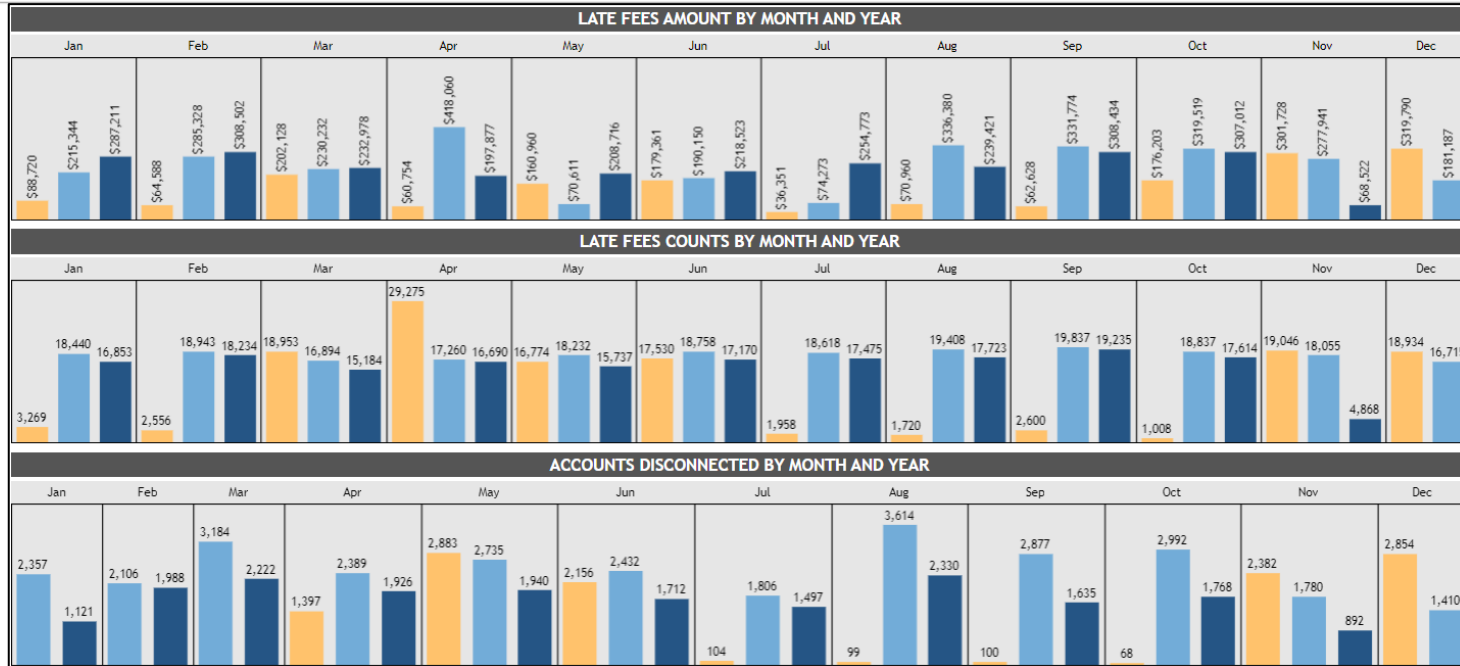
- Higher paperless billing signups correlate to a focus of asking on telephone interactions.
- New Net Meter Accounts thru October 2023 is double the volume for all of 2021.

Financial Assistance



- The number of Payment Arrangements continues to increase year-over-year.
- Smaller amount of LIEAP assistance in 2022 as other programs were providing assistance.

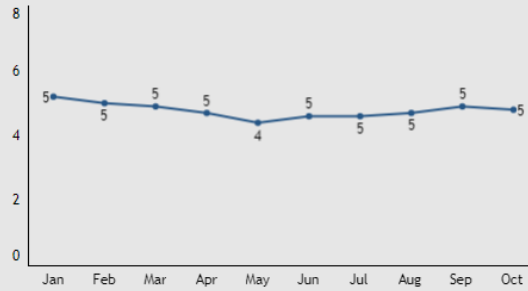
Delinquent Accounts



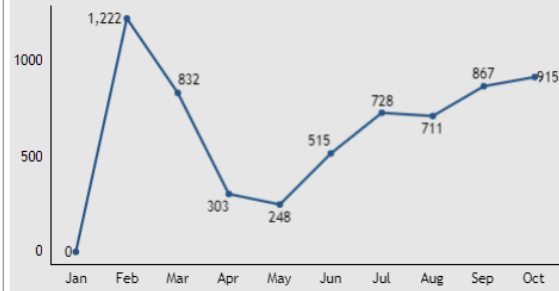
- Late Fees are averaging ~\$250,000/month. In 2023, the number of accounts assessed late fees is down ~1,400/mo.
- Disconnects have decreased in 2023 with a correlation to text messaging.

Call Metrics

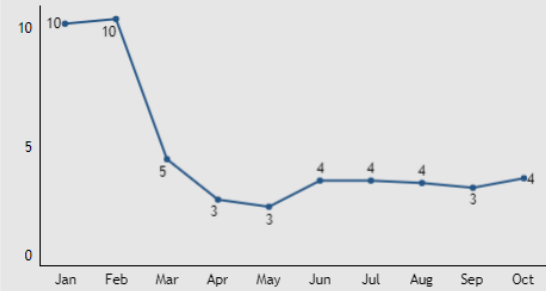
AVG. TALK TIME - 5 mins



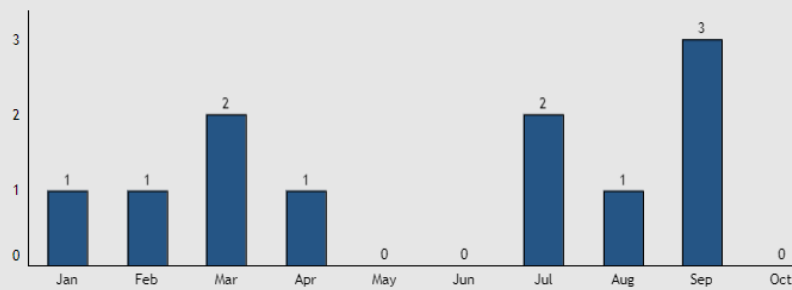
CALL BACK IN QUEUE - 6,341



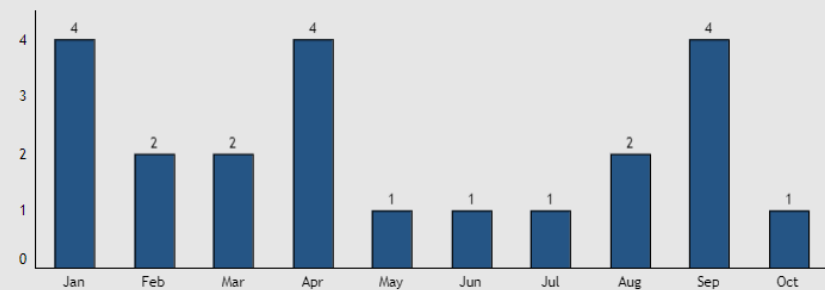
AVG. WAIT TIME - 5 mins



ESCALATIONS - 11

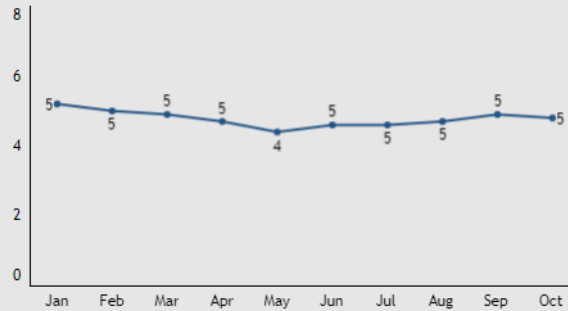


CUSTOMER ISSUES - 22



Call Metrics

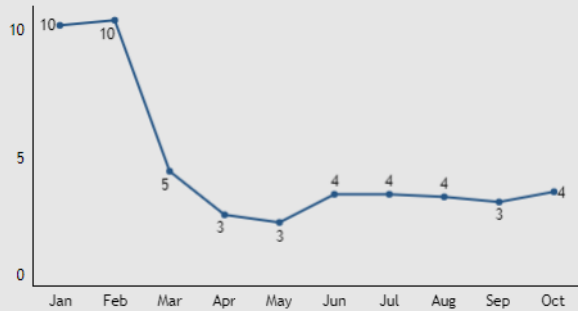
AVG. TALK TIME - 5 mins



CALL BACK IN QUEUE - 6,341

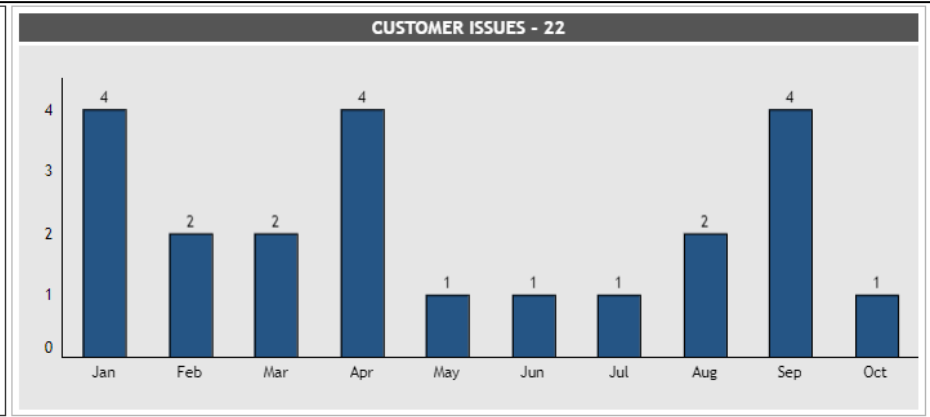
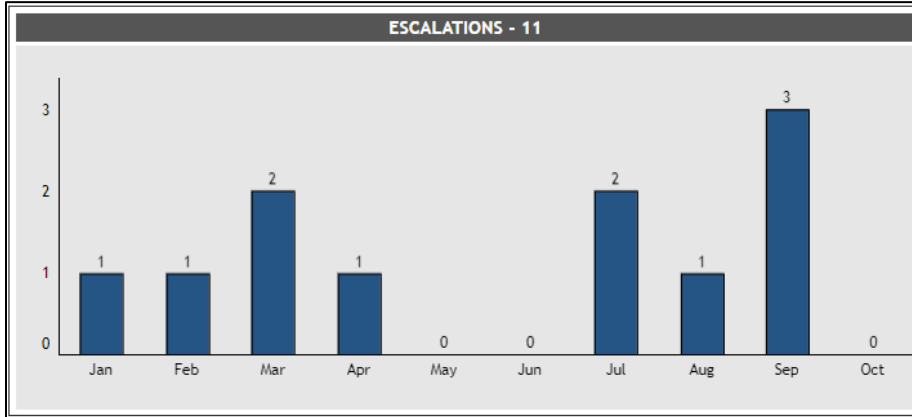


AVG. WAIT TIME - 5 mins



- Average Talk Time remains consistent at 5 minutes.
- Call Back in Queue turned on February 1, 2023.
- Average Wait Time was high to start 2023 but is now staying around 4 minutes.

Call Metrics



- Escalations and Customer Issues both remain very low.
- Escalations average around one per month.
- Customer Issues average around two per month.

*Thank
you*