

**REGULAR SESSION –WEDNESDAY, SEPTEMBER 4, 2024**

**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, September 4, 2024 at 6:00 PM. The following Board Members were present: David Haley, Vice President; Mary Gonzales, Rose Mulvany Henry, and Brett Parker. Thomas Groneman, President; and Stevie A. Wakes Sr., Secretary, participated via Zoom. At the request of Mr. Groneman, Mr. Haley served as the presiding officer.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Jeremy Ash, Chief Operating Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Darrin McNew, Executive Director Electric Operations; Donald Stahl, Executive Director Electric Production; Johnetta Hinson, Executive Director Customer Service; Steve Green, Executive Director Water Operations; Jerin Purtee, Executive Director Electric Supply; Dennis Dumovich, Director of Human Resources; Steve Hargis, Supervisor Water Operations; Nicholas Moreno, Communications Coordinator; 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](http://www.bpu.com).

Mr. Haley called the Board meeting to order at 6:03 PM. He welcomed all that were listening to or viewing the meeting. He informed all that the meeting was being recorded including video and audio. During the visitor comments section, those who attended in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. In addition, there would be a public comments section after the General Manager/Staff Reports. During this section, the public could comment on the items presented in the General Manager/Staff Reports section that evening. Both visitor and public comments were limited to three minutes and should be addressed to the Board. Members of the public who wished to speak to the Board using Zoom needed to use the raise hand feature at the bottom of the application or window to signal that they wish to address the board during the public comment section. Members of the public connected by phone only, needed to press \*9 to indicate they wished to address the Board in the visitor and public comment sections. No confidential information should be shared, including, account information. Staff would not provide individual account information during an open meeting. As always, the public could also email or call the BPU with any concerns. He informed all participants to act respectfully to each other; personal attacks or accusations would not be tolerated. All concerns would be directed to the Board only, they would then determine staff involvement. If side discussion was necessary, it was to be conducted outside of the Board room to avoid interfering with presenters or other attendees. If any rules are breached during this meeting, the attendee was subject to removal.

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Mr. Haley introduced himself and the other Board members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board members were present.

**Item #3 – Approval of Agenda**

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

**Item #4– Approval of the Minutes of the Work Session of August 21, 2024:**

A motion was made to approve the minutes of the Work Session of August 21, 2024, by Mr. Parker, seconded by Ms. Mulvany Henry, and unanimously carried.

**Item #5– Approval of the Minutes of the Regular Session of August 21, 2024:**

A motion was made to approve the minutes of the Regular Session of August 21, 2024, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

**Item #6– Visitors Comments**

Ms. CeCe Harlin, Wyandotte County, spoke about legal counsel and items that were presented by BPU at a recent Unified Government (UG) meeting.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his views on renewable energy and energy efficiency options for the community.

**Item #7– 2020 Leadership**

Ms. Marnie Morgan, Executive Director of 20/20 Leadership, and Ms. Katelyn Wells, Coordinator for Student Programs, introduced participating students of 20/20 Leadership program. The students spoke about the impact the program had on their academic growth, as well as other areas such as; confidence, real-world opportunities and networking. They also spoke about various projects they had completed as a result of their participation in 20/20 Leadership.

Ms. Morgan responded to questions and comments from the Board.

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Mr. Ash, Chief Operating Officer, shared that a BPU scholarship was awarded to a graduate of the 20/20 Leadership Program from Wyandotte High School, who was pursuing an engineering degree.

**Item #8– General Manager / Staff Reports**

- i. *July 2024 Financials:* Ms. Lori Austin, Chief Financial Officer, responded to questions and comments from the Board. The Board waived the verbal presentation of the July 2024 financials. (see attached PowerPoint.)

A motion was made to approve the July 2024 Financials, by Ms. Gonzales, seconded by Mr. Parker, and unanimously carried.

- ii. *Customer Service Enhancement Presentation:* Ms. Abbey Frye, Chief Administrative Officer, reviewed enhancements that were being explored and implemented to improve the customer experience. Areas of focus included, education and promotion of current programs, incentives, and the roll out of the phone line dedicated to scheduling in-lobby appointments. (See attached PowerPoint.)

Ms. Frye and Ms. Johnetta Hinson, Executive Director Customer Service, responded to questions and comments from the Board.

- iii. *Miscellaneous Comments:* Mr. Johnson said that BPU was on the agenda for the Unified Government (UG) meeting scheduled for Thursday, September 5<sup>th</sup>, and encouraged all to listen. He also introduced and welcomed Ms. Leigh Mulholland, as BPU’s new Chief Compliance Officer.

**Item #9– Public Comments on Agenda Items**

Ms. Pamela Penn Hicks, Wyandotte County, expressed appreciation and gave feedback regarding the Customer Service enhancements, and spoke about the budget and PILOT collection.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his thoughts regarding BPU’s ability to serve vulnerable residents versus a for-profit organization. He also spoke about the Customer Service Policy, renewable energy, and energy efficiency options.

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**Item #10– Board Comments**

Ms. Mulvany Henry thanked community members for their engagement, expressed appreciation to the Customer Service department for their continued work, and wanted to reiterate that in-person lobby appointments can be made by phone at 913-573-9960.

Ms. Gonzales thanked Customer Service and the Board members who served on the Policy Committee for their work to improve customer’s interactions with BPU.

Mr. Parker said he appreciated the public input and the update from the 20/20 Leadership group. He also thanked staff for their Customer Service enhancement and policy efforts.

Mr. Wakes said he had expressed his comments during the presentations but wanted to thank Mr. Johnson for providing detailed information and for answering questions from community members regarding BPU.

Mr. Groneman echoed previous comments and emphasized the importance of listening to the UG Commission meeting that would discuss BPU.

Mr. Haley thanked the 20/20 Leadership group for presenting, welcomed Ms. Mulholland, and thanked staff and committee members for their work on the Customer Service Policy. He also spoke about the in-lobby appointment option and thanked community members for their participation.

Ms. Angela Lawson, Acting Chief Counsel, confirmed a BPU meeting notice would be sent out before the UG Commission meeting.

**Item 11 – Adjourn**

At 7:37 PM a motion to adjourn was made by Ms. Mulvany Henry, seconded by Mr. Parker, and unanimously carried.

ATTEST:

  
Secretary

APPROVED:

  
President

# **July 2024 Financial Results**

## **September 4, 2024**

# Financial Results

## 2024 Billed kWh (YTD July)

Electric	(CY) 2024 YTD	(PY) 2023 YTD	
Residential	324,785,302	333,549,060	↓
Commercial	562,690,056	575,932,985	↓
Industrial	293,021,288	291,359,500	↑
	1,180,496,646	1,200,841,545	↓ -1.7%

All Residential and Commercial customer classes are below 2023 levels while Industrial customer class is slightly above last years level.

Residential – Down 3%    Commercial – Down 2%    Industrial – Up 1%

# Financial Results

## 2024 Billed CCF's (YTD July)

Water	(CY) 2024 YTD	(PY) 2023 YTD	
Residential	1,980,719	2,022,946	↓
Commercial	1,537,299	1,516,733	↑
Industrial	1,034,695	1,049,977	↓
	4,552,713	4,589,656	↓ -0.8%

Residential – Down 2%

Commercial – Up 1%

Industrial – Down 1%

# Financial Results

## Revenues – July 2024

	(CY) 2024 July	(PY) 2023 July		Budget 2024 July	(CY) 2024 July	
Electric	\$ 34.884	\$ 32.722	↑	\$ 29.770	\$ 34.884	↑
Water	5.870	5.343		5.193	5.870	
Combined	\$ 40.754	\$ 38.065	7.1%	\$ 34.963	\$ 40.754	16.6%

\*\*Dollars in millions

### ***Actual Compared to 2024 Budget***

Electric – Up 17%

Water – Down 13%



# Financial Results

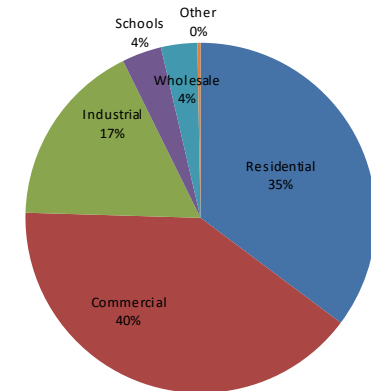
## Revenues – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD		Budget 2024 YTD	(CY) 2024 YTD	
Electric	\$ 186.204	\$ 187.155		\$ 179.852	\$ 186.204	
Water	32.664	30.737		32.007	32.664	
Combined	\$ 218.868	\$ 217.892	0.4%	\$ 211.859	\$ 218.868	3.3%

\*\*Dollars in millions

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

<b>Electric:</b>	<b>Up 4%</b>	<b>Water:</b>	<b>Up 2%</b>
Residential	\$ 440K	Residential	\$ 25K
Commercial	\$ 4.7M	Commercial	\$ 819K
Industrial	(\$ 2.0M)	Industrial	(\$ 20K)
Schools	\$ 390K	Wholesale	(\$ 37K)
Wholesale	(\$ 2.2M)		



Recognized 6 months of 6 of the 2023 ERC Over Recovery of the ERC - \$4,087,528

# Financial Results

## Operating Expenses – July 2024

	(CY) 2024 July	(PY) 2023 July		Budget 2024 July	(CY) 2024 July	
Electric	\$ 20.279	\$ 20.257	↑	\$ 20.022	\$ 20.279	↑
Water	3.532	3.067		3.464	3.532	
Combined	\$ 23.811	\$ 23.324	2.1%	\$ 23.486	\$ 23.811	1.4%

\*\*Dollars in millions

### ***Actual Compared to 2024 Budget***

Electric – Up 1%

Water – Up 2%

# Financial Results

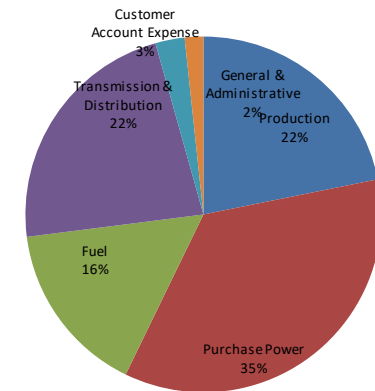
## Operating Expenses – 2024 YTD

	(CY) 2024 YTD	(PY) 2023 YTD		Budget 2024 YTD	(CY) 2024 YTD	
Electric	\$ 138.523	\$ 148.673	↓	\$ 137.949	\$ 138.523	↑
Water	22.208	22.358	↓	25.072	22.208	↓
Combined	\$ 160.731	\$ 171.031	↓ -6.0%	\$ 163.021	\$ 160.731	↓ -1.4%

\*\*Dollars in millions

### ***Actual Compared to 2024 Budget***

- Electric – Up >.5%
- Water - Down 11%
- Combined – Down 1%



# Financial Results

## Operating Expenses – 2024 YTD less Depreciation

	(CY) 2024 YTD	(PY) 2023 YTD		Budget 2024 YTD	(CY) 2024 YTD	
Electric	\$ 117.476	\$ 128.036		\$ 117.605	\$ 117.476	
Water	17.294	17.444		20.238	17.294	
Combined	\$ 134.770	\$ 145.480	-7.4%	\$ 137.843	\$ 134.770	-2.2%

\*\*Dollars in millions

Variance – YTD comparing Budget to Actual 2024

### Electric:

Purchased Power \$ 7.9M  
 Fuel (\$ 3.1M)  
 Production (\$ 222K)  
 T&D (\$ 2.5M)  
 G&A (\$ 2.0M)

### Water:

Production (\$665K)  
 T&D (\$ 1.6M)  
 G&A (\$558K)

# Financial Results

## Change in Net Position – July 2024

	(CY) 2024 July	(PY) 2023 July
Electric	\$ 10.174	\$ 8.305
Water	1.788	1.728
Combined	\$ 11.962	\$ 10.033

Budget 2024 July	(CY) 2024 July
\$ 5.458	\$ 10.174
1.205	1.788
\$ 6.663	\$ 11.962



\*\*Dollars in millions

# Financial Results

## Change in Net Position – 2024 YTD

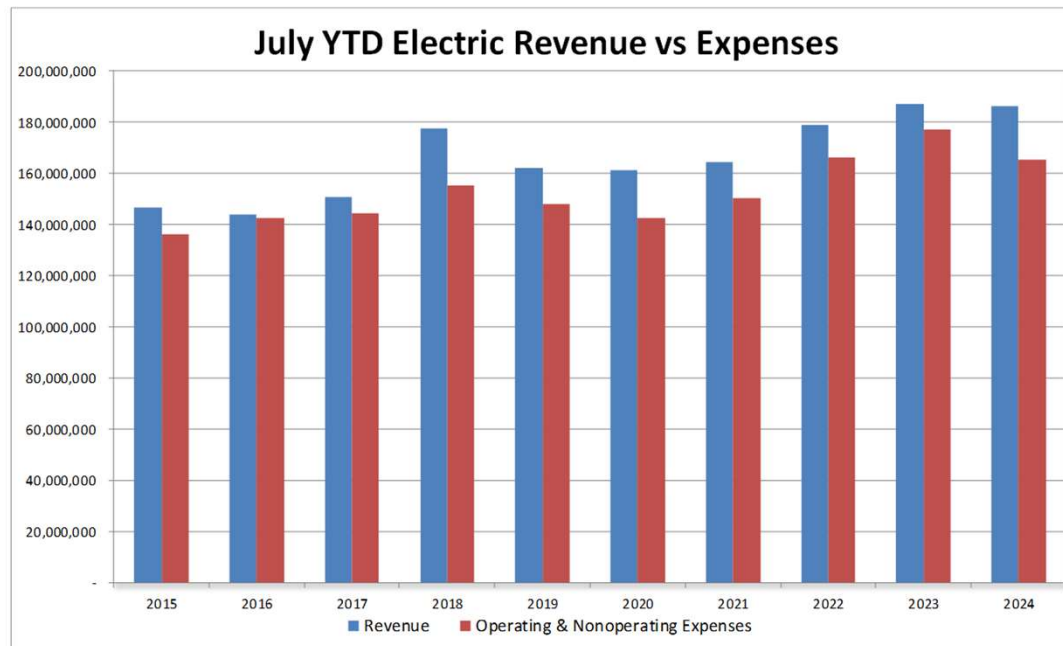
	(CY) 2024 YTD	(PY) 2023 YTD
Electric	\$ 20.844	\$ 10.130
Water	8.942	5.243
Combined	\$ 29.786	\$ 15.373

Budget 2024 YTD	(CY) 2024 YTD
\$ 14.657	\$ 20.844
3.458	8.942
\$ 18.115	\$ 29.786

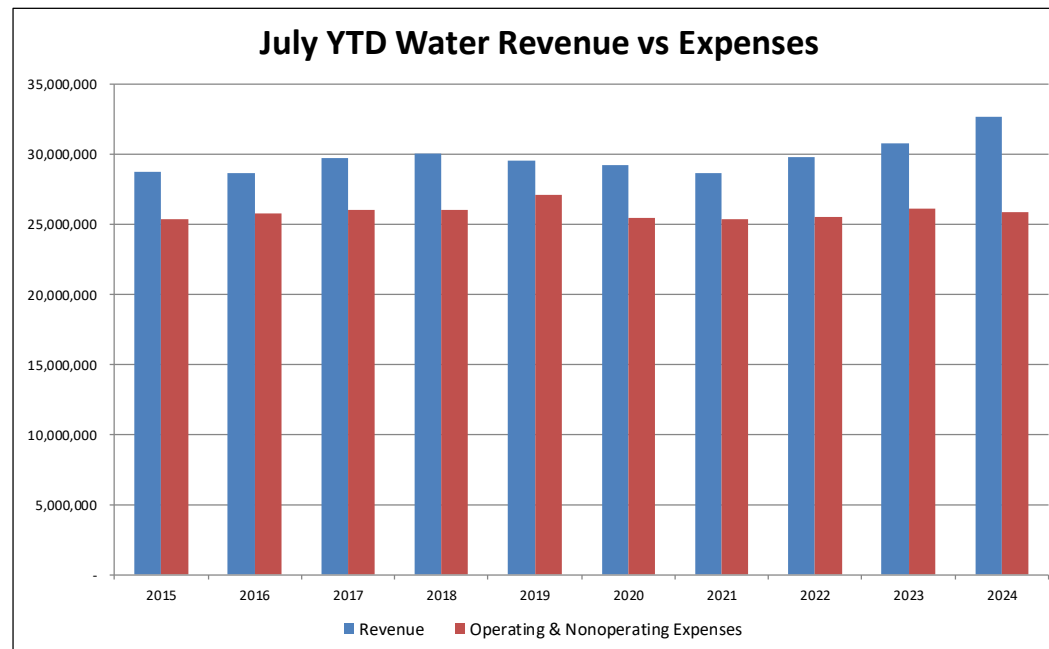


\*\*Dollars in millions

# Financial Results – 10 Year Trend

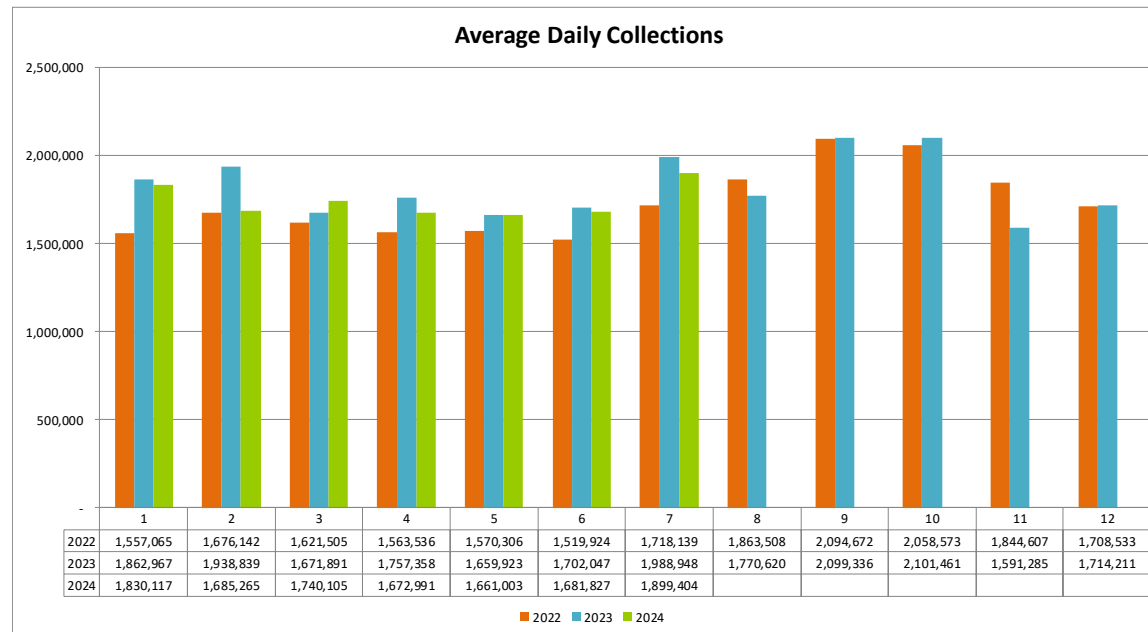


# Financial Results – 10 Year Trend

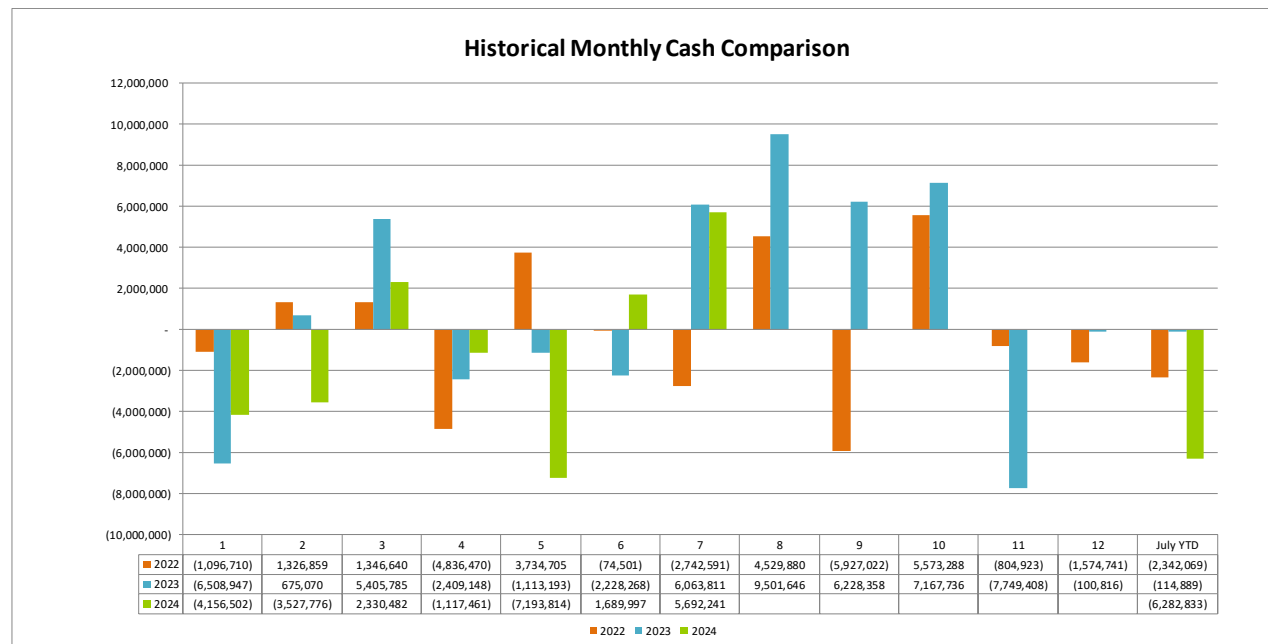




# Financial Results



# Financial Results



# Financial Results

## Cash Position

	(CY) 2024 July	(PY) 2023 July	2024 June
Combined (E&W)	\$ 51.64	\$ 43.62	\$ 45.68
Days Cash-on-Hand	84	67	75

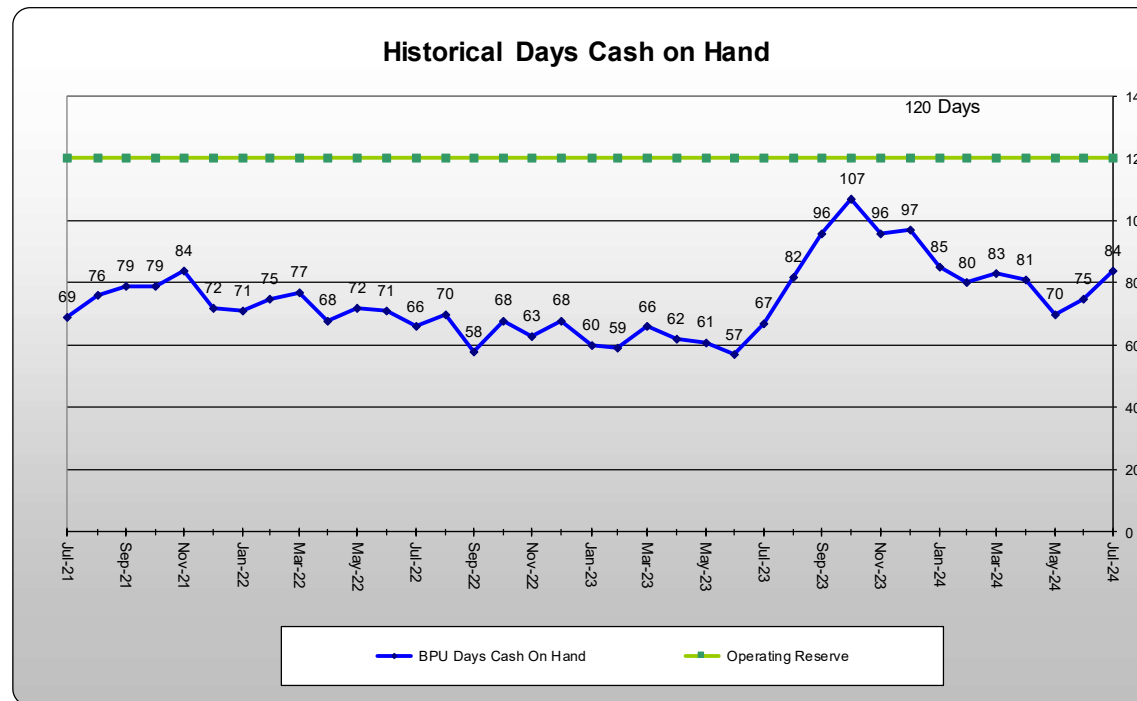
1 Day = Approximately \$600K-\$625K  
(Based on 12 month rolling average of expenses)

## Balance Sheet: Notables

	(CY) 2024 July	(PY) 2023 July
Fuel Inventory	\$ 9.700	\$ 10.404

\*\*Dollars in millions

# Financial Results



# Financial Results

## Capital Spending

	(CY) 2024 YTD	(PY) 2023 YTD	2024 Budget	
Electric	\$ 10.39	\$ 14.06	\$ 35.58	
Water	7.61	7.30	26.38	
Common	2.49	1.78	5.13	
<b>Total YTD Capital</b>	<b>\$ 20.49</b>	<b>\$ 23.15</b>	<b>\$ 67.09</b>	<b>Remaining 69%</b>

### Major projects in 2024:

\*\*Dollars in millions

Annual OH & UG Construction - \$1.2M  
 Annual Meter Program - \$808K  
 Distribution Pole Inspection - \$1.3M  
 OH & UG Transformers - \$1.4M  
 98<sup>th</sup> St OH Feeder Relocation - \$700K  
 Water Distribution - \$3.9M  
 Water Production - \$327K  
 Water Services - \$418K

# Financial Results

## Debt Coverage

### Debt Coverage with PILOT

Financial Guideline Target  
2.0 times with PILOT

	(CY) 2024 July	(PY) 2023 July
Electric	2.75	2.75
Water	2.96	2.23
Combined	2.90	2.85

### Debt Coverage w/o PILOT

Financial Guideline Target  
1.6 times without PILOT

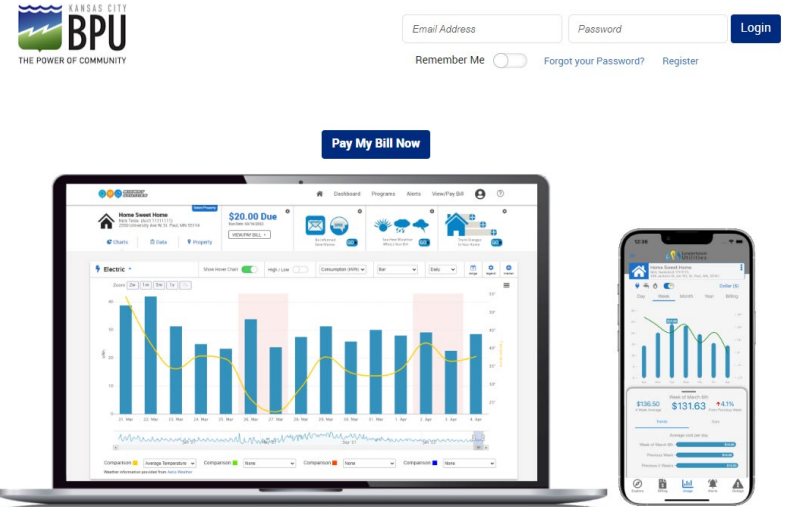
	(CY) 2024 July	(PY) 2023 July
Electric	2.04	2.01
Water	2.35	1.75
Combined	2.18	2.12

# CUSTOMER SERVICE ENHANCEMENTS

September 4, 2024

# Customer Enhancements

- IVR upgrade
- MyMeter - Start/Stop/Transfer Service



The meter at your home or business provides mountains of useful data. Now you can spot trends, track your usage, and even receive energy related alerts and challenges. It's your energy!



# Customer Options

- FlexPay
- E-bill
- Auto Pay
- Email/Text Payment Reminders
- Email Usage Notifications



# Exploring Customer Options

## Customer Programs:

- Email & Text Payment Reminders
- Email Usage Notifications
- E-bill Enrollment
- FlexPay Enrollment
- Auto Pay Enrollment

## Incentives:

- Customer Bill Credit
- Home Energy Audits
- Drawings/Enter to Win
- Priority IVR Service
- Flexible Billing & Payment Options

# In-Lobby Appointments

- Phone number to schedule in-lobby appointments:

**(913) 573-9960**

# Payment Kiosk - update

- Change machines typically convert dollars to coins
- Coins cannot go in or out of the kiosk machine
- Continue to look for other machines/options

# QUESTIONS?