

WORK SESSION MINUTES – WEDNESDAY, FEBRUARY 16, 2022

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, February 16, 2022 at 4:30 P.M. The following Board Members were present: Mary Gonzales, President; Rose Mulvany Henry, Vice President; Thomas Groneman, Secretary; Robert L. Milan, Jeff Bryant, and David Haley.

Ms. Gonzales called the Board meeting to order at 4:30 P.M. She welcomed all that were listening to or viewing the meeting. She stated that the Board felt it was necessary to offer the use of technology for staff as well as for the general public. Members of the community who wished to speak to the Board during the public comment session must be logged in to the Zoom meeting through the internet using their browser or the Zoom application. 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 if connected by phone only. During the public comment section of the agenda, community members would be asked to provide their name and address and had five minutes to speak. As always, the public could also email or call the BPU with any concerns. The agenda and presentations could be found on the BPU website or if they were using Zoom they would appear on their screen. Ms. Gonzales introduced herself and the other Board Members along with the General Manager, and Legal Counsel.

Also present: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jeremy Ash, Executive Director Electric Operations; Jerin Purtee, Executive Director Electric Supply; Steve Green, Executive Director Water Operations; Dong Quach, Executive Director Electric Production; Maurice Moss, Executive Director Corporate Compliance; David Mehlhaff, Chief Communications Officer; Jerry Sullivan, Chief Information Officer; Robert Kamp, IT Project Manager; Dennis Dumovich, Director Human Resources; Mark Masloski, Meter Data Management System Analyst; Gabriela Freeman, Supervisor Customer Services; Doretha Davis, Supervisor Collections & Lobby; and, Patrice Townsend, Director Utility Services.

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

Ms. Gonzales called the meeting to order at 4:30 P.M.

Roll call was taken, all Board Members were present, Mr. Haley by phone until 4:51 P.M. when he arrived in person.

WORK SESSION MINUTES – WEDNESDAY, FEBRUARY 16, 2022

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Item #3 – Approval of Agenda

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

Item #4 – Board Update/GM Update

There were no updates.

Item #5 – Cold Weather Rule

Mr. Johnson, Ms. Johnetta Hinson, Executive Director Customer Service and Mr. Mark Masloski, Meter Data Management System Analyst, reviewed with the Board, BPU’s Cold Weather Policy in comparison to the Kansas Corporation Commission (KCC) policy. The current BPU rule had been in place since February 2020. They compared weather data and showed the variance between BPU cutoffs and KCC cutoffs from winter 2018 through January 2022.

They also discussed the timeline from billing for usage to eligibility for disconnection, the communication process to the customer, as well as how many disconnects and how many reconnects take place. (See attached PowerPoint.)

Board discussion included:

- The 5% late fee was based on the current bill, not the previous balance.
- Disconnects are based on the National Weather Service forecast.
- Mr. Bryant would like the wording to be changed to the temperature falling below 33 degrees, not the current wording.
- Mr. Haley would like to see the utility be more forbearing. The next step could perhaps be mitigating where the utility might be adversely impacted if we were to move closer towards the KCC rule.
- Mr. Milan would like to see comparisons from more utilities and not just rewording the policy based on one option. He also said that there would be circumstances where common sense and flexibility needed to be used.
- Ms. Mulvany Henry felt that we needed to be more community oriented. She also spoke about the fee’s charges by other utilities that we did not charge the customer.

WORK SESSION MINUTES – WEDNESDAY, FEBRUARY 16, 2022

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

- Ms. Gonzales asked if we needed to come up with a set number.
- Mr. Bryant said it was more about the wording around if the temperature was going to fall below a certain number not, if we got to a certain temperature we were good to move forward with disconnects.
- Mr. Johnson said that the Independence, MO policy was based on whether the temperature fell below 32 degrees in a 24-hour period.
- Mr. Groneman reiterated the use of common sense as some situations could be more extreme in temperature drops. He also said that luckily we were at the end of the cold weather and that maybe over the next three to six months, we could look at various policies and come up with something that we could all live with.

Mr. Johnson suggested that the next agenda item regarding Life Support be moved to the Regular Session. The Board agreed.

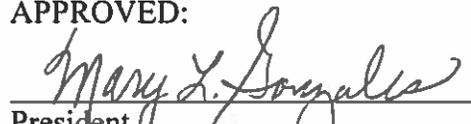
Item #6 – Adjourn

A motion was made to adjourn the Work Session at 5:54 P.M. by Ms. Mulvany Henry, seconded by Mr. Bryant and carried unanimously.

ATTEST:


Secretary

APPROVED:


President

Cold Weather Information

February 16, 2022

Policy Wording

BPU

During the period of November 1st through March 31st, KCBPU will not disconnect Residential electric customers for non-payment of bills when the National Weather Service forecasts the temperature will remain at or below 32 degrees Fahrenheit for 24 hours. KCBPU will check the weather forecasts daily between 8:00 AM and 9:00 AM. Water service can be disconnected at any time.

KCC

A utility can't disconnect you when the temperature is forecasted to drop below 35 degrees Fahrenheit within the following 48-hour period, except in certain circumstances.



Winter 2018-2019 (November '18)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Thursday	1-Nov	59	48.7	40	Yes
	Friday	2-Nov	51	47.7	40	
	Monday	5-Nov	51	45.9	39	Yes
	Tuesday	6-Nov	50	42.3	33	Yes
	Wednesday	7-Nov	46	37.1	32	Yes
	Thursday	8-Nov	35	32	28	Yes
	Friday	9-Nov	33	27	14	
	Monday	12-Nov	31	25.7	18	No
	Tuesday	13-Nov	32	22.2	12	No
	Wednesday	14-Nov	39	27.3	17	Yes
	Thursday	15-Nov	49	34.7	20	Yes
	Friday	16-Nov	56	43.1	32	
	Monday	19-Nov	41	31.8	20	Yes
	Tuesday	20-Nov	44	32.8	21	Yes
Wednesday	21-Nov	60	45.1	34	Thanksgiving	
Thursday	22-Nov	62	49.9	40	Thanksgiving	
Friday	23-Nov	51	48.3	42		
Monday	26-Nov	26	22.4	16	No	
Tuesday	27-Nov	25	19.9	13	No	
Wednesday	28-Nov	36	27.5	20	Yes	
Thursday	29-Nov	44	33.3	24	Yes	
Friday	30-Nov	41	35.2	27		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Thursday	1-Nov	59	48.7	40	Yes
	Friday	2-Nov	51	47.7	40	
	Monday	5-Nov	51	45.9	39	No
	Tuesday	6-Nov	50	42.3	33	No
	Wednesday	7-Nov	46	37.1	32	No
	Thursday	8-Nov	35	32	28	No
	Friday	9-Nov	33	27	14	
	Monday	12-Nov	31	25.7	18	No
	Tuesday	13-Nov	32	22.2	12	No
	Wednesday	14-Nov	39	27.3	17	No
	Thursday	15-Nov	49	34.7	20	No
	Friday	16-Nov	56	43.1	32	
	Monday	19-Nov	41	31.8	20	No
	Tuesday	20-Nov	44	32.8	21	No
Wednesday	21-Nov	60	45.1	34	Thanksgiving	
Thursday	22-Nov	62	49.9	40	Thanksgiving	
Friday	23-Nov	51	48.3	42		
Monday	26-Nov	26	22.4	16	No	
Tuesday	27-Nov	25	19.9	13	No	
Wednesday	28-Nov	36	27.5	20	No	
Thursday	29-Nov	44	33.3	24	No	
Friday	30-Nov	41	35.2	27		

Disconnect Tickets = 4,819 | Tickets Cancelled = 2,889 | BPU Cuts = 1,930 | KCC Cuts = 221 | Variance = 1,709
 BPU Cut Days = 11 out of 15 | KCC Cut Days = 1 out of 15



Winter 2018-2019 (December '18)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	3-Dec	29	28.3	27	No
	Tuesday	4-Dec	29	26.7	25	No
	Wednesday	5-Dec	44	34	23	Yes
	Thursday	6-Dec	38	29.2	18	Yes
	Friday	7-Dec	31	23.5	18	
	Monday	10-Dec	43	30	16	Yes
	Tuesday	11-Dec	54	41	26	Yes
	Wednesday	12-Dec	51	36.8	25	Yes
	Thursday	13-Dec	44	40.3	34	Yes
	Friday	14-Dec	46	35.6	30	
	Monday	17-Dec	54	39	30	Yes
	Tuesday	18-Dec	58	44.5	31	Yes
	Wednesday	19-Dec	48	44.7	42	Yes
Thursday	20-Dec	41	37.4	31	Yes	
Friday	21-Dec	45	33	27		
Monday	24-Dec	46	37.9	27	Christmas	
Tuesday	25-Dec	50	41.9	35	Christmas	
Wednesday	26-Dec	50	42.9	39	Yes	
Thursday	27-Dec	56	44.5	26	Yes	
Friday	28-Dec	25	22.1	17		
Monday	31-Dec	38	34.9	23	New Years	

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	3-Dec	29	28.3	27	No
	Tuesday	4-Dec	29	26.7	25	No
	Wednesday	5-Dec	44	34	23	No
	Thursday	6-Dec	38	29.2	18	No
	Friday	7-Dec	31	23.5	18	
	Monday	10-Dec	43	30	16	No
	Tuesday	11-Dec	54	41	26	No
	Wednesday	12-Dec	51	36.8	25	No
	Thursday	13-Dec	44	40.3	34	No
	Friday	14-Dec	46	35.6	30	
	Monday	17-Dec	54	39	30	No
	Tuesday	18-Dec	58	44.5	31	No
	Wednesday	19-Dec	48	44.7	42	No
Thursday	20-Dec	41	37.4	31	No	
Friday	21-Dec	45	33	27		
Monday	24-Dec	46	37.9	27	Christmas	
Tuesday	25-Dec	50	41.9	35	Christmas	
Wednesday	26-Dec	50	42.9	39	No	
Thursday	27-Dec	56	44.5	26	No	
Friday	28-Dec	25	22.1	17		
Monday	31-Dec	38	34.9	23	New Years	

Disconnect Tickets = 5,382 | Tickets Cancelled = 3,823 | BPU Cuts = 1,559 | KCC Cuts = zero | Variance = 1,559
 BPU Cut Days = 12 out of 14 | KCC Cut Days = Zero out of 14



Winter 2018-2019 (January '19)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Tuesday	1-Jan	22	18.3	17	New Years
	Wednesday	2-Jan	33	23.7	18	Yes
	Thursday	3-Jan	46	31.4	20	Yes
	Friday	4-Jan	54	38.9	25	
	Monday	7-Jan	61	53.9	38	Yes
	Tuesday	8-Jan	50	43.3	33	Yes
	Wednesday	9-Jan	37	31	26	Yes
	Thursday	10-Jan	38	30.5	21	Yes
	Friday	11-Jan	39	34.6	32	
	Monday	14-Jan	30	27.4	26	No
	Tuesday	15-Jan	33	32	31	Yes
	Wednesday	16-Jan	32	31.7	30	No
	Thursday	17-Jan	33	31.9	31	Yes
	Friday	18-Jan	35	32.4	25	
	Monday	21-Jan	33	23.2	15	Martin Luther King Jr
	Tuesday	22-Jan	39	32.2	21	Yes
Wednesday	23-Jan	25	19.5	13	No	
Thursday	24-Jan	28	19.5	8	No	
Friday	25-Jan	34	20.8	1		
Monday	28-Jan	43	27	15	Yes	
Tuesday	29-Jan	26	14.9	5	No	
Wednesday	30-Jan	4	1	-5	No	
Thursday	31-Jan	33	17.5	3	Yes	

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Tuesday	1-Jan	22	18.3	17	New Years
	Wednesday	2-Jan	33	23.7	18	No
	Thursday	3-Jan	46	31.4	20	No
	Friday	4-Jan	54	38.9	25	
	Monday	7-Jan	61	53.9	38	No
	Tuesday	8-Jan	50	43.3	33	No
	Wednesday	9-Jan	37	31	26	No
	Thursday	10-Jan	38	30.5	21	No
	Friday	11-Jan	39	34.6	32	
	Monday	14-Jan	30	27.4	26	No
	Tuesday	15-Jan	33	32	31	No
	Wednesday	16-Jan	32	31.7	30	No
	Thursday	17-Jan	33	31.9	31	No
	Friday	18-Jan	35	32.4	25	
	Monday	21-Jan	33	23.2	15	Martin Luther King Jr
	Tuesday	22-Jan	39	32.2	21	No
Wednesday	23-Jan	25	19.5	13	No	
Thursday	24-Jan	28	19.5	8	No	
Friday	25-Jan	34	20.8	1		
Monday	28-Jan	43	27	15	No	
Tuesday	29-Jan	26	14.9	5	No	
Wednesday	30-Jan	4	1	-5	No	
Thursday	31-Jan	33	17.5	3	No	

Disconnect Tickets = 5,909 | Tickets Cancelled = 3,550 | BPU Cuts = 2,359 | KCC Cuts = zero | Variance = 2,359

BPU Cut Days = 11 out of 17 | KCC Cut Days = Zero out of 17



Winter 2018-2019 (February '19)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Friday	1-Feb	51	32.2	17	
	Monday	4-Feb	58	33.6	20	Yes
	Tuesday	5-Feb	24	22	19	No
	Wednesday	6-Feb	25	22.8	21	No
	Thursday	7-Feb	24	15.9	9	No
	Friday	8-Feb	21	12.5	5	
	Monday	11-Feb	34	32.6	32	Yes
	Tuesday	12-Feb	35	30.1	28	Yes
	Wednesday	13-Feb	52	37.3	23	Yes
	Thursday	14-Feb	53	35.6	17	Yes
	Friday	15-Feb	16	13.9	12	
	Monday	18-Feb	26	18.8	9	No
	Tuesday	19-Feb	29	24.3	17	No
	Wednesday	20-Feb	36	30.8	26	Yes

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Friday	1-Feb	51	32.2	17	
	Monday	4-Feb	58	33.6	20	No
	Tuesday	5-Feb	24	22	19	No
	Wednesday	6-Feb	25	22.8	21	No
	Thursday	7-Feb	24	15.9	9	No
	Friday	8-Feb	21	12.5	5	
	Monday	11-Feb	34	32.6	32	No
	Tuesday	12-Feb	35	30.1	28	No
	Wednesday	13-Feb	52	37.3	23	No
	Thursday	14-Feb	53	35.6	17	No
	Friday	15-Feb	16	13.9	12	
	Monday	18-Feb	26	18.8	9	No
	Tuesday	19-Feb	29	24.3	17	No
	Wednesday	20-Feb	36	30.8	26	No

Disconnect Tickets = 5,121 | Tickets Cancelled = 3,100 | BPU Cuts = 2,021 | KCC Cuts = zero | Variance = 2,021
 BPU Cut Days = 9 out of 15 | KCC Cut Days = Zero out of 15



Winter 2018-2019 (March '19)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Friday	1-Mar	37	28.6	18	
	Monday	4-Mar	17	8	-2	No
	Tuesday	5-Mar	23	16.1	10	No
	Wednesday	6-Mar	35	24.2	7	Yes
	Thursday	7-Mar	37	34.2	31	Yes
	Friday	8-Mar	41	36.2	32	
	Monday	11-Mar	52	38.7	26	Yes
	Tuesday	12-Mar	53	48.1	41	Yes
	Wednesday	13-Mar	61	55.3	51	Yes
	Thursday	14-Mar	56	40.7	36	Yes
	Friday	15-Mar	48	39.3	32	
	Monday	18-Mar	54	44.8	35	Yes
	Tuesday	19-Mar	61	47.3	39	Yes
	Wednesday	20-Mar	57	46.3	41	Yes
	Thursday	21-Mar	57	45.5	33	Yes
Friday	22-Mar	65	52.2	39		
Monday	25-Mar	54	48.9	44	Yes	
Tuesday	26-Mar	61	48.4	37	Yes	
Wednesday	27-Mar	72	58.9	45	Yes	
Thursday	28-Mar	61	55	50	Yes	
Friday	29-Mar	50	45.3	42		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Friday	1-Mar	37	28.6	18	
	Monday	4-Mar	17	8	-2	No
	Tuesday	5-Mar	23	16.1	10	No
	Wednesday	6-Mar	35	24.2	7	No
	Thursday	7-Mar	37	34.2	31	No
	Friday	8-Mar	41	36.2	32	
	Monday	11-Mar	52	38.7	26	No
	Tuesday	12-Mar	53	48.1	41	Yes
	Wednesday	13-Mar	61	55.3	51	Yes
	Thursday	14-Mar	56	40.7	36	No
	Friday	15-Mar	48	39.3	32	
	Monday	18-Mar	54	44.8	35	Yes
	Tuesday	19-Mar	61	47.3	39	Yes
	Wednesday	20-Mar	57	46.3	41	No
	Thursday	21-Mar	57	45.5	33	No
Friday	22-Mar	65	52.2	39		
Monday	25-Mar	54	48.9	44	Yes	
Tuesday	26-Mar	61	48.4	37	Yes	
Wednesday	27-Mar	72	58.9	45	Yes	
Thursday	28-Mar	61	55	50	Yes	
Friday	29-Mar	50	45.3	42		

Disconnect Tickets = 4,499 | Tickets Cancelled = 2,039 | BPU Cuts = 2,460 | KCC Cuts = 1,202 | Variance = 1,258
 BPU Cut Days = 14 out of 16 | KCC Cut Days = 8 out of 16



Winter 2019-2020 (November '19)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Friday	1-Nov	55	42.2	32	
	Monday	4-Nov	52	48.5	45	Yes
	Tuesday	5-Nov	58	47.3	35	Yes
	Wednesday	6-Nov	65	48.7	37	Yes
	Thursday	7-Nov	37	31.8	26	Yes
	Friday	8-Nov	44	35	24	
	Monday	11-Nov	37	24.1	14	Yes
	Tuesday	12-Nov	26	18.5	10	No
	Wednesday	13-Nov	41	33	23	Yes
	Thursday	14-Nov	46	36.3	28	Yes
	Friday	15-Nov	57	40.8	26	
	Monday	18-Nov	58	45.7	31	Yes
	Tuesday	19-Nov	63	51.5	38	Yes
Wednesday	20-Nov	68	58.1	47	Yes	
Thursday	21-Nov	59	48.3	38	Yes	
Friday	22-Nov	37	34.8	32		
Monday	25-Nov	60	49.1	41	Yes	
Tuesday	26-Nov	44	42.6	39	Yes	
Wednesday	27-Nov	42	36.4	30	Thanksgiving	
Thursday	28-Nov	35	33.6	32	Thanksgiving	
Friday	29-Nov	41	38.4	35		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Friday	1-Nov	55	42.2	32	
	Monday	4-Nov	52	48.5	45	Yes
	Tuesday	5-Nov	58	47.3	35	Yes
	Wednesday	6-Nov	65	48.7	37	No
	Thursday	7-Nov	37	31.8	26	No
	Friday	8-Nov	44	35	24	
	Monday	11-Nov	37	24.1	14	No
	Tuesday	12-Nov	26	18.5	10	No
	Wednesday	13-Nov	41	33	23	No
	Thursday	14-Nov	46	36.3	28	No
	Friday	15-Nov	57	40.8	26	
	Monday	18-Nov	58	45.7	31	No
	Tuesday	19-Nov	63	51.5	38	Yes
Wednesday	20-Nov	68	58.1	47	Yes	
Thursday	21-Nov	59	48.3	38	No	
Friday	22-Nov	37	34.8	32		
Monday	25-Nov	60	49.1	41	Yes	
Tuesday	26-Nov	44	42.6	39	No	
Wednesday	27-Nov	42	36.4	30	Thanksgiving	
Thursday	28-Nov	35	33.6	32	Thanksgiving	
Friday	29-Nov	41	38.4	35		

Disconnect Tickets = 4,050 | Tickets Cancelled = 2,155 | BPU Cuts = 1,895 | KCC Cuts = 894 | Variance = 1,001
 BPU Cut Days = 13 out of 14 | KCC Cut Days = 5 out of 14



Winter 2019-2020 (December '19)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	2-Dec	43	32.7	25	Yes
	Tuesday	3-Dec	57	42.1	32	Yes
	Wednesday	4-Dec	60	43.3	32	Yes
	Thursday	5-Dec	62	45.9	32	Yes
	Friday	6-Dec	46	36.1	27	
	Monday	9-Dec	50	36.8	19	Yes
	Tuesday	10-Dec	35	26.2	18	Yes
	Wednesday	11-Dec	49	37.3	22	Yes
	Thursday	12-Dec	52	45.6	39	Yes
	Friday	13-Dec	54	43.4	33	
	Monday	16-Dec	26	23.8	19	No
	Tuesday	17-Dec	31	23.6	20	No
	Wednesday	18-Dec	39	28.1	18	Yes
	Thursday	19-Dec	49	40.1	30	Yes
	Friday	20-Dec	48	40.7	34	
	Monday	23-Dec	59	44.1	30	Christmas
Tuesday	24-Dec	64	53.6	46	Christmas	
Wednesday	25-Dec	68	58.7	51	Christmas	
Thursday	26-Dec	57	38.7	35	Yes	
Friday	27-Dec	43	36.4	27		
Monday	30-Dec	34	33.3	32	Yes	
Tuesday	31-Dec	43	34.6	28	New Years	

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	2-Dec	43	32.7	25	No
	Tuesday	3-Dec	57	42.1	32	No
	Wednesday	4-Dec	60	43.3	32	No
	Thursday	5-Dec	62	45.9	32	No
	Friday	6-Dec	46	36.1	27	
	Monday	9-Dec	50	36.8	19	No
	Tuesday	10-Dec	35	26.2	18	No
	Wednesday	11-Dec	49	37.3	22	No
	Thursday	12-Dec	52	45.6	39	No
	Friday	13-Dec	54	43.4	33	
	Monday	16-Dec	26	23.8	19	No
	Tuesday	17-Dec	31	23.6	20	No
	Wednesday	18-Dec	39	28.1	18	No
	Thursday	19-Dec	49	40.1	30	No
	Friday	20-Dec	48	40.7	34	
	Monday	23-Dec	59	44.1	30	Christmas
Tuesday	24-Dec	64	53.6	46	Christmas	
Wednesday	25-Dec	68	58.7	51	Christmas	
Thursday	26-Dec	57	38.7	35	No	
Friday	27-Dec	43	36.4	27		
Monday	30-Dec	34	33.3	32	No	
Tuesday	31-Dec	43	34.6	28	New Years	

Disconnect Tickets = 4,697 | Tickets Cancelled = 2,666 | BPU Cuts = 2,031 | KCC Cuts = zero | Variance = 2,031
 BPU Cut Days = 12 out of 14 | KCC Cut Days = Zero out of 14



Winter 2019-2020 (January '20)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Wednesday	1-Jan	58	43.2	27	New Years
	Thursday	2-Jan	52	44.3	39	Yes
	Friday	3-Jan	49	39.3	34	
	Monday	6-Jan	45	35.3	28	Yes
	Tuesday	7-Jan	53	39.8	30	Yes
	Wednesday	8-Jan	53	41.5	31	Yes
	Thursday	9-Jan	66	56	45	Yes
	Friday	10-Jan	45	35.6	24	
	Monday	13-Jan	48	31.3	22	Yes
	Tuesday	14-Jan	48	39.3	33	Yes
	Wednesday	15-Jan	49	39.7	19	Yes
	Thursday	16-Jan	25	19.5	13	No
	Friday	17-Jan	37	31.3	25	
	Monday	20-Jan	17	13.8	10	Martin Luther King Jr
	Tuesday	21-Jan	33	20.5	9	Yes
Wednesday	22-Jan	35	34.5	33	Yes	
Thursday	23-Jan	37	35	33	Yes	
Friday	24-Jan	34	32.8	32		
Monday	27-Jan	39	31.2	25	Yes	
Tuesday	28-Jan	34	31.6	30	Yes	
Wednesday	29-Jan	34	30.3	28	Yes	
Thursday	30-Jan	40	34.5	28	Yes	
Friday	31-Jan	41	36.1	30		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Wednesday	1-Jan	58	43.2	27	New Years
	Thursday	2-Jan	52	44.3	39	No
	Friday	3-Jan	49	39.3	34	
	Monday	6-Jan	45	35.3	28	No
	Tuesday	7-Jan	53	39.8	30	No
	Wednesday	8-Jan	53	41.5	31	No
	Thursday	9-Jan	66	56	45	No
	Friday	10-Jan	45	35.6	24	
	Monday	13-Jan	48	31.3	22	No
	Tuesday	14-Jan	48	39.3	33	No
	Wednesday	15-Jan	49	39.7	19	No
	Thursday	16-Jan	25	19.5	13	No
	Friday	17-Jan	37	31.3	25	
	Monday	20-Jan	17	13.8	10	Martin Luther King Jr
	Tuesday	21-Jan	33	20.5	9	No
Wednesday	22-Jan	35	34.5	33	No	
Thursday	23-Jan	37	35	33	No	
Friday	24-Jan	34	32.8	32		
Monday	27-Jan	39	31.2	25	No	
Tuesday	28-Jan	34	31.6	30	No	
Wednesday	29-Jan	34	30.3	28	No	
Thursday	30-Jan	40	34.5	28	No	
Friday	31-Jan	41	36.1	30		

Disconnect Tickets = 5,130 | Tickets Cancelled = 2,890 | BPU Cuts = 2,240 | KCC Cuts = zero | Variance = 2,240
 BPU Cut Days = 15 out of 16 | KCC Cut Days = Zero out of 16



Winter 2019-2020 (February '20)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	3-Feb	64	43.8	37	Yes
	Tuesday	4-Feb	35	32.7	30	Yes
	Wednesday	5-Feb	31	27.8	26	No
	Thursday	6-Feb	37	29.3	20	Yes
	Friday	7-Feb	38	31.4	25	
	Monday	10-Feb	44	34.4	24	Yes
	Tuesday	11-Feb	43	36.3	30	Yes
	Wednesday	12-Feb	36	32.8	21	Yes
	Thursday	13-Feb	20	10.1	4	No
	Friday	14-Feb	30	18.2	8	
	Monday	17-Feb	62	45.1	35	Yes
	Tuesday	18-Feb	44	35.6	29	Yes
	Wednesday	19-Feb	39	32.5	26	Yes
	Thursday	20-Feb	31	24.5	19	No
	Friday	21-Feb	45	30.7	16	
Monday	24-Feb	48	42.6	38	Yes	
Tuesday	25-Feb	45	38.3	33	Yes	
Wednesday	26-Feb	40	33.2	25	Yes	
Thursday	27-Feb	47	34.8	24	Yes	
Friday	28-Feb	56	39.6	27		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	3-Feb	64	43.8	37	No
	Tuesday	4-Feb	35	32.7	30	No
	Wednesday	5-Feb	31	27.8	26	No
	Thursday	6-Feb	37	29.3	20	No
	Friday	7-Feb	38	31.4	25	
	Monday	10-Feb	44	34.4	24	No
	Tuesday	11-Feb	43	36.3	30	No
	Wednesday	12-Feb	36	32.8	21	No
	Thursday	13-Feb	20	10.1	4	No
	Friday	14-Feb	30	18.2	8	
	Monday	17-Feb	62	45.1	35	No
	Tuesday	18-Feb	44	35.6	29	No
	Wednesday	19-Feb	39	32.5	26	No
	Thursday	20-Feb	31	24.5	19	No
	Friday	21-Feb	45	30.7	16	
Monday	24-Feb	48	42.6	38	No	
Tuesday	25-Feb	45	38.3	33	No	
Wednesday	26-Feb	40	33.2	25	No	
Thursday	27-Feb	47	34.8	24	No	
Friday	28-Feb	56	39.6	27		

Disconnect Tickets = 4,701 | Tickets Cancelled = 2,664 | BPU Cuts = 2,037 | KCC Cuts = zero | Variance = 2,037
 BPU Cut Days = 13 out of 16 | KCC Cut Days = Zero out of 16



Winter 2019-2020 (March '20)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	2-Mar	54	43.1	33	Yes
	Tuesday	3-Mar	62	48.8	36	Yes
	Wednesday	4-Mar	59	51.1	39	Yes
	Thursday	5-Mar	59	49.5	42	Yes
	Friday	6-Mar	56	43.9	31	
	Monday	9-Mar	59	48.6	38	Yes
	Tuesday	10-Mar	55	42.4	33	Yes
	Wednesday	11-Mar	68	53.5	41	Yes
	Thursday	12-Mar	65	56.1	46	Yes
	Friday	13-Mar	46	42.9	38	
	Monday*	16-Mar	43	39.8	37	Yes
	Tuesday*	17-Mar	49	45.1	42	Yes
	Wednesday*	18-Mar	62	54.4	48	Yes
	Thursday*	19-Mar	74	64.2	57	Yes
	Friday*	20-Mar	54	39.6	31	
	Monday*	23-Mar	51	44.7	40	Yes
	Tuesday*	24-Mar	52	47.2	43	Yes
Wednesday*	25-Mar	70	54.1	45	Yes	
Thursday*	26-Mar	65	59.4	53	Yes	
Friday*	27-Mar	62	55.8	52		
Monday*	30-Mar	70	56.9	42	Yes	
Tuesday*	31-Mar	68	58.1	48	Yes	

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	2-Mar	54	43.1	33	No
	Tuesday	3-Mar	62	48.8	36	Yes
	Wednesday	4-Mar	59	51.1	39	Yes
	Thursday	5-Mar	59	49.5	42	No
	Friday	6-Mar	56	43.9	31	
	Monday	9-Mar	59	48.6	38	No
	Tuesday	10-Mar	55	42.4	33	No
	Wednesday	11-Mar	68	53.5	41	Yes
	Thursday	12-Mar	65	56.1	46	Yes
	Friday	13-Mar	46	42.9	38	
	Monday*	16-Mar	43	39.8	37	Yes
	Tuesday*	17-Mar	49	45.1	42	Yes
	Wednesday*	18-Mar	62	54.4	48	Yes
	Thursday*	19-Mar	74	64.2	57	No
	Friday*	20-Mar	54	39.6	31	
	Monday*	23-Mar	51	44.7	40	Yes
	Tuesday*	24-Mar	52	47.2	43	Yes
Wednesday*	25-Mar	70	54.1	45	Yes	
Thursday*	26-Mar	65	59.4	53	Yes	
Friday*	27-Mar	62	55.8	52		
Monday*	30-Mar	70	56.9	42	Yes	
Tuesday*	31-Mar	68	58.1	48	No	

Disconnect Tickets = 3,087 | Tickets Cancelled = 1,749 | BPU Cuts = 1,338 | KCC Cuts = 844 | Variance = 494

BPU Cut Days = 18 out of 18 | KCC Cut Days = 12 out of 18

*COVID Moratorium began on March 16, 2020. Disconnect counts are only thru March 13th.



Winter 2020-2021 (November '20)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	2-Nov	67	49.1	33	Yes
	Tuesday	3-Nov	76	58.2	42	Yes
	Wednesday	4-Nov	70	61.8	54	Yes
	Thursday	5-Nov	74	60.5	50	Yes
	Friday	6-Nov	73	60.3	48	
	Monday	9-Nov	73	69.4	66	Yes
	Tuesday	10-Nov	68	48.3	32	Yes
	Wednesday	11-Nov	56	43	31	Yes
	Thursday	12-Nov	57	44.4	31	Yes
	Friday	13-Nov	48	37.3	25	
	Monday	16-Nov	64	49.9	37	Yes
	Tuesday	17-Nov	58	46.8	36	Yes
	Wednesday	18-Nov	68	57.6	46	Yes
	Thursday	19-Nov	72	64.4	60	Yes

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	2-Nov	67	49.1	33	No
	Tuesday	3-Nov	76	58.2	42	Yes
	Wednesday	4-Nov	70	61.8	54	Yes
	Thursday	5-Nov	74	60.5	50	Yes
	Friday	6-Nov	73	60.3	48	
	Monday	9-Nov	73	69.4	66	No
	Tuesday	10-Nov	68	48.3	32	No
	Wednesday	11-Nov	56	43	31	No
	Thursday	12-Nov	57	44.4	31	No
	Friday	13-Nov	48	37.3	25	
	Monday	16-Nov	64	49.9	37	Yes
	Tuesday	17-Nov	58	46.8	36	Yes
	Wednesday	18-Nov	68	57.6	46	Yes
	Thursday	19-Nov	72	64.4	60	Yes

Disconnect Tickets = 3,424 | Tickets Cancelled = 1,834 | BPU Cuts = 1,590 | KCC Cuts = 718 | Variance = 872
 BPU Cut Days = 15 out of 15 | KCC Cut Days = 8 out of 15



Winter 2020-2021 (December '20)

Day of Week	Date	Hi Temp	Average	Low Temp	BPU
Tuesday	1-Dec	52	36.5	23	Yes
Wednesday	2-Dec	50	38.5	30	Yes
Thursday	3-Dec	41	35.4	30	Yes
Friday	4-Dec	54	38	26	
Monday	7-Dec	54	37	31	Yes
Tuesday	8-Dec	53	35.9	27	Yes
Wednesday	9-Dec	67	48.2	35	Yes
Thursday	10-Dec	68	48.6	37	Yes
Friday	11-Dec	46	42.6	39	
Monday	14-Dec	36	27.4	19	Yes
Tuesday*	15-Dec	30	26.7	23	No
Wednesday*	16-Dec	32	28.4	23	No
Thursday*	17-Dec	48	34.8	25	Yes
Friday*	18-Dec	55	44.7	35	
Monday*	21-Dec	59	45.6	34	Yes
Tuesday*	22-Dec	64	48.4	30	Yes
Wednesday*	23-Dec	58	39.4	23	Christmas
Thursday*	24-Dec	26	19.2	13	Christmas
Friday*	25-Dec	37	22.4	9	
Monday*	28-Dec	39	32.4	29	Yes
Tuesday*	29-Dec	35	31.9	28	Yes
Wednesday*	30-Dec	36	32.2	25	
Thursday*	31-Dec	36	27.3	19	New Years

Day of Week	Date	Hi Temp	Average	Low Temp	KCC
Tuesday	1-Dec	52	36.5	23	No
Wednesday	2-Dec	50	38.5	30	No
Thursday	3-Dec	41	35.4	30	No
Friday	4-Dec	54	38	26	
Monday	7-Dec	54	37	31	No
Tuesday	8-Dec	53	35.9	27	No
Wednesday	9-Dec	67	48.2	35	Yes
Thursday	10-Dec	68	48.6	37	Yes
Friday	11-Dec	46	42.6	39	
Monday	14-Dec	36	27.4	19	No
Tuesday*	15-Dec	30	26.7	23	No
Wednesday*	16-Dec	32	28.4	23	No
Thursday*	17-Dec	48	34.8	25	No
Friday*	18-Dec	55	44.7	35	
Monday*	21-Dec	59	45.6	34	No
Tuesday*	22-Dec	64	48.4	30	No
Wednesday*	23-Dec	58	39.4	23	
Thursday*	24-Dec	26	19.2	13	Christmas
Friday*	25-Dec	37	22.4	9	
Monday*	28-Dec	39	32.4	29	No
Tuesday*	29-Dec	35	31.9	28	No
Wednesday*	30-Dec	36	32.2	25	
Thursday*	31-Dec	36	27.3	19	New Years

Disconnect Tickets = 5,655 | Tickets Cancelled = 4,260 | BPU Cuts = 1,395 | KCC Cuts = 336 | Variance = 1,059

BPU Cut Days = 13 out of 15 | KCC Cut Days = 2 out of 15

*COVID Moratorium began on December 15, 2020. Disconnect counts are only thru December 14th.



Winter 2020-2021 (January '21)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Friday*	1-Jan	32	29	25	
	Monday*	4-Jan	43	33.6	28	Yes
	Tuesday*	5-Jan	50	31.9	22	Yes
	Wednesday*	6-Jan	42	39.2	38	Yes
	Thursday*	7-Jan	38	35.1	29	Yes
	Friday*	8-Jan	38	31.6	27	
	Monday*	11-Jan	45	34.8	26	Yes
	Tuesday*	12-Jan	54	40.9	30	Yes
	Wednesday*	13-Jan	56	43.3	32	Yes
	Thursday*	14-Jan	49	43.6	37	Yes
	Friday*	15-Jan	37	32.2	31	
	Monday*	18-Jan	40	33.1	26	Martin Luther King Jr
	Tuesday*	19-Jan	47	34.2	27	Yes
	Wednesday*	20-Jan	52	38.5	23	Yes
Thursday*	21-Jan	58	41.1	27	Yes	
Friday*	22-Jan	36	31.5	26		
Monday*	25-Jan	36	33.8	31	Yes	
Tuesday*	26-Jan	30	26.7	24	No	
Wednesday*	27-Jan	27	24.9	22	No	
Thursday*	28-Jan	36	29	23	Yes	
Friday*	29-Jan	50	41.1	30		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Friday*	1-Jan	32	29	25	
	Monday*	4-Jan	43	33.6	28	No
	Tuesday*	5-Jan	50	31.9	22	No
	Wednesday*	6-Jan	42	39.2	38	No
	Thursday*	7-Jan	38	35.1	29	No
	Friday*	8-Jan	38	31.6	27	
	Monday*	11-Jan	45	34.8	26	No
	Tuesday*	12-Jan	54	40.9	30	No
	Wednesday*	13-Jan	56	43.3	32	No
	Thursday*	14-Jan	49	43.6	37	No
	Friday*	15-Jan	37	32.2	31	
	Monday*	18-Jan	40	33.1	26	Martin Luther King Jr
	Tuesday*	19-Jan	47	34.2	27	No
	Wednesday*	20-Jan	52	38.5	23	No
Thursday*	21-Jan	58	41.1	27	No	
Friday*	22-Jan	36	31.5	26		
Monday*	25-Jan	36	33.8	31	No	
Tuesday*	26-Jan	30	26.7	24	No	
Wednesday*	27-Jan	27	24.9	22	No	
Thursday*	28-Jan	36	29	23	No	
Friday*	29-Jan	50	41.1	30		

Disconnect Tickets = 5,211 | Tickets Cancelled = 5,211 | BPU Cuts = zero | KCC Cuts = zero | Variance = zero

BPU Cut Days = 13 out of 15 | KCC Cut Days = Zero out of 15

*COVID Moratorium in effect all of January.



Winter 2020-2021 (February '21)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday*	1-Feb	35	30.3	26	Yes
	Tuesday*	2-Feb	41	31.2	26	Yes
	Wednesday*	3-Feb	58	43.9	29	Yes
	Thursday*	4-Feb	48	34.8	27	Yes
	Friday*	5-Feb	38	30.2	25	
	Monday*	8-Feb	8	6.9	6	No
	Tuesday*	9-Feb	14	10.7	8	No
	Wednesday*	10-Feb	15	12.8	10	No
	Thursday*	11-Feb	15	11.5	9	No
	Friday*	12-Feb	8	4.4	1	
	Monday*	15-Feb	-1	-3.6	-8	No
	Tuesday*	16-Feb	11	1.2	-8	No
	Wednesday*	17-Feb	23	13.1	4	No
	Thursday*	18-Feb	25	15.6	5	No
	Friday*	19-Feb	33	22.3	7	
Monday*	22-Feb	61	43.7	26	Yes	
Tuesday*	23-Feb	69	49.5	31	Yes	
Wednesday*	24-Feb	46	40.7	30	Yes	
Thursday*	25-Feb	46	35.4	27	Yes	
Friday*	26-Feb	51	39.3	27		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday*	1-Feb	35	30.3	26	No
	Tuesday*	2-Feb	41	31.2	26	No
	Wednesday*	3-Feb	58	43.9	29	No
	Thursday*	4-Feb	48	34.8	27	No
	Friday*	5-Feb	38	30.2	25	
	Monday*	8-Feb	8	6.9	6	No
	Tuesday*	9-Feb	14	10.7	8	No
	Wednesday*	10-Feb	15	12.8	10	No
	Thursday*	11-Feb	15	11.5	9	No
	Friday*	12-Feb	8	4.4	1	
	Monday*	15-Feb	-1	-3.6	-8	No
	Tuesday*	16-Feb	11	1.2	-8	No
	Wednesday*	17-Feb	23	13.1	4	No
	Thursday*	18-Feb	25	15.6	5	No
	Friday*	19-Feb	33	22.3	7	
Monday*	22-Feb	61	43.7	26	No	
Tuesday*	23-Feb	69	49.5	31	No	
Wednesday*	24-Feb	46	40.7	30	No	
Thursday*	25-Feb	46	35.4	27	No	
Friday*	26-Feb	51	39.3	27		

Disconnect Tickets = 5,664 | Tickets Cancelled = 5,664 | BPU Cuts = zero | KCC Cuts = zero | Variance = zero

BPU Cut Days = 8 out of 16 | KCC Cut Days = Zero out of 16

*COVID Moratorium in effect all of February.



Winter 2020-2021 (March '21)

Day of Week	Date	Hi Temp	Average	Low Temp	BPU
Monday*	1-Mar	53	39.8	25	Yes
Tuesday*	2-Mar	62	46.2	30	Yes
Wednesday*	3-Mar	71	52.1	37	Yes
Thursday*	4-Mar	72	52.6	32	Yes
Friday*	5-Mar	57	47	39	
Monday*	8-Mar	71	59.6	46	Yes
Tuesday*	9-Mar	76	64.3	54	Yes
Wednesday*	10-Mar	75	64.6	49	Yes
Thursday*	11-Mar	60	49.5	39	Yes
Friday*	12-Mar	49	45.3	43	
Monday*	15-Mar	51	47.2	45	Yes
Tuesday*	16-Mar	47	44.9	43	Yes
Wednesday*	17-Mar	44	41.8	38	Yes
Thursday*	18-Mar	47	40.3	37	Yes
Friday*	19-Mar	57	44.1	30	
Monday*	22-Mar	64	58.8	53	Yes
Tuesday*	23-Mar	59	53.4	50	Yes
Wednesday*	24-Mar	51	47.7	45	Yes
Thursday*	25-Mar	46	43.9	42	Yes
Friday*	26-Mar	63	51	37	
Monday*	29-Mar	75	62.5	50	Yes
Tuesday*	30-Mar	63	54.6	46	Yes
Wednesday*	31-Mar	52	43.3	34	Yes

Day of Week	Date	Hi Temp	Average	Low Temp	KCC
Monday*	1-Mar	53	39.8	25	No
Tuesday*	2-Mar	62	46.2	30	No
Wednesday*	3-Mar	71	52.1	37	No
Thursday*	4-Mar	72	52.6	32	No
Friday*	5-Mar	57	47	39	
Monday*	8-Mar	71	59.6	46	Yes
Tuesday*	9-Mar	76	64.3	54	Yes
Wednesday*	10-Mar	75	64.6	49	Yes
Thursday*	11-Mar	60	49.5	39	Yes
Friday*	12-Mar	49	45.3	43	
Monday*	15-Mar	51	47.2	45	Yes
Tuesday*	16-Mar	47	44.9	43	Yes
Wednesday*	17-Mar	44	41.8	38	Yes
Thursday*	18-Mar	47	40.3	37	No
Friday*	19-Mar	57	44.1	30	
Monday*	22-Mar	64	58.8	53	Yes
Tuesday*	23-Mar	59	53.4	50	Yes
Wednesday*	24-Mar	51	47.7	45	Yes
Thursday*	25-Mar	46	43.9	42	Yes
Friday*	26-Mar	63	51	37	
Monday*	29-Mar	75	62.5	50	Yes
Tuesday*	30-Mar	63	54.6	46	No
Wednesday*	31-Mar	52	43.3	34	No

Disconnect Tickets = 4,010 | Tickets Cancelled = 4,010 | BPU Cuts = zero | KCC Cuts = zero | Variance = zero
 BPU Cut Days = 19 out of 19 | KCC Cut Days = 12 out of 19
 *COVID Moratorium in effect all of March.



Winter 2021-2022 (November '21)

BPU Policy

Day of Week	Date	Hi Temp	Average	Low Temp	BPU
Monday	1-Nov	46	40.6	37	Yes
Tuesday	2-Nov	47	40	36	Yes
Wednesday	3-Nov	50	37.9	30	Yes
Thursday	4-Nov	53	46.6	42	Yes
Friday	5-Nov	57	48.9	41	
Monday	8-Nov	72	59.3	51	Yes
Tuesday	9-Nov	66	57.5	50	Yes
Wednesday	10-Nov	69	60.3	52	Yes
Thursday	11-Nov	54	48.6	43	Yes
Friday	12-Nov	46	38.8	33	
Monday	15-Nov	66	53	45	Yes
Tuesday	16-Nov	72	59.3	42	Yes
Wednesday	17-Nov	67	53.3	40	Yes
Thursday	18-Nov	49	39	30	Yes
Friday	19-Nov	51	43.2	31	
Monday	22-Nov	49	40	32	Yes
Tuesday	23-Nov	65	50.6	33	Yes
Wednesday	24-Nov	62	54.7	40	Thanksgiving
Thursday	25-Nov	37	32.1	28	Thanksgiving
Friday	26-Nov	55	40.7	27	
Monday	29-Nov	65	50.1	41	Yes
Tuesday	30-Nov	55	47.1	38	Yes

KCC Policy

Day of Week	Date	Hi Temp	Average	Low Temp	KCC
Monday	1-Nov	46	40.6	37	Yes
Tuesday	2-Nov	47	40	36	No
Wednesday	3-Nov	50	37.9	30	No
Thursday	4-Nov	53	46.6	42	Yes
Friday	5-Nov	57	48.9	41	
Monday	8-Nov	72	59.3	51	Yes
Tuesday	9-Nov	66	57.5	50	Yes
Wednesday	10-Nov	69	60.3	52	Yes
Thursday	11-Nov	54	48.6	43	No
Friday	12-Nov	46	38.8	33	
Monday	15-Nov	66	53	45	Yes
Tuesday	16-Nov	72	59.3	42	Yes
Wednesday	17-Nov	67	53.3	40	No
Thursday	18-Nov	49	39	30	No
Friday	19-Nov	51	43.2	31	
Monday	22-Nov	49	40	32	No
Tuesday	23-Nov	65	50.6	33	No
Wednesday	24-Nov	62	54.7	40	Thanksgiving
Thursday	25-Nov	37	32.1	28	Thanksgiving
Friday	26-Nov	55	40.7	27	
Monday	29-Nov	65	50.1	41	Yes
Tuesday	30-Nov	55	47.1	38	Yes

Disconnect Tickets = 6,588 | Tickets Cancelled = 4,382 | BPU Cuts = 2,206 | KCC Cuts = 1,173 | Variance = 1,033
 BPU Cut Days = 16 out of 16 | KCC Cut Days = 9 out of 16



Winter 2021-2022 (December '21)

BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Wednesday	1-Dec	64	51.5	39	Yes
	Thursday	2-Dec	71	57.7	45	Yes
	Friday	3-Dec	66	53.1	41	
	Monday	6-Dec	37	32.5	29	Yes
	Tuesday	7-Dec	42	34	29	Yes
	Wednesday	8-Dec	52	41.5	29	Yes
	Thursday	9-Dec	64	51	39	Yes
	Friday	10-Dec	67	49.9	37	
	Monday	13-Dec	59	45.1	35	Yes
	Tuesday	14-Dec	66	58.4	45	Yes
	Wednesday	15-Dec	74	65.5	46	Yes
	Thursday	16-Dec	47	39.6	33	Yes
	Friday	17-Dec	44	38.5	32	
Monday	20-Dec	47	35.6	29	Yes	
Tuesday	21-Dec	48	33.3	23	Yes	
Wednesday	22-Dec	53	38.8	23	Christmas	
Thursday	23-Dec	59	49.6	42	Christmas	
Friday	24-Dec	72	58.4	46		
Monday	27-Dec	64	46.3	40	Yes	
Tuesday	28-Dec	57	44.3	26	Yes	
Wednesday	29-Dec	34	28.8	22	New Years	
Thursday	30-Dec	45	35.2	30	New Years	
Friday	31-Dec	58	40.4	32		

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Wednesday	1-Dec	64	51.5	39	Yes
	Thursday	2-Dec	71	57.7	45	Yes
	Friday	3-Dec	66	53.1	41	
	Monday	6-Dec	37	32.5	29	No
	Tuesday	7-Dec	42	34	29	No
	Wednesday	8-Dec	52	41.5	29	No
	Thursday	9-Dec	64	51	39	Yes
	Friday	10-Dec	67	49.9	37	
	Monday	13-Dec	59	45.1	35	No
	Tuesday	14-Dec	66	58.4	45	Yes
	Wednesday	15-Dec	74	65.5	46	No
	Thursday	16-Dec	47	39.6	33	No
	Friday	17-Dec	44	38.5	32	
Monday	20-Dec	47	35.6	29	No	
Tuesday	21-Dec	48	33.3	23	No	
Wednesday	22-Dec	53	38.8	23	Christmas	
Thursday	23-Dec	59	49.6	42	Christmas	
Friday	24-Dec	72	58.4	46		
Monday	27-Dec	64	46.3	40	No	
Tuesday	28-Dec	57	44.3	26	No	
Wednesday	29-Dec	34	28.8	22	New Years	
Thursday	30-Dec	45	35.2	30	New Years	
Friday	31-Dec	58	40.4	32		

Disconnect Tickets = 6,405 | Tickets Cancelled = 3,748 | BPU Cuts = 2,657 | KCC Cuts = 828 | Variance = 1,829
 BPU Cut Days = 14 out of 14 | KCC Cut Days = 4 out of 14



Winter 2021-2022 (January '22)

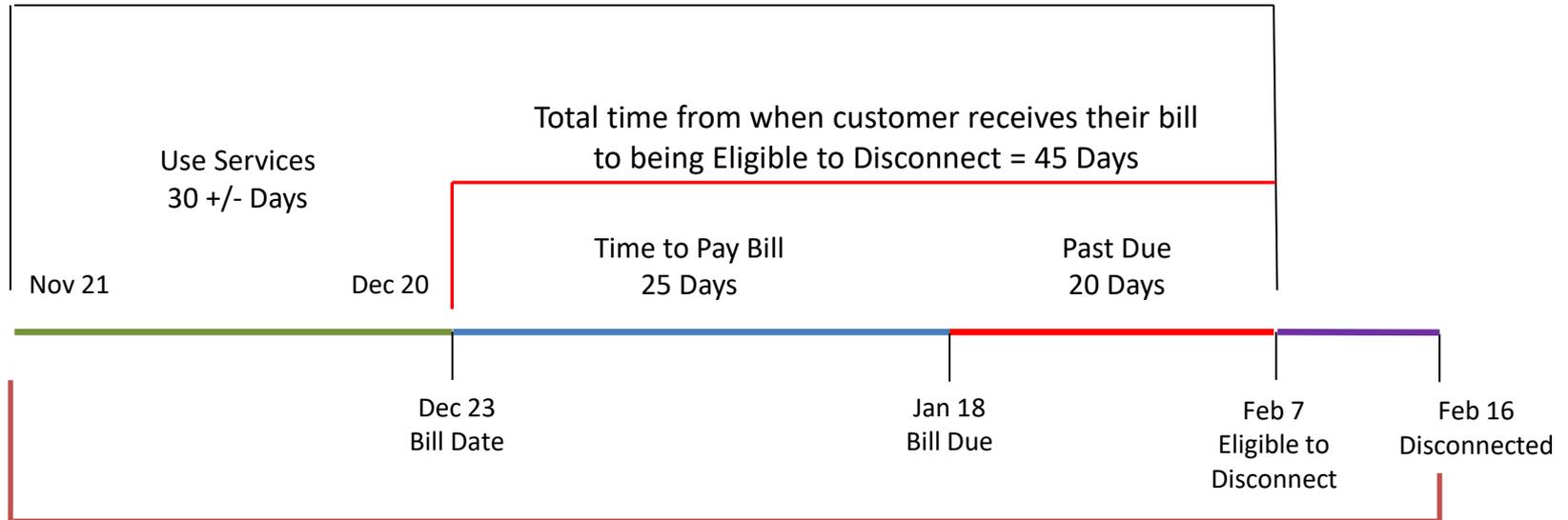
BPU Policy	Day of Week	Date	Hi Temp	Average	Low Temp	BPU
	Monday	3-Jan	43	28.1	14	Yes
	Tuesday	4-Jan	47	39.3	29	Yes
	Wednesday	5-Jan	28	19.1	15	No
	Thursday	6-Jan	15	11.7	9	No
	Friday	7-Jan	25	18	8	
	Monday	10-Jan	43	30.5	18	Yes
	Tuesday	11-Jan	60	43.7	27	Yes
	Wednesday	12-Jan	51	40.6	31	Yes
	Thursday	13-Jan	57	42.8	33	Yes
	Friday	14-Jan	47	39.5	32	
	Monday	17-Jan	43	34.3	24	Martin Luther King Jr
	Tuesday	18-Jan	58	43.5	37	Yes
	Wednesday	19-Jan	39	24.5	11	Yes
	Thursday	20-Jan	18	11.5	6	No
Friday	21-Jan	26	16.8	7		
Monday	24-Jan	54	40.8	20	Yes	
Tuesday	25-Jan	23	17.2	11	No	
Wednesday	26-Jan	34	24.1	13	Yes	
Thursday	27-Jan	44	33.7	28	Yes	
Friday	28-Jan	32	24.6	16		
Monday	31-Jan	66	46	30	Yes	

KCC Policy	Day of Week	Date	Hi Temp	Average	Low Temp	KCC
	Monday	3-Jan	43	28.1	14	No
	Tuesday	4-Jan	47	39.3	29	No
	Wednesday	5-Jan	28	19.1	15	No
	Thursday	6-Jan	15	11.7	9	No
	Friday	7-Jan	25	18	8	
	Monday	10-Jan	43	30.5	18	No
	Tuesday	11-Jan	60	43.7	27	No
	Wednesday	12-Jan	51	40.6	31	No
	Thursday	13-Jan	57	42.8	33	No
	Friday	14-Jan	47	39.5	32	
	Monday	17-Jan	43	34.3	24	Martin Luther King Jr
	Tuesday	18-Jan	58	43.5	37	No
	Wednesday	19-Jan	39	24.5	11	No
	Thursday	20-Jan	18	11.5	6	No
Friday	21-Jan	26	16.8	7		
Monday	24-Jan	54	40.8	20	No	
Tuesday	25-Jan	23	17.2	11	No	
Wednesday	26-Jan	34	24.1	13	No	
Thursday	27-Jan	44	33.7	28	No	
Friday	28-Jan	32	24.6	16		
Monday	31-Jan	66	46	30	No	

Disconnect Tickets = 4,905 | Tickets Cancelled = 2,948 | BPU Cuts = 1,957 | KCC Cuts = zero | Variance = 1,957
 BPU Cut Days = 13 out of 15 | KCC Cut Days = Zero out of 15

Timeline up to Disconnection

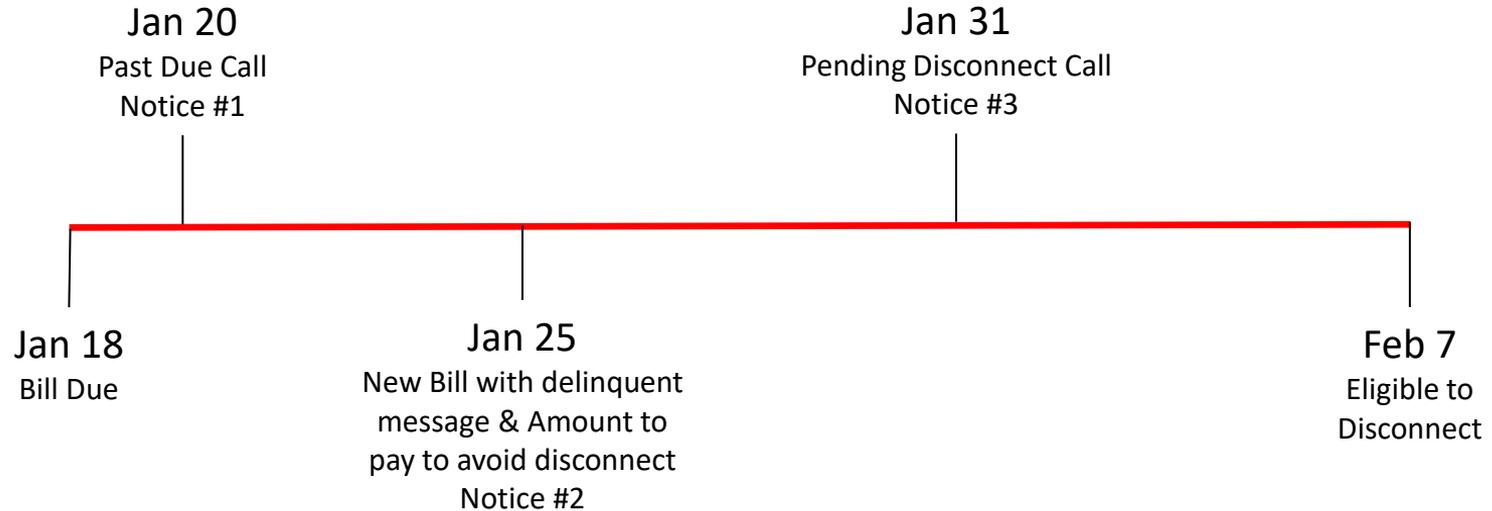
Total time of use from 1st Day of Service = 75-85 Days before Eligible to Disconnect



One account today was disconnected 87 days after their first day of billed service (November 21, 2021)
58 days after their last day of billed service (December 20, 2021)

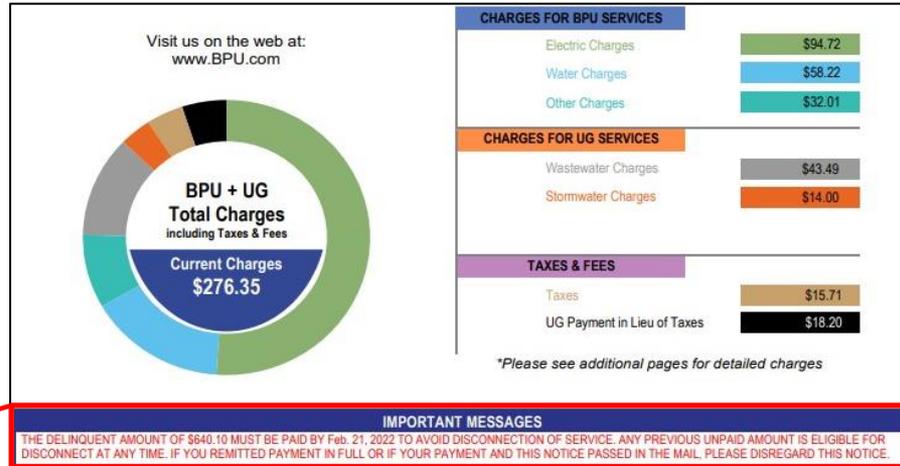
Past Due Timeline - 20 Days

Communication process to customer



Communications to Customer

Before disconnecting a customer's services, BPU sends different advanced communications to the customer to alert them about an upcoming disconnection of service: A notice is printed on the customer's bill.



IMPORTANT MESSAGES

THE DELINQUENT AMOUNT OF \$640.10 MUST BE PAID BY Feb. 21, 2022 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.



Advanced Communications to Customer

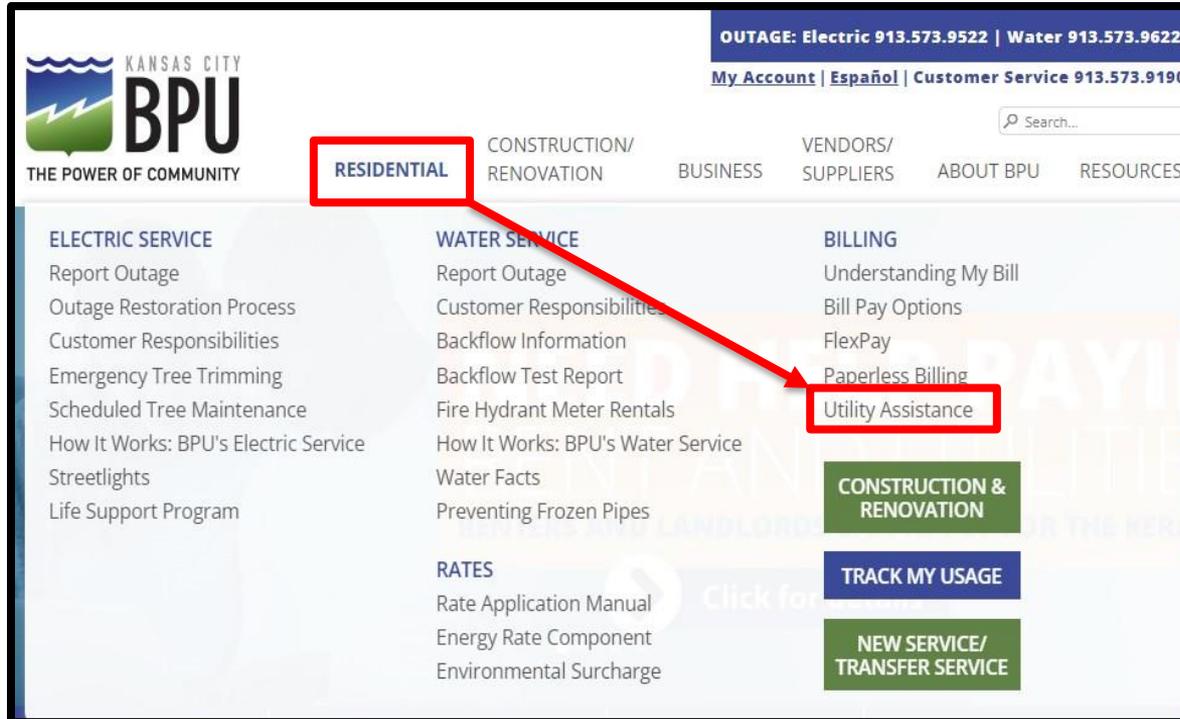
Before disconnecting a customer's services, BPU sends different advanced communications to the customer to alert them about an upcoming disconnection of service:

1. A first phone call is made to the customer's provided phone number in our system notifying them that they are now past due. *
 - A. This first call is generally made two (2) days after the due date.
2. A notice is printed on the customer's bill.
3. A second phone call is made to the customer's provided phone number in our system notifying them they will be becoming eligible for disconnection. *
 - A. This second call is made one (1) week before their eligible disconnection date.
4. We are currently working a project for text messaging capabilities. *

* A customer must provide a current phone number in order to receive these phone calls. If no phone number is provided, a phone call cannot be completed to that customer. A current phone number will also be required for text messaging.

Customer Payment Assistance Programs

- BPU has information on the website for customers seeking utility assistance.



The screenshot shows the BPU website navigation menu. The 'RESIDENTIAL' link is highlighted with a red box. A red arrow points from this box to the 'Utility Assistance' link in the 'BILLING' section, which is also highlighted with a red box. Other sections include 'ELECTRIC SERVICE', 'WATER SERVICE', and 'RATES'. There are also buttons for 'CONSTRUCTION & RENOVATION', 'TRACK MY USAGE', and 'NEW SERVICE/TRANSFER SERVICE'. A search bar and contact information are visible at the top right.

RESIDENTIAL CONSTRUCTION/RENOVATION BUSINESS VENDORS/SUPPLIERS ABOUT BPU RESOURCES

ELECTRIC SERVICE
Report Outage
Outage Restoration Process
Customer Responsibilities
Emergency Tree Trimming
Scheduled Tree Maintenance
How It Works: BPU's Electric Service
Streetlights
Life Support Program

WATER SERVICE
Report Outage
Customer Responsibilities
Backflow Information
Backflow Test Report
Fire Hydrant Meter Rentals
How It Works: BPU's Water Service
Water Facts
Preventing Frozen Pipes

RATES
Rate Application Manual
Energy Rate Component
Environmental Surcharge

BILLING
Understanding My Bill
Bill Pay Options
FlexPay
Paperless Billing
Utility Assistance

CONSTRUCTION & RENOVATION

TRACK MY USAGE

NEW SERVICE/TRANSFER SERVICE

OUTAGE: Electric 913.573.9522 | Water 913.573.9622
My Account | Español | Customer Service 913.573.9190
Search...



Customer Payment Assistance Programs

Kansas Emergency Rental Assistance (KERA)

- Link to program details
- Link to website to apply
- BPU phone number & email address to contact for assistance with application

BPU Customer Hardship Program

- List of eligibility requirements
- BPU phone number & special Hardship Hotline for more information

Agencies

- Link to agencies who offer emergency utility assistance programs
 - 10 agencies currently listed
 - Agencies include: Catholic Charities, LIEAP, United Way

Additional BPU Programs

- We offer customers up to 3 payment arrangements each calendar year
- FlexPay where customers can monitor their account balance daily & make smaller payments



Payment Arrangement Information

Arrangements are allowed on Residential accounts and are given for up to 6 months.

To establish an arrangement, one-sixth (1/6) of the current total balance must be satisfied (paid).

Arrangements must be satisfied or terminated before a new arrangement can be set on an account.

A customer is allowed three (3) terminated arrangements in a calendar year.

As of February 14, there were 1,627 active arrangements totaling \$735,688.11

Disconnection Numbers

On average, there are 750-1,500 delinquent accounts that are eligible for disconnection weekly (3,000-6,000 delinquent accounts in an average month)

When disconnecting Electric service, we schedule 250-300 for a given day

- Disconnect 1,000 – 1,200 a week (4,000 – 4,800 a month)

On average, ~ 70% of disconnected accounts are reconnected the same day and ~ 83% are connected the next day.

Disconnect dates: 1/1/22 – 2/9/22

- Disconnects 2,543
- Reconnects 2,345
- Reconnects same/next day 2,096

When disconnecting Water service, we schedule 70-85 for a given day

- Disconnect 280 – 340 a week (1,120 – 1,360 a month)

Scheduling Disconnections

When a customer hasn't made a payment for 45 days after their bill due date, a disconnect service order is created for their account.

- The customer has 25 days from the date the account bills to pay the bill (due date).
- They have an additional 20 days from the bill's due date to pay the bill before they will become eligible for disconnection.

Once the service orders are created, Collection reps will schedule the disconnects.

When scheduling the orders, the Collection rep reviews each order/account to determine the amount due by verifying the following:

- Any payment has posted since the order was created.
- A commitment, payment arrangement or extension has been noted on the account since the order was created.
- There is an active alert.
- The customer is on Life Support.

Disconnection Process

Electric Disconnects

- Disconnects and reconnects are worked remotely through a computer process

Water Disconnects

- Disconnects and reconnects are worked manually by field reps

Financial Impact

- On average, customers scheduled for disconnection are delinquent \$150 - \$700
 - The average disconnect amount is ~\$300
- Not disconnecting a customer for months could lead to financial hardship for our customers & a revenue impact to BPU.
 - 2-month delay = Average Delinquency ~\$600; 3-month delay = ~\$900

Impact on Customers

Customer A – Based on KCC Cold Weather Policy

- Billed early December, due late December = \$256
- Billed early January, due late January = \$261 [+ \$256 = \$517 total due]
- Billed early February, due late February = \$261 [+ \$517 = \$778 total due]
- Billed early March, due late March = \$240 [+ \$778 = \$1,018 total due]

Customer B – Based on current BPU Cold Weather Policy

- Billed mid-November, due mid-December = \$353
- Billed mid-December, due mid-January = \$389 [+ \$353 = \$742 total due]
 - Cut end-December, paid \$380 same day [now \$362 total due]
- Billed mid-January, due mid-February = \$457 [+ \$362 = \$819 total due]
 - Cut end-January, paid \$400 next day [now \$419 due]

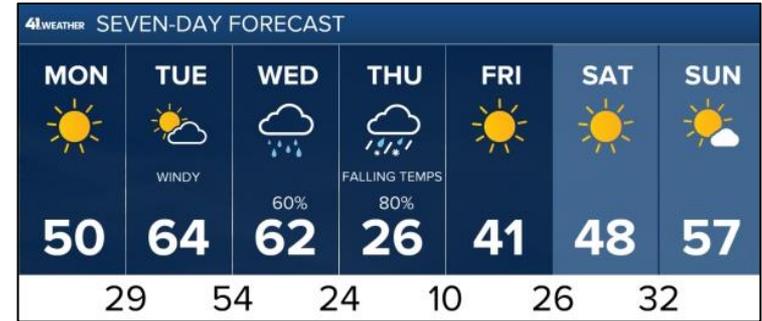
Recent Forecasts

KSHB – Friday, February 4 at 8:57am



Recent Forecasts - This Week

KSHB – Monday, February 14 at 8:30am



National Weather Service – Monday, February 14 at 8:30am



Revenue Impact

Winter	BPU Cut Days	KCC Cut Days	Revenue Impact
'18 - '19	57	9	\$3,355,106
'19 - '20	71	17	\$2,995,591*
'20 - '21	68	22	\$1,713,629**
'21 - '22	43	13	\$1,923,371***
Totals	239	61	\$9,987,697

- Over the past four winters, BPU would have been able to disconnect 239 days.
- Following the KCC policy, BPU would have only been able to disconnect 61 days.
 - This is a 75% reduction of cut days
- Based on the KCC Cold Weather Policy there would potentially be no disconnects from mid-November until mid-March. This is based on the weather data included in this presentation.
- A potential revenue impact of approximately \$10 Million could have been the result if the KCC policy was followed over the past 3+ winters.

* COVID Moratorium began March 16, 2020. Revenue Impact from March 16, 2020 thru March 31, 2020 is based upon 150 disconnects per BPU Cut Day (2 days).

** COVID Moratorium began December 15, 2020. Revenue Impact from December 15, 2020 to March 31, 2021 is based upon 150 disconnects per BPU Cut Day (5 days).

*** Data for Winter '21 – '22 is thru January 31, 2022.

Thank You

A decorative footer bar at the bottom of the slide, consisting of a thin green horizontal line above a thicker blue horizontal bar.

Life Support Program

February 16, 2022



Residential Life Support Program

The Residential life support program is intended to identify customers with in-home BPU approved life support devices.

The customer must contact KCBPU on the designated Life Support Line (913-573-9928) to complete the required paperwork to begin the process to have the account identified as Life Support.

To qualify for the program the customers medical equipment must be verified by a certified licensed physician as essential.

Life Support Program Process

The qualified residential in-home devices are:

- oxygen concentrator
- dialysis
- ventilator
- respirator
- aspirator/suction machine
- electric motorized wheelchair

If the verification form sent to the physician is not received, another request will be sent 2 weeks later. If after 30 days the form has not been returned, we will notify the customer that the verification was not completed and received from the physician, therefore the life support file cannot be setup.

The physician/doctor verification form must be completed and returned prior to the customer qualifying and being added to the Life Support Program.



Life Support Program Process (cont.)

- Upon receipt of Doctors life support verification form, an alert will be placed on the account in the Customer Information System.
- The life support list will be updated with the customer's account information, and the request and Doctors verification will be scanned and filed.
- Identification is placed at the electric meter to alert staff of the Life Support status on the account.
- Life Support accounts can be reviewed every 6 - 12 months for re-verification and validation purposes.
- The customer is responsible to notify KCBPU when the verified device is no longer in use, or they have moved from the location.



Life Support Program Process (cont.)

- If a power outage should occur in the area, KCBPU will restore service as soon as possible. Power outages may last minutes, hours or sometimes days in severe cases. Life support status does not indicate or guarantee that your power will be restored any faster.
- It is advised that you have a contingency plan in place should an outage occur. You must have a backup power source or develop a plan to relocate until power is restored.
- It should be noted that Life Support Accounts are not relieved from paying the monthly bill. The collections and disconnection eligibility process will begin if the bill becomes delinquent and is not satisfied.
- The customer must contact BPU to determine if they are eligible for payment arrangements prior to disconnection. Water service can be disconnected at any time.

Thank You

A decorative footer bar at the bottom of the slide, consisting of a thin green horizontal line above a thicker blue horizontal bar.