

REGULAR SESSION –WEDNESDAY, MARCH 5, 2025

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, March 5, 2025 at 6:00 PM. The following Board Members were present: David Haley, President; Rose Mulvany Henry, Vice President; Brett Parker, Secretary; Mary Gonzales, Stevie A. Wakes Sr., and Thomas Groneman.

Also present: Jeremy Ash, General Manager; Angela Lawson, Acting Chief Counsel; Andrew Ferris, Chief Financial Officer; Abbey Frye, Chief Administrative Officer; Darrin McNew, Executive Director Electric Operations; Gabriela Freeman, Director Customer Care; Douglas Bowen, Director Electric Production Operations/Maintenance; Steve Green, Executive Director Water Operations; Amber Oetting, Director Communications & Marketing; Dennis Dumovich, Director of Human Resources; Steve Hargis, Supervisor Water Operations; and Rick Hardman, 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. 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 comment, 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.

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

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Roll call was taken and all Board members were present.

Item #3 – Approval of Agenda

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

Item #4– Approval of the Minutes of the Regular Session of February 19, 2025

A motion was made to amend and approve the minutes, to strike “in his absence” from paragraph one, by Mr. Groneman, seconded by Mr. Wakes, and unanimously carried.

Item #5– Visitors Comments

There were no visitors wishing to speak.

Item #6– General Manager / Team Reports

- i. *Customer Care Update:* Ms. Abbey Frye, Chief Administrative Officer, gave the Board an update on various 2024 accomplishments, introduced the ICARE values, and reviewed upcoming improvements for Customer Care. She announced the promotion of Ms. Gabriela Freeman to Director of Customer Care and explained how they planned to collaborate to improve the overall customer experience. (See attached PowerPoint.)

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

- ii. *Miscellaneous Comments:* Mr. Ash acknowledged the Electric and Water Operation teams for their work during the recent weather event. He said BPU only had five tree tickets turned in which was a testament to the commitment and funding provided to the vegetation management program.

Item #7– Public Comments on Agenda Items

There were no visitors wishing to speak.

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Item #8– Board Comments

Ms. Mulvany Henry thanked Ms. Frye for her presentation and her positive impact to BPU, thanked the Electric and Water Operations teams for their dedication and work during the storm events, and apologized to fellow Board member regarding the Work Session start time.

Ms. Gonzales welcomed Ms. Freeman into her new role, thanked Ms. Frye for her presentation, and thanked staff who responded during the weather event.

Mr. Parker echoed previous comments and thanked the presenters, congratulated Ms. Freeman on her new role, and thanked those who worked through the blizzard conditions.

Mr. Wakes thanked Mr. Frye and Ms. Freeman for their work and presentation, and thanked the crews who worked during the weather event.

Mr. Groneman thanked the Water and Electric crews for working through the weather conditions, congratulated Ms. Freeman on her new position, and thanked Ms. Frye for her presentation.

Mr. Haley thanked Ms. Frye for her presentation, congratulated Ms. Freeman on her new role, and said he was pleased with the minimal number of outages experienced during the recent weather events. He said he looked forward to streamlining the Board meeting structure and policies moving forward.

Item 9 – Adjourn

At 6:37 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

Secretary

APPROVED:

President



KANSAS CITY

BPU

THE POWER OF COMMUNITY

Customer Service Update



Presentation Agenda



Our 2024 accomplishments.



Where we are today.



Looking forward; next steps.



2024 Customer Service Statistics



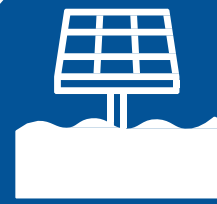
Open Lobby

390 completed
in-person
appointments
since April
2024



Paperless

19,520
paperless
accounts



Net Metering

432
accounts



FlexPay

1,420
accounts



MyMeter

28,962
users



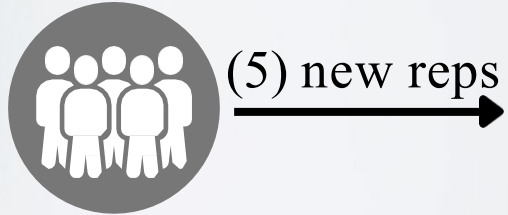
Payment Arrangements

\$7.09 million
via 15,429
arrangements



2024 CUSTOMER SERVICE SCORECARD

MONTH	INCOMING CALLS	CALLS HANDLED	ABANDONMENT %	VIRTUAL QUE VOICEMAIL	AVG. SPEED OF ANSWER (sec.)	AVG. HANDLE TIME (sec.)
JANUARY	17371	5919	24%	7362	853	312
FEBRUARY	14360	6527	18%	5444	633	325
MARCH	12892	6658	11%	4802	291	334
APRIL	14130	7853	11%	4769	216	345
MAY	16864	8949	21%	4345	202	348
JUNE	11960	8660	8%	2390	135	332
JULY	13817	9759	8%	3001	162	323
AUGUST	14483	10691	7%	2737	94	317
SEPTEMBER	14216	8659	12%	3872	249	329
OCTOBER	15586	9201	12%	4564	300	335
NOVEMBER	12558	7107	20%	2967	175	344
DECEMBER	13911	6451	23%	4193	253	354



Evolving to Customer Care



 **Customer-centric culture that is reliable, trustworthy, and prompt.**

 **Working collaboratively as a team to leverage customer-driven solutions.**



VALUES

ICARE



INTEGRITY
Do the right thing.



CUSTOMER-FOCUS
Commitment to serving
our community.



ADVOCACY
Compassion, support, and
accountability.



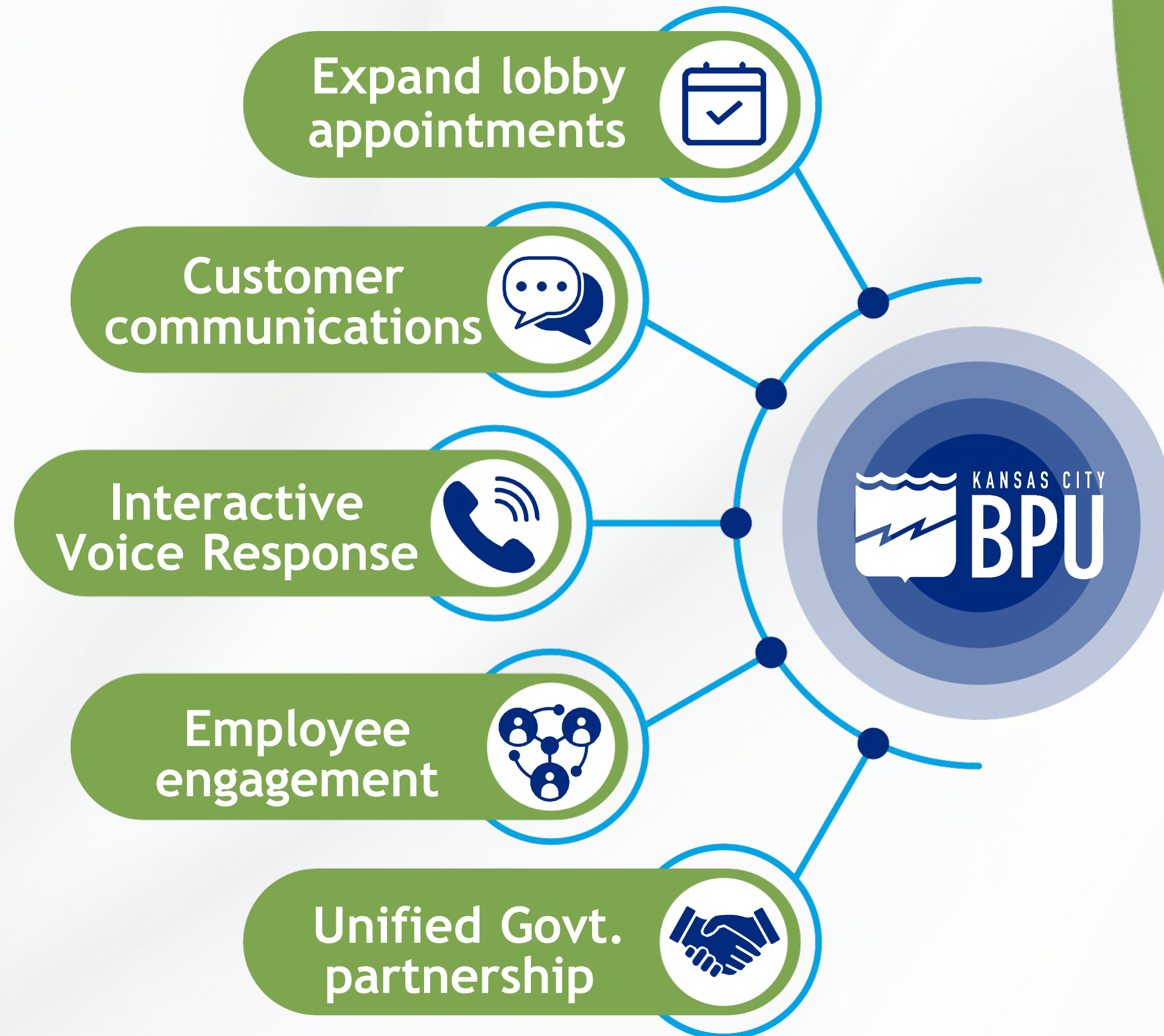
RESPECT
Treat others how they
want to be treated.



EXCELLENCE
Going above and beyond,
even when it's not easy.



Customer Care



Looking Forward and Next Steps



Improving how we do business
for our customers.



Strengthening our processes.



Modernizing our customer
interaction management tools.



Providing above average
customer resources.



Implementing translation
services.






THE POWER OF COMMUNITY

Connect with us:

 www.bpu.com

 913-573-9190 (customer service)

 custservice@bpu.com

