

**WORK SESSION MINUTES – WEDNESDAY, OCTOBER 2, 2024**

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 Work Session on Wednesday, October 2, 2024 at 4:30 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; Mary Gonzales, Rose Mulvany Henry and Brett Parker.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Jeremy Ash, Chief Operating Officer; Lori Austin, Chief Financial Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Johnetta Hinson, Executive Director Customer Service; Dennis Dumovich, Director of Human Resources; Ashley Culp, HR Manager; Gabriela Freeman, Supervisor Customer Services; Tamara Millsap, Supervisor Collections; Mark Masloski, Meter Data Management System Analyst; 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](http://www.bpu.com).

Mr. Groneman called the meeting to order at 4:30 PM.

Roll call was taken and all members were present.

**Item #3 –Approval of Agenda**

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

**Item #4 – Staffing Plan**

Mr. Dennis Dumovich, Director of Human Resources, and Ms. Ashley Culp, HR Manager, presented the 2025 Staffing Authorization and Statistics to the Board. They reviewed current and proposed staffing numbers as well as the results of a prior benchmark study that compared BPU’s staffing levels to similar public owned utilities. (See attached PowerPoint.)

Mr. Dumovich, Ms. Culp, and Mr. Johnson responded to questions and comments from the Board.

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**Item #5 – Customer Service Policy Review**

The Board continued discussion regarding updates to the Customer Service Policy. The conversation focused on the details of collecting bad debt. Due to time, the Board decided to have the Policy Committee continue the review of the Customer Service Policy. (See attached document.)

**Item #6 – Adjourn**

A motion was made to adjourn the Work Session at 5:58 PM, by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

  
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Secretary

APPROVED:

  
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President