

REGULAR SESSION –WEDNESDAY, FEBRUARY 7, 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 Regular Session on Wednesday, February 7, 2024 at 6:00 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; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Jeremy Ash, Chief Operating Officer; Jerry Sullivan, Chief Information Officer; Maurice Moss, Executive Director Corporate Compliance; Johnetta Hinson, Executive Director Customer Service; Darrin McNew, Executive Director Electric Operations; Steve Green, Executive Director Water Operations; Donald Stahl, Executive Director Electric Production; Andrew Ferris, Director Financial Planning; Dustin Miller, Director of Applications; Dennis Dumovich, Director of Human Resources; Ashley Culp, HR Manager; Nesby Harvey, Supervisor Application Development; 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.

Mr. Groneman called the Board meeting to order at 6:00 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. He explained the new Agenda format reflecting visitor comments, which allowed the public to address the Board prior to the General Manger/Staff Reports and the newly added public comments section, which allowed the public to address the Board on the topics presented during the General Manger/Staff Reports. During the visitor comments section, those attending in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. 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 public comment section. 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 that all participants were 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. Groneman 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. Mulvany Henry, seconded by Ms. Gonzales, and unanimously carried.

Item #4– Approval of the Minutes of the Regular Session of January 17, 2024:

A motion was made to approve the minutes of the Regular Session of January 17, 2024, by Ms. Gonzales, seconded by Mr. Wakes, and unanimously carried.

Item #5– Visitors Comments

Mr. Ricky Handson, 4914 Washington Ave., spoke about customer service and asked if there was any other way to get assistance other than by phone.

Ms. Tscher Manck, Wyandotte County, inquired about customer rates.

Ms. Louise Lynch, Kansas City, KS, expressed her thoughts on customer service and opening the lobby. She also inquired about the threshold for sending out disconnection alerts.

Mr. Johnson responded to each visitor’s comment.

Item #6– General Manager / Staff Reports

- i. *Integrated Resource Plan Overview:* Mr. Maurice Moss, Executive Director Corporate Compliance, and Mr. Andrew Ferris, Director Financial Planning, presented an overview of BPU’s integrated resource plan (IRP) process, which included the purpose of the IRP, future Board and public involvement and when to expect the final report. Mr. Ferris gave historical data and explained why BPU is taking a new look at future plans. (See attached PowerPoint.)

Mr. Ferris and Mr. Johnson responded to questions and comments from the Board.

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- ii. *2024 It Project Update:* Mr. Jerry Sullivan, Chief Information Officer, Mr. Robert Kamp, IT Project Manager, Ms. Nesby Harvey, Supervisor Application Development, and Mr. Dustin Miller, Director of Applications, gave a recap of numerous key projects IT would be working on throughout 2024. The presentation touched on roughly 20, out of 50, utility wide projects and the benefits they would bring to BPU customers. (See attached PowerPoint.)

Mr. Kamp, Mr. Miller, Mr. Sullivan and Mr. Johnson responded to questions and comments from the Board.

- iii. *Miscellaneous Comments:* Mr. Johnson addressed the ‘Contact Your Board Member’ feature on the website and explained he would continue to work those inquiries as quickly as possible. Mr. Johnson and Board members further discussed this matter. He advised the Board that information was being gathered to present an option for lobby operations. He gave an update on a meeting he attended in Topeka requesting the states support for funding BPU was seeking and discussed future energy efficiency options. He notified the Board that the American Public Power Association (APPA) and American Water Works Association (AWWA) conferences were open for registration if they were interested in attending.

Item #7– Public Comments

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his thoughts on the solar for all program and the integrated resource plan that was presented.

Karen Schibi, 3101 S. 54th St., provided feedback regarding the separation of the bills which she gathered from members of her neighborhood.

Item #8– Board Comments

Ms. Mulvany Henry thanked staff for assisting with the Customer Service policy review and thanked staff for their presentations.

Mr. Gonzales thanked Ms. Schibi for attending the meeting and for her feedback. She thanked staff for the information they presented on and said she looked forward to seeing the results of the integrated resource plan.

Mr. Parker thanked members of the public for their comments and staff for their presentations.

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Mr. Wakes echoed Mr. Parker’s comments.

Mr. Haley echoed previous comments and said he looked forward to improving interactions with the public.

Mr. Groneman reiterated previous Board comments.

Item #9– Executive Session

Ms. Angela Lawson, Acting Chief Counsel proposed a motion for adoption as followed:

“I move that after taking a five minute break the Board go into Executive Session in the Board room to discuss confidential matters related to an update on labor negotiations pursuant to the employer-employee negotiations exception to the Kansas Open Meetings Act; and that the General Manager William Johnson, Chief Administrative Officer Lori Austin, Acting Chief Counsel Angela Lawson, Director of Human Resources Dennis Dumovich, HR Manager Ashley Culp, Chief Operating Officer Jeremy Ash, and outside counsel Ryan Denk be present to participate in the discussion, all others to be dismissed from the room and electronic and telephonic transmissions cease, and that we reconvene in open session with electronic and telephonic transmission returning at 8:25 PM .”

A motion was made by Ms. Mulvany Henry, seconded by Mr. Wakes and unanimously carried.


The Board moved into executive session.

At 8:26 PM the meeting returned to Open Session.

Item 10 – Adjourn

At 8:26 PM a motion to adjourn was made by Ms. Mulvany Henry, seconded by Ms. Gonzales and unanimously carried.

ATTEST:


Secretary

APPROVED:


President

Integrated Resource Planning Overview

February 7, 2024

OVERVIEW

- Define IRP
- Purpose
- Essential Elements
- Key Considerations
- BPU Historical IRPs
- 2024 BPU IRP Study
- Questions



BACKGROUND/HISTORY

What is Integrated Resource Planning (IRP)?

Is a process that identifies potential plans for a utility to meet future energy and demand requirements while considering associated risks and benefits to the customers.

BACKGROUND/HISTORY

The first IRP was developed in the early 1990s by the Electric Power Research Institute (EPRI).

- Clean Air Act Amendments of 1990
- Energy Policy Act of 1992
- Increase competition from other generation resources

EPRI developed the IRP process to assist in evaluating resources to meet customer demands. IRP is required in 35 states.

PURPOSE

Balancing Act

- Balance between supply and demand

Long-Term Vision

- Vision for the future
- Plan for changes

Regulatory Compliance

- Meet regulatory requirements
- Adapt to evolving energy policies

Cost Efficiency

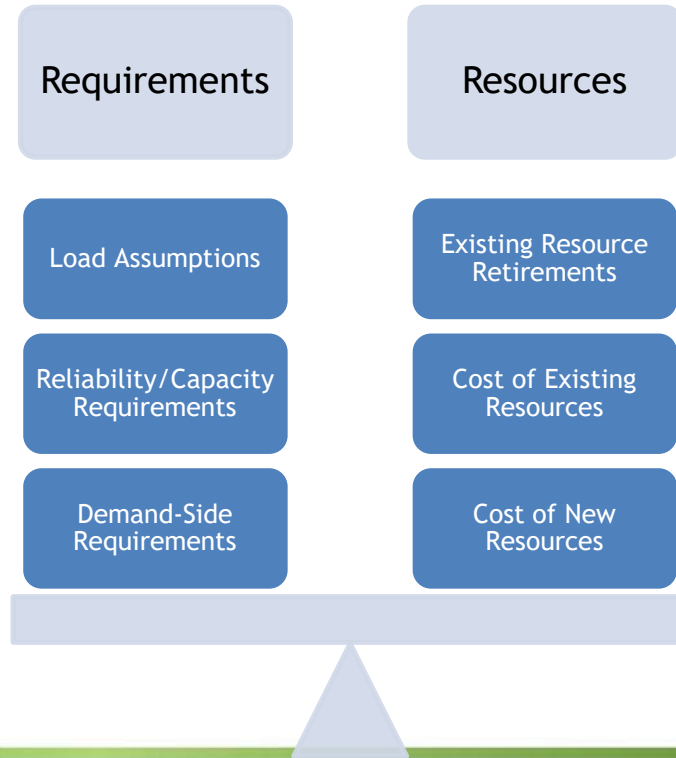
- Cost-effective energy resources

Environmental Sustainability

- Address environmental concerns and direction



ESSENTIAL ELEMENTS



KEY CONSIDERATIONS

Kansas Corporation Commission (KCC) requires a 10- to 15-year resource plan for reliably meeting customer energy and capacity needs.

Missouri Public Service Commission (MPSC) requires utilities to develop a 20-year resource plan for reliably meeting customer energy and capacity needs.

Both states require compliance filings every 3 years, updated annually for significant changes.

WAPA REQUIREMENT

Western Area Power Administration (WAPA) requires customers to periodically submit IRPs or an approved alternative.

IRP is required every 5 years and must include the following:

- Identify and compare energy-supply resource options
- Action plan set by the utility
- Efforts to minimize adverse environmental impacts on new resources
- Opportunity for public participation
- Conduct load forecasting

2024 BPU IRP PROCESS

Black & Veatch

- Power Generation Life Assessment
- Board and Public Involvement Engagement
- Two Planning Periods:
 - Planning Period 1 (2024 to 2030)
 - Planning Period 2 (2031 to 2040)
- Final Report (June - August 2024)

BPU HISTORICAL IRPS

- Previous focus was on pre-existing supply
 - Coming from an era of excess supply
 - BPU as its own balancing authority
 - Flat load

2024 STUDY - LOAD FORECAST

- SPP acts as the balancing authority, thus providing more flexibility to individual utilities in how best to serve load.
- Due to resource changes within the SPP generation mix resource adequacy requirements are changing and the level of resource accreditation is changing.
- The generation valuation may be changing but the function of the IRP or resource adequacy is to ensure load is reliably and responsibly being served.
- One responsibility is to forecast projected load responsibilities over time - Electrification (Heating / EVs), domestic manufacturing, data center growth, offset by energy efficiency, rooftop solar, etc.

2024 STUDY - RESOURCE ALTERNATIVES

- What resources are expected to be most effective in meeting the load requirements.
- Each generation type has its own limitations and its own risks.
- Each will carry different expectations or resource adequacy capabilities.
- The differences between various resource types may be summer and winter capability differences, potential political concerns, fuel price instability, location, etc.
- As is the case with load forecasted assumptions will need to be made from a generation perspective as well.

2024 STUDY - BASE CASE / ASSUMPTIONS

- The IRP will attempt to develop a Base Case which indicates the most likely scenario.
- The Base Case is developed using the assumptions and forecasts developed.
 - Like all models or forecasts, assumptions are required and therefore collectively the team will utilize as much information as possible at the current time to make forecasts to what may happen with our load, what will happen to prices around fuel costs, renewable costs, etc.
 - The team will also develop alternative scenarios to see how those scenarios may impact the resource mix, acquisition requirements, etc. These scenarios may include, high load growth, high natural gas pricing environment, etc.

QUESTIONS



2024 Technology Projects

February 7, 2024

A . How we plan and deploy IT projects

B. 2024 Project Lineup by Major Project and Business Unit

1. GIS Utility Network - Robert
2. Customer Service - Robert
3. Finance/Accounting - Nesby
4. Human Resources - Nesby
5. Purchasing / Supply Chain - Dustin
6. Maximo Utility Operations - Dustin
7. GM / Board / Admin - Jerry

How we work together

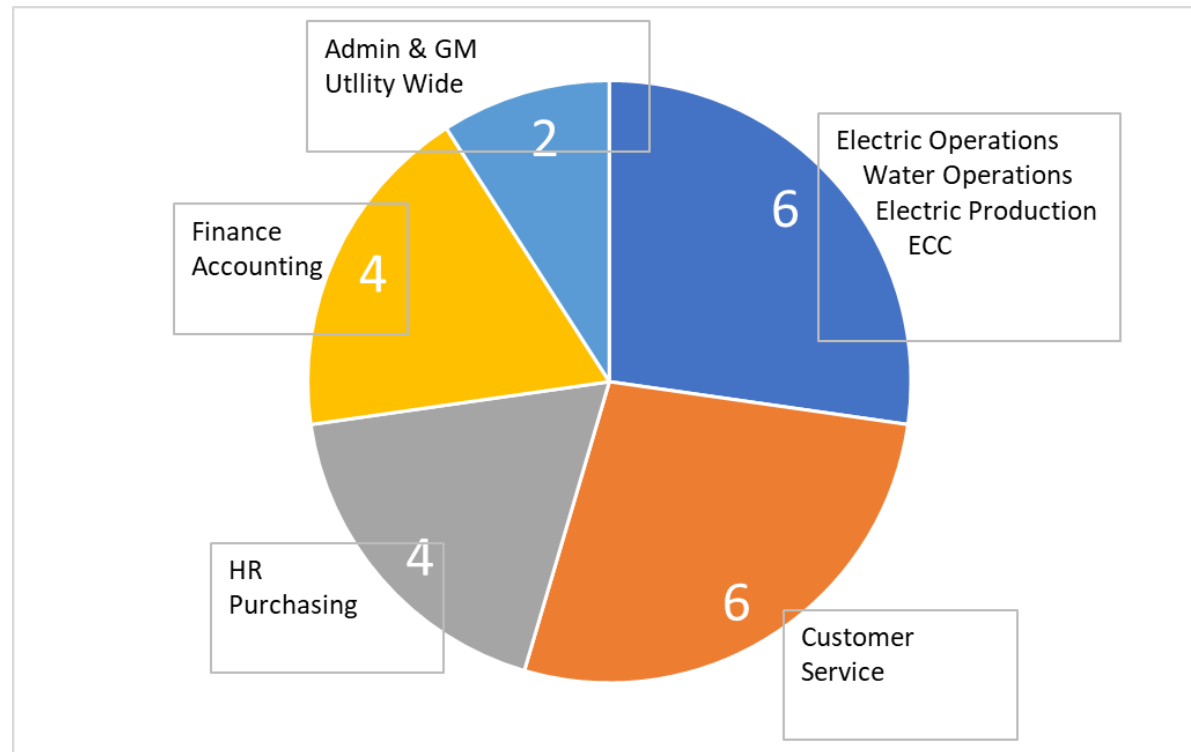
1. Since many applications are connected, and support many business units, we work many projects simultaneously.
2. Improving processes is a key outcome.
3. Plan as a team, work as a team.



Supporting BPU Business Units

IT supports all business units with Customer Service having the most major projects at 6

The major projects here vary in size, level of effort, and cost.



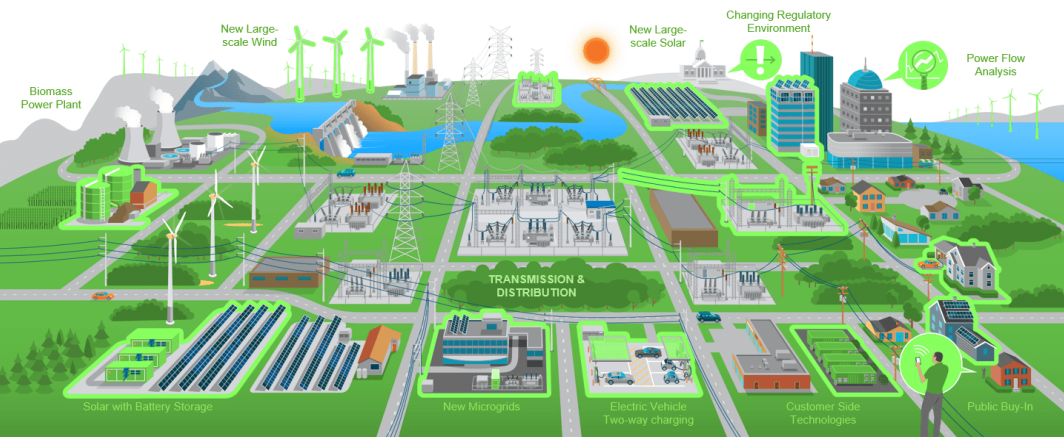


Major (key) Projects Discussion for 2024



What is the ESRI Utility Network?

An industry standard utility data model - a digital representation of how our electric and water distribution systems are physically, mechanically, and electrically installed and operated.



Digital Twin - A virtual model designed to accurately reflect a physical object.

Benefits of ESRI Utility Network

1. Models how components in our system are connected
2. Represents dense areas of our networks without map clutter
3. Enables advanced analysis of our networks
4. Workflow driven data editing and quality checks
5. Web service-based computing environment
6. Simplified back-end data structure

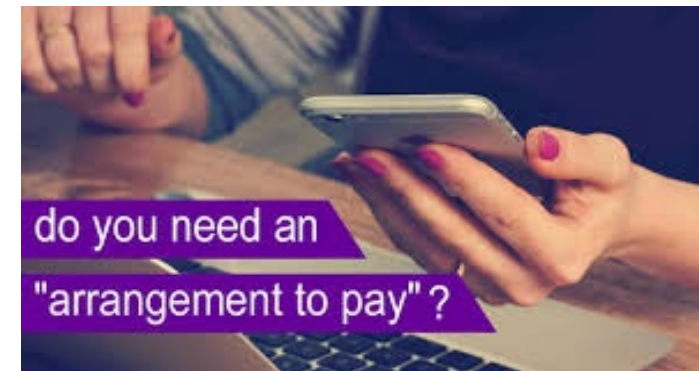
1 & 2. MyMeter Customer Portal (Q1) and

MDM Customers access to their meter and payment information. Allows usage views, bill access, request for move in, out, transfers. Allows download of usage, and analysis for changes in their home



3. Revising phone system interactions for improved Payment Arrangements (Q3)

Allows customers to sign up for a payment arrangement via the Interactive Voice Response System



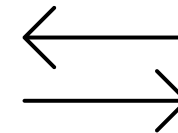
4. Automating key customer notifications

Example. Enables automating communications to customers via text and email. Items like signup for ACH Bank Draft, thank you for your payment, Equalized Payment Plan setup complete, follow up customer issues, etc.



5. Integrating Maximo to the Customer Information System

Bridges the customer service / billing system and the operational work management system. Streamlines work handoff's and provides customer service visibility into progression/completion of work.

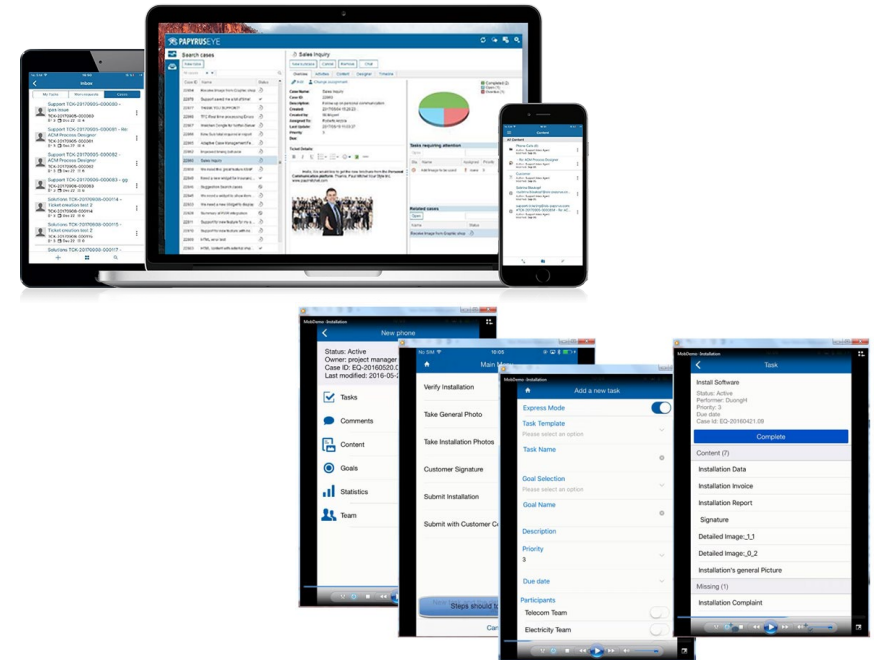
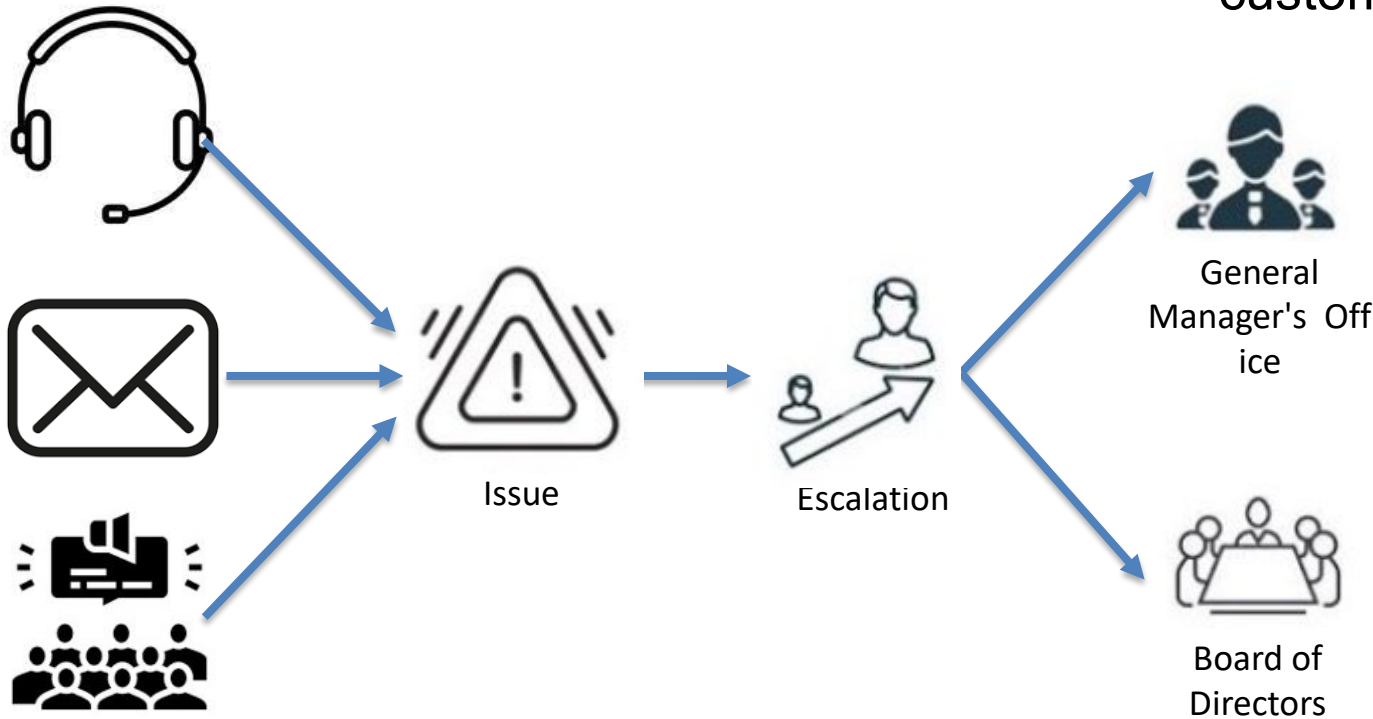


Customer Service IT Projects (cont'd)

Robert

6. Tracking/ Resolving Customer Issues

Software to identify and track any interaction used by customers via phone, email, customer service rep, or social media



1. Implement Oracle Guided Learning Tool

Provides step by step guides to complete a task in Fusion financials

2. Implement New Self – Service Procurement Module

Replaces existing Procurement Module with advanced features and mobile friendly capabilities

3. Continuous process improvement initiatives

Improve communication between Fusion and other applications to make our jobs more efficient, reduce work-arounds and eliminate double documentation

Improve the Employee Experience



Focus on up-to-date applications, process improvements and enhancements

1. Upgrade Human Capital Management

Enable HR and Management to track metrics

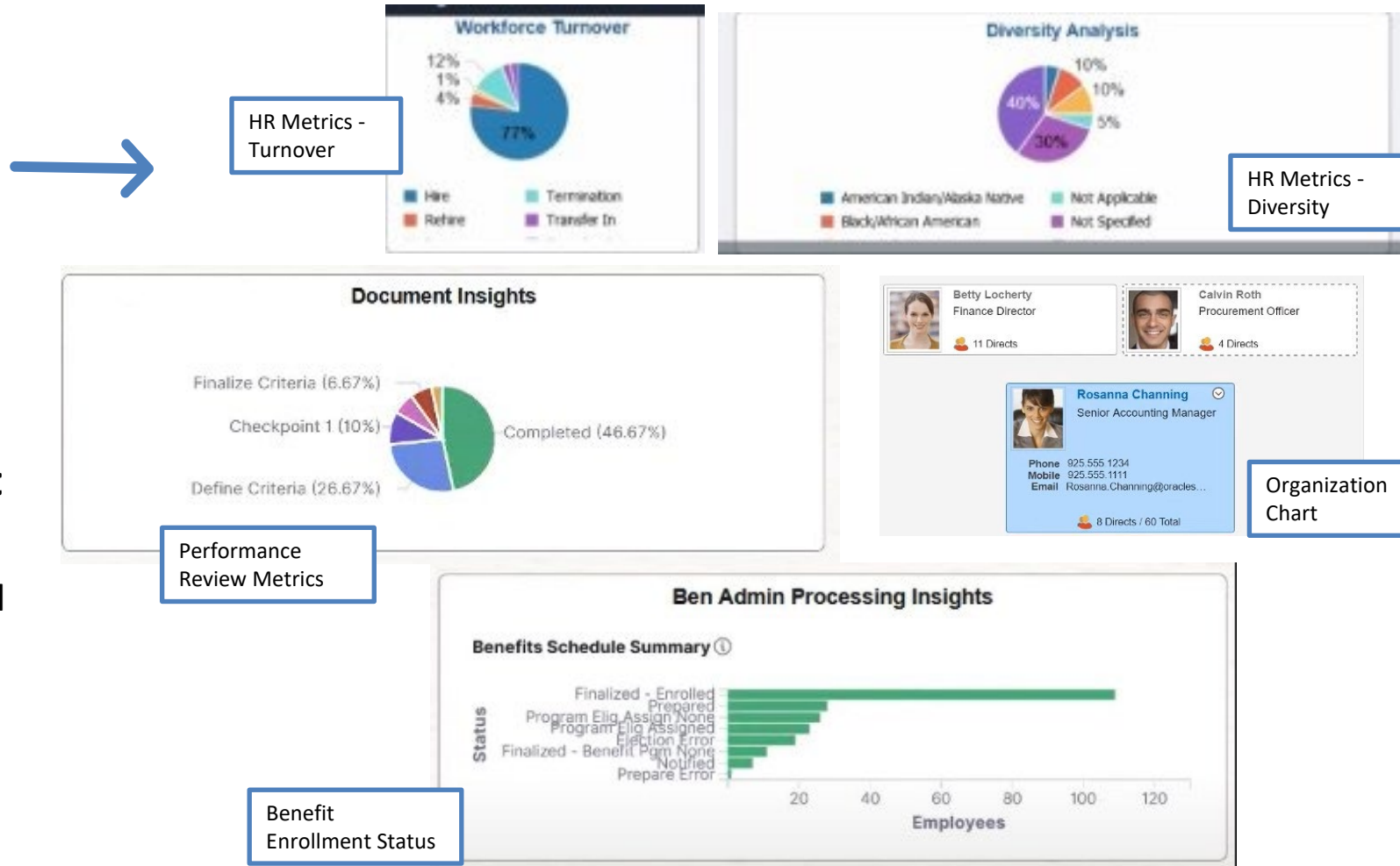
Enable new features to increase adoption

Enable new functionality to maximize value of our investments

2. Continuous process improvement initiatives

Improve and automate job posting and recruiting

Improve new hire process and onboarding experience



Purchasing / Supply Chain Projects

Dustin

1. Maximo Mobile (Q3)

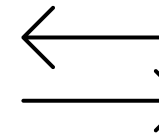
- Retirement of Aged Tech and replaced with modern mobile devices with barcode scanning applications (Q3)
- Inventory Cycle Counting Improvements (Q3)
- Maximo to Fusion (Inventory/Purchasing) Integration Improvements (Q3)



Old Scanner Gun



Newer Mobile Scanning Technology



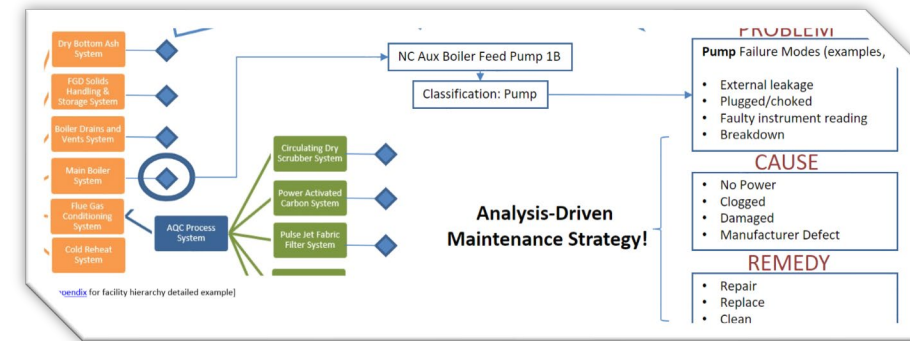
Maximo Operational Working Group

Dustin

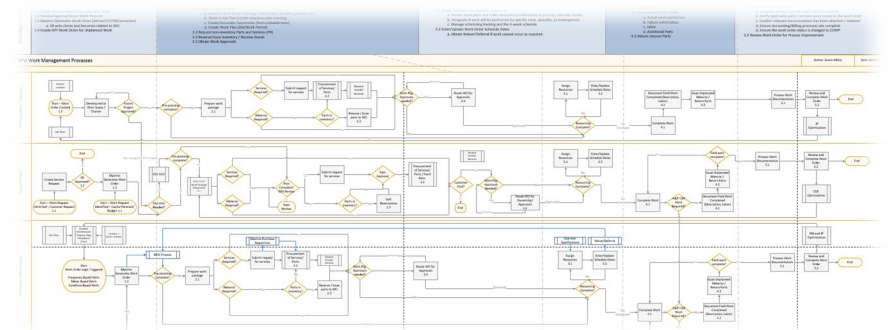
Process Alignment

Operational Process/Data Workstream Objectives

- Standardize
 - Consistent definitions, common understanding and language
- Simplify
 - Reduce value list selections, intuitive selections
- Streamline
 - Screen cleanup, notifications, approvals, start center/dashboards



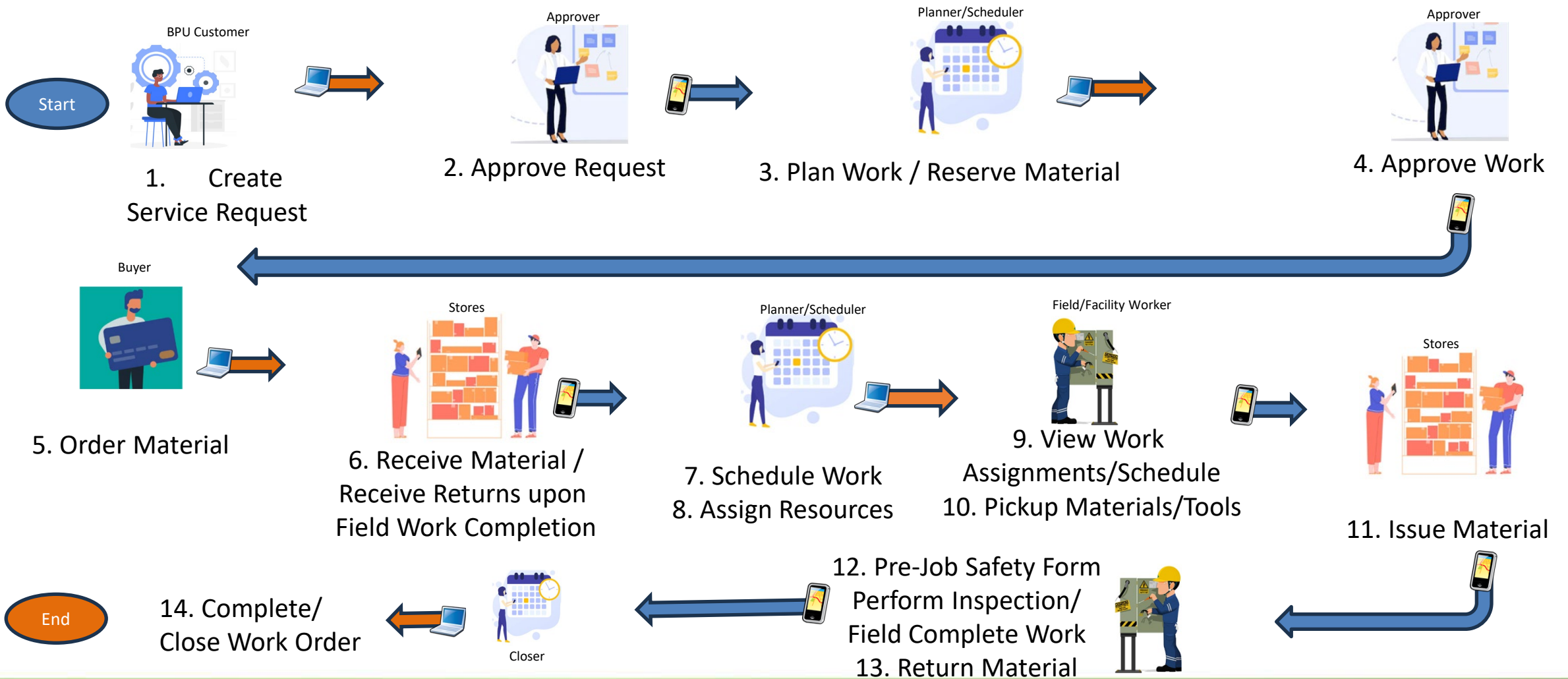
Failure Hierarchy example



Process mapping example

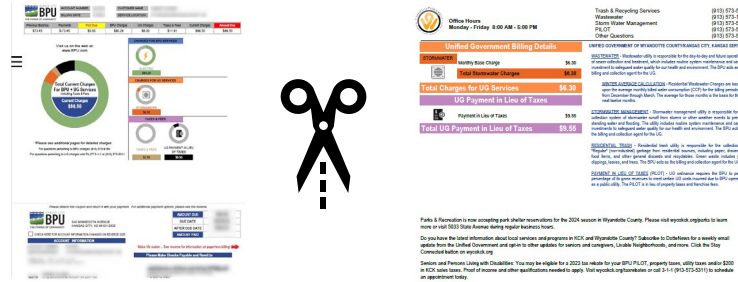
Mobile Process
 Desktop Process

Digital Workforce Dustin



GM / Board / Administration IT Projects

1. BPU UG/ Bill Separation Project (Q3)



The image shows a screenshot of the BPU website's 'Unified Government Billing Details' page. It includes a table with columns for 'Category', 'Amount', and 'Total'. The table lists items like 'Monthly Rate Change', 'Total Charges for UG Services', 'UG Payment in Line of Taxes', and 'Total UG Payment in Line of Taxes'. A pair of scissors icon is overlaid on the page, indicating a cut-and-paste action. Below the table, there is a section titled 'Public Information' with a warning about not providing bank information for the 2024 season.

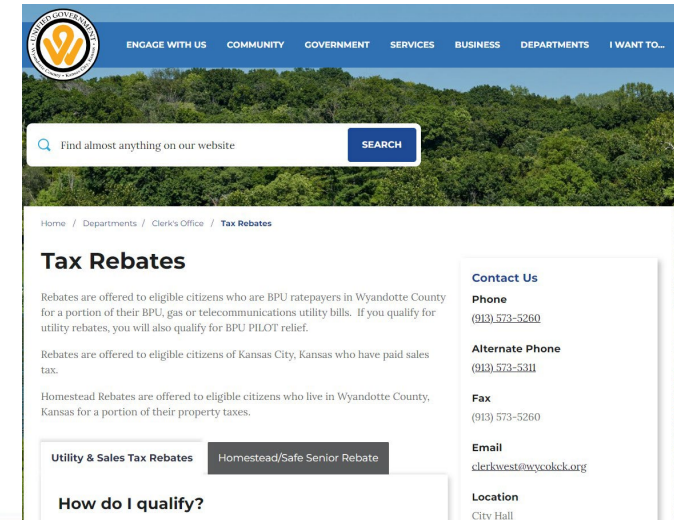
2. AMI Assessment (Q1)



3. Stormwater Project (Q1)



4. Pilot UG Rebate Program (Q2)



The image shows a screenshot of the BPU website's 'Tax Rebates' page. The page has a blue header with the BPU logo and navigation links. Below the header is a search bar. The main content area is titled 'Tax Rebates' and includes a sub-header 'Home / Departments / Clerk's Office / Tax Rebates'. The text explains that rebates are offered to eligible citizens who are BPU ratepayers in Wyandotte County for a portion of their BPU, gas or telecommunications utility bills. It also mentions that rebates are offered to eligible citizens of Kansas City, Kansas who have paid sales tax. There are two tabs: 'Utility & Sales Tax Rebates' (selected) and 'Homestead/Safe Senior Rebate'. A 'How do I qualify?' section is partially visible. On the right side, there is a 'Contact Us' section with phone, alternate phone, fax, email, and location information.

Utility-Wide IT Projects

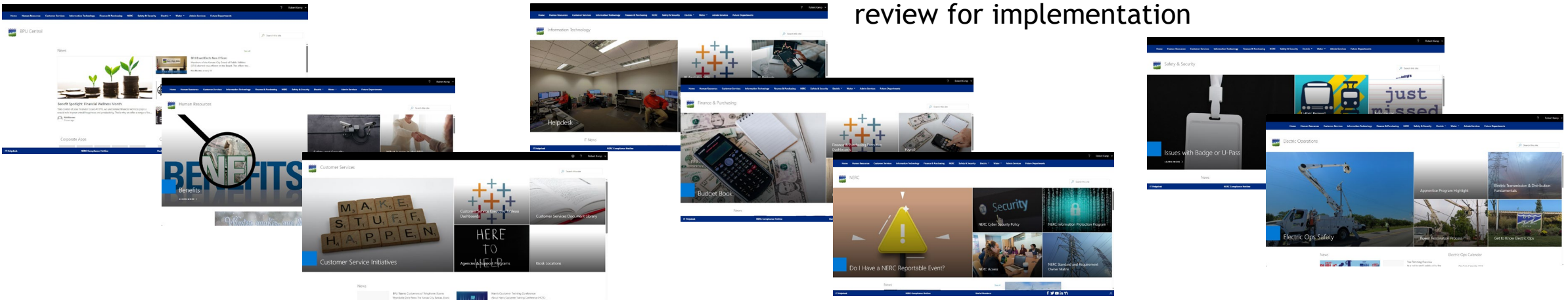
1. Disaster Recovery Assurance



Disaster Recovery Assurance - as an ongoing process BPU will need to review the documentation to our Disaster Recovery/Business Continuity plan - Update the plan as needed then run test exercises.

2. BPU Internal Web Site (BPU Central) Enhancements

After deploying the final internal site page for the Environmental group, we will then go back to review the enhancement requests that have been opened to review for implementation



1. **Professional Development**
2. **Collaboration**
3. **Maximizing Technology Investments**
4. **Cross Training**



Thank you

QUESTIONS

