

**REGULAR SESSION –WEDNESDAY, MAY 17, 2023**

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, May 17, 2023 at 6:00 P.M. The following Board Members were present: Rose Mulvany Henry, President; Thomas Groneman, Vice President; Robert L. Milan, Secretary; Jeff Bryant, and Mary Gonzales, David Haley attended via Zoom.

Also present: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Jeremy Ash, Chief Operating Officer; Steve Green, Executive Director Water Operations; Maurice Moss, Executive Director Corporate Compliance; Jerin Purtee, Executive Director Electric Supply; Glen Brendel, Executive Director Electric Production; David Mehlhaff, Chief Communications Officer; Dustin Miller, Director of Applications; Phillip Brown, Senior Civil Engineer; Carlos Quijas, Development Coordinator; 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).

Ms. Mulvany Henry called the Board meeting to order at 6:00 P.M. She welcomed all that were listening to or viewing the meeting. She informed all that the meeting was being recorded including video and audio. During the public comment section, those attending in person, wishing to speak, should use the sign-up sheet at the entry and provide their name and address. Public comments were limited to five 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. Ms. Mulvany Henry introduced herself 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 Mr. Bryant, seconded by Ms. Gonzales, and unanimously carried.

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**Item #4 – Approval of Regular Session Minutes of May 3, 2023**

A motion was made to approve the minutes of the Work Session of May 3, 2023, by Ms. Gonzales, seconded by Mr. Groneman, and unanimously carried.

**Item #5 – Public Comments**

There were no comments.

**Item #6– General Manager / Staff Reports**

- i. *Lead & Copper Rule Update:* Mr. Phillip Brown, Senior Civil Engineer, gave the Board an update on the Lead and Copper Rule (LCR). (See attached PowerPoint.) First published in 1991, the rule had undergone revisions and currently has a compliance date of October, 2024. He also gave an overview of how service lines were inventoried and how sampling could be carried out in the future.

Mr. Brown and Mr. Steve Green, Executive Director Water Operations, responded to questions from the Board.

- ii. *Corporate Communications Update:* Mr. David Mehlhaff, Chief Communications Officer, gave the Board an update on Corporate Communications. He highlighted various community presentations he had been giving, as well as the continual work on the BPU website, YouTube channel, and touched on what was still to come. (See attached PowerPoint.)

Mr. Mehlhaff, responded to questions from the Board. There was discussion about the possibility of offering customers the option of opting in or out of receiving hard copy notifications.

- iii. *Board Community Engagement Committee Resolution #5284:*

A motion was made to approve Resolution #5284, by Mr. Bryant.

Mr. Milan wanted to reiterate the need to make sure that all areas of the Board districts received information about the program.

The motion was seconded by Mr. Groneman, and unanimously carried.

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- iv. *Miscellaneous Comments:* Mr. Johnson commented on a Unified Government (UG) event he attended, Plan KCK, an urban planning effort across the entire county.

**Item #7 – Board Comments**

Mr. Groneman thanked all of the presenters and also the committee for the work done on the Community Engagement resolution.

Mr. Haley echoed Mr. Groneman’s comments. He also commented on the upcoming filing deadline for upcoming community elections.

Ms. Lawson reminded not to use language that spoke toward campaigning.

Mr. Milan thanked staff for their enlightening presentations.

Ms. Mulvany thanked the Water Department for the ongoing work being done on the Lead and Copper Rule. She also thanked Mr. Bryant and Ms. Gonzales on the work done as part of the Community Engagement Committee.

Mr. Bryant had no comments.

Ms. Gonzales also thanked Mr. Brown for his presentation as there was always a lot involved in making sure BPU was in compliance and keeping our water safe. She also thanked the Community Engagement Committee, and stated she was looking forward to the ambassador program. She also looked forward to attending a future Plan KCK meeting.

**Item #8 – Adjourn**

At 6:57 P.M. a motion to adjourn was made by Mr. Bryant, seconded by Ms. Gonzales and unanimously carried.

ATTEST:

  
Secretary

APPROVED:

  
President



# Lead & copper Rule (LCR)

KCSPU

# Talking Points

- Lead and Copper Rule (LCR) Overview
- Cost and Mitigation of Cost
- Phase 1
  - Service Line Inventory Instructions
- Phase 2 tentatively scheduled 2024
  - Sampling

# Lead and Copper Rule Overview

- The Lead and copper rule was originally published in 1991
- Lead and Copper Rule Revisions (LCRR) published in the **Federal Register** on January 15, 2021.
- The Revised LCR effective Date Delayed by Biden administration for additional review is Dec. 16, 2021 [Link to Document](#)
- Oct. 16, 2024 the initial compliance date in the Lead and Copper Rule
- On Dec. 16<sup>th</sup>, 2021 Executive Order 13990, The EPA concluded that there are significant opportunities to improve the rule by compliance date.

# LCRR Highlights

- Must identify all portions of the service line from the main to customers house
- LSL inventory will need to be made available to all customers on the Utility's Website
- Must notify customers annually for if their service line is listed as LS, "Galvanized Requiring Replacement" or Unknown
- BPU is responsible for providing customers with water pitchers and filters if service LSL is disturbed or replaced



# Field Investigation



# How work is Split up

- Water Services with Known Meter boxes are assigned to Trouble Shooters
- Services with known curb stops are assigned to the hydro excavation crew
- 100 reviews per day

# What is Hydro excavation

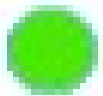


The use of pressurized water to create a dirt slurry. The equipment can then vacuum the slurry to reveal buried utilities.

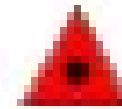




## COMPLETED FIELD VERIFIED



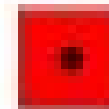
## NEEDS VERIFIED



UNKNOWN



CURBSTOP



METERBOX

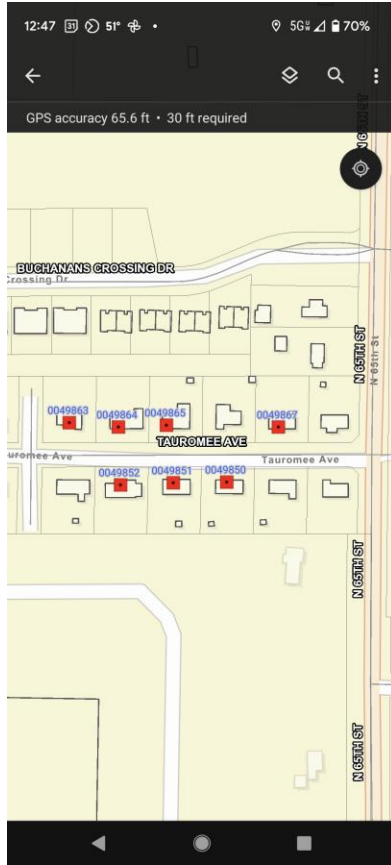
# Trouble Shooters



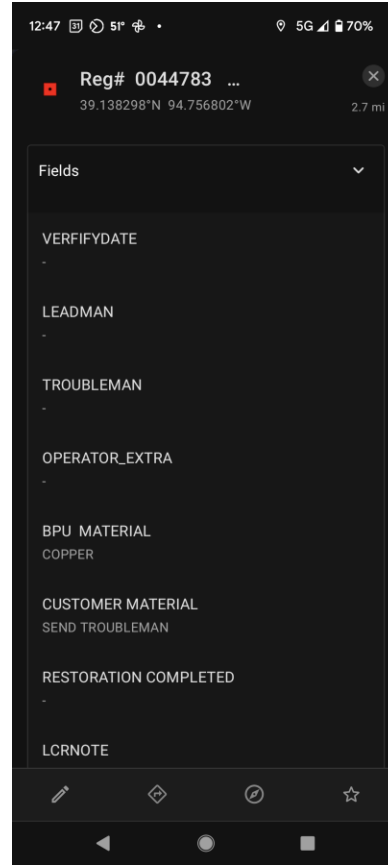
# Data Collection

Easy As

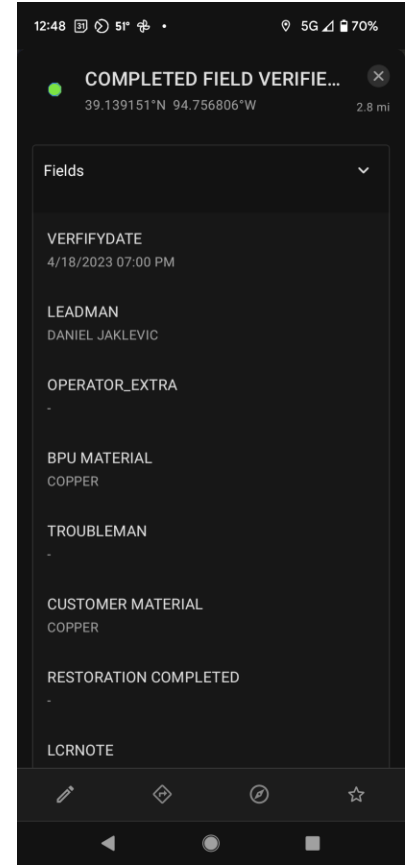
1



2



3



Total # of Sites to Verify - Meter Box

13.8k

BPU Material to be Verified - Meter Box

10.8k

Customer Material to be Verified - Meter Box

12.4k

Completed Today - Meter Box

104

Completed Yesterday - Meter Box

93

Completed This Week - Meter Box

274

Completed Last Week - Meter Box

475

Completed This Month - Meter Box

1.4k

Completed Last Month - Meter Box

32

Completed This Quarter - Meter Box

1.4k

Completed Last Quarter - Meter Box

32

Completed YTD - Meter Box

1.4k

Completed Last Year - Meter Box

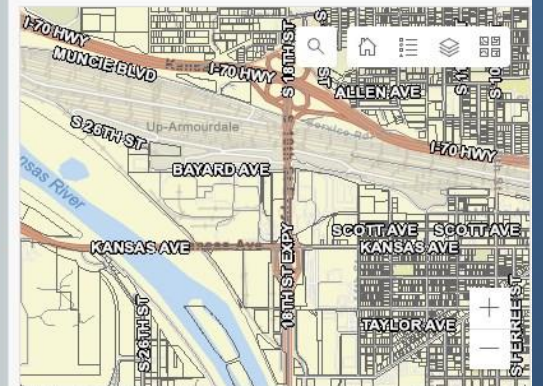
0

COMPLETED - MISSING TROUBLEMAN NAME

- 4/25/2023, 9:07 AM - A5Argentine - 0050629
- 4/25/2023, 1:40 PM - A5Argentine - 0050825
- 4/26/2023, 9:49 AM - A5Argentine - 0050831
- 3/21/2023, 7:00 PM - Direct - 0033543

Completed Today - List

- DanBurke - 4/26/2023, 11:29 AM - Reg #0050213 - Historical
- DanBurke - 4/26/2023, 11:28 AM - Reg #0050212 - Historical
- DanBurke - 4/26/2023, 11:28 AM - Reg #0050211 - Historical
- DanBurke - 4/26/2023, 11:19 AM - Reg #0050210 - Historical
- DanBurke - 4/26/2023, 11:19 AM - Reg #0050209 - Historical
- DanBurke - 4/26/2023, 12:09 PM - Reg #0050216 - Historical





# Live Demo



# What is Next?

- Site Visits by employees
- Hydrovac excavations
- If Needed
  - Customer surveys
  - Machine Learning Analysis
  - Sampling in 2024

# Questions

# Corporate Communications Update

May 17, 2023

# Key Messages

- Community Investment
- Customer Focused
- Environmental Steward
- Local Control
- Competitive Rate Structure
- Community-Owned Asset
- Accountability
- Reliability
- Financially Solvent



# Ongoing Communications Efforts

- BPU Connection
- Website/Social Media
- Educational Videos
- Direct Mailers
- News Releases
- Community Presentations
- Local, State and Federal Government Affairs
- Marketing Materials (Flyers/Handouts)
- Open Records Requests
- Employee Communications

# Audiences

- Customers
- News Media
- Neighborhood/Civic Groups
- Community Organizations
- Area Businesses
- Elected Officials
- Key Vendors
- UG, State and Federal Staff
- BPU Employees

# BPU Connection Newsletter

**Overview:** Mailed 2x a year to 61,000+ customers, 8-12 pages. Provides key info about BPU services, products, safety, etc. 500+ distributed to key stakeholders, 12,000 online downloads. Shelf-life of 4-5 months

## Winter 2022



## Summer 2022/"WQR" Issue



## eNewsletter Version (2x a year)



# Website Recognized Nationally

- **“Gold Stevie Award” - Best Website**

21<sup>st</sup> Annual American Business Awards (2023), Utilities Category

- ✓ For design, content, ease-of-use
- ✓ 3,700 entries / 240 judges / 3-month process
- ✓ Other web winners included AT&T, Cisco, MetLife, State Farm, etc.



## Redesign Updates:

- 20+ new content pages
- Board Meeting Page / Library / Speaker sign-ups
- 10 new videos based on customer interest
- Spanish & English content

*“Great work creating a website that is informative and allows customers to achieve multiple tasks. The navigation is easy-to-follow and content is not overwhelming.”*

❖ BPU has won **16x** national/regional communications and social responsibility awards in recent years!!



# Website Stats

- The site is a continual work in process.
- The results speak for themselves! Since the website's enhancements were made, there have been dramatic increases in website visibility, viewership, and user engagement with the content:
- More than 3 million page views in last two years.
- User sessions have increased by 21.61%.
- New visitors to the site increased by 42.62%.
- BPU had over 1.7 million clicks to: videos, banners, sliders, PDFs, account login, outage map, phone calls, and forms. More than half of the total traffic engaged with an element on the site.
- 1<sup>st</sup> Quarter, 2023
  - 185,605 total page views and 21,980 - Billing/Bill Pay Options Page
- BPU.com has 650 pages

## BPU Website Stats Overview

From May 2022 - May 2023 vs May 2021 - May 2022

Total traffic  
increased by **8%**

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Views on the Outage Map  
decreased by **37%**

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Once landing on the site, **over 13%**  
of all users visited the careers page.  
This is **28% higher** than last year

Over **4,800** PDFs  
were downloaded

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The average time spent on a page  
was **3 minutes** and **42 seconds**

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There was a **16% increase** in  
the number of new users on  
the Spanish side of the site

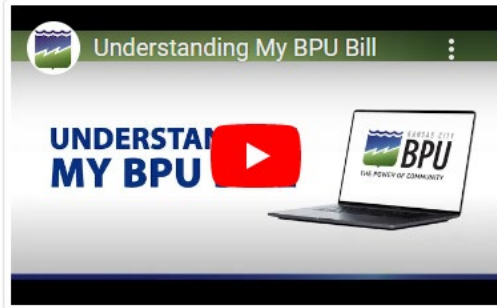
The top **3** most visited pages:

- Homepage
- Bill Pay Options
- Outage Map

# Additional Web-Related Stats

- 783,929 Total Visitors/Sessions in 2022
- 3,471 “Contact Us” Online Form Submissions
- 7,432 people clicked the ChatBot conversation button
  - 7,308 total conversations
- 99,514 total views on our YouTube channel videos

## Understanding My Bill



Video explains the new billing statement

## Employee Foundation



Video explains how BPU gives back to the community

## Renewable Energy



Updated video to reflect 48% of BPU's energy comes from renewable resources.

## Videos in progress:


Ways to Pay Your Bill and Report Streetlight Issues

BPU YouTube Channel -73 videos (energy efficiency/water savings, what we do, safety, etc.)

# Direct Mail Postcards

Look for new  
**Customer Billing and Service Outage Alerts**

We're turning your mobile phone into a personalized, timely information center that's all about your service and your account.



Now you can keep up with your BPU account on the go, including:

- Billing information




Sample  
my Street  
City, KS 66101-2930

**JUST LAUNCHED**

**PERSONALIZED TEXT ALERTS  
on the go**

Stay up to date. Get the latest updates about your service and your account with Customer Text Alerts.

Save 844-843-3500 in your phone as BPU Texting.



Text Alert Postcards: Mailed in May 2023

**Who should you call about a streetlight issue?**

**A HELPFUL TIP!**  
Pole numbers help BPU find the location. Please provide a pole number, address or cross streets with a summary of the problem.

**Streetlight repair**  
If you see a streetlight in need of repair, write down the pole number, address or cross streets and be able to describe the issue. Call BPU at 913.573.9522 and we'll take care of the problem.


**Request a new streetlight**  
However, if you see a location with **NO streetlight** and you feel it should have one, please call the **Unified Government** at 913.573.5311. They're here to

**BPU and the Unified Government appreciate your contribution to keeping our community safely illuminated. To learn more visit BPU.com.**



**Lighting our Community!**

**BPU makes your night bright.**

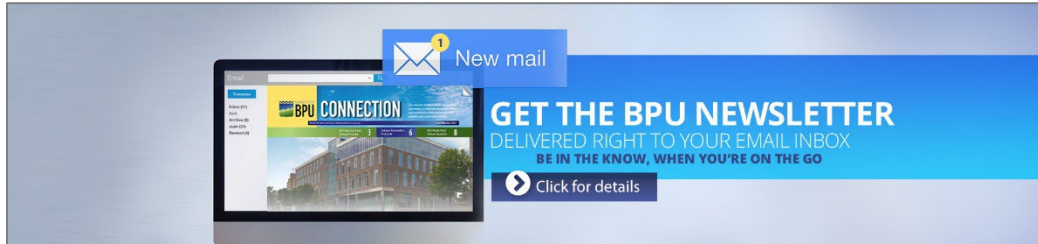


KANSAS CITY BPU THE POWER OF COMMUNITY

540 Minnesota Avenue  
66101-2930

Streetlights Postcards: Will mail in early July

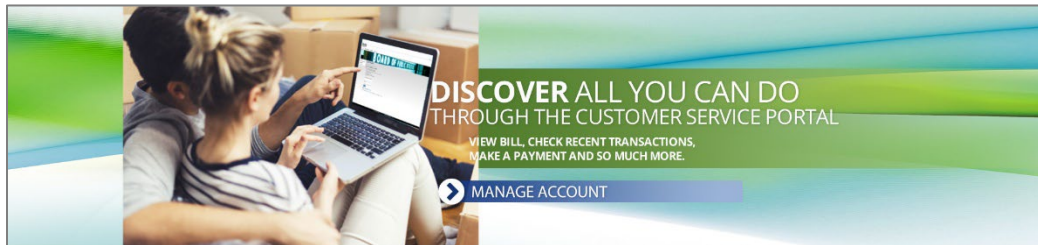
# Homepage Sliders



New mail

**GET THE BPU NEWSLETTER**  
DELIVERED RIGHT TO YOUR EMAIL INBOX  
BE IN THE KNOW, WHEN YOU'RE ON THE GO

Click for details



**DISCOVER ALL YOU CAN DO**  
THROUGH THE CUSTOMER SERVICE PORTAL

VIEW BILL, CHECK RECENT TRANSACTIONS,  
MAKE A PAYMENT AND SO MUCH MORE.

MANAGE ACCOUNT



**BPU COMMUNITY SOLAR FARM**

**SIGN UP, LEASE AND POWER THE FUTURE!**  
SOLAR PANELS AVAILABLE TODAY!

Learn how to go solar

## Various Topics:

- Multiple Ways to Pay Your Bill
- Text Alerts
- 2023 Electric & Water Rate Hearings
- BPU Connection Newsletter Sign Up
- Customer Service Portal
- Energy Engage
- FlexPay
- Paperless Billing
- Electric & Water Savings Tips
- Streetlight-Related Needs
- Accurate Phone Number
- Solar Farm
- National Drinking Water Week

# Emergency Banners

## Outage Alert Banner



Button links to a landing page or news release



## Prewritten Messages:

- Outage Alert
- Boil Order
- Weather Closure
- Emergency Electricity Reduction Alert
- Frozen Pipes
- High Call Volume

## Watts n Water:

- Six times a year
- \*NEW\* Employee Spotlight



**Watts n Water**



KANSAS CITY  
**BPU**  
THE POWER OF COMMUNITY

March & April  
2023

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**Employee Spotlight is back!**

Learn about BPU employees in different departments! Find out what they do in their role, as well as their hobbies and interests.

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## EMPLOYEE SPOTLIGHT

**Bonnie Blosser**  
Hometown: Fargo, ND  
Hired: 01/03/2023

As a **Benefits Specialist**, I get to be the main contact for all of our members enrolled on our benefits plans, the insurance companies, and providers. I'm here to help employees and retirees understand their benefits better.


**What I enjoy most about my job** is helping people navigate through the benefit processes and terminology that goes with it. I consider myself the employee and retiree advocate if they aren't able to resolve a situation or get the information they need.

**What I am most proud of** is my 25 year marriage we're celebrating this year and being debt free.

**Something you may not know about me** is my love of all animals (except bugs and snakes) and crafting.

**The one thing I could not live without** is the Kansas City Chiefs. I'm a HUGE fan and love to watch them play, win or lose.

**What I enjoy most about Wyandotte County** is the melting pot and diverse atmosphere. I love the ethnic events and the opportunity to learn about others traditions and cultures.



BENEFITS SPECIALIST  
Bonnie Blosser

**Karen Johnson-Phillips**  
Hometown: Baldwin City, KS  
Hired: 12/5/2022

As an **Employee Relations Specialist**, I investigate employee concerns, oversee the FMLA process, assist with the NERC access, and HR compliance.


**What I enjoy most about my job** is the employees and learning about the positions they hold.


**What I am most proud of** is my 8 grandsons.


**Something you may not know about me** is that I love to run. I find it very relaxing.

**The one thing I could not live without** is Starbucks Coffee and double stuff oreo's

**What I enjoy most about Wyandotte County** I live in the Turner area and I love the small town feel.







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# Social Media

- Facebook - 4,280 followers
- Twitter - 1,847 followers
- LinkedIn - 2,175 followers
- NextDoor - 27,569 followers - 139 neighborhoods

# Still to Come

- Paperless Billing marketing campaign
- Annual sustainability report
- More photos from the field for social media
- Explore developing stronger working relationship with school districts
- Customer satisfaction research (online, phone, e-mail and focus groups) and then promote results
- Direct Mailers on a variety of programs including Manage account online, Lead & Copper Rule and Customer Research
- Additions to web site including strategic plan, industry recognition, capital projects, surge protection, new service/transfer service
- New videos for electric and water production and benefits of a municipal utility
- Visuals for Nearman plant for tours
- Renewable energy leader awareness campaign
- Update look of BPU Connection
  - Grow electronic distribution and explore sending quarterly
- Media/Key Stakeholder Days (an inside look at BPU)
- Continue updating photo library
- Promote our community sponsorships
- Heat mapping and ongoing survey of website by users
- Track legislative lobbying success rate while in session/Legislative Scorecard
- Ongoing public education of utility scammer's efforts
- Make policies easier to print-off from website
- Lead & Copper Rule educational and survey campaign
- Welcome kit for new customers
- Short customer service survey on website
- Improved Brand Standards

# Questions?

