

REGULAR SESSION –WEDNESDAY, SEPTEMBER 18, 2024

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, September 18, 2024 at 6:00 PM. The following Board Members were present: Thomas Groneman, President; David Haley, Vice President; Stevie A. Wakes Sr., Secretary; and Mary Gonzales. Rose Mulvany Henry and Brett Parker participated via Zoom.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Lori Austin, Chief Financial Officer; Jeremy Ash, Chief Operating Officer; Abbey Frye, Chief Administrative Officer; Leigh Mulholland, Chief Compliance Officer; Jerry Sullivan, Chief Information Officer; Darrin McNew, Executive Director Electric Operations; Donald Stahl, Executive Director Electric Production; Steve Green, Executive Director Water Operations; Jerin Purtee, Executive Director Electric Supply; Dennis Dumovich, Director of Human Resources; Patrice Townsend, Director Utility Services; Gabriela Freeman, Supervisor Customer Services; Nicholas Moreno, Communications Coordinator; 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 6:03 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.

REGULAR SESSION –WEDNESDAY, SEPTEMBER 18, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

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. Gonzales, seconded by Mr. Wakes, and unanimously carried.

Item #4– Approval of the Minutes of the Work Session of September 4, 2024

A motion was made to approve the minutes of the Work Session of September 4, 2024, by Mr. Haley, seconded by Mr. Wakes, and unanimously carried.

Item #5– Approval of the Minutes of the Regular Session of September 4, 2024

A motion was made to approve the minutes of the Regular Session of September 4, 2024, by Ms. Gonzales, seconded by Mr. Haley, and unanimously carried.

Item #6– Visitors Comments

Mr. Ty Gorman, Parkwood Blvd., expressed his thoughts on the Integrated Resource Plan (IRP) and community involvement.

Item #7– General Manager / Staff Reports

- i. *MyMeter Update:* Mr. Jerry Sullivan, Chief Information Officer, presented an outline of improvements made regarding customer self-service options via, MyMeter. Mr. Robert Kamp, IT Project Manager, and Ms. Gabriela Freeman, Supervisor Customer Service, gave a live demonstration of various MyMeter features. (see attached PowerPoint.)

Mr. Kamp, Ms. Freeman, Mr. Johnson and Ms. Patrice Townsend, Director Utility Services, responded to questions and comments from the Board.

- ii. *Customer Service Experience Update:* Ms. Gabriela Freeman, summarized the current options available through the Interactive Voice Response (IVR) system. She spoke

REGULAR SESSION –WEDNESDAY, SEPTEMBER 18, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

about recent changes that were made to improve the customer experience and future enhancements being explored for the IVR system. (See attached PowerPoint.)

- iii. *Miscellaneous Comments:* Mr. Johnson expressed gratitude to Ms. Patrice Townsend for her 40 years of service to BPU and the community, and wished her well in her retirement.

Ms. Townsend said she was thankful for the opportunity to assist the community and work with various Board and staff members over the years.

Item #9– Public Comments on Agenda Items

Dr. Hall, Kansas City, KS, spoke about various customer service topics.

Item #10– Board Comments

Ms. Mulvany Henry thanked staff for their presentations, wished Ms. Townsend a happy retirement and expressed appreciation for her Community Engagement Committee involvement.

Ms. Gonzales also thanked staff for their presentations, acknowledged the community involvement of Ms. Townsend, and wished her a happy retirement.

Mr. Parker voiced appreciation to Ms. Townsend for her service and thanked staff for their informative presentations.

Mr. Wakes said he recognized how much of an asset Ms. Townsend had been to the community and thanked staff for their presentations.

Mr. Haley expressed his appreciation for Ms. Townsend on her service to BPU and the community. He also spoke about the customer service improvements and lobby operations.

Mr. Groneman thanked staff for their presentations and said Ms. Townsend would be missed at BPU. He informed the Board that Mayor Garner’s Pubic Officials Forum had been rescheduled for October 19, 2024 at the Kansas City Kansas Community College Performing Arts Center.

Ms. Angela Lawson, Acting Chief Counsel, said a meeting notice would need to be sent if four or more Board members participated.

REGULAR SESSION – WEDNESDAY, SEPTEMBER 18, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Mr. Johnson said BPU would be presenting a demonstration of MyMeter at an upcoming Livable Neighborhoods meeting.

Item 11 – Adjourn

At 7:22 PM a motion to adjourn was made by Mr. Haley, seconded by Mr. Wakes, and unanimously carried.

ATTEST:


Secretary

APPROVED:


President

Simplifying the Customer Experience and Interaction

Via the [New BPU MyMeter Portal](#)

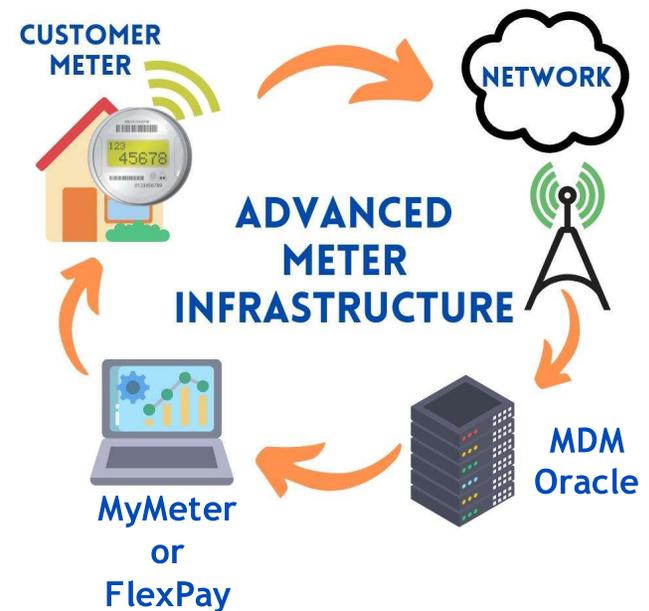
Information Technology
September 18, 2024



Advanced Meter Infrastructure

1. Water and Electric meters out in the field
2. Communicate over our network and back to BPU system
3. Meter consumption data is loaded into the MDM
4. Customers can access their accounts
 1. Post Pay Customers: mymeter.bpu.com
 2. Pre-Pay Customers: myusage.com

HOW DOES AMI WORK?



Oracle MDM (MSCS) & MyMeter Project

Recently Completed:

- Start, Stop, Transfer (also known as SST) Go Live was Monday, September 16th

Key Dates (What's Next):

- All Completed

Testing:

- Complete



MDM Go Live 4/29, SST Go Live 9/16



↑
We are here

What a difference in 8 months

Jan 2024 Old MDM and Old Customer Portal

1. Vendor's Meter Data Management (MDM) licensing and support costs we increasing. Customer Portal reached end-of-life.
2. MDM system functionality and analysis were limited for staff and customers
3. Customer Portal that was not customer/user-friendly
4. Cumbersome processes for Customers to Start or Stop service, or Transfer (move) within the County Manual processes by Customer Services to accomplish tasks for Customers

New MDM and New Portal

1. We implemented a low cost, high value option, including automatic upgrading system when upgrades available
2. Meets all of our 300+Customer Service and Elec/water requirements for a new system
3. Demo will show better, more user-friendly experience for both BPU Steff and external customers
4. Now a better functioning, more automatic self-service experience

We implemented a better application, easy for customers to use, easy for customer service to handle more transactions quicker -- a great self-service option that customers can use today!

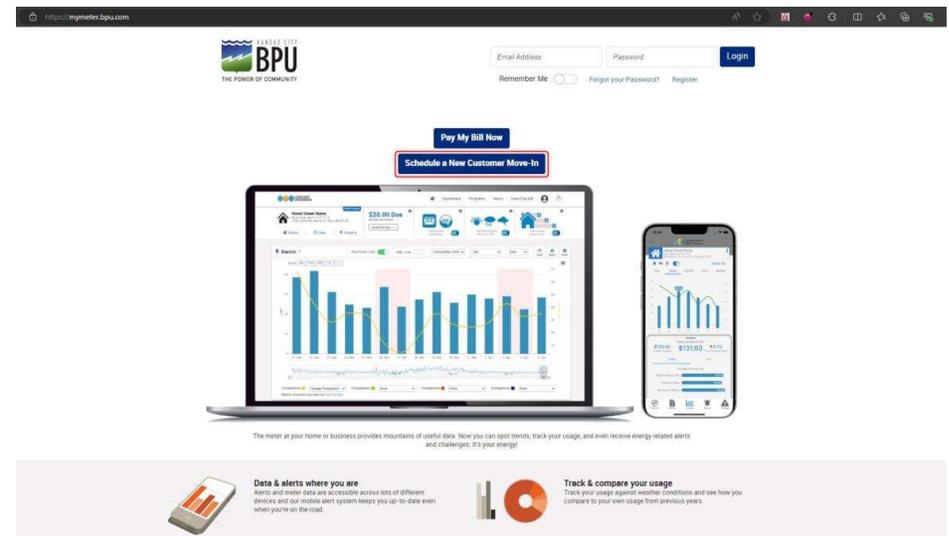
Start, Stop, Transfer

- Easy to understand, easy to complete, & easy to communicate

Overall Experience

- MyMeter has several features to improve the Customer Experience over our old portals
 - Sign up for paperless billing
 - Set up automatic payments
 - Direct access to download usage data
 - Track Changes in your home and see how they impact your bill

mymeter.bpu.com



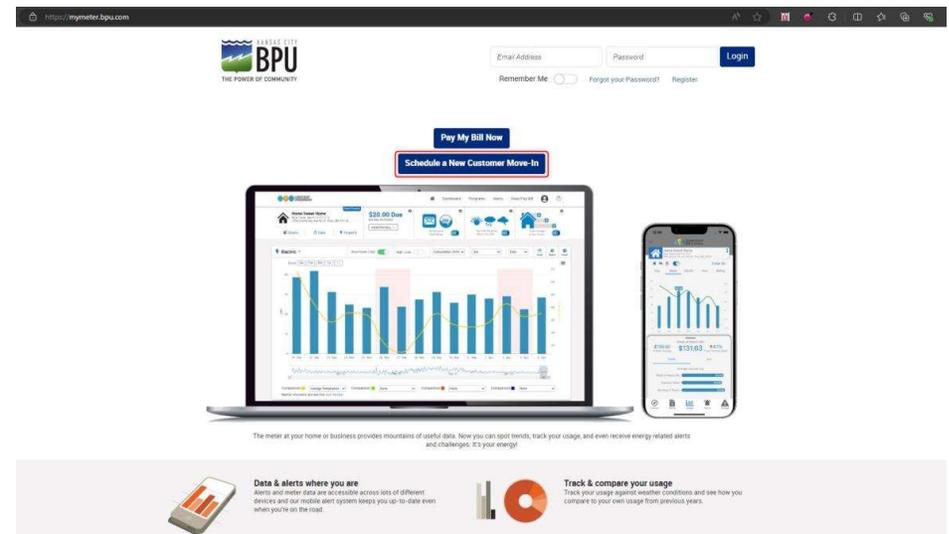
Mobile Applications

- iOS app is live in the Apple app store
 - Users can search for "KCBPU"
 - <https://apps.apple.com/us/app/kcbpu/id6467277759>
- Android app coming soon...

Overall Experience

- MyMeter has several features to improve the Customer Experience over our old portals
 - Automated Alerts and reminders
 - Text or Email
 - Set up a secondary account user
 - Providing more payment options to better server our customers

mymeter.bpu.com





**THANK
YOU!**



CUSTOMER SERVICE EXPERIENCE

September 18, 2024

Customer Service Line

- The Customer Service phone number is 913 573 9190.
- The hours of operation are Monday-Friday from 7:00am-6:00pm.





Customer Service Calls

Customer Service handles a multitude of call types. Our most frequent call types are:

- Billing Questions
- My Meter assistance
- Flex Pay inquiries
- Payment arrangements due dates and amounts
- Street light outage status



What is an IVR

- IVR stands for Interactive Voice Response
- Our IVR allows customers to access self-service options via a touch tone key pad without speaking to a live agent.
- Self-service options are available 24 hours a day 7 days a week.

Caller Options

- Access self-service options
- How to Start, Stop or Transfer service
- Report a water or electric outage
- Speak to a customer service rep for personal assistance





IVR Self-Service Options

Customers must have their account number or the phone number associated with their account to use the IVR self-service options.

- Get account Balance
- Due date of the bill
- Make a payment
- Disconnect Eligibility
- Kiosk Locations
- Set up a payment arrangement

Recent Changes

- New signage has been added out front with options customers have to set up an in-person appointment.
- We added the in-person information to the IVR to make customers aware they can set up an in-person appointment online or by calling 913 573 9960.



Looking Ahead

- Voice response system
- Phone number recognition
- Predictive intent
- Spanish IVR
- Language Line

CONNECTING
WITH BPU IS EASY!



Customer Service

QUESTIONS?

