

REGULAR SESSION –WEDNESDAY, FEBRUARY 3, 2021

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met remotely in Regular Session on Wednesday, February 3, 2021 at 6:00 P.M. The following Board Members were on the teleconference: Robert L. Milan, President; Mary Gonzales, Vice President; Rose Mulvany Henry, Secretary; Jeff Bryant, and Thomas Groneman, Ryan Eidson was absent.

Also on teleconference: William Johnson, General Manager; Angela Lawson, Deputy Chief Counsel; Lori Austin, Chief Financial Officer/Chief Administrative Officer; Johnetta Hinson, Executive Director Customer Service; Jeremy Ash, Executive Director Electric Operations; Dong Quach, Executive Director Electric Production; Jerry Ohmes, Executive Director Electric Supply; Jerry Sullivan, Chief Information Officer; David Mehlhaff, Chief Communications Officer, Robert Kamp, IT Project Manager; Dennis Dumovich, Director of Human Resources; Patrice Townsend, Director Utility Services; Chris Stewart, Director Civil Engineering; Steve Green, Director Water Distribution; Steve Nirschl, Director Water Processing, and Mark Masloski, Meter Data Management System Analyst.

A tape of this meeting is on file at the Board of Public Utilities.

Mr. Milan called the Board Meeting to order at 6:00 P.M. He welcomed all that were listening or viewing the meeting. He stated the COVID-19 pandemic had resulted in a State of Emergency disaster declared by the Governor which made it necessary to conduct the meeting using technology instead of in person. Those wishing to offer comments during the Visitors Comments section could click on the raised hand feature at the bottom of the application or window or press Star 9 and be connected by phone. As always, the public could email or call the BPU with any concerns. The Agenda could be found on the BPU website. If they were using Zoom, it would appear on their screen. Mr. Milan introduced himself and the other Board Members along with the GM, and Legal Counsel.

Roll call was taken and all Board Members were present via teleconference with the exception of Mr. Eidson.

Item #3 – Approval of Revised Agenda

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

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Item #4 – Approval of the Work Session Minutes

A motion was made to approve the Minutes of the Work Session of January 20, 2021 by Ms. Gonzales, seconded by Ms. Mulvany Henry and unanimously carried.

Item #5 – Approval of the Regular Session Minutes

A motion was made to approve the Minutes of the Regular Session of January 20, 2021 by Mr. Bryant, seconded by Ms. Mulvany Henry and unanimously carried.

Item #6 – Public Comments

Mr. Johnson asked Mr. Robert Kamp, IT Project Manager, if there were any visitors wishing to speak.

Mr. Kamp said that no one had their hand raised via teleconference.

Item #7 – General Manager’s Reports

- i. *COVID-19 Update:* Mr. Johnson, gave an update on company COVID-19 matters. Human Resources was continuing to send out awareness messages to staff to make sure that everyone continues to do their part to keep their working environment safe.
- ii. *KDHE Public Notice Resolution:* Ms. Lori Austin, Chief Financial Officer/Chief Administrative Officer, and Kathy Peters, Kutak Rock LLP went over the KDHE loan request process which included:
 - The giving of 30 days’ notice of the required public hearing. Resolution 5258 would authorize the setting of the public hearing.
 - The public hearing would be held on March 17. Kutak Rock would provide notice of the public hearing.
 - The final step would be the approval of the water loan agreement. The Unified Government would be simultaneously approving the agreement as well, as the owner of the Board of Public Utilities.

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Ms. Peters, Ms. Austin, Mr. Chris Stewart, Director Civil Engineering, and Mr. David Mehlhaff, Chief Communications Officer answered questions from the Board.

Mr. Mehlhaff confirmed that all necessary information, pertaining to the public hearing, would be available on the BPU website when the public notice was printed.

A motion was made to approve Resolution #5258, authorizing the setting of a public hearing regarding a loan from the Kansas Public Water Supply Fund, by Mr. Bryant, seconded by Mr. Groneman, and unanimously carried.

- iii. *Utility Bill Pay Options:* Ms. Johnetta Hinson, Executive Director Customer Service and Mr. Mark Masloski, Meter Data Management System Analyst gave a PowerPoint presentation which reviewed the various options currently in place for customer bill payment (see attached).

Ms. Hinson and Mr. Masloski answered questions from the Board.

- iv. *Miscellaneous Comments:* Mr. Johnson wanted to remind everyone that the moratorium on disconnects was in effect until March 1. We would continue to monitor customer payment activity and remind our customers of payment options.

Item #7 – Board Comments

Mr. Groneman had no comments.

Mr. Bryant appreciated the update on bill payment options. It showed that we were going above and beyond in making it easier for customers to do business with the BPU.

Ms. Gonzales echoed Mr. Bryant’s comments.

Ms. Mulvany Henry cheered on the Chiefs.

Mr. Milan echoed all of the above comments. He also felt the timing of the bill pay presentation was something was needed right now so that we could understand and relay the options to our customers.

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Item #9 – Adjourn

A motion was made to adjourn the meeting at 6:42 P.M. by Ms. Mulvany, seconded by Ms. Gonzales, and carried unanimously.

ATTEST:

Not signed by
Secretary due to
Secretary Pandemic

Jenny Bierley-Krenzer
EXECUTIVE ASSISTANT
2/19/21

APPROVED:

Robert Milan Jr.
President

RESOLUTION NO. 5258

A RESOLUTION AUTHORIZING THE SETTING OF A PUBLIC HEARING REGARDING A LOAN FROM THE KANSAS PUBLIC WATER SUPPLY FUND

WHEREAS, the Board of Public Utilities (the “BPU”) of the Unified Government of Wyandotte County/Kansas City, Kansas (the “Unified Government”), an administrative agency of the Unified Government, operates the Unified Government’s public water supply and distribution system (the “System”); and

WHEREAS, pursuant to K.S.A. 65-163c et seq. (the “Act”), the Kansas Department of Health and Environment (“KDHE”) administers the Kansas Public Water Supply Fund (the “Fund”) from which loans are made to certain qualified Municipalities (as said term is defined in the Act) to finance modification and improvements to public water supply systems; and

WHEREAS, the Board of Directors of the BPU (the “BPU Governing Body”) wishes to schedule a public hearing on the advisability of proceeding with the completion of the application for a loan in an aggregate amount not to exceed \$25,000,000 (the “Loan”), for the following purposes: (i) 7 MG Argentine Reservoir at an estimated cost of \$10,000,000, (ii) replace aging distribution mains at an estimated cost of \$9,000,000, (iii) transmission main from 90th and Parallel to I-435 and France Family Drive at an estimated cost of \$2,000,000, (iv) electrical improvements at Nearman Water Treatment Plant and pumping stations at an estimated cost of \$1,500,000 and (v) replace 24-inch main at 12th Street and Kansas River at an estimated cost of \$2,500,000 (collectively, the “Projects”), and to pay Loan origination costs.

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE BOARD OF PUBLIC UTILITIES OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS, AS FOLLOWS:

Section 1. Scheduling of Public Hearing. The BPU hereby schedules a public hearing on the advisability of proceeding with application for the Loan, to be held on Wednesday, March 17, 2021, at 6 p.m., and directs that notice of said public hearing be given.

Section 2. Effective Date. This Resolution shall take effect and be in full force from and after its adoption by the Board of Directors of the BPU.

ADOPTED by the Board of Directors of the Board of Public Utilities of the Unified Government of Wyandotte County/Kansas City, Kansas, this 3rd day of February, 2021.

BOARD OF PUBLIC UTILITIES

By: _____
President

ATTEST:

Secretary

Utility Bill Pay Options

February 3, 2021

Bill Pay Options

One of the goals of the Board of Public Utilities is to provide a variety of versatile payment options for our customers that are convenient and easy to use. We currently provide 7 payment options to our customers.

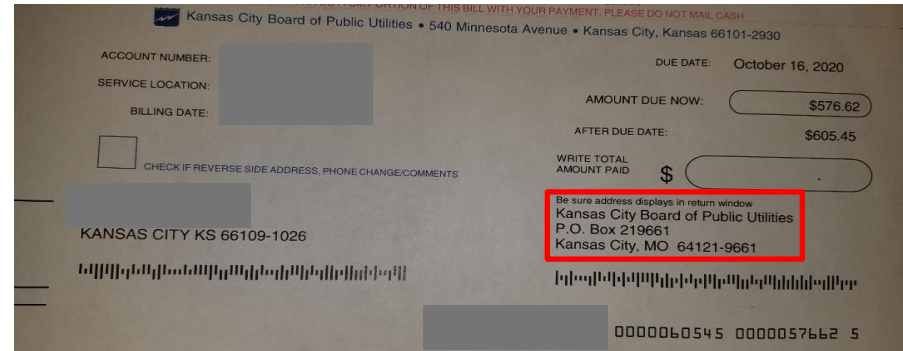
- Mailed Payments (Lockbox)
- ACH - Automatic Bank Draft
- Online
- IVR
- Kiosk - throughout Kansas City
- Night drop - 540 Minnesota Avenue
- FlexPay (PrePay)



Mailed Payments (Lockbox)

Payments can be mailed to the address identified on the BPU bill

- These payments are typically mailed with the remittance stub at the bottom of the bill & are mailed in the enveloped provided
- These payments are mailed to BPU's P.O. Box where they are received and processed daily excluding holidays and weekends
- 11,000 Payments monthly



Kansas City Board of Public Utilities • 540 Minnesota Avenue • Kansas City, Kansas 66101-2930

ACCOUNT NUMBER: [REDACTED] DUE DATE: October 16, 2020

SERVICE LOCATION: [REDACTED] AMOUNT DUE NOW: \$576.62

BILLING DATE: [REDACTED] AFTER DUE DATE: \$605.45

CHECK IF REVERSE SIDE ADDRESS, PHONE CHANGE/COMMENTS

WRITE TOTAL AMOUNT PAID \$ [REDACTED]

KANSAS CITY KS 66109-1026

Be sure address displays in return window
Kansas City Board of Public Utilities
P.O. Box 219661
Kansas City, MO 64121-9661

0000060545 0000057662 5



Automatic Bank Draft (ACH) Payments

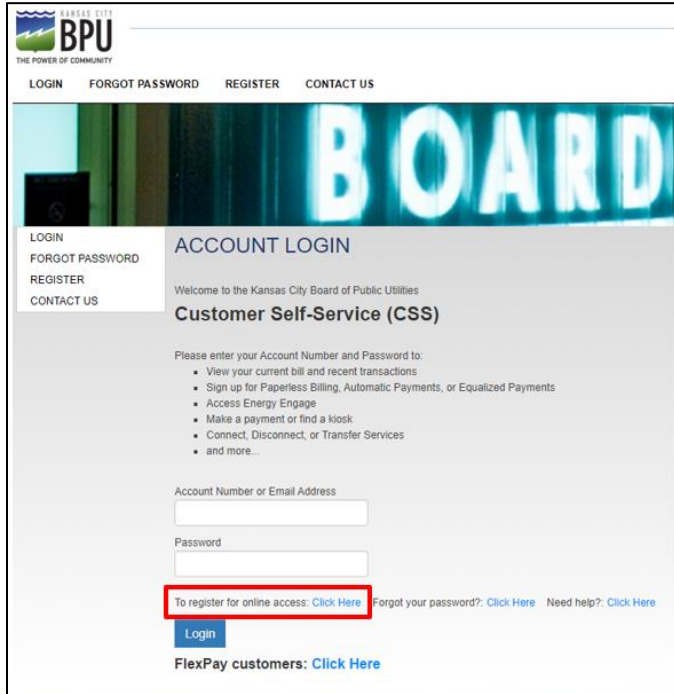
Customers can have their payment taken directly from their checking or savings account each month

- To sign up, visit www.BPU.com
- Click “Manage Account”



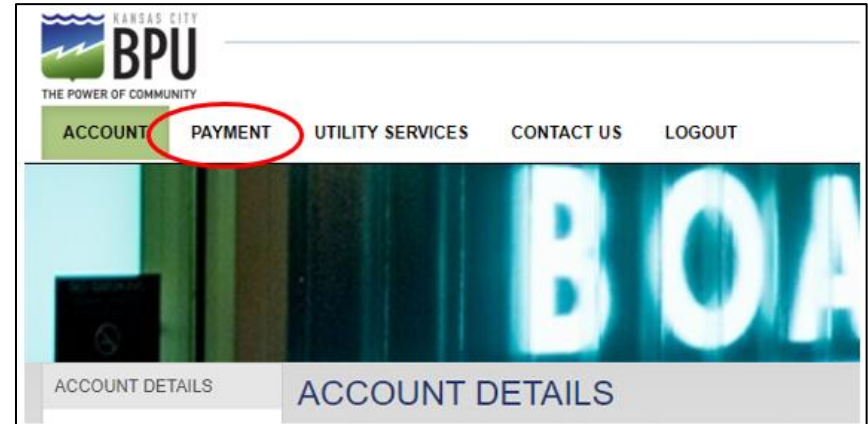
Automatic Bank Draft Payments (cont.)

- Click Register for Access* or Login

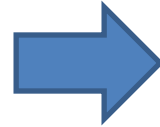


The screenshot shows the BPU website's account login page. At the top, there is a navigation menu with links for LOGIN, FORGOT PASSWORD, REGISTER, and CONTACT US. Below the menu is a large banner with the word 'BOARD' in glowing blue letters. The main content area is titled 'ACCOUNT LOGIN' and includes a welcome message and a section for 'Customer Self-Service (CSS)'. Under this section, there are instructions to enter account number and password, followed by a list of services: View current bill, Sign up for Paperless Billing, Access Energy Engage, Make a payment, and Connect/Disconnect services. There are input fields for 'Account Number or Email Address' and 'Password'. A red box highlights the link 'To register for online access: [Click Here](#)'. Below the input fields is a blue 'Login' button. At the bottom, there is a link for 'FlexPay customers: [Click Here](#)'.

- Click on 'Payment'



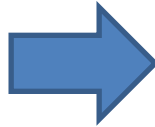
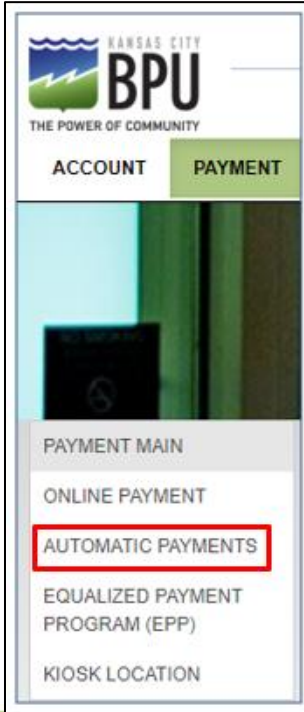
The screenshot shows the BPU website's account details page. At the top, there is a navigation menu with links for ACCOUNT, PAYMENT, UTILITY SERVICES, CONTACT US, and LOGOUT. The 'PAYMENT' link is circled in red. Below the menu is a large banner with the word 'BOA' in glowing blue letters. The main content area is titled 'ACCOUNT DETAILS'.



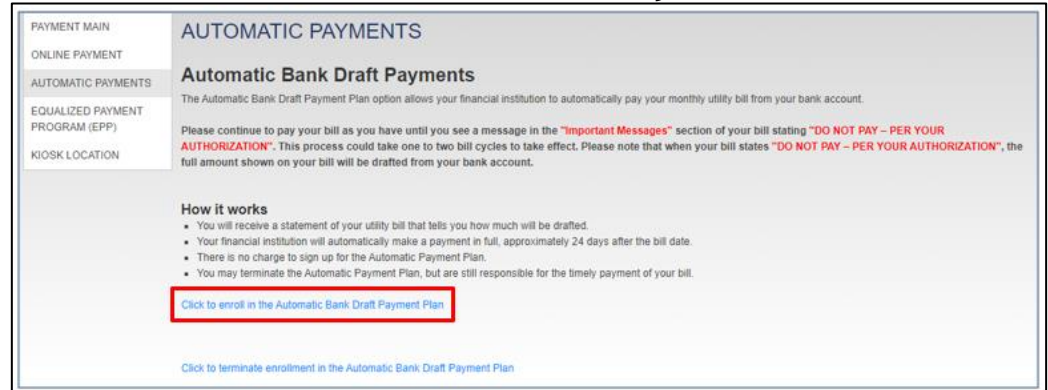
* To Register, click on the link to register. You will need your Account Number & Last 4 of your SSN or Tax ID.

Automatic Bank Draft Payments (cont.)

- Click on 'Automatic Payments'



- Click on "Click to enroll in the Automatic Bank Draft Payment Plan"



- Enter the bank routing number and account number



Automatic Bank Draft Payments (cont.)

- The enrollment could take 1-2 bill cycles to take effect
- Customers should continue to pay their bill normally until they see the message “DO NOT PAY - PER YOUR AUTHORIZATION” on their bill

Please continue to pay your bill as you have until you see a message in the "Important Messages" section of your bill stating "DO NOT PAY – PER YOUR AUTHORIZATION". This process could take one to two bill cycles to take effect. Please note that when your bill states "DO NOT PAY – PER YOUR AUTHORIZATION", the full amount shown on your bill will be drafted from your bank account.

- Payments post to the account on the due date
- Over 9,000 Accounts currently enrolled

Online Payments (one-time)

Customers can make a one-time payment online thru our website

- Visit www.BPU.com
- Click “Pay Bill”



The screenshot shows the Kansas City BPU website interface. At the top right, there is an outage notice: "OUTAGE: Electric 913.573.9522 | Water 913.573.9622" and "My Account | Español | Customer Service 913.573.9190". Below this is a search bar. The main navigation menu includes "RESIDENTIAL", "BUSINESS", "ABOUT BPU", "RESOURCES", and "ENERGY EFFICIENCY". The central banner features a laptop displaying a dashboard with the text "Information = Power" and "SAVE ENERGY, WATER, MONEY MONITOR YOUR USAGE IN REAL TIME". A call to action says "Try Energy Engage™ Now". At the bottom, a blue navigation bar contains four buttons: "PAY BILL" (circled in red), "MANAGE ACCOUNT", "OUTAGE MAP", and "NEW SERVICE / TRANSFER SERVICE".

Online Payments (one-time) (Cont.)

- To make a payment, customers must enter their Account Number and Last 4 digits of their SSN/Tax ID

The maximum payment amount per account per calendar month is \$3,500.00.
The maximum one-time credit card payment is \$2,400.00.
Payments may also be mailed or dropped in the night depository at 540 Minnesota Avenue, Kansas City, KS, 66101.

Enter Account Information

Payment Type

Utility Payments

Please enter your Account Number as shown on your bill


Account Number
Enter your account number

Last 4 of Primary Account Holder SSN# or Tax ID#
Last 4 SSN# or Tax ID#

[Pay Another Account](#)

[Continue](#)

Where is my Account Number ?



Sample utility bill showing account number and SSN highlighted in red.

Account Number	Service	Amount
1234567890	Electric Service	\$120.00
1234567890	Gas Service	\$80.00
1234567890	Water Service	\$40.00
1234567890	Sewer Service	\$30.00
1234567890	Trash Service	\$20.00
1234567890	Stormwater Service	\$10.00
1234567890	Other Services	\$10.00
1234567890	Total	\$300.00

Simplify your life?

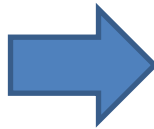
Online Payments (one-time) (Cont.)

- Customers enter the Payment Amount & Payment Method

Payment Type	Account Number	Last 4 of Primary Account Holder SSN# or Tax ID#	Date Due	Amount Due	Payment Amount	Payment Date ?
Utility Payments			Feb 1, 2021	\$0.00	<input type="text" value="0.00"/>	<input checked="" type="radio"/> Now <input type="radio"/> Later

Payment Method

- VISA MasterCard DISCOVER Credit Card
- VISA MasterCard Debit Card
- echeck / Bank Account
- PayPal
- PayPal Credit
- Venmo
- Amazon Pay



Payment Method echeck Bank Account: *****7066
Routing Number: *****6699

Payments


Payment Type	Account Number	Last 4 of Primary Account Holder SSN# or Tax ID#	Payment Amount	Payment Date
Utility Payments			\$1.00	Now (02/03/2021)

Payment Amount \$1.00

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Click the PAY button to complete your payment.

 Privacy - Terms

- They then authorize & pay
- Payments post in real-time to the account

Customers can also make payments by accessing their online account via Customer Self-Service

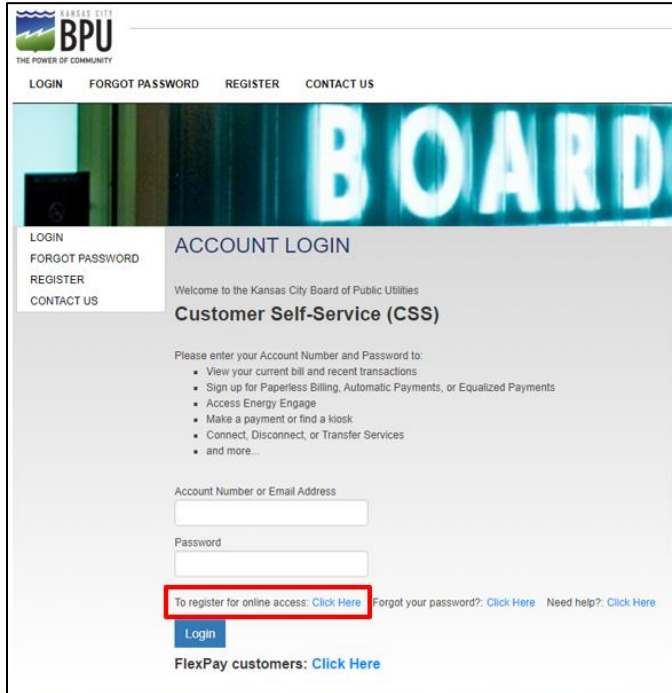
- Visit www.BPU.com
- Click “Manage Account”



The screenshot shows the BPU website interface. At the top left is the BPU logo with the tagline 'THE POWER OF COMMUNITY'. To the right, there is a navigation bar with links for 'My Account', 'Español', and 'Customer Service 913.573.9190'. Below this is a search bar and a menu with categories: 'RESIDENTIAL', 'BUSINESS', 'ABOUT BPU', 'RESOURCES', and 'ENERGY EFFICIENCY'. The main content area features a large banner with the text 'DID YOU KNOW THERE ARE MULTIPLE WAYS TO PAY YOUR BILL' and a 'LEARN MORE' button. On the left side of the banner, there are four icons representing different payment methods: 'PHONE', 'IN PERSON', 'ONLINE', and 'MAIL'. At the bottom of the page, there is a dark blue navigation bar with four buttons: 'PAY BILL', 'MANAGE ACCOUNT' (which is circled in red), 'OUTAGE MAP', and 'NEW SERVICE / TRANSFER SERVICE'.

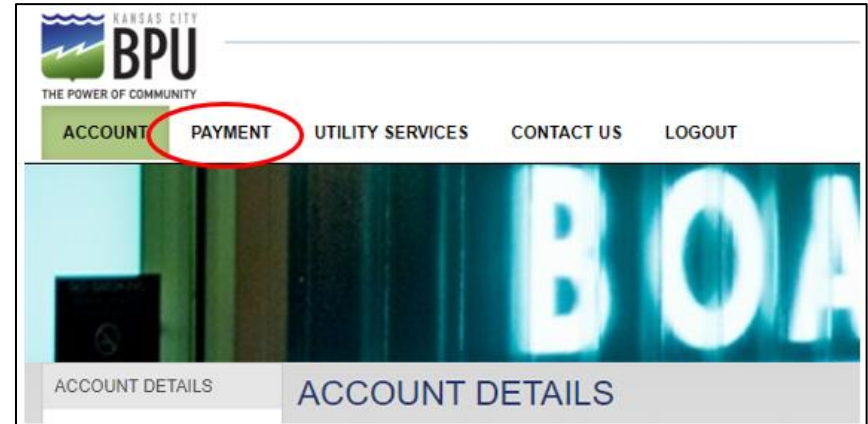
Online Payments (Cont.)

- Click Register for Access* or Login

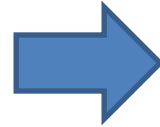


The screenshot shows the BPU website's account login page. At the top, there is a navigation menu with links for LOGIN, FORGOT PASSWORD, REGISTER, and CONTACT US. Below the menu is a large banner with the word 'BOARD' in glowing letters. The main content area is titled 'ACCOUNT LOGIN' and includes a welcome message and a section for 'Customer Self-Service (CSS)'. A list of services is provided, including viewing bills, signing up for paperless billing, and making payments. There are input fields for 'Account Number or Email Address' and 'Password', followed by a 'Login' button. A red box highlights the link 'To register for online access: [Click Here](#)'.

- Click on 'Payment'



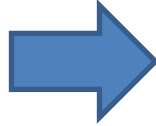
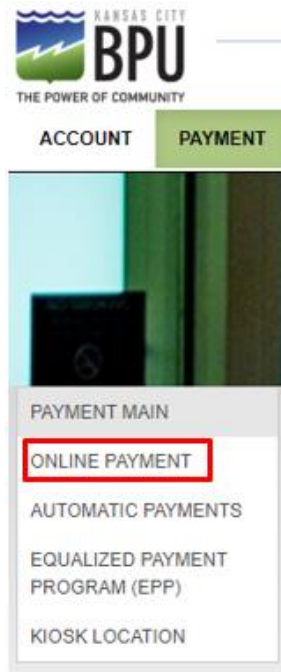
The screenshot shows the BPU website's account details page. At the top, there is a navigation menu with links for ACCOUNT, PAYMENT, UTILITY SERVICES, CONTACT US, and LOGOUT. The 'PAYMENT' link is circled in red. Below the menu is a large banner with the word 'BOA' in glowing letters. The main content area is titled 'ACCOUNT DETAILS'.



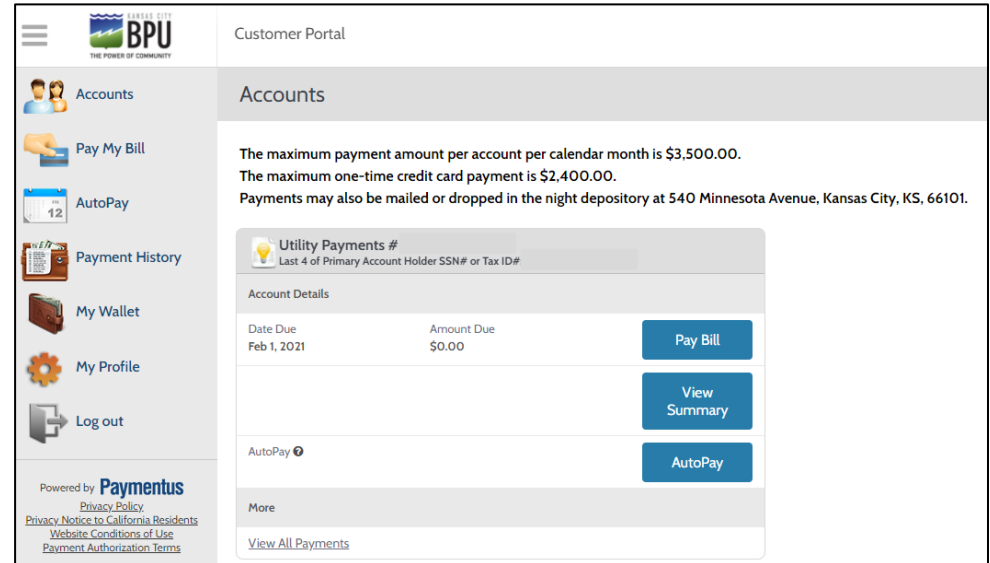
* To Register, click on the link to register. You will need your Account Number & Last 4 of your SSN or Tax ID.

Online Payments (Cont.)

- Click “Online Payment”



- Customer Portal for payments



The image shows a screenshot of the BPU Customer Portal. The page is titled "Customer Portal" and features a navigation menu on the left with options: "Accounts", "Pay My Bill", "AutoPay", "Payment History", "My Wallet", "My Profile", and "Log out". The main content area is titled "Accounts" and displays the following information:

- The maximum payment amount per account per calendar month is \$3,500.00.
- The maximum one-time credit card payment is \$2,400.00.
- Payments may also be mailed or dropped in the night depository at 540 Minnesota Avenue, Kansas City, KS, 66101.

Below this information, there is a section for "Utility Payments #" with a field for "Last 4 of Primary Account Holder SSN# or Tax ID#".

The "Account Details" section shows the following information:

Date Due	Amount Due	Action
Feb 1, 2021	\$0.00	Pay Bill
		View Summary

Below the account details, there is an "AutoPay" section with an "AutoPay" button. At the bottom, there is a "More" section with a "View All Payments" link.

Powered by **Paymentus**
[Privacy Policy](#)
[Privacy Notice to California Residents](#)
[Website Conditions of Use](#)
[Payment Authorization Terms](#)

- 25,000 Payments made monthly online

IVR (Phone) Payments

Customers can make payments thru their phone

- Customers call 855-BPU-BILL (855-278-2455)
- Customers push 1 for Postpaid or 2 for FlexPay
- To make a payment, customers must enter their Account Number and Last 4 digits of their SSN/Tax ID
- The system will provide the amount due & due date
- The customer enters the amount to pay and the payment method (checking, savings, credit/debit card)
- Payments post in real-time to the account
- 10,000 - 11,000 Payments monthly



Kiosk Payments

Customers can visit any of our 30 kiosks located throughout Kansas City in Kansas & Missouri

- To make a payment, customers must enter their Account Number, Last Name and Phone Number and Last 4 digits of their SSN or Birth Date
- Kiosks accept Cash or Check and don't give back change
- Payments are processed two times each business day, except for federal bank holidays



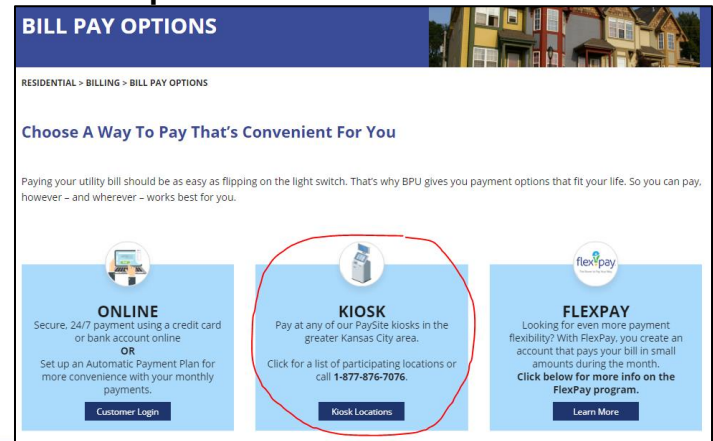
Kiosk Payments (Cont.)

- Kiosks are primarily located at grocery stores
- There are two kiosks at BPU's main office at 540 Minnesota Avenue that are open 24 hours-a-day, 7 days-a-week
- Kiosk locations can be found at:
www.BPU.com/ForHome/Billing/BillPayOptions.aspx

-- or --

by going to www.BPU.com and hovering over Residential or Business and clicking "Bill Pay Options"

- 7,500 Payments monthly
- Payments post to the account when the file is processed



The screenshot shows the "BILL PAY OPTIONS" page on the BPU website. The page has a blue header with the title "BILL PAY OPTIONS" and a navigation breadcrumb "RESIDENTIAL > BILLING > BILL PAY OPTIONS". Below the header, there is a sub-header "Choose A Way To Pay That's Convenient For You". A paragraph of text states: "Paying your utility bill should be as easy as flipping on the light switch. That's why BPU gives you payment options that fit your life. So you can pay, however – and wherever – works best for you." There are three main content blocks, each with an icon and a "Learn More" button. The "KIOSK" block is circled in red. The "ONLINE" block includes the text: "Secure. 24/7 payment using a credit card or bank account online OR Set up an Automatic Payment Plan for more convenience with your monthly payments." The "FLEXPAY" block includes the text: "Looking for even more payment flexibility? With FlexPay, you create an account that pays your bill in small amounts during the month. Click below for more info on the FlexPay program."

Night Drop Payments

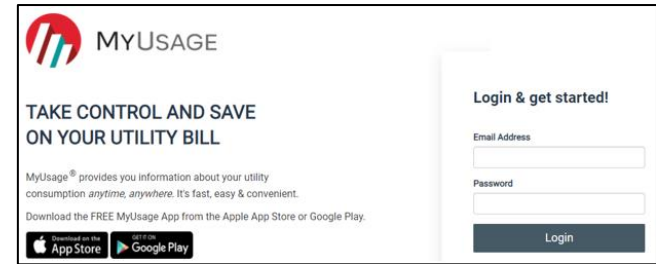
Customers can come to BPU's main office at 540 Minnesota Ave and drop their payment in the night drop

- These payments are checked a few times each business day
- These payments **MUST** contain at least one of the following:
 - Account Number
 - Service Location Address
 - Bill Remittance Stub
- These payments are received by BPU cashiers who process them accordingly
- 2,500 Payments monthly



Customers pay on a Pre-Paid basis

- Customers can monitor their account via a website or a downloadable app
- Customers can monitor their account on a daily basis
 - Monitor their balance
 - Number of days until their account goes negative
 - Previous day's usage/charges
 - Make payments
- Currently over 1,200 active accounts with 5,000-6,000 Payments made each month



Payments Mailed to BPU Directly

Customers sometimes mail payments directly to BPU's main office at 540 Minnesota Avenue

- Customers don't have their bill remittance stub, so they mail the payment directly to BPU with a check or money order
- These payments **MUST** contain at least one of the following:
 - Account Number
 - Service Location Address
- These payments are received by BPU cashiers who process them accordingly
- 300 - 400 Payments monthly



*Thank
you*