



INDEPENDENCE
* UTILITIES *

City of Independence Utilities Newsletter

January 2024: Thank you crews!

Thank you to our crews!



Mother Nature has not been kind to us this month! From heavy snowfall to below zero temperatures, winter weather season is definitely here!

Our crews wasted no time jumping into action when we were hit with severe winter weather this month. Our snow crews have worked around the clock -- 12 hour shifts -- to clear roadways and lay down salt and brine.

Even when below zero temperatures caused trucks to stall, our crews did everything in their power to get back out on the roadways.

The winter storms not only tested our patience on the roads, but they also put a strain on power lines. Our Independence Power & Light crews worked outside in the frigid temperatures to make sure everyone could stay warm at home.

We want to take the time to recognize all of our incredible staff -- both in Municipal Services and Independence Power & Light -- who worked to help our community. We appreciate you!



To our residents, thank you for your patience and support throughout these efforts. We understand road conditions or power outages can be frustrating and an inconvenience and we thank you for your continued compassion.

January winter weather by the numbers:

- **31,000 miles** driven by snow plow drivers
- **1,400 tons** of salt laid on roads
- **4 blown transformers** replaced
- **12,000 gallons** of liquid brine used
- **9 broken power poles** replaced

Case against City of Independence, IPL ends, no evidence IPL overcharged customers

The Missouri Court of Appeals has issued a decision in the 2018 class action lawsuit against the City of Independence and Independence Power & Light. The Court found there was no evidence to suggest the City of Independence or IPL overcharged customers or violated the City Charter.

The class action lawsuit, filed by the Accurso Law Firm on behalf of customers, claimed the City of Independence and IPL did not bill customers correctly for electricity in 2018 after transitioning to a new payment software

and therefore overcharged them. The suit also claimed that various city officials had not complied with the City Charter in their operation of IPL.

The Circuit Court of Jackson County rules against all of the claims in August of 2022. The Plaintiffs appealed that decision. On December 26th, the Missouri Court of Appeals, Western District, denied the Plaintiffs final appeal -- effectively ending the case.

IPL Director retires

Independence Power & Light Director James Nail retired earlier this month. He served the City of Independence for nearly 20 years.

Nail first joined the City in 2004 and worked in various roles in the department until accepting the position of Director in 2020.

Joseph Hegendeffer, previously the department's Deputy Director, has succeed Nail and has already begun serving in the role.

Employee spotlight

This month, we want to spotlight all of our **Streets Operations team** from our Municipal Services Division.

In 2023, our Street Operations team paved the way to a better, cleaner, and safer road network -- and the results are in! Last year, our crews repaired a total of 9,060 potholes (183 per week), swept 519 miles of streets, replaced/repaired 1,052 traffic signs and laid down 22 miles of crack seal.

Thank you to our Streets Operations team for a great construction season!

Do you have a member of our team or a division you want to recognize? Reply to this email with your story and they might be featured next month!



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