



## DID YOU KNOW?

**Laptops use 15-60 watts of energy when in use – and only 2 in “Sleep” mode. Desktops and monitors use 80-320 watts when in use – and only 5-10 in “Sleep” mode. SAVE ENERGY today!**



## Ensuring Access to Essential Utility Services

In light of the threat posed by COVID-19, BPU has undertaken a number of efforts to protect and keep its customers, employees, and the community safe in recent months. This includes, among other things, closing the walk-in customer service lobby in BPU’s main building indefinitely.

Regardless, there are numerous ways customers can continue to pay their utility bills, speak with customer service representatives,

or access information. This includes calling customer service at 913-573-9190 from 7:00 a.m.- 6:00 p.m. Mon-Fri, or going online to [www.bpu.com](http://www.bpu.com) which was recently refreshed and now includes a Chatbot feature to answer questions 24 hours a day, 7 days a week.

BPU has in place a number of convenient and accessible ways for customers to pay their monthly utility bill remotely.

*continued on page 4* ■

## Customer Hardship Payment Service Program

BPU continues to partner with the United Way to help area residents with their utility bills when they experience financial hardship due to unforeseen events or circumstances. Hardships may include health emergencies, change in employment or income status, change in family composition or marital status, or unforeseen documented expenses.

The Hardship Assistance program provides customers a one-time financial assistance option, allowing up to \$500.00 to be used to offset power and water expenses. Since its inception, 1,500 households have taken advantage of this program and more than \$500,000 of assistance has been provided to community members in need.

*continued on page 6* ■



## 2020 WATER QUALITY REPORT

*See Pages 8-11*

# Track Your Usage with *Energy Engage*

Save water, energy, money and the environment with the *Energy Engage* utility usage portal. This free tool puts you in control of your utility bill by giving you up-to-date usage and cost information, insights into the environmental impact of your usage, conservation tips, and more.

Once you sign in to your own personal *Energy Engage* dashboard, you'll be able to see your estimated BPU bill for the month as well as current electric and water usage, in terms of both amounts and dollars. In addition, you'll be able to view usage by day, current billing cycle, or year, and even compare your usage to the previous month. Hour-by-hour breakdowns show when energy and water usage is at its peak. And with the personalized alert tool, you can set an alarm to notify you when you get close to a preset budgeted amount.



**It's simple and easy.** Log in to your account using the "Manage Account" button at the top of the home page, then enter your account number and sign in by clicking *Energy Engage*. If you don't have an existing self-service account, sign up as a "new user" and have immediate access. For questions or assistance, call 913-573-9190. 📞

## BPU | *president's letter*



**RYAN EIDSON**  
President  
BPU Board of Directors

Our community has worked to successfully navigate its way through the COVID-19 pandemic over the last several months. Throughout, BPU has remained operational and continued to provide critical electric and water utility services to Wyandotte County residents and businesses.

Almost half-way through 2020, BPU remains focused on providing quality, dependable, and affordable utilities to our community. This includes expanded services, updated technology, and new initiatives to further communications and transparency, improve efficiency, and better customer service – all with an eye toward safety and proper distancing to keep both customers and employees safe.

This edition of the BPU Connection newsletter includes helpful information to assist customers in accessing key utility services and programs. This includes a refreshed and updated website, the *Energy Engage* portal to help track utility usage and monitor costs, flexible payment options, and utility assistance programs available to help in times of need.

Within you will also find a copy of the 2020 Water Quality Report (pages 8-11), which highlights that the utility's water treatment system has met and exceeded all federal, state, and local water quality standards.

Providing water service to our community since 1909, BPU today serves 51,000 water

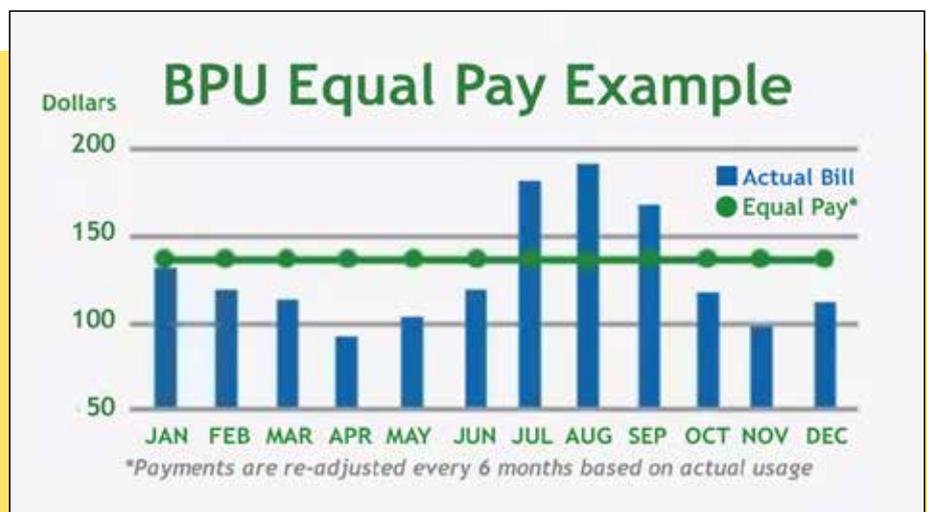
customers in a service area of more than 150 square miles. Our state-of-the-art water system includes a water treatment facility at Nearman, four pump stations, 1,004 miles of water pipes, and the nation's two largest horizontal collector wells to gather water from deep below the Missouri River. Enclosed you'll also find water and energy saving tips to reduce consumption and save money this summer, other key facts about the utility's award-winning water division, and a summary of the BPU's Hot Weather Rule.

With 45% of the utility's power generation today coming from renewable resources (e.g. wind, hydro, solar), BPU is one of the greenest utilities in the nation. The first municipal utility in Kansas to build a Community Solar Farm, residential and now commercial customers can elect to participate in this program, utilizing clean energy and receiving reduced costs on their electric bills.

Finally, I would be remiss for not mentioning the importance of the 2020 Census to Wyandotte County. The results of this once-in-a-decade count determine how many federal dollars flow back into our community going forward, and help determine state and federal districts. If you haven't already done so, please go to [www.myCensus2020.gov](http://www.myCensus2020.gov) and be counted today! 🗳️

## The Equal Pay Plan

Utility bill balances can change from month to month. With our **Equal Payment Plan (EPP)**, payments are averaged over a 12 month period. It's an easy way to budget your utility costs! You can enroll using your BPU Online Account or you can call us for more details at 913-573-9190.





## BPU | *general manager's report*

**BILL JOHNSON**  
General Manager

### Maintaining “The Power of Community”

As an essential government service, the BPU has continued providing Wyandotte County with reliable electric and water service throughout the COVID pandemic. We have taken several proactive steps to protect our customers and employees in recent months, including indefinitely closing our customer service lobby, but the utility itself has remained operational 24 hours a day, 7 days a week to ensure residents, small businesses, hospitals, and first responders have access to the utility services they require.

These challenging times have provided renewed appreciation for the men and women who keep our nation's critical infrastructure running smoothly, including police and fire, nurses, grocery workers, delivery drivers – and utility workers. The last thing our community needs to be concerned about is the safety and reliability of its electric and water supply – and BPU employees have literally helped power Wyandotte County through these unprecedented times.

As a not-for-profit public utility, BPU understands the unique circumstances the community faces and works every day to assist. Since the start of this pandemic, we've encouraged customers experiencing difficulties with utility payments to reach out to find a workable payment plan and avoid getting too far behind. Our Customer Hardship Payment Service program and Utility Assistance Program is also available in conjunction with the United Way, providing area residents with financial

assistance to offset power and water expenses. We've also updated and refreshed our website for those preferring contactless options, and waived processing fees for those wanting to make utility payments via PaySite kiosks located in retail stores around the community.

As a publicly-owned municipal utility, our business model allows BPU to be responsive and accountable to the community first. Being a public utility has allowed us to make critical investments in maintenance and improvement of our electrical grid and water system to ensure their reliability, especially during times of crisis. Like other challenges in the past, our utility and community can get through anything by working together and helping one another.

Moving forward this year, BPU will continue working to: 1) improve efficiencies and reduce costs; 2) maintain its critical electric/water production and distributions systems; 3) further build customer service and insight capabilities, and 4) support economic development in our community, among a number of other priorities.

Thank you for your support and patience as BPU continues to navigate these uncharted waters like so many others around the nation. Please know that BPU and its employees are working diligently to help and assist our customers and the community during these extraordinary times – just as it has for the last 100 years. 

### BPU Website Refresh, More User Friendly



Recognizing the importance of online communications, especially during this period of COVID-19 which has required distanced interaction, BPU recently redesigned and refreshed its website. With 50,000 user sessions a month, [www.bpu.com](http://www.bpu.com) is a heavily used resource for both customers and the community.

The site has a totally refreshed look and feel, with enhanced and retooled site navigation features. It is now more engaging and efficient, with new and improved functionality, including smarter and more prominent use of buttons for high traffic pages and ease of customer use. These features were modified based on what customers searched for most on the site and accessed in recent years.

In addition, the new homepage includes a news and social feed box, allowing for quicker access to BPU's social media channels. To improve transparency, the site also includes a new Board Meeting webpage, posting meeting dates, agendas, and minutes to keep customers informed.

There's also a new Saving Tips page to help customers save money on utility bills, with videos and articles on simple ways to conserve energy and cut down on costs. And don't forget the new Chatbot feature. Simply type your questions into this tool, and get answers to your questions 24 hours a day, 7 days a week.

Even with all this new information, the website now loads faster and has more dynamic imagery than before. Check it out. Go to [www.bpu.com](http://www.bpu.com) today and get the information you need! 



*Stay informed of electric outages in your neighborhood with BPU's online Outage Map. Using a birds-eye view of our service area, you can see outages in real-time 24/7.*

## Access to Essential Services

continued from page 1

# Today's Quick, Easy, Bill Payment Options

### ■ On-line at [www.bpu.com](http://www.bpu.com)

Available 24 hours a day, seven days a week using a credit card or savings/checking account. Available in English and Spanish, payments are posted the next day.

### ■ By Phone

Dial 1-855-278-2455 (1-855-BPU-BILL), using a credit card or savings/checking account.

### ■ Auto-withdrawal

Automatic check withdrawal allows your payment to be made from your savings or checking account on a monthly basis.

Call 913-573-9190 to enroll.

### ■ U.S. Mail

Mail your payment to BPU at P.O. Box 219661, Kansas City, MO 64121-9661 in the return envelope provided with your monthly bill.

### ■ Self-Service Payment Kiosk and Payment Drop Box

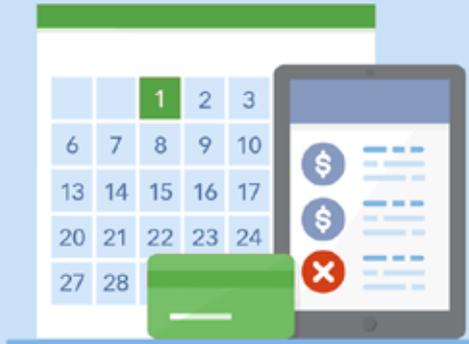
Available 24/7, just inside the BPU Main Building front doors located at 540 Minnesota Avenue, KCK.

### ■ Community Pay Site Kiosks

In the greater Kansas City area. Go to the <http://paysitekiosklocator.com> or call 1-877-876-7076. BPU has temporarily waived fees to use PaySite kiosks to make payments. PaySite kiosks accept cash and checks.



## Automatic Payment Plan Benefits



- No fees to sign up
- Your bank automatically makes payments
- Avoid late charges or discontinued service
- Eliminate checks, envelopes and stamps

Say "goodbye" to checks and stamps! With BPU's Automatic Payment Plan, payments are withdrawn from your bank account and electronically sent to BPU. To enroll call 913-573-9190 or go to [www.bpu.com](http://www.bpu.com), click on View Bill icon, and log on to sign up for this feature.



## Pay Your Utility Bill by Phone

Simply dial:  
**1-855-BPU-BILL**

## Bill Payment Sites Near You!

Use area PaySite kiosks to pay your bill for FREE. Kiosks take cash or check and give you a payment receipt. These kiosks can be found in WyCo and around the region with two just outside our lobby, available 24/7. Go to <http://paysitekiosklocator.com> and enter your zip code for a map of locations near you, or call 1-877-876-7076.

- BPU Headquarters, 540 Minnesota Ave., KCK
- Price Chopper, 7600 State Ave., KCK
- Hen House, 8120 Parallel Pkwy., KCK
- Sun Fresh, 241 S. 18th St., KCK
- Sun Fresh, 2803 S. 47th Street, KCK
- El Rio Bravo Supermarket 11 S 10th St., KCK



## Utility Assistance Program



The BPU also supports utility assistance programming at various human services agencies throughout Wyandotte County. Administered by the United Way of Wyandotte County, these funds are disbursed directly to eight partner agencies including Avenue of Life, Cross-Lines Community Outreach, El Centro, Economic Opportunity Foundation, Catholic Charities of Northeast Kansas, Metro Lutheran Ministries, Salvation Army-KCK Citadel and Harbor Lights Village, and Vaughn-Trent Community Services.

These assistance dollars may be used for all utilities, except phone, internet, and media. Participants must be Wyandotte County residents, 150% of the federal poverty level for past 30 days, and can't receive more than \$500.00 in assistance from the fund annually. In 2019, more than 550 households took advantage of this program, which provided more than \$100,000 in assistance. **For more information about these resources, call the United Way at 2-1-1.**

This program, in coordination with the BPU's Hardship Assistance Program, and other agency efforts, provides a critical layer of support and services to keep households in our community stable. 🇺🇸

## Take the 2020 Census NOW! Help WyCo Fund Public Services



Have you taken the 2020 Census yet? Time is running out, and Wyandotte County residents lag behind our neighbors in adjacent counties in response rates. Visit [www.my2020census.gov](http://www.my2020census.gov) today to fill out your Census!

### Why Do I Need to Take the Census?

The 2020 Census will provide a snapshot of our nation—who we are, where we live, and so much more. The results of this once-a-decade count determine the number of seats each state has in the House of Representatives. They are also used to draw congressional and state legislative districts.

Over the next decade, lawmakers, business owners, and many others will use 2020 Census data to make critical decisions. Go to [my2020census.gov](http://my2020census.gov) to take the Census now! And don't worry – your personal information is confidential and protected by law. It's never released to any other local, state or federal agencies.

Every person who completes their 2020 Census helps our community receive \$20,000 in government funding toward Wyandotte County programs over the next 10 years. Visit [www.my2020census.gov](http://www.my2020census.gov) today to fill out your Census!



### Funding for Much-Needed Programs

If only 1% of the population of Kansas is underreported in the 2020 Census, our state could miss out on approximately \$4.7 million in much-needed federal funding every year for the next 10 years. Those dollars go to fund more than 100 programs. This includes:

- Education Programs and Grants
- Public Transportation
- Medicare and Medicaid
- School Meals
- Head Start
- Mental Health Grants
- Parks, Playgrounds, and Community Centers
- Supplemental Nutrition Assistance Program (SNAP)



We have to make sure Wyandotte County is properly represented in the Census to ensure we get our fair share of federal dollars to help improve our community!

### Influence in Our Nation's Capital

The results of the Census determine how many seats the state gets in the House of Representatives. In addition, data from the Census is used to redraw electoral districts, based upon where populations have increased or decreased.

### What Do I Need to Do?

Responding to the Census is easy. You can respond over the phone in 13 different languages, go online at [www.my2020census.gov](http://www.my2020census.gov) or wait for the paper form to be delivered to you. Get counted – so Wyandotte County can continue to get the federal funds it needs to continue to provide essential services and programs you need. 🇺🇸



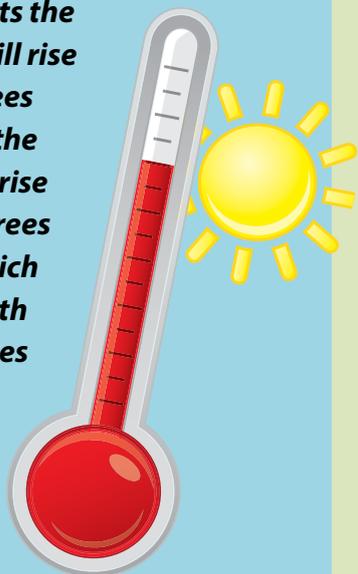
## Always Call 811 Before You Dig

Planting a tree, installing a fence or deck this summer? Whether doing it yourself or hiring a professional, smart digging means calling Kansas One Call at 811 before each job to locate and get buried utility lines marked.

One easy phone call to 811 gets your underground utility lines marked for free! Homeowners and contractors can prevent damage to underground utilities and prevent service interruptions by calling KOC at least two working days prior to excavating. It's free, easy, and it's the law! 

## BPU Hot Weather Rule

***BPU will not disconnect electric service during the summer months on any day when the National Weather Service forecasts the temperature will rise above 95 degrees Fahrenheit, or the heat index will rise above 105 degrees Fahrenheit, which is consistent with other utility rules in the metro area.***



## Customer Hardship Payment Service Program

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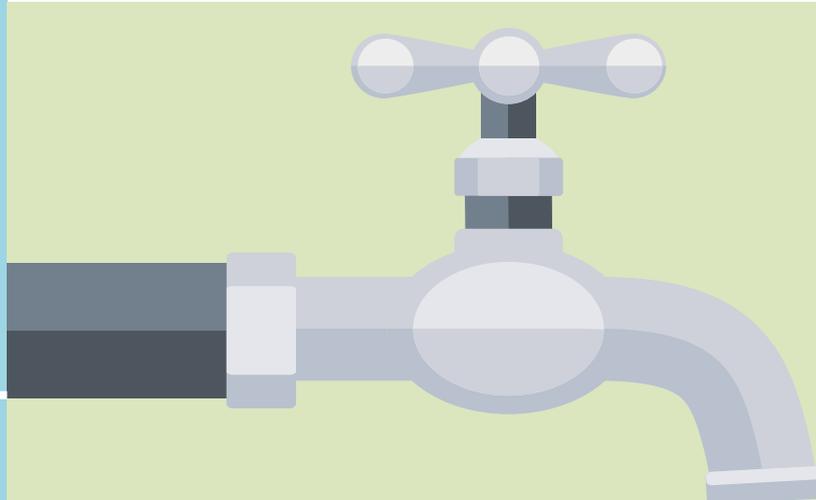
To be eligible, applicants must meet several requirements including, among others:

- Having received at least six months of continuous BPU service
- Providing proof of income (or lack of income)
- Providing verification of other expenses that prevent applicant from making BPU payment
- Verifying that applicant is the resident of the address listed on BPU bill

The program fills an essential role in emergency assistance for the community because it is not income-based. The most common reason for hardship assistance tends to be health-related issues, especially ones that impact employment, but the program can assist with a variety of unexpected issues that come up.



Interested applicants should contact BPU Customer Service at **913.573.9190**, or the special Hardship Hotline, at **913.371.6772**. BPU will refer all eligible cases to the United Way of Wyandotte County, who administers the program locally. You can also call the United Way at 2-1-1, which offers area residents access to thousands of resources and social services including rental and mortgage payment assistance, utility deposit assistance, housing matters, employment assistance, etc. 



## Simple Ways to Save Water

There are a number of things you can do this summer to conserve water and lower your utility bill. Give them a chance, you'll be surprised how much you'll save.

### ✓ Turn off the Tap

By turning off the tap while you brush your teeth in the morning and before bedtime, you can save up to 8 gallons of water! That adds up to more than 200 gallons a month, enough to fill a huge fish tank that holds 6 small sharks! The same is true when you wash dishes. Turn off the tap! Scrape your dirty dishes into the trash—then put them in the dishwasher.

### ✓ Shower Power

Taking a shower uses much less water than filling up a bathtub. A shower only uses 10 to 25 gallons, while a bath takes up to 70 gallons! If you do take a bath, be sure to plug the drain

right away and adjust the temperature as you fill the tub. To save even more water, keep your shower under five minutes long.

### ✓ Fix That Leak

Fixing a toilet leak is a great way to reduce household water use and boost water conservation. If your toilet has a leak, you could be wasting about 200 gallons of water every day. That would be like flushing your toilet more than 50 times for no reason!

### ✓ Beat the Heat

Watering your yard first thing in the morning is a great first step to water-efficient landscaping. Avoid watering your yard in the middle of the day. Watering when it's hot and sunny is wasteful because most of the water evaporates before the plants have time to drink it. 

# What is Community Solar

The BPU Community Solar program offers customers (residential and now business) access to affordable, hassle-free solar energy without the expense and maintenance associated with installing rooftop panels. This 1,000 kilowatt Community Solar Farm consists of over 3,780 photovoltaic solar panels, 335 watts each – the first of its kind offered by a municipal utility in the state of Kansas.



## Businesses Can Also Use Community Solar

Businesses and residences can lease panels based on their consumption for a cost of \$420 per panel. It's a simple way to cut long-term electricity costs, reduce reliance on fossil fuels, and help lower carbon emissions. The lease only requires a one-year commitment, and therefore, offers greater flexibility when planning for the future. Each panel is expected to produce approximately \$38 in annual savings, and as a subscriber, you can start saving right away without any long-term risk.

**1 SAVE MONEY** with a monthly credit on your electric bill. By leasing solar panels at a lower rate you earn long-term savings – putting money back into your business and improving your bottom line.

**2 MAINTENANCE AND WORRY-FREE** access to solar energy without the hassle and cost of installing on-site solar panels. Because the only thing better than saving money on cleaner energy is saving money on cleaner energy without having to do any actual work.

**3 PROMOTE GOING GREEN** with a commitment to clean, renewable energy. Nearly 60% of Americans have concerns about climate change. With one solar panel, your business helps eliminate 12 tons of CO<sub>2</sub> or the equivalent of planting 278 trees.

***BPU Community Solar is now available to business customers.***

***Act now to benefit from the rewards of clean, renewable energy for years to come!***



*For details on how your organization can participate:*

**CALL OUR HOTLINE: 913-573-9997**

**Email us: [solarpanels@bpu.com](mailto:solarpanels@bpu.com)**

**For additional information, visit: [bpu.com/solar](http://bpu.com/solar)**



## DID YOU KNOW?

**BPU water crews are responsible for the maintenance, repair, and installation of 6,000 fire hydrants and 1,000 miles of underground water lines that provide clean water to our city and area communities.**

## Kansas City Board of Public Utilities



*The mission of the Water Division of the Kansas City Board of Public Utilities (BPU) is to have available upon demand, to all of our customers, good quality water and to provide that water in the most efficient manner possible. For more than 100 years, BPU has provided this community with quality water. We are proud to continue this mission and hope that you find this water report useful and informative.*



BPU is one of the top rated public water utilities in the country. In recent years, BPU was one of only a handful to once again receive the **Partnership for Safe Water Directors Award**. The Partnership for Safe Water is a voluntary program between BPU (as well as other participating water utilities) and the following water authorities: the U.S. Environmental Protection Agency, the American Water Works Association, the Association of Metropolitan Water Agencies and the Association of State Drinking Water Administrators, all of whom help to sponsor the program.

The program was established to provide safe, high-quality drinking water to the public that exceeds certain EPA regulations. Less than one percent of all utilities nationwide receive this award, and BPU was the first and only utility in the metro area to receive this honor.

BPU has also received the **Platinum Award for Utility Excellence** from the Association of Metropolitan Water Agencies (AMWA), one of a select few utilities in the country to receive this recognition. The award recognized BPU's accomplishments in applying competitive business strategies to meet the expectations of drinking water consumers and municipal leaders. AMWA is the organization for the nation's largest public drinking water utilities.

### We want our valued customers to be informed!

The Kansas City Board of Public Utilities (BPU) serves over 51,000 water customers in a service area of approximately 152 square miles. This service area includes Kansas City, Kansas, Edwardsville, southern Leavenworth County, parts of Bonner Springs and a small section of northern Johnson County. BPU's state-of-the art water system has the capacity to pump 72 million gallons of water a day (MGD), including one water treatment facility; three major pump stations; 1,000 miles of water pipes and two of the nation's largest horizontal collector wells.

This report describes the quality of your drinking water and how BPU complies with water regulations that protect your health.

This document also complies with the 1996 Safe Drinking Water Act, which requires water utilities to provide water quality information to customers every year.

To learn more, visit BPU's web site at [www.bpu.com](http://www.bpu.com), or go to the Environmental Protection Agency Web site at [www.epa.gov/safewater](http://www.epa.gov/safewater). Visitors are also welcome to attend BPU's regularly scheduled Board meetings, usually held on the first and third Wednesday of each month at 6:00 p.m., at 540 Minnesota Avenue, Kansas City, Kansas. To confirm the

exact date and time of the next BPU Board meeting, call (913) 573-9024.

For questions about BPU water quality, please call BPU's Water Processing Division at (913) 573-9272.

**Sources of drinking water** (both tap water and bottled water) generally include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves organic and inorganic minerals, and may pick up radioactive material and substances resulting from animal or human activity.

BPU's water comes from the Missouri River watershed, which represents nearly one-sixth of the area of the continental United States. The Missouri River carries runoff from predominantly rural, non-industrialized regions. BPU water is collected and filtered through two horizontal collector wells in an aquifer deep below the Missouri River.

Before this "raw" water turns into drinking water, it is cleaned, treated and tested at BPU's Nearman Water Treatment Plant. The plant opened in 2000, and offers the latest treatment and technology methods available. Once the water meets or surpasses all regulations, it is then distributed through underground pipes to our customers.

BPU also has water interconnections with Kansas City, Missouri and Johnson County (Kansas) Water District No. 1 (WaterOne). Both of these water systems also use the Missouri River as their water supply source.

### Is your water safe to drink? Yes it is!

BPU's water quality consistently exceeds all federal and state standards. Federal and state regulations include procedures and schedules to monitor water from the source to the tap. The Kansas Department of Health & Environment (KDHE) assures that the state's public water systems comply with all regulations, follow monitoring schedules and report results. Certified by the State of Kansas, BPU's laboratory monitors the physical, chemical and microbiological characteristics of the utility's water. In addition, the Operating Staff of the Nearman Water Treatment Plant is state-certified by KDHE.

During the 2019 calendar year, BPU is proud to have had no violation(s) of any federal or state drinking water regulations.

### Drinking Water Notice

The Kansas City Board of Public Utilities' public water system (Federal PWSID: KS2020906) violated a drinking water standard in 2017. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether our drinking water meets health standards. In May-June of each year we are required to collect a sample for pesticides analysis. During 2017, we collected a pesticides sample in April instead of May-June and incurred a monitoring violation. In 2018 and 2019 we did collect the pesticides sample in the required months of May-June. Therefore, we have already been returned to a status of "in compliance" for this monitoring violation. Even though this was not an emergency the drinking water regulations require us to distribute this public notice.

What should I do? You do not need to use an alternative (e.g., bottled) water supply. However if you have specific health concerns, consult your doctor.

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately.

What happened? What is being done? The annual pesticides analysis was collected in April instead of May-June. We collected a pesticides sample in May- June of 2018 and have returned to a status of "in compliance" for this violation. No further action is required for this violation. For more information, please contact Steve Nirschl at 913-573-9271, or by Mail: 4301 Brenner Rd, PO Box 4066, Kansas City, KS 66104.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Kansas City Board of Public Utilities Federal PWSID # KS2020906.

**BPU's Laboratory Services Division** monitors the quality of the drinking water as it leaves the treatment plant and also at customers' taps to assure that the water is safe to drink. Currently there are 1,200 regular sampling sites distributed widely around our community.

To produce the highest quality water for its customers, BPU subjects it to rigorous treatment to assure that sediment, harmful bacteria, protozoan parasites, and certain minerals are removed. BPU regularly tests its water using sophisticated equipment and scientifically advanced procedures.

Monitored at Customer's Tap								Monitored June - Sept. 2017 <sup>1)</sup>
BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
	Copper <sup>1)</sup>	ppm	AL=1.3	1.3	0.390	0.056-0.570	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	Lead <sup>1)</sup>	ppm	AL=0.015	0	0.0072	<0.0005-0.041	1	Corrosion of household plumbing systems, erosion of natural deposits

\* If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your water system is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Monitored in the Distribution System								Monitored Jan. - Dec. 2019
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.40 <sup>2)</sup>	2.81	1.0-3.9	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.37 <sup>2)</sup>	0.48	0.03-0.48	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.01	N/A	0 - 5.0	Naturally present in the environment
	HAA5 (Haloacetic Acids)	ppb	60	N/A	21 <sup>3)</sup>	24	<2-33	By-product of drinking water disinfection
	TTHM (Total Trihalomethanes)	ppb	80	N/A	40 <sup>3)</sup>	42	25-58	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants								Monitored Jan. - Dec. 2019
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source	
	Atrazine	ppb	3	3	0.108	<0.05-0.240	Runoff from herbicide used on row crops	
	Barium	ppm	2	2	0.126	0.072-0.150	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
	Beta/ photon emitters	pCi/L	50 <sup>4)</sup>	0	6.6	6.6	Decay of natural and man-made deposits	
	Chlorine dioxide	ppb	800	800	80	<100-220	Water additive used to control microbes	
	Chlorite	ppm	1.0	0.8	0.48 <sup>2)</sup>	0.39-0.63	By-product of drinking water disinfection	
	Cyanide	ppb	200	200	<5	<5	Discharge from steel/metal factories; discharge from plastic and fertilizer factories	
	Fluoride	ppm	4	4	0.74	0.69-0.77	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
	Gross Alpha emitters	pCi/L	15	0	<3.0	<3.0	Erosion of natural deposits	
	Nitrate (as N)	ppm	10	10	0.96	0.96	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
	Radium 226	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Radium 228	pCi/L	5	0	<1	<1	Erosion of natural deposits	
	Selenium	ppb	50	50	<0.5	<0.5	Erosion of natural deposits	
	Total Organic Carbon	ratio <sup>5)</sup>	TT Removal ratio >1	N/A	2.15 <sup>5)</sup>	1.83-2.56	Naturally present in the environment	
	Turbidity	NTU	TT=1.0 max TT<0.3	N/A	0.07	0.03-0.22	Soil runoff causes water cloudiness by suspended matter	
	Uranium	ppb	30	0	3.4	3.4	Erosion of natural deposits	

1) BPU tap water has had very low levels of copper and lead. For this reason, KDHE placed BPU on a reduced-monitoring frequency of once every three years. The data presented in the report are from the most recent testing done in accordance with the regulations.

2) Annual Average

3) Running Annual Average

4) EPA considers 50 pCi/L to be the level of concern for beta particles.

5) The monthly Total Organic Carbon (TOC) removal ratio is calculated as the ratio between the actual TOC removal and the TOC rule removal requirements. The ratio shown is the average of the ratios for the 12 months of this reporting period.

Please Note: Because of sampling schedules, results may be older than 1 year

## Are Cryptosporidium and Giardia in my tap water?

These organisms have never been found in BPU's treated water. BPU's water treatment process uses multiple barriers to prevent the risk of these protozoan parasites being found in customer's finished water.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as individuals with cancer undergoing chemotherapy, persons who have undergone an organ transplant, people with HIV/AIDS or other immune system disorders, and some elderly persons and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

In addition, the Safe Drinking Water Hotline offers guidelines from the EPA/Centers for Disease Control on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants. For information, call EPA's toll-free number at (800) 426-4791, or go to their Website at [www.epa.gov/safewater](http://www.epa.gov/safewater).

## Regulations for Public Water Systems

BPU routinely monitors for contaminants in your drinking water. The following tables show monitoring results for the period of January 1 to December 31, 2019. All drinking water, including bottled drinking water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

**During the 2019 calendar year, BPU had no violation(s) of drinking water regulations.**

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791, or go to their Website at [www.epa.gov/safewater](http://www.epa.gov/safewater).

Have questions about drinking water quality? Call or log-on to these resources:

Kansas City Board of Public Utilities  
 Water Processing Division  
 Phone: (913) 573-9272 or (913) 573-9284  
 E-mail address: [kdaggett@bpu.com](mailto:kdaggett@bpu.com)  
 BPU Website: [www.bpu.com](http://www.bpu.com)

## Laboratory Certification



The National Environmental Laboratory Accreditation Conference (NELAC) is a cooperative association of state and federal agencies that establishes environmental laboratory performance standards. Its goal is to ensure environmental laboratories produce known high-quality data. This data can then form a solid foundation for public health and environmental management decisions.

BPU's laboratory has been nationally accredited under the National Environmental Laboratory Accreditation Program (NELAP). NELAP is the program that implements the NELAC standards. This is accomplished by state and federal agencies that act as Accrediting Authorities.

## Water Quality Data

The following tables list all of the drinking water contaminants which were detected during the 2019 calendar year. The presence of these contaminants does not necessarily indicate the water poses a health risk. Unless noted, the data presented in this table is from testing done January 1- December 31, 2019. The state

## Monitored at the Treatment Plant Secondary Drinking Water Contaminants

Monitored Jan. - Dec. 2019

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO <sub>3</sub>	ppm	NA	207	180-240
✓	Calcium	ppm	NA	80	64-100
✓	Chloride	ppm	250	25	25
✓	Specific Conductance	µmhos/cm	NA	781	640-840
✓	Total Hardness as CaCO <sub>3</sub>	ppm	NA	300	300
✓	Total Hardness as CaCO <sub>3</sub>	Grain/Gallon	NA	17.5	17.5
✓	Magnesium	ppm	NA	25	14-29
✓	Manganese	ppb	50	0.73	<2.0-4
✓	Iron	ppm	0.3	0.028	<0.02-0.03
✓	pH	S.U.	6.5-8.5	7.5	7.3-7.6
✓	O-Phosphate (as PO <sub>4</sub> )	ppm	NA	0.65	0.52-0.80
✓	Potassium	ppm	NA	6.2	4.1-8.7
✓	Silica	ppm	NA	15	12-16
✓	Sodium	ppm	NA	46	29-55
✓	Sulfate	ppm	250	130	130
✓	Total Dissolved Solids	ppm	500	450	450
✓	Metolachlor	ppb	NA	0.05	<0.05-0.09

Secondary contaminants are not regulated, but provide guidelines for producing good tasting and aesthetically pleasing water.

## \*Unregulated Contaminant Monitoring Rule Third Cycle (UCMR3)

Monitored Jan. - Dec. 2015

Substance	Units	MCL	Average Detected	Range Detected
Chlorate	ppb		164	130-210
Chromium Total	ppb	100	0.25	0.20-0.30
Hexavalent Chromium (Dissolved)	ppb		0.14	0.11-0.18
Molybdenum	ppb		3.3	2.5-4.2
Strontium	ppb		548	500-610

\*Unregulated contaminant monitoring helps EPA determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.

Please Note: Because of sampling schedules, results may be older than one year.

requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. **The bottom line is that the water that is provided to you is safe.**

## Additional Required Health Effects Language:

Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts.

These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

Certain minerals are radioactive and may emit forms of radiation known as

photons and beta radiation. Some people who drink water containing beta particle and photon radioactivity in excess of the MCL over many years may have an increased risk of getting cancer.

*Please Note: Because of sampling schedules, results may be older than 1 year.*

## Definitions:

**Action Level (AL)** – the concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Maximum Contaminant Level (MCL)** – the highest level of a contaminant allowed in drinking water. MCLs are set as close to the Maximum Contaminant Level Goal (MCLG—see below) as feasible, using the best available treatment technology.

**Maximum Contaminant Level Goal (MCLG)** – the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL)** – the highest level of a disinfectant allowed in drinking water.

**Maximum Residual Disinfectant Level Goal (MRDLG)** – the level of disinfectant in drinking water below which there is no known or expected risk to health. MRDLGs allow for a margin of safety.

**MFL** – million fibers per liter.

**Micromhos per Centimeter (µmhos/cm)** – a measure of the ability of water to carry electric current.

**Nephelometric Turbidity Unit (NTU)** – a measure of the clarity of water. Turbidity in excess of 5 NTUs is just noticeable to the average person.

**Non-Detect (ND)** – laboratory analysis indicates that the contaminant is not detected with present technology.

**Not applicable (N/A)** – the data does not apply for this contaminant and category.

**Parts per Million (ppm)** – one part per million corresponds to one minute in two years, or one grain of salt in six ounces of tomato juice. It is the same as milligrams per liter, mg/L.

**Parts per Billion (ppb)** – one part per billion corresponds to one minute in 2,000 years, or one grain of salt in 55 gallons of tomato juice. It is the same as micrograms per liter, µg/L.

**Picocuries per Liter (pCi/L)** – a measure of the radioactivity in water.

**Running Annual Average (RAA):** an average of sample results obtained over the most current 12 months and used to determine compliance with MCLs.

**SMCL** – Secondary Maximum Contaminant Level (or optimal range) set by KDHE.

**Standard Units (S.U.)** – a measuring unit for pH, based on hydrogen ion concentration.

**Treatment Technique (TT)** – a treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

## Useful phone numbers at BPU:

Water Processing Division ..... (913) 573-9272  
General BPU number,  
Monday – Friday (8 a.m. to 5 p.m.) ..... (913) 573-9000  
Customer Service (to turn service on or off, or for billing  
questions by telephone)  
Monday – Friday (7 a.m. to 6 p.m.) ..... (913) 573-9190  
Water Trouble ..... (913) 573-9622  
Electric Trouble..... (913) 573-9522

## Environmental Protection Agency

Safe Drinking Water Hotline ..... (800) 426-4791

Website: [www.epa.gov/safewater](http://www.epa.gov/safewater)

## Kansas Department of Health & Environment

Bureau of Water ..... (785) 296-5500

Website: [www.kdheks.gov/water/](http://www.kdheks.gov/water/)

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien. The Board of Public Utilities está de acuerdo con todas las regulaciones gubernamentales para su agua.

Kansas City Board of Public Utilities  
540 Minnesota Avenue  
Kansas City, Kansas 66101  
(913) 573-9000  
[www.bpu.com](http://www.bpu.com)

## What you should know about lead in drinking water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Kansas City Board of Public Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from EPA's Safe Drinking Water Hotline at (800) 426-4791 or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## The value of your tap water

Water is one of our most precious natural resources, and plays a critical role in our daily lives. There are a number of benefits to the safe reliable drinking water you enjoy, including:

**Public Health** – Safe water runs below our streets and to our homes, businesses, and workplaces 24 hours a day. BPU operates its own testing laboratory to monitor raw water quality as well as ensure water quality leaving the plant and in the distribution system, monitoring for contaminants and meeting the regulations for water safety and quality.

**Fire Protection** – In most communities, water flowing to fire hydrants is transported by the same system of mains, pumps, and storage tanks that deliver drinking water. One of the greatest values of BPU's water infrastructure is the fire protection it provides our community. BPU currently services and maintains 6,242 fire hydrants in our community.

**Economic Support** – It would be difficult, if not impossible, to grow a community or economy if safe water was not readily available. Current and future development depends on easy access to water, be it for residential use in homes, industrial uses in manufacturing facilities, or recreational uses like a large water park, a new resort casino, or a professional soccer stadium.

**Quality of Life** – Three percent of the tap water people use for drinking, with the other 97 percent used for other purposes including outdoor watering, bathroom uses, clothes washing, etc. Tap water is so much a part of our daily lives, most take it for granted. From making orange juice to washing fruit, from watering a garden to washing a car, within BPU's water service territory the water you need is always there when you need it – 24 hours a day, 7 days a week, 365 days a year.



2009-2020



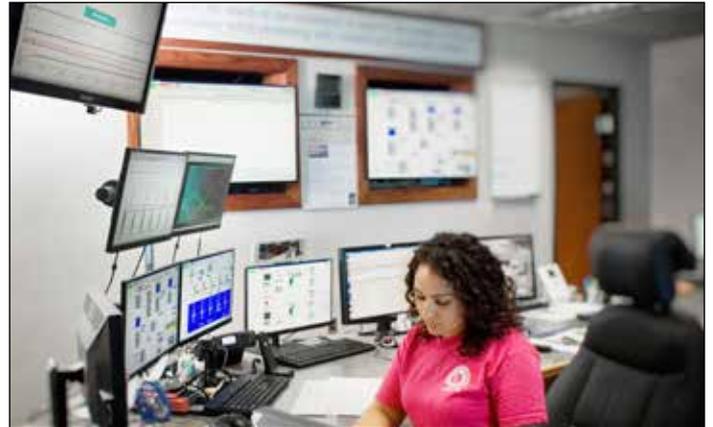


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# WHAT'S NEW?

The water BPU provides to the community is highly regulated by both federal and state health and safety standards. Certified by the state of Kansas, BPU maintains its own water laboratory where a team of staff monitor the community's water supply around the clock, removing harmful bacteria and viruses making it safe for consumption. BPU is proud to have exceeded all drinking water regulations once again.



## BPU | BOARD OF DIRECTORS



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Member-at-Large  
reidson@bpu.com



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Member First District  
rmilan@bpu.com



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mgonzales@bpu.com



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tgroneman@bpu.com



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jbryant@bpu.com



**ROSE MULVANY HENRY**  
Member-at-Large  
rhenry@bpu.com

## WHAT NUMBERS TO CALL:

<b>Customer Service</b>	573-9190
Billing Inquiries by phone—7 a.m. to 6 p.m., Monday-Friday	573-9190
If your electricity is out	573-9522
If your water service is out	573-9622
If you need service turned on or off	573-9190
<b>Billing questions</b>	573-9190
If you need to make payment arrangements on your bill	573-9145
BPU Job Line	573-6900
BPU Ethics Commission Hotline	271-6337
To request public information	573-9173
If you have administrative questions	573-9000
Heat Pump Hotline	573-9988
If you need a "dig" check for electrical cables or water lines	1-800-DIG-SAFE
Administrative Office Number	573-9000
Contact your BPU Board Member	573-9024

# CONTACT US

### MAIN OFFICE

Kansas City Board of Public Utilities  
540 Minnesota Avenue  
Kansas City, Kansas 66101  
Phone: (913) 573-9000  
Visit our Website at: [www.bpu.com](http://www.bpu.com)

### OFFICE HOURS

**8:00 a.m. – 5:00 p.m. Monday-Friday**

