



CONNECTION

Our mission: to focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable and sustainable utilities.

Serving the Water and Electric Needs of Kansas City, Kansas

Summer 2022

What is the UG Pilot? **2**

Recognized for COVID Response **3**

Be Aware of Scams **5**



STAY SAFE THIS SUMMER

Everyone enjoys spring and summer, including outdoor activities, working in the yard, family picnics, or home repair projects. To ensure a safe outing every time, be aware of your surroundings, and always call **1-800-DIG-SAFE (344-7233)** to locate underground utility lines before you dig.



See *Page 5* for more electrical safety tips to keep you and your family safe.

continued on page 5 ■

DID YOU KNOW?

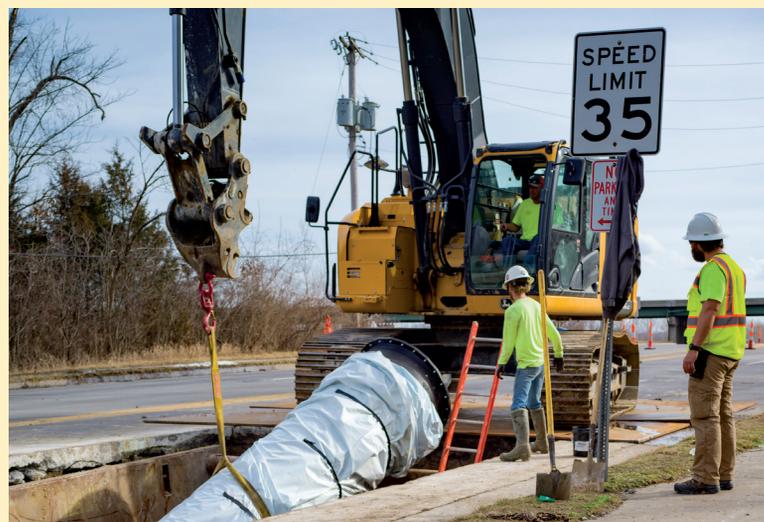
People pay more than **\$1.00** for a 16 oz. plastic bottle of water at the convenience store – while an entire gallon (128 oz.) of BPU tap water from your faucet costs less than **1 cent**.



BPU: A Community-Owned Asset Working for You!

BPU has been meeting the needs of the community for 100 years. Today, this not-for-profit municipal utility provides 65,000 electric customers and 53,000 water customers with safe, dependable and affordable utilities. BPU, and its employees who all live right here

As one of the “greenest” utilities in the nation, 48% of BPU energy comes from renewable environmentally friendly energy sources like wind, solar, and hydropower. Moreover, the utility has received multiple awards for its response in working to protect



and help customers, and the community, better manage the pandemic’s impact over the last two years. It’s no wonder BPU is recognized as one of the leading public utilities in the nation.

As a municipal utility, BPU operates as a community enterprise, working to hold down costs and allow citizens to take part in the process. As a

not-for-profit utility, BPU rates are competitive and viable, reflecting the public nature of its mission. As a publicly owned utility company, BPU answers to Main Street not Wall Street – and continues to do what’s best for the community, just as it has for more than 100 years.

in Wyandotte County, ensure electric and water utility production, transmission, and distribution services, as well as a host of other functions (e.g. maintaining 9,000 traffic signals, 6,200+ fire hydrants, 19,000 streetlights) to keep our community safe 24 hours a day, seven days a week.

continued on page 4 ■

What is the UG PILOT and Why is it on My BPU Bill?

When it comes to electric and water utilities, many cities across America charge a PILOT. Some cities may levy a franchise fee. While similar, the two have slightly different meanings.

A payment-in-lieu-of-taxes (usually abbreviated as PILOT) is a payment made to compensate the Unified Government (UG) for the property tax revenue not collected due to the tax-exempt status of the Board of Public Utilities (BPU). The PILOT is assessed on the monthly bills of the BPU.

Franchise fees are assessed on the monthly bills of customers of private or investor owned utility companies, but not usually customers of cooperatives or municipal-owned utilities. Typically, a franchise fee recoups the cost of the utility companies' use of public right-of-way for energy infrastructure such as power lines or gas pipelines.

As a municipal utility, owned by the UG, the BPU doesn't pay property taxes or a franchise fee. While BPU customers are charged the PILOT, property taxes and franchise fees are not passed onto the BPU customers because the BPU is exempt from being charged for these fees and taxes. If the BPU were privately owned, these costs would be passed on to its rate payers instead of the PILOT.

Under UG Charter Ordinance, the UG can assess a payment-in-lieu of tax (PILOT) in an amount of not less than 5% and not more than 15% of BPU's gross revenues for such year. The amount to be charged is determined annually by the UG and is sent over to the BPU as part of the UG budget process. The PILOT was established by the UG at 11.9% in 2021 and 2020, which amounted to \$31,715,220 and \$32,687,316, respectively. As noted, the PILOT is billed and collected by the BPU by a supplemental rate rider.

The BPU also provides billing services for the UG, therefore other UG charges appear on the BPU bill such as wastewater, storm water, trash, and taxes. Likewise, the PILOT is collected and transferred to the UG each month. All BPU ratepayers are charged the PILOT, even those that are exempt from paying property tax, federal and state governmental properties and wholesale customers located outside the city.

BPU | *president's letter*



MARY L. GONZALES

President
BPU Board of Directors



As we reach the halfway point of 2022 and our community continues its recovery from the effects of the pandemic, please know that the BPU and its employees remain committed to meeting all the electric and water utility needs of Wyandotte County, with a continued focus on responsive customer service. As a not-for-profit municipal utility, BPU is a community enterprise measured by how much benefit it brings into the community, not profits for shareholders like private utilities – and which is directly reflected in the public service nature of BPU's primary Mission.

BPU continues to introduce and implement new services, technology, and programs to improve efficiency, expand communications, and support the community. As always, BPU is committed to reinvesting back into the community it serves, and has been recognized recently with several local and national awards noting not only its overall philanthropy, volunteerism, and environmental stewardship efforts, but also its recent COVID response efforts including the BPU Utility/Hardship Assistance Program which has helped 600+ families, providing temporary moratoriums on utility disconnections, and more.

As noted in this newsletter, BPU's award-winning water system and lab once again exceeded all state and federal water quality standards for safe drinking water, as outlined in the *2022 Water Quality Report* (see *Pages 8-11*). In addition to ensuring potable water for our

community, the utility is also committed to water and energy conservation and the environment, working to educate customers on how to reduce consumption and waste. Note also articles highlighting important safety tips and how to save on utility costs this summer.

BPU provides and contributes far more than just electricity and water service to Wyandotte County. As an administrative agency of the Unified Government (UG), BPU is also tasked with including the UG's payment-in-lieu-of-taxes (PILOT) on its billing statement though the PILOT is set and determined by the UG itself. As a municipal utility, BPU also provides and performs numerous other municipal functions (e.g. maintaining 6,200 fire hydrants, 19,000 streetlights/poles, the county's first-responder radio system, etc.) throughout the community which provide an "added-value" of approximately \$10 million annually (see *Page 7*).

As the new President of the BPU Board of Directors, I appreciate this opportunity to share these updates, highlights, and information about your community-owned utility. Moreover, I would be remiss if I didn't thank BPU employees, and every public servant in our county, for their hard work and on-going efforts to improve the community we call home. On behalf of my fellow Board members and BPU staff, we appreciate your support and stand ready to meet the utility needs of our entire community – 24 hours a day, 7 days a week, 365 days a year! 🇺🇸



POWER OUTAGE MAP

View outage updates
at <https://outage.bpu.com/>

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.



BILL JOHNSON
General Manager

BPU | *general manager's report*

sustainable utilities to the community today, and in the future – while always striving to better serve its customers. More information will be shared in coming months, but strategic objectives will include, among others:

- **Customer Care** – Offer best-in-class customer satisfaction.
- **System Reliability** – Exceed local/regional electric & water system benchmarks.
- **Community Engagement** – Align public relations efforts with community stakeholders & legislators.
- **Process Improvements** – Identify opportunities & implement operational improvements.
- **Financial Management** – Surpass financial & rating agency goals.
- **Workforce Development** – Strengthen employee safety, development, retention.
- **Regulatory Compliance** – Meet and comply with all federal/state requirements.

BPU continues to proactively seek ways to improve utility operations across the spectrum. By that, the utility is again participating in a number of benchmarking activities where it measures utility operations against its peers. Monitoring our overall quality of services, maintaining high performance levels, and using industry best practices are ways to ensure the community continues to benefit from owning one of the top performing utilities in the country.

Please know that BPU's Board of Directors, management team, and employees work hard every day to ensure the delivery of essential and critical utility services in Wyandotte County – and remain committed to improving the quality of life in the community where they live, play, and work. Take a moment to thank these public servants if you get an opportunity and join me in congratulating the new officers serving on BPU's Board of Directors: Mary Gonzales, President; Rose Mulvany Henry, Vice President, and; Tom Groneman, Secretary. 🇺🇸

As a municipal utility, BPU's top priority remains ensuring the delivery of essential electric and water service to the customers it serves, while working to improve the overall quality of life for the entire community.

This edition of the BPU Connection newsletter includes results of the *2022 Water Quality Report*, which indicates BPU continues to meet and exceed all water safety standards and guidelines. It also provides an overview and key facts about general utility operations to help customers understand the breadth and depth of the services and assistance BPU teams provide 24 hours a day, 7 days a week, including the utility's on-going commitment to renewable energy, customer service, and social responsibility. It also offers helpful tips and information on how to stay safe, reduce utility costs, and utilize services offered by the utility.

BPU has been able to achieve its primary utility services mission while simultaneously reducing its Annual Budget and spending significantly over the last 6 years, from \$495 million in 2016 to \$348 million in 2021, with a slight uptick in 2022 due to increased purchased power costs and inflationary pressures impacting all. This is almost a 30% cut in BPU's budget (nearly \$145 million) and includes a 10% reduction in staffing levels during the same period (see *Page 6*). Simultaneously, BPU's electric rates remain comparable and even lower than most other local utilities (see *Page 4*).

BPU is currently finalizing a Strategic Plan to help guide the utility in its on-going mission. This includes goals and priorities to ensure BPU continues providing safe, reliable, and

BPU COVID Response Earns Awards

As a not-for-profit public utility, BPU is committed to maintaining, investing in, and assisting customers and the broader community. As such, BPU supports and gives back to Wyandotte County thru a number of core areas such as: 1) community giving; 2) volunteerism; 3) environmental education/advocacy, and; 4) more recently assisting customers as they attempt to manage the health, economic, and financial impact of COVID over the last 24 months. Specifically, this included campaigns to connect the community to various local, state, and federal assistance programs and resources, including the State-managed KERA program, direct financial assistance and relief from BPU in concert with the United Way (more than 600 families assisted in the last 12 months), enactment of temporary disconnection moratoriums, and much more.

BPU's efforts to help those impacted by the pandemic's fall-out have been recognized recently, both locally and nationally. This includes:



A "**Silver Stevie**" in the *Social Responsibility Category* from the 2022 American Business Awards. With over 3,700 nominations this year, winners in similar categories to BPU included Home Depot, Fannie Mae, and Coldwell Banker, among others.

The Winner of the **2022 Nonprofit Awards** in the *Social Responsibility Category* from PR News. This national award recognizes companies and individuals in the nonprofit sector that work to better their communities and the world around them. 🇺🇸



Moss Named a "40 Under Forty" Honoree

Maurice Moss, Executive Director of Corporate Compliance for BPU, has been named a member of Ingram's "40 Under Forty" Class of 2022. The award recognizes the achievements of young professionals and community leaders in Kansas City. A practicing attorney, Maurice is a leader in the public power and the non-profit arenas, as well as an advocate for youth and diversity. BPU is proud to have such an accomplished young leader on staff, and pleased that his expertise within the utility industry, giving back to the community through volunteerism, serving as a role model to young persons, and helping educate persons on the issue of bias and inclusion has been recognized. He is married to wife Christa, and the father of two children. Congrats Maurice! 🇺🇸



SAVE THE DATE: BPU Charity Golf Tournament

September 10, 2022 • Dub's Dread Golf Course, KCK

As part of its on-going commitment to the community, BPU employees host this annual event, raising \$680,000 for children's charities in WyCo since its inception. To register or help sponsor, or for more information, contact CharityGolf.Corp@bpu.com. 🇺🇸



BPU: Working For You

Mission: To focus on the needs of our customers, to improve the quality of life in our community while promoting safe, reliable, and sustainable utilities.

continued from page 1

✓ Community Investment

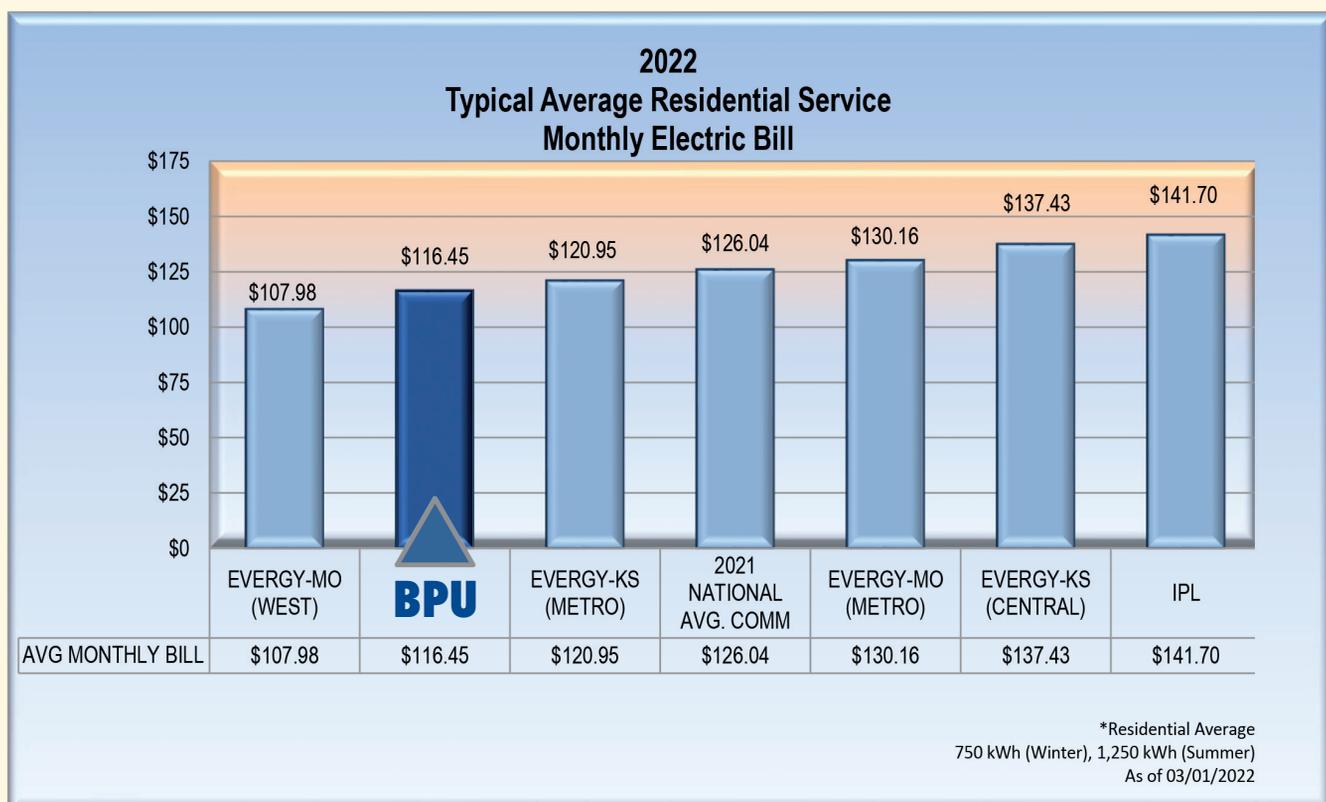
BPU's Mission is to provide dependable service at the lowest possible price, while improving the quality of life in the community it serves. Municipal utilities contribute far more to the community monetarily than simply providing electric and water service. BPU and its employees provide extensive volunteer, civic, and philanthropic support and financial assistance in Wyandotte County, making donations, offering aid, and performing hours of community service throughout the year. Last year this included Utility/Hardship Assistance to 600+ families, temporary moratoriums on utility disconnections, donating \$40,000 from its charity golf tournament to area youth, and much more.

✓ Reliability

BPU staff can respond quickly to community needs and emergencies because they live in the community. The utility is a recipient of numerous awards for Safety and Reliability, Environmental Stewardship, Fiscal Transparency, and Social Responsibility.

✓ Financial Ratings

BPU enjoys strong financial ratings from all three national credit rating agencies including Standard and Poor's, Moody's, and Fitch Ratings. This confirms BPU's financial solvency and ability to service and grow for the future.



✓ Local Control

As a not-for-profit utility, BPU is managed and governed by locally elected officials, which consists of six elected board members. They serve staggered, four-year terms, representing the customers who elect them. As a public entity, BPU records are open to public review and its board meetings, rate hearings, etc. are all open to the public. Starting later this year, board meetings will be streamed live for added transparency.

✓ Community Ownership/Investment

Municipal utilities are customer-owned and operated and measured by how much money stays in the community, not by profits for private stockholders.

✓ Competitive Rates

BPU's electric rates are comparable and even lower than most other local utilities.

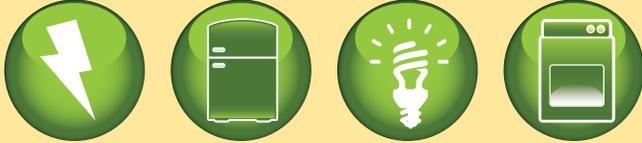
✓ Customer Focused

BPU is continually looking for ways to better serve its customers, from ensuring information or services they require is readily available and accessible, to providing easy or flexible payment options. Tools such as the *Energy Engage Portal* that provides an online dashboard of utility usage and cost info, to the real-time *Electric Outage Reporting Map* that identifies problem areas down to the street level, BPU is always working to assist customers. Go to BPU.com for info on all these unique services today! 📱

ENERGY CONSERVATION:

No and Low Cost Tips to Save You Money

With a little planning and common sense, you can cut your energy bill significantly, saving money and protecting our environment.



- Set your thermostat at 78° in the summer, and run an electric fan near where you're sitting or sleeping. In winter, set thermostat at 68° and reverse direction of ceiling fans to distribute warm air.
- Close drapes or shades on sunny side of your home in summer, keep them open in winter.
- Wear loose fitting cotton clothing in the summer, add layers in winter.
- In summer use a dehumidifier as dry air feels cooler. In winter use a humidifier as humid air feels warmer.
- Clean or replace HVAC filter every three months to keep system running efficiently.
- Avoid frequently opening your refrigerator. A full refrigerator uses less energy than an empty one.
- Remember that a microwave uses less energy than an oven. If you use the oven, cook several dishes in it at the same time.
- Turn off the TV, stereo, and radio when not in use...don't just lower the volume.
- Turn off the lights when leaving a room. Use CFL or LED light bulbs – they save approximately 80% on energy used for lighting.
- Wash and dry full loads of clothes.

For more energy savings info, go to www.bpu.com

Stay Safe This Summer

continued from page 1



Summer Electrical Safety Tips

These simple reminders and contact numbers will ensure you and your family enjoy the outdoors while being safe and prepared. BPU recommends the following:

- Always keep metal ladders, antennas, etc. away from all overhead lines.
- If you see a wire on the ground – STAY AWAY!! – and call BPU at 913-573-9522. Call this same number if a kite or anything gets caught in a power line.
- If you're planting trees, installing sprinklers, or digging in your yard, call 1-800-DIG-SAFE (344-7233), to locate all underground utility lines before you dig.
- Never use an electric lawn mower when the grass is wet.
- Always inspect power tools and electric lawn mowers for frayed power cords or broken plugs. If damaged stop using the equipment immediately.
- When working outside, only use extensions cords marked for outdoor use and rated for the power of your tools.
- During electrical storms, do not use telephones or appliances like hair dryers, toasters or radios. Keep extra batteries for flashlights and portable radios in case of power outages.
- Protect your equipment and computers by installing surge protectors on electronic devices and appliances; look for the proper UL rating.
- Teach your children basic safety rules at an early age. Make sure they watch for "Danger" signs on high-voltage equipment. ⚡



SCAM ALERT – Don't Be a Victim!

Scammers are targeting BPU customers. In some instances a hoax caller states that the individual overpaid their bill and now must provide a debit card/credit card in order to get their refund. These calls are not coming from BPU. If you ever receive a suspicious call, hang up and call BPU at **913-573-9190** to report it.

BPU: What to Know About You

- ✓ Community-Owned, Locally Controlled
- ✓ Reliable and Dependable
- ✓ Fiscally Responsible
- ✓ Environmental Steward
- ✓ Socially Responsible
- ✓ Promotes Economic Growth

ELECTRIC UTILITY FACTS:

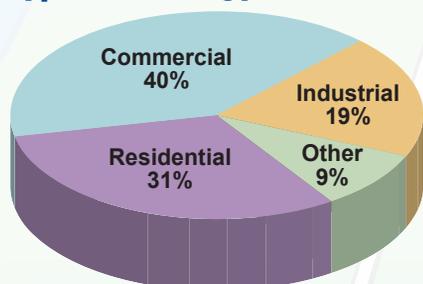
- Established in 1912, serves more than 65,000 electric customers today.



Nearman Creek Power Station

- Two power stations that can generate total of 425 MW of energy.
 - Nearman Creek Power Station
 - Quindaro Power Station
- 29 electrical substations, 16,500+ transformers, 3,000+ miles of electrical lines.
- 17% ownership in Dogwood, a local combined cycle natural gas plant.
- Responsible for maintaining 19,000 streetlights/poles for the UG, 9,000 traffic signal heads, and the county's entire first responder radio system.
- Compliant with all local, state, and federal standards, regulations, and laws.

Types of Energy Customers



LOCALLY CONTROLLED, WORKING FOR YOU...

- 110+ years of service to Wyandotte County, providing dependable and affordable water and electric service over a 130 sq. mile area.
- Recognized as one of the top-rated "public utilities" in the nation.
- An agency of the Unified Government, self-governed by an elected six-member Board of Directors.
- As a nonprofit municipal utility, BPU works for Main Street not Wall Street or investors. All board meetings, hearings, etc. are open to the public, ensuring transparency and access.
- BPU customer service receives 670 calls a day for billing assistance, new hook up inquiries, etc. Over 66,000 unique visits to BPU.com, and 31,000 online account payments/access every month.
- Employs 500+ Wyandotte County residents that live, shop, and eat in the community where they work, contributing to the county's tax base and the local economy.
- Extensive volunteer, civic, and financial support in local community. Top-ranked in United Way contributions, raising \$680,000 through annual charity golf tourney, providing \$2.1 million in hardship/utility assistance to 9,500 families, offering the popular BPU Summer Youth Program that's helped nearly 2,000 young people with job training partnerships, and a BPU Employee Foundation that assists dozens of organizations touching the lives of 6,000+ area kids.

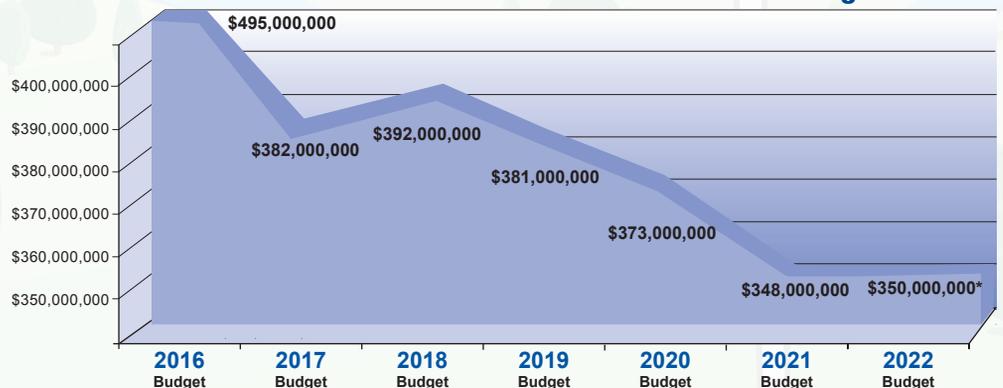


BPU Administrative Building

Reduced Spending and Improved Processes

BPU continues working to reduce spending, increase efficiencies, and improve customer service – doing "more with less" while continuing to meet the electric and water needs of the entire community. As such, BPU has successfully reduced its Annual Budget by almost 30% over the last six years, dropping from \$495 million in 2016 to \$348 million in 2021, with a slight uptick in 2022 due to increased purchased power costs and inflationary pressures hitting the nation. This is a \$145 million budget cut, and includes a 10% reduction in staffing levels during this period.

BPU Annual Budget Totals

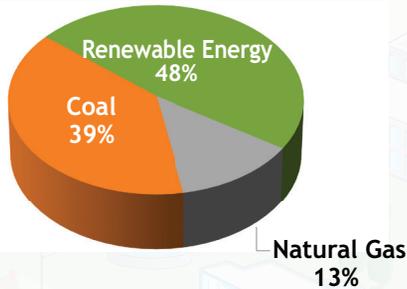


Total Number of Employees



Community-Owned Utility!!

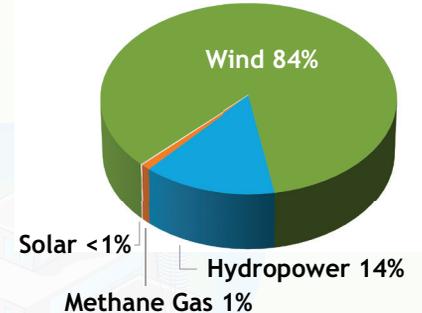
BPU Generation Output by Fuel Mix



“GREEN ENERGY” LEADER

- 48% of all BPU power generation now comes from wind, solar, hydro, or landfill gas.
- Enough energy to power 135,000 homes in WyCo.
- BPU has reduced its coal consumption 62% from 2007-2020.
- Relies on three Wind Farms with 110+ wind turbines.
- Built first municipal Community Solar Farm in KS, located in WyCo, making this affordable option available to all.
 - Comprised of 3,700 PV panels that eliminates 12 tons of CO₂.

BPU Renewable Energy Source



BPU AWARDS AND RECOGNITIONS

- **“Silver Stevie Award” - Social Responsibility** – leadership related to pandemic response for customers and the community. (2022)
- **Smart Energy Provider (SEP)** – less than 100 utilities across the nation achieve this APPA designation. (2021)
- **KC Corporate Champion, Ingram’s** – for local commitment to philanthropy, volunteerism, and COVID assistance. (2021)
- **Reliable Public Power Provider (RP3) Platinum Award** – one of few to receive for electric safety and reliability. (2021)
- **Excellence in Financial Reporting Award** – for accounting and financial reporting. (2021)
- **“10-Year Directors Award” from The Partnership for Safe Water** – a joint EPA collaborative for water system proficiency. (2009-present)



SMART ENERGY PROVIDER



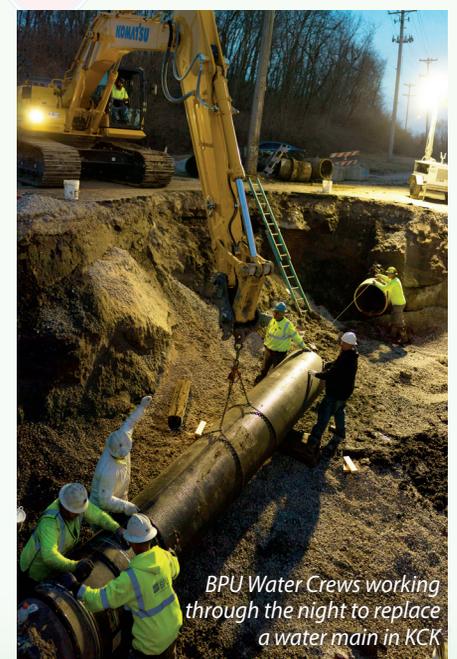
WATER UTILITY FACTS:

- Established in 1909, serves more than 53,000 water customers today.
- State-of-the-art Nearman Water Treatment Plant with its own safety testing lab to ensure water quality, 1,000+ miles of water lines, three pump stations, and 6,200 fire hydrants across the area.
- Capacity of 72 million gallons per day (MGD), with two of the nation’s largest horizontal collector wells pumping water from deep below the Missouri River.
- 20 million gallons of reserve water stored in reservoirs and elevated storage tanks.
- Water quality consistently exceeds all federal and state standards.

ADDED SERVICES & CONTRIBUTIONS BPU PROVIDES FOR THE UG:

In addition to collecting the PILOT for the Unified Government (UG), as an administrative agency of the UG, BPU also provides and performs numerous other municipal functions beyond just energy and water utility services. These added functions, with “value-added” estimates of approximately \$10+ million annually, include:

- ✓ Maintaining 19,000 streetlights, 2,500 traffic signals... **Value = \$3.7 million**
- ✓ Maintaining 6,200+ fire hydrants... **Value = \$2.7 million**
- ✓ Billing and collecting for UG water pollution control services... **Value = \$2.2 million**
- ✓ Billing, collecting, and administrative functions for UG trash services
- ✓ Providing water and electricity to UG facilities... **Value = \$4.3 million**
- ✓ Managing the county’s state-of-the-art first responder radio system



BPU Water Crews working through the night to replace a water main in KCK

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.

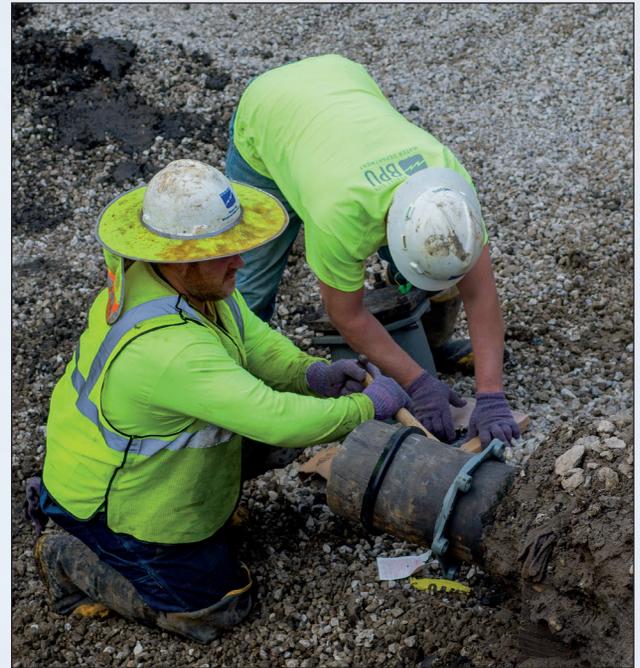
We want our valued customers to be informed!

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, or go to the



Environmental Protection Agency Web site at 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 2021 calendar year, BPU is proud to have had no violation(s) of any federal or state drinking water regulations.

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.

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 Web site at www.epa.gov/safewater.

Monitored at Customer's Tap								Monitored June - Sept. 2020 ¹⁾
BPU Surpassed Standards	Substance	Units	MCL	MCLG	90th Percentile	Range Detected	Sites Over AL	Likely Source
	Copper ¹⁾	ppm	AL=1.3	1.3	0.490	0.042-0.900	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
	Lead ¹⁾	ppm	AL=0.015	0	0.0044	<0.0005-0.0078	0	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. 2021
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.41 ²⁾	2.66	1.0-3.5	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.41 ²⁾	0.50	0.32-0.50	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.42	N/A	0 - 4.2	Naturally present in the environment
	HAA5 (Haloacetic Acids)	ppb	60	N/A	17 ³⁾	18	10-26	By-product of drinking water disinfection
	THM (Total Trihalomethanes)	ppb	80	N/A	36 ³⁾	37	24-48	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants							Monitored Jan. - Dec. 2021
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source
	Atrazine	ppb	3	3	0.038	<0.05-0.150	Runoff from herbicide used on row crops
	Barium	ppm	2	2	0.128	0.120-0.150	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
	Beta/pton emitters	pCi/L	50 ⁴⁾	0	7.0	7.0	Decay of natural and man-made deposits
	Chlorine dioxide	ppb	800	800	120	<100-320	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.49 ²⁾	0.36-0.63	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	0.71	0.48-0.89	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	0.87	0.87	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	<5	<5	Erosion of natural deposits
	Total Organic Carbon	ratio ⁵⁾	TT Removal ratio >1	N/A	1.51 ⁵⁾	1.36-1.66	Naturally present in the environment
	Turbidity	NTU	TT=1.0 max TT<0.3	N/A	0.06	0.04-0.16	Soil runoff causes water cloudiness by suspended matter
	Uranium	ppb	30	0	4.2	4.2	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

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, 2021. 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 2021 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 Web site at 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
- BPU Web site: 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 2021 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 the testing done January 1-December 31, 2021. The state 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.



Monitored at the Treatment Plant Secondary Drinking Water Contaminants					
Monitored Jan. - Dec. 2021					
BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	212	180-260
✓	Calcium	ppm	NA	77	63-90
✓	Chloride	ppm	250	28	28
✓	Specific Conductance	µmhos/cm	NA	813	730-920
✓	Total Hardness as CaCO ₃	ppm	NA	300	300
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	17.5	17.5
✓	Magnesium	ppm	NA	26	23-30
✓	Manganese	ppb	50	<2.0	<2.0-2.0
✓	Iron	ppm	0.3	<0.02	<0.02-0.05
✓	pH	S.U.	6.5-8.5	7.5	7.3-7.6
✓	O-Phosphate	ppm	NA	0.60	0.16-0.74
✓	Potassium	ppm	NA	6.6	5.6-8.0
✓	Silica	ppm	NA	14	13-16
✓	Sodium	ppm	NA	61	52-68
✓	Sulfate	ppm	250	180	180
✓	Total Dissolved Solids	ppm	500	520	520
✓	Metolachlor	ppb	NA	0.05	<0.05-0.13

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

*Unregulated Contaminant Monitoring Rule Fourth Cycle (UCMR4)

Sampling Period July 2019-Sept. 2020

Substance	Units	MRL	Average Detected	Range Detected
Manganese	µg/L	0.4	0.59	0.42-0.80
Bromide	µg/L	5	58	50-66
Total Organic Carbon	mg/L	0.3	2.8	2.6-3.1
HAA5	µg/L	-	20	1.4-36
HAA6Br	µg/L	-	12	0.5-18
HAA9	µg/L	-	30	1.9-50
Chlorodibromoacetic Acid	µg/L	0.3	1.32	0.30-1.80
Bromodichloroacetic Acid	µg/L	0.5	4.86	0.68-6
Dibromoacetic Acid	µg/L	0.3	1.11	0.61-1.70
Monobromoacetic Acid	µg/L	0.3	0.43	0.31-0.55
Bromochloroacetic Acid	µg/L	0.3	4.9	0.5-7.1
Dichloroacetic Acid	µg/L	0.2	10.31	1.4-20
Tribromoacetic Acid	µg/L	2.0	2.0	2.0
Trichloroacetic Acid	µg/L	0.5	8.23	2.0-14

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

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 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

Web site: www.epa.gov/safewater

Kansas Department of Health & Environment

Bureau of Water (785) 296-5500

Web site: www.kdheks.gov/water/

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien. Te 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

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 <http://www.epa.gov/safewater/lead>.

Some People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

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, business, 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.



2009-2022





540 Minnesota Avenue
Kansas City, Kansas 66101

PRESORTED
STANDARD
U.S. POSTAGE
PAID
MAIL-SORT, INC

WHAT'S NEW?

Local Students and BPU Celebrate Arbor Day

To help promote the importance of the environment, BPU environmental and electric operations staff gathered with students at Piper Prairie Elementary School to plant a tree in observance of National Arbor Day on April 29th. A national holiday created to recognize the importance of trees, Arbor Day is celebrated around the nation with people getting together to appreciate the environment and plant trees in their local communities.



BPU | BOARD OF DIRECTORS



MARY L. GONZALES
President
Member-at-Large
mgonzales@bpu.com



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



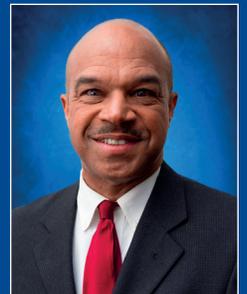
THOMAS GRONEMAN
Secretary
Member Second District
tgroneman@bpu.com



ROBERT L. MILAN, SR.
Member First District
rmilan@bpu.com



JEFF BRYANT
Member Third District
jbryant@bpu.com



DAVID HALEY
Member-at-Large
dhaley@bpu.com

WHAT NUMBERS TO CALL:

Customer Service	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
Billing questions	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

OFFICE HOURS

8:00 a.m. – 5:00 p.m. Monday-Friday

