



## BPU: A "Community-Owned" Asset

BPU is an administrative agency of the Unified Government of Wyandotte County/ Kansas City, Kansas, serving the community since 1909. Today it serves 65,000 electric and 51,000 water customers, maintaining all aspects of electric and water utility production, transmission and distribution 24 hours a day, 7 days a week. This local utility is also recognized as one of the "greenest" electric utilities in the nation, with 45% of its energy coming from renewable energy sources.

### Local Mission

BPU's mission is to provide dependable services at the lowest possible price and to improve the quality of life in the community it serves. In doing so, the utility and its associates provide extensive volunteer, civic,

and philanthropic support to the community, donating thousands of dollars and hours of community service every year. In 2018, BPU and its associates raised and donated more than \$530,000 for the United Way Utility Assistance Program, Customer Hardship Program and numerous children's charities. It also supports local summer youth programs and works with non-profits, business groups, and government entities to attract new business and growth in the community.

### Local Control

As a not-for-profit municipal utility, BPU is controlled and governed by locally-elected officials, which consists of six elected board members. The board members 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 and rate hearings are also open to the public.

### Fiscal Responsibility and Accountability

To provide quality services at the most affordable price, BPU remains focused on reducing costs and improving efficiencies. BPU's 2019 Budget proposed no electric rate increase this year and saw a reduction of \$11 million over the prior year's budget. BPU has implemented a number of financial and management policies to tighten oversight and improve fiscal responsibility, including an annual financial audit by a national accounting firm, reducing the number of employees

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## DID YOU KNOW?

**There's an estimated 6.6 million trees in BPU's service territory (an average of 100 trees per customer). The national average of trees per person is 12, highlighting the vegetative density of BPU's service area.**

## Tree Trimming Program Reduces Outages

BPU knows how inconvenient power outages are, and how dangerous power lines can be. That's why it does so much to prevent and prepare for both – including having in place an aggressive vegetation management (i.e. tree trimming) program. Ice, high winds, and decay are just a few of the things that can lead to fallen limbs, damaged power lines and costly repairs.

To ensure reliable service for its customers, BPU maintains a proactive tree trimming program throughout the year, trimming and removing trees and limbs in the public right-of-ways and easements to minimize the potential of power outages and hazards

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## FY19 Budget Overview

The 2019 BPU Annual Budget, totaling \$381 million, was approved by the Board in December. It provides for a reduction in spending of \$11 million over last year's budget, a 2.8% decrease resulting primarily from lower capital spending.

Goals and priorities for 2019 include renewed focus on customer service initiatives, continuing to support and champion renewable energy (including BPU's new Community Solar Farm), ensuring transmission and distribution systems are adaptable for future needs, and identifying and implementing usage of innovative technologies for improved service and access. BPU will continue efforts to improve efficiencies and reduce costs; assist and support community partners and meet and prepare for future customer growth while maintaining world-class customer service. 🏡

## Johnson Named BPU General Manager

The KCBPU Board of Directors recently named William (Bill) Johnson as the new General Manager for this nationally recognized public utility. Johnson has worked at BPU for nearly 40 years, serving most recently as the Manager of Electric Operations and Technology. He replaces Don Gray, who announced his retirement from BPU in late 2018.



Johnson has held multiple positions within the utility, overseeing Electric Transmission and Distribution, Electric Engineering, Information Technology, etc. He's directed a number of key initiatives including modernizing BPU's electric infrastructure, and introducing some of the utility's most advanced enterprise technology systems to improve overall operations. 🏡



**NORM SCOTT**  
President  
BPU Board of Directors

As the newly elected President of the BPU Board of Directors, and a lifelong resident of Wyandotte County, I am proud of this utility's accomplishments and the award-winning services it offers.

BPU has serviced this community for more than 100 years, today assisting nearly 70,000 customers over a 130 sq. mile area. Its primary goal remains providing quality dependable services to customers at the lowest possible price. The utility accomplished a number of key objectives and milestones over the last 12 months, including:

- Receiving a nationally acclaimed "Gold Stevie Award" for Best Overall Utility, as well as being recognized as having one of the top Corporate Social Responsibility Programs in the nation for its community support, environmental leadership, and customer service.
- Developing and maintaining a stable financial position for the organization, building cash-on-hand levels, maintaining an A+ credit/Stable Outlook rating from Moody's, and being recognized for transparency and excellence in financial reporting and management.
- Managing infrastructure improvements to maintain and upgrade an aging utility system, including the Rosedale Area Reliability Project providing a new substation, upgrading existing transmission lines, and offering new interconnector lines for redundancy and backup protections in an area that has seen significant growth.

On behalf of BPU's Board of Directors and its employees, all of whom work and live in Wyandotte County, we want to thank you for allowing this publicly-owned utility the opportunity to service the electric and water needs of this historic and diverse community.

- Expanded communications efforts to promote products, programs, and transparency, and continued training of its customer service representatives while initiating both lobby and technology enhancements.
- A continued focus on renewable energy, achieving a target of 45% of power generation from renewable energy resources including wind, hydro, landfill methane gas, and a new Community Solar Farm with 4,000 new PV solar panels.

As a hometown utility, BPU is available to respond 24 hours a day, 7 days a week. While we may not always have the desired answer, we'll do our best. And as noted in this newsletter sent to every single utility customer, all Board meetings, proceedings, and rate hearings are open to the public where the community is encouraged to provide input.

BPU is committed to and continually invests in the community through service hours, philanthropic events, donations, and civic support. As noted on the next page, our annual golf tournament has raised more than \$580,000 for local charities, and the BPU Employee Foundation is a fixture in the community. We give every day, making a difference where it counts most.

Finally, I'd like to take this opportunity to thank the outgoing General Manager Don Gray for his leadership and commitment spanning a 48 year career in public service at BPU. Simultaneously, I want to congratulate his replacement Bill Johnson, a 39 year employee of the utility. Under their leadership, BPU has become and will continue to be one of the top public utilities in the nation.

As you can see, BPU contributes far more to the community than simply supplying electricity and water service. As a non-profit public utility, we are committed to bettering the community. We understand that BPU's primary mission is to ensure reliable and affordable utility services to its customers, while working each and every day to improve the overall quality of life in this community.

## Operations Cease at Aging Quindaro Power Station



BPU will cease operation of its two electric generating units (Q1 and Q2) at the Quindaro Power Station in late 2019. Brought online in 1965 and 1971, the units have provided BPU with a reliable, economical source of power for more than half a century. Based on a recent feasibility study and other factors, BPU has determined that these units are no longer viable, efficient, or necessary to operate in today's marketplace. The utility has enough capacity to meet future forecasted loads and required reserves through 2028, and therefore, no longer needs to utilize these units. Moreover, because of their high cost to operate and maintain, these two 48 and 54

year old steam electric generating units rarely operate in the marketplace.

Ceasing operations of these units and the Quindaro Power Station will eventually save the utility \$10 million annually. This has been a lengthy ongoing evaluation process, and therefore will not require the elimination of any current positions. Several of the operating positions have already been reassigned over the last year to BPU's primary Nearman Power Generation facility, and other functions that had offices or space physically on the Quindaro Power Station property will be relocated to other existing BPU facilities. 🏡

## BPU Employee Foundation Gives Back to the Community

Comprised of employee volunteers, the BPU Employee Foundation volunteers and raises funds for projects and initiatives around the county. Over the holidays, they set up collection barrels around the utility for donated gifts and toys, and the response was amazing. The barrels were filled to the brim, with toys being delivered to children residing at the Kaw Valley Center. The Foundation also teamed up with the McKinney-Vento Program at USD 500, as well as parents and teachers in the Turner school district, shopping for homeless students and families in need.



## Lobby Survey Helps Identify Needs, New Services, Areas for Improvement

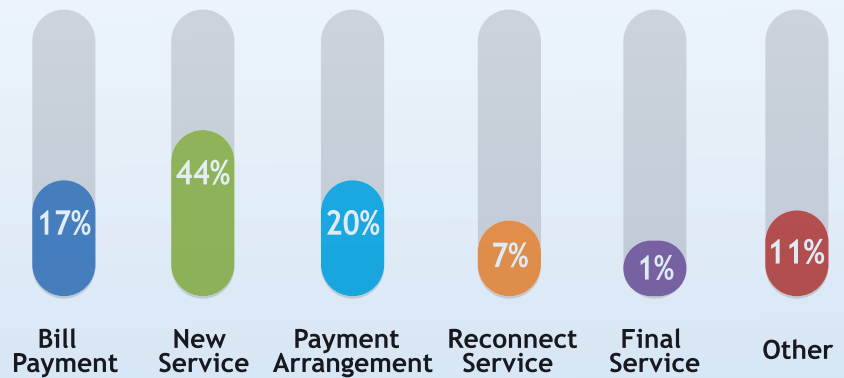
To help BPU Service Representatives better assist customers, better understand their needs, and identify new potential products or services, BPU recently undertook a survey of those that utilized the lobby at the end of their visit. As one of the only utilities in the region with a walk-in customer service lobby, BPU assists more than 3,400 walk-ins and conducts 12,000 cashier window transactions a month.

The results overall were positive, and will help BPU identify strengths, training

opportunities, areas for improvement, and possible changes in services offered going forward. Highlights included:

- 88% said their service was courteous and provided clear directions
- 89% said their representative was knowledgeable and addressed their concern
- 38% had less than a 5 minute wait time / and 76% had their issue resolved within 15 minutes.

### Reason for BPU lobby visit:



## Local Nonprofits Awarded \$43,000 from 2018 BPU Charity Golf Tourney

The BPU Employees Charity Golf Corporation has distributed checks totaling \$43,000 to the Police Athletic League (PAL), Wyandotte County Parks Foundation, Historic Northeast-Midtown Association, and the BPU Employee Foundation. Proceeds were raised from the annual 2018 BPU Charity Golf

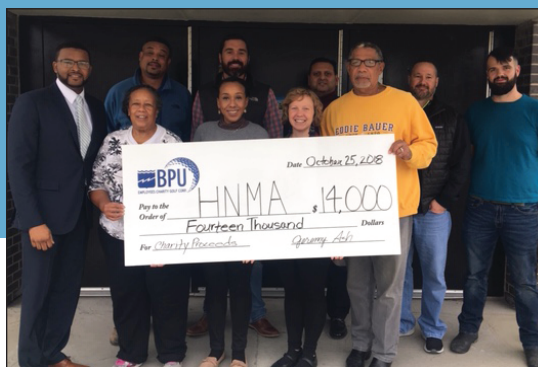
Tournament event, which set a record for the amount raised. Beneficiary organizations will use these recently donated funds to install handicapped accessible playground equipment, allow young persons to interact with police officers through athletics, and assist the Learn to Earn Program.



**Skip the Line!**  
**Pay your utility bill by phone**  
**simply dial: 1-855-BPU-BILL**



BPU team presents proceeds check to Police Athletic League of KCK to jump start a boxing club and other programs.



Leadership of the Historic Northeast-Midtown Association (HNMA) will utilize proceeds to better their neighborhoods.

## SAVE THE DATE!

**2019 BPU Charity Golf Tournament, Saturday, September 7, 2019**



# UNDERSTANDING THE BPU BILLING STATEMENT

To help customers better understand the fees and charges on their utility bill, BPU recently updated its monthly billing statement.

## BPU Charges:

Amount owed for BPU electric and water usage.

## UG Charges:

Imposed by the Unified Government, these service fees are collected thru the BPU billing process and then remitted back to the UG.

**Stormwater Management:** This UG fee appeared on your bill starting in March 2009 as a result of federal mandates for localities to have a storm-water management plan.

**Trash Removal Service:** BPU collects this fee and remits it to the UG for trash pick-up and recycling.

**PILOT:** City ordinance requires BPU to pay a portion of its revenues to the UG to fund city operations. Called the payment-in-lieu-of taxes (PILOT), the UG sets this rate between 5 and 15 percent.

**Water Pollution Abatement:** This is a sewage fee collected by the UG.

## Taxes:

All applicable city, state and county taxes.

ACCOUNT NUMBER: 2049341      CUSTOMER NAME:  
BILLING DATE: 09/11/18      SERVICE LOCATION:

Date	BPU Charges
09/11/18	Electric Charges
09/11/18	Water Charges
	<b>Total</b>
Date	UG Charges
09/11/18	Storm Water Management
09/11/18	Trash Removal Service
09/11/18	PILOT
09/11/18	Water Pollution Abatement @ AVG 7
	<b>Total</b>
Date	Taxes
09/11/18	Kansas Water Plan Tax
09/11/18	Sales Tax
	<b>Total</b>

DETAIL METER				
SERV TYPE	RATE CODE	METER NUMBER OR SERVICE DESCRIPTION	SERVICE FROM TO	
ELEC	100	15183552	08/07	09/07
ELEC	ERC	Energy Rate Comp @ 0.03248		
ELEC	ESC	Environmental Sur @ 0.01		
ELEC	ECC	Electric Customer Access Charge		
WATR	010	NE92215876	08/07	09/06
WATR	WCC	Water Customer Access Charge		

IMF  
For questions pertaining to UG charges, please call the Unified Govern  
You can now call 1-855-BPU-BILL(1-855-278-2455) to pay your acco  
TO ENROLL IN AUTOMATIC BANK DRAFT CALL 913 573-9190  
NEW - Paperless Billing is available. To sign-up for electronic bill deliv

ACCOUNT NUMBER: 0000002049341 7  
SERVICE LOCATION: 1111 OAKLAND AVE.  
BILLING DATE: September 11, 2018

MR. JONES  
1111 OAKLAND AVE.  
KANSAS CITY KS 66104-5416

091118 193004 329

MR. JONES  
1111 OAKLAND AVE.

PREVIOUS BILL 08/13/18

CURRENT BILL 09/11/18

Amount	BILL SUMMARY	
\$174.36	BPU Charges	\$224.22
\$49.86	City Charges	\$94.11
<b>\$224.22</b>	Taxes	\$5.31
<b>Amount</b>		
\$4.50	Total Current Bill	\$323.64
\$15.40	Previous Balance	\$314.70
\$26.68	Regular Utility Payment - THANK YOU	(\$314.70)
\$47.53		
<b>\$94.11</b>	<b>Ending Account Balance</b>	<b>\$323.64</b>
<b>Amount</b>		
\$0.19		
\$5.12		
<b>\$5.31</b>		



THE POWER OF COMMUNITY

For billing questions, please  
call 913-573-9190

www.bpu.com

### Bill Summary:

The total charges from the BPU, UG and Taxes sections.

AND/OR SERVICE INFORMATION							
PREVIOUS READ	PRESENT READ	READ TYPE	METER CONST	CURRENT DAYS	USAGE	USAGE TYPE	CURRENT AMOUNT
101918	103340		1	31	1422	KWH	91.95 46.19 14.22 22.00
6941465	7018963		0.0001	30	8	CCF	30.51 19.35

### Detailed BPU Charges:

This section provides additional detail on BPU-specific charges on your bill. These are NOT additional charges.

IMPORTANT MESSAGES
Government's 311 Call Center at 3-1-1 or 913-573-5311.
Available on-line free of charge.
For more information, go to BPU.com and click on Manage My Account.

### What is the Environmental Surcharge?

The ESC offsets new capital improvement requirements resulting from federal, state, and local environmental regulations. Determined on an annual basis, the ESC will only be used to recover BPU expenditures for environmental projects.

### What is the ERC charge?

The Energy Rate Component, or ERC, represents the utility's cost of fuel used to generate electricity and the cost of power that must be purchased on the open market. The ERC changes every three months and is based on the actual fuel and purchased power costs that BPU pays. These costs are then incorporated into BPU customers' electric bills. The charge is listed as a rider on the billing statement, separate from electric base rates.

DUE DATE: October 08, 2018

AMOUNT DUE NOW:

AFTER DUE DATE: \$339.82

WRITE TOTAL AMOUNT PAID \$

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

0000002049341 7 0000033982 0000032364 6

# Tree Trimming Program Reduces Outages

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to the community. BPU currently utilizes a 5-year trimming cycle, but is working towards a 3-year cycle. It inspects and trims yearly around primary distribution lines (the transmission “backbone”) as needed, and budgets \$3.3 million annually to keep lines free of debris and operational.

The benefit of this preparation was evidenced during several significant storms this winter that impacted the Kansas City region. While some utilities experienced wide-spread outages, BPU’s service area and customers were much less impacted, as reported by several local television stations and in “live” broadcasts during these events.

## Vegetation Management Program Facts:

- Use of a nationally recognized expert in tree trimming procedures and practices that protects the health of trees. Based on national standards for tree trimming that is species specific when trimming in public right-of-ways (e.g. fast-growing softwood trees will be cut back more than slow-growing hardwood trees).
- Will not top or round over trees that are directly under electrical lines. Will clear fence lines of any volunteer tree growth since the last trim cycle.
- BPU will hang a card that lists these procedures on a customer’s door on the day of trimming. The card has a return address and space for customers to provide comments.
- Vegetation removed during emergency trimming for storm restoration is not considered necessary trimming and, as such, it is the tree owner’s responsibility to properly dispose of any limbs. This also applies to the customer’s overhead electrical service drop from the pole to the attachment point on their structure.



- If BPU finds it necessary to do other trimming or tree removal on a customer’s property (work that is other than routine cycle trimming), the customer will be notified prior to work beginning.
- ◆ For assistance in planting the right tree in the right place, call 913-573-9900 and leave your name and daytime phone number so a representative can contact you.
- ◆ BPU can safely lower power lines before a customer starts trimming, just ask for the Line Drop Service at 913-573-9535.
- ◆ If a tree or limb causes a power outage or is on a power line, call the Electric Outage Line at 913-573-9522. 📞

## CORRECTION:

### 2018 Water Quality Report

BPU’s 2018 Water Quality Report (WQR) released in June of last year inadvertently omitted Haloacetic Acids (HAA%) under the Monitored in the Distribution System Table, Jan-Dec 2017. The updated WQR can be found on BPU’s website at <https://www.bpu.com/resources/bpuconnection>, and a hard copy is available upon request.

# BPU: A “Community-Owned” Asset

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by 100 since 2008, and hiring an internal audit firm that conducts 5-6 audits annually focused on processes, fraud, and the integrity of management systems.

## Competitive Rate Structure

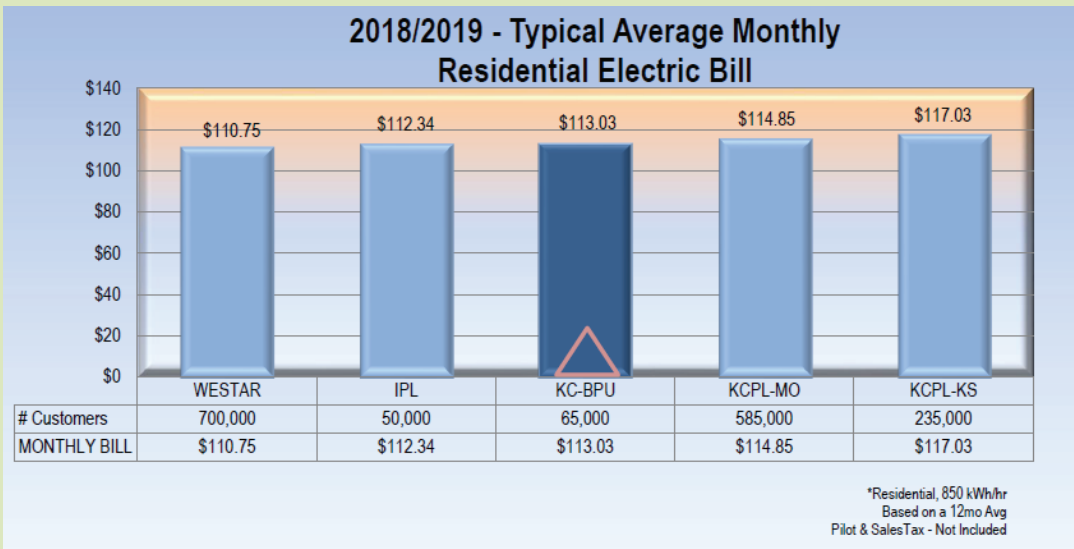
BPU’s electric rates are comparable and even lower than most other local utilities and no electric rate increase is proposed for 2019.

## Financial Ratings

BPU enjoys strong financial ratings from all three national credit rating agencies including: Standard and Poor’s (A+, Stable Outlook), Moody’s (A2, Stable Outlook), FitchRating (A+, Stable Outlook). These ratings confirm BPU’s financial solvency and ability to serve and grow for the future.

## Customer Service Focused

BPU offers a wide array of programs and services to better serve its customers. This includes a full-service lobby that sees 12,000 cashier window transactions and 3,400 customer walk-ins a month, an Energy Engage Portal that allows customers to access their accounts and track their energy and water usage, online bill pay, and payment kiosks around the city, among other things. 📞



## PUBLIC BOARD MEETINGS



Board meetings are usually held on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday each month at 6 pm, at 540 Minnesota Ave, Kansas City, Kansas. Call 913-573-9024 to verify dates and times.

# GOING SOLAR.

NOW AVAILABLE TO COMMERCIAL CUSTOMERS AS WELL!!

The BPU Community Solar Farm now allows commercial utility customers that want to use solar energy access to this sustainable resource from one central location, making it affordable and accessible for ALL. Previously, the program was only available to residential customers.

## SOLAR FARMS

Imagine thousands of centrally located solar panels all in one place. That's exactly what you'll find on a Solar Farm. Luckily, you don't have to lift a finger in order to enjoy the benefits. You can, however, choose to lease panels over a period of time; thus, get a solar credit on your electric bill. Add that, on top of the fact that you're helping create a cleaner, greener earth and you've got a win/win.

## BPU IS A LEADER IN RENEWABLE ENERGY

BPU is one of the greenest public utilities in the nation. Today, 45% of BPU's power generation comes from renewable energy sources, including wind, hydropower, and landfill gas.

Renewable energy is a cleaner alternative to coal-generated electricity. By diversifying our power generation mix to include alternative resources, BPU is reducing its overall carbon footprint and benefiting the entire community.

## YOUR BENEFITS TO CHOOSING BPU SOLAR ENERGY:



**SAVES YOU MONEY** by allowing you to utilize clean energy produced by the solar farm, all while receiving reduced costs on your electric bill. Credits will total approximately \$3.20 a month, or \$38.40 a year per panel.

**MAINTENANCE AND WORRY FREE** by providing access to solar energy without the hassle and cost of installing your own individual or stand-alone 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.

- 1 Sign up to lease solar panel(s)**  
Residential participants may lease anywhere from one to 10 individual photovoltaic panels from the Community Solar Farm, Commercial customers from one to 500 panels. Panels can be leased for \$470.00 each for up to 25 years. Should you decide to move outside of the BPU service area, you have the option of selling your panels back to the Solar Farm (provided you've been a subscriber for at least 12 months).
- 2 Receive a credit on your statement every month**  
For every panel you lease, you'll receive approximately \$3.20 per month via a credit on your monthly statement for the duration of your lease.
- 3 Enjoy knowing that you're actively reducing your carbon footprint**  
By spreading the benefits and savings of renewable solar to all participants, BPU allows users to lower their environmental impact while saving money in the long term.



GO GREEN  
TODAY

## SIGN UP TODAY

Limited solar panels are available on a first-come, first-served basis.

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)



540 Minnesota Avenue  
Kansas City, Kansas 66101

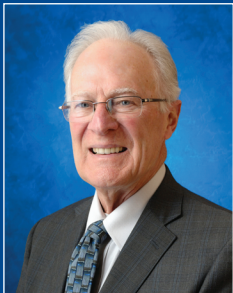
PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
MAIL-SORT, INC

# WHAT'S NEW?

If you need free wood chip mulch, BPU may be able to help. When clearing away tree branches from electric lines, instead of discarding the branches BPU grinds them down to a fine, wood mulch and offers it free of charge to customers. Wood chip delivery requests are accepted from April to August while supplies last. If interested in free delivery of this mulch, call 913-573-9401 between 8:00 am and 4:30 pm Monday through Friday. Please note that this mulch is in compost stage, which may not be appropriate for some uses, and is delivered only by the entire truckload (about 12 cubic yards).



## BPU | BOARD OF DIRECTORS



**NORMAN D. SCOTT**  
President  
Member-at-Large  
nscott@bpu.com



**RYAN EIDSON**  
Vice President  
Member-at-Large  
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**ROBERT L. MILAN, SR.**  
Secretary  
Member First District  
rmilan@bpu.com



**MARY L. GONZALES**  
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mgonzales@bpu.com



**THOMAS GRONEMAN**  
Member Second District  
tgroneman@bpu.com



**JEFF BRYANT**  
Member Third District  
jbryant@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**

