



BPU Keeps Water Flowing – From Aquifer to Tap!

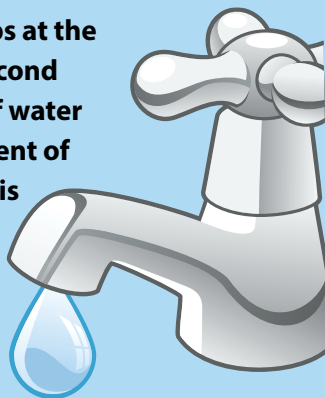
Our community’s water comes from the Missouri River Aquifer, where rain and melted snow from mountains as far away as Wyoming and Montana collect and flow underground. This water is much cleaner than river water because before it even reaches Wyandotte County, it filters through a natural layer of sand and gravel, which purifies the water. When it finally reaches our community, we pull the water not from the Missouri River itself, but from the aquifer 12 stories beneath it via two of the nation’s largest horizontal collector wells that are maintained by BPU.

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DID YOU KNOW?

A leaky faucet that drips at the rate of one drop per second wastes 3,000 gallons of water every year, the equivalent of taking 180 showers. This may also cause your water heater to constantly cycle hot water – driving up energy costs.



Customer Service, Convenience, and Assistance

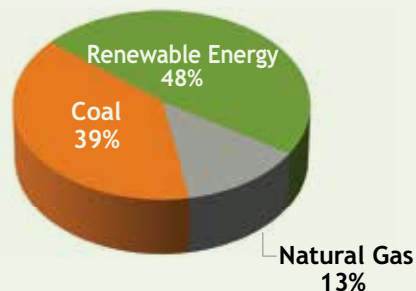
As a public utility, BPU’s mission remains the same as it’s been for the last 100 years, offering quality dependable utility service at the lowest possible price – while working to improve the quality of life in the community it serves. Despite the hurdles and obstacles created by the pandemic over the last 15 months, BPU has continued to provide reliable utility services and seamless customer service, while managing existing and introducing new programs

and workarounds to assist customers and ensure unfettered access to the information they require, be it usage levels, outage assistance, payment options, etc. Recognizing the on-going financial strain impacting many within the community, the utility has worked to provide customers access to utility payment assistance at the federal, state, and local levels, as well as from the BPU itself.

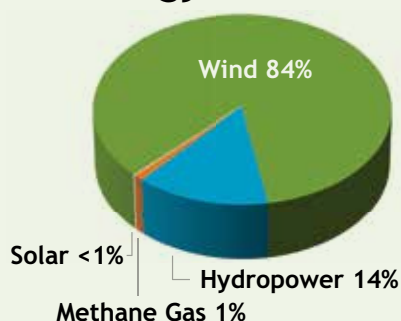
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BPU: A Leader in Renewable Green Energy

BPU Generation Output by Fuel Mix



BPU Renewable Energy Source



Renewable energy resources like the sun, wind, and water are clean, environmentally friendly alternatives to coal generated electricity. Over the years, BPU has worked to diversify its energy portfolio reliance on coal and natural gas (which can experience price volatility) to become one of the “greenest” public utilities in the nation.

Today, 48% of BPU’s energy comes from renewable energy sources, including the Cimarron Bend wind farm, hydropower from the Bowersock hydro-dam on the Kansas River, methane gas from the Oak Grove Landfill, and the latest renewable resource, the BPU Community Solar Farm built adjacent to the Nearman Plant in Kansas City, Kansas. 🌱

BPU | *president’s letter*



ROBERT L. MILAN, SR.
President
BPU Board of Directors

The challenges and disruptions of the last year have provided renewed appreciation for so much, for our health, family, friends, daily routines, and neighbors. As an essential government service, BPU and its employees have worked hard throughout the pandemic to ensure reliable electric and water service to the community, and continue working just as hard as our community recovers and moves forward. Our mission remains the same, and BPU looks forward to meeting all of Wyandotte County’s utility needs just as it has for the last 100 years.

This summer edition of BPU Connection includes detailed information about the operations and quality of BPU’s award-winning water system, and the results of the 2021 Water Quality Report (see pages 8-11) which indicate BPU has once again exceeded all state and federal water quality standards for safe drinking water. This system includes the state-of-the-art Nearman Water Treatment Plant, four pump stations, and 1,004 miles of water pipes over a 150 sq. mile area, as well as two of the nation’s largest horizontal collector wells deep below the Missouri River which ensure safe and consistent BPU drinking water at all times.

BPU is also committed to water conservation and the environment, working to educate customers on how to reduce consumption and waste, as this natural resource plays a critical role in the health and well-being of our community. This commitment to operations and to conservation is further evidenced by the number of national awards and recognitions the utility has received for its water treatment, quality, distribution, and conservation efforts.

Today, BPU is recognized as one of the greenest public utilities in the nation, with

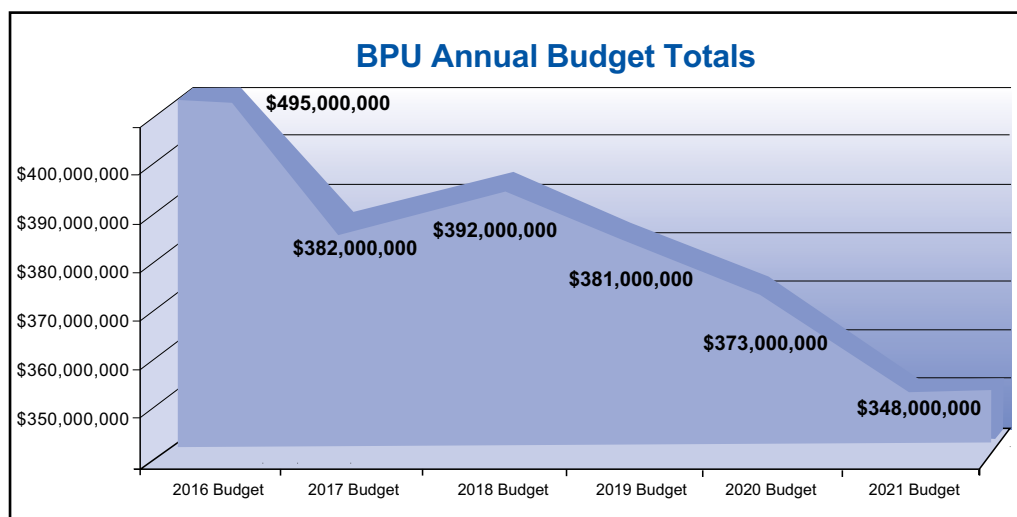
48% of its power generation coming from renewable energy resources like wind, solar, as well as hydropower. By steadily diversifying its generation mix over the years to include alternative energy resources, BPU is reducing its overall carbon footprint and lessening its reliance on only a few sources of energy which can experience price volatility or require significant environmental regulation. For example, BPU has built and maintains the state’s first municipal Community Solar Farm right here in Kansas City, KS, allowing residential and business customers that want to use solar energy access to this sustainable resource from one central location, making it affordable and accessible for all. See page 7 for additional information.

As a not-for-profit municipal utility, BPU is continually giving back to the community it serves. These socially responsible activities include the BPU’s Summer Youth Program, which has helped hundreds of area kids work and receive critical job training skills, the BPU Annual Charity Golf Tournament which has raised nearly \$650,000 for area youth in recent years, and supporting events like the 2021 Wyandotte County Fair. In addition, the utility supports a number of programs to assist those experiencing financial strain, especially over the last 15 months, including payment option plans as necessary.

BPU provides and contributes far more than just electricity and water service to the community. The Board of Directors, as well BPU employees who all live and work in Wyandotte County, understand that our mission is to ensure reliable and affordable utility service. We continue to work hard every day to improve the quality of life for our entire community – as we have for more than a century. 🏠

DID YOU KNOW?

Health professionals recommend drinking 64 ounces of water a day. A single unit of bottled water (16oz) from a convenience store costs more than \$1.00, while BPU’s award-winning tap water from the faucet costs less than 1 cent a gallon (128 oz.). That’s \$1,400 a year for bottled water vs. less than \$2.00 a year for the same fresh tap water – you do the math!!





BPU | *general manager's report*

BILL JOHNSON

General Manager

As our community continues to recover from COVID-19 and life is returning to a pre-pandemic normalcy, I am pleased at how well BPU, as a not-for-profit public utility, was able to successfully navigate these uncharted waters over the last 15 months. Despite a number of unprecedented challenges, our singular mission has been to ensure reliable electric and water service to the community, while taking every measure possible to protect our customers as well as our employees. Moreover, we've continually looked for ways to meet the needs of our customers, from individual residents to the largest employer, and have become a more adaptive, efficient, and focused organization as a result.


During this time, BPU has managed existing and introduced several new programs and initiatives to better service utility customers. This includes several voluntary moratoriums suspending disconnects for those experiencing difficulty in making utility payments as a result of COVID, including from March 2020 through May 2020, and from December 2020 through March 2021. Both times BPU provided an additional 30 days extension period for additional relief, and even delayed action for those awaiting rental and utility assistance from the state of Kansas due to backlog and administrative issues if they notified BPU of their status. Moreover, BPU has waived late fees and reconnection fees during this same period, and offered a number of customer payment arrangement options for those that needed it.

In addition, BPU offers two payment assistance programs administered by the United Way. This includes the Utility Assistance Program, which disburses funds to eight local non-profit agencies, offering approximately \$200,000 in financial assistance to more than 1,000 local families. The Customer Hardship Payment Service program helps offset utility expenses related to changes in employment, income status, health emergencies, etc. This program has provided more than \$500,000 since its inception helping more than 1,500 local families.

As highlighted on page 4, BPU is always looking to better itself, be it via customer service improvements, convenience and accessibility options, or expanded communications tools. This

includes a number of unique programs, including the Energy Engage portal, an online Self-Service portal, a mobile-friendly Electric Outage Reporting Map, and an Equal Pay Plan alternative. Additional payment kiosk locations have also been added across the community to bring payment options to local neighborhoods, while convenience fees for this service have been eliminated.

In addition, I'm pleased that BPU has been able to not only meet the utility needs of the community, but has been able to do so while significantly reducing its annual budget and spending over the last five years. From \$495 million in 2016 to \$348 million in 2021, BPU has cut its annual budget by 30% over the last five years (a \$147 million reduction in spending). In addition, BPU continues to refund the Energy Recovery Charge (ERC) back to the community by reducing rates for this year. Doing more with less, while simultaneously working to ensure utility service for everyone in our community, is something we as a not-for-profit municipal utility can be proud of. Another key initiative that we undertake for the benefit of customers is to routinely benchmark ourselves against other best-in-class electric and water utilities to ensure our operations are as efficient and safe as we can possibly make them. We also compare our financial status, customer service policies, and operating procedures to assist us with adopting our industry's best utility practices.

BPU continues to maintain its focus on providing reliable and affordable utility services. Going forward, we will continue working to improve efficiencies and reduce costs, expand communications and outreach efforts with the community, and work to achieve customer service excellence. As the community continues to recover, develop and grow in the aftermath of COVID, the award-winning BPU remains focused on the sustainability of the utility, including its aging infrastructure, and will work to ensure the safety of its customers and employees at all times. BPU strives to remain one of the top-ranked public utilities in the country and remains committed to improving the overall quality of life in the community it serves – just as it has for more than 100 years. 

Popular BPU Youth Program Empowers



Since 1998, BPU has helped provide thousands of opportunities for local youth to work and/or receive job training skills through a variety of employment and training opportunities in Wyandotte County. What started as a simple summer youth employment program has evolved and transitioned into a diverse development and mentoring initiative.

Today, BPU partners with local nonprofits to connect young persons with businesses, helping them attain the skills they'll need for college or their first real job. In coordination with Unified Government designated Neighborhood Business Revitalization (NBR) groups, the emphasis is at-risk and lower income youth. In 2021, BPU is helping nine area non-profits assist hundreds of local youth in the community including:

- The Argentine Betterment Corporation
- The Armourdale Renewal Association
- The Central Avenue Betterment Association
- Downtown Shareholders of KCK
- Groundwork Northeast Revitalization Group
- The Leavenworth Road Association
- The Rosedale Development Association
- Turner Community Connection
- The Northeast Optimist Club 

SAVE THE DATE: 2021 BPU Charity Golf Tournament

As part of its on-going commitment to the community, BPU employees have hosted this annual event, raising \$639,000 for children's charities in WyCo. While last year's event was cancelled due to COVID, the 2019 tournament raised \$57,000 for the KC Blind All Stars, Giving the Basics, and Young Women on the Move. To register or sponsor, email CharityGolf.Corp@bpu.com. Registration deadline is Aug. 23rd.

September 11, 2021, 8:00 a.m. • Dub's Dread Golf Course, KCK



Customer Service, Accessibility, and Assistance


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As a not-for-profit utility, BPU is continually looking for new ways to better serve its customers. From ensuring the information you seek or services you require are readily available and conveniently accessible, to providing easy and flexible payment options, or even utility assistance. We are always looking for ways to better serve our customers, and recognize the responsibility that we have to the community.



Ways to Reduce Energy Costs This Summer

As we enter the summer months, here are several tips to help beat the heat, save money, and reduce your carbon footprint:

- 1. Give your air conditioner a checkup** – or even a replacement. The efficiency of your cooling system is one of the biggest factors in reducing energy costs, and keeping cool. Clearing or cleaning a clogged A/C unit filter can save 5-15% in energy use, and will help keep the unit in proper working order.
- 2. Adjust your thermostat.** Keep your thermostat at a temperature just cool enough to keep you comfortable, and then bump it up one degree! One study found that each degree a thermostat is set above 75°F could save 10-15% in energy used.
- 3. Use fans instead of/or to supplement A/C.** Fans use roughly 1/60th the energy of an air conditioner. While they don't cool the air, they pull body heat away from your skin, and can be used in conjunction with air conditioning, letting you raise your thermostat a few degrees and still remain comfortable. Ceiling fans make rooms feel four degrees cooler.
- 4. Lower your water heating costs.** Heating water accounts for 18% of energy consumed in a home. Lowering the temperature of your water heater, making sure you maximize your laundry loads, doing laundry with cold water, and hang drying clothes can also reduce energy consumption.
- 5. Use electricity during off-peak hours.** The time of day you use electricity is also important. Shifting energy use to "off peak" hours – early morning or late at night – you can help reduce load on the grid and lower energy costs.
- 6. Unplug devices.** Unplugging devices or using smart power strips can help reduce energy costs by eliminating "phantom" or "standby" electricity that appliances, chargers, and standard power strips use, even when not in use.
- 7. Block the sun with shades and drapes.** When fully pulled down and closed over a window with a lot of sun exposure, blinds can reduce heat gain by up to 45%.
- 8. Close doors & vents.** Closing doors and A/C vents in rooms that are not in use can help make your cooling system more efficient, and cuts back on cooling rooms no one is in. 

*Energybot and NEEP


■ SERVICE, CONVENIENCE, ACCESS:

- **Energy Engage Portal** – a dashboard shows your utility usage for the year/week/day, environmental impact of your usage, and cost info
- **Electric Outage Reporting Map** – "real-time" electric outage map down to the street level
- **Online "Self-Service" Portal** – create account at BPU.com, providing copy of billing statements, usage amounts by the minute, etc.
- **Paperless Billing** – receive your monthly bill electronically, providing immediate access and reducing waste
- **FlexPay Program** – "Pay-as-you-go" pre-paid option so you don't spend more than you have
- **Social Media** – daily posts and responses on services, programs, alerts, and other helpful info

■ BILL PAY OPTIONS:

- **Online at www.BPU.com** – available 24/7, using credit card or savings/checking account
- **By Phone** – dial 855-278-2455, using a credit card or savings/checking account
- **At area Retail Stores** – look for PaySite kiosks around WyCo or just inside the BPU lobby doors
- **At Local Banks** – stop by your local UMB, Security, Bank Midwest, First State, or Brotherhood banks
- **Auto-Withdrawal Option** – payments are deducted directly from savings/checking account-no hassle
- **Payment Drop Box** – available 24/7, just inside the BPU Lobby doors (540 Minnesota Ave, KCK)
- **U.S. Mail** – send your payment to P.O. Box 219661, Kansas City, MO, 64121

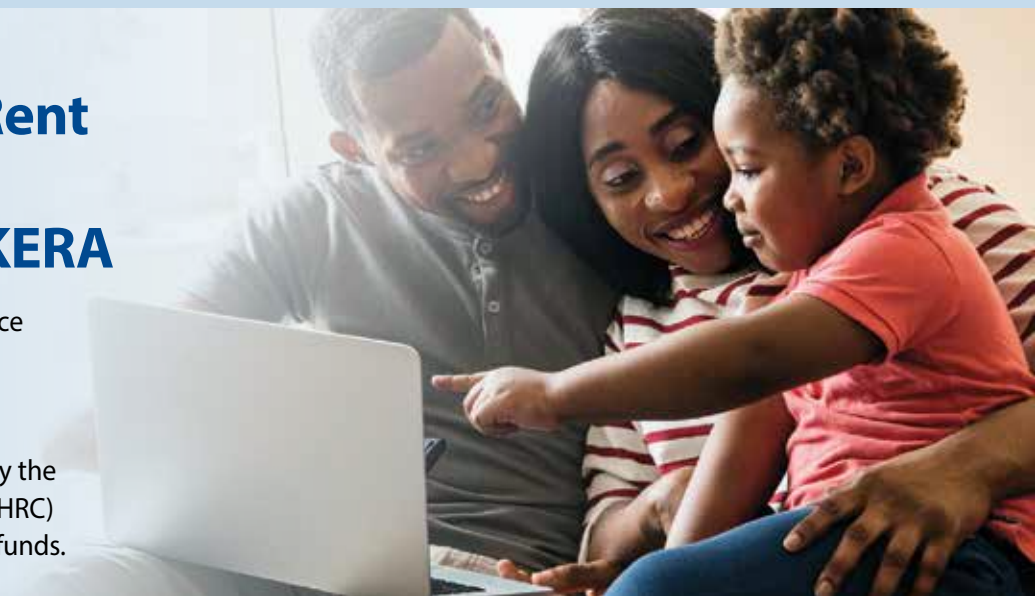
■ UTILITY BILL/PAYMENT ASSISTANCE:

- **Utility Assistance Program** – BPU provides funding disbursed thru United Way to eight partner agencies including El Centro, Cross-Lines, Avenue of Life and others. More than 1,000 families have taken advantage of this program, receiving approximately \$200,000 in assistance. Call 2-1-1 for more info.
- **Customer Payment Hardship Program** – This program helps offset utility expenses related to employment/income status, health emergencies, etc. 1,500 families have received more than \$500,000 since its inception. Administered by the United Way, call the Hardship Hotline at 913-371-6772 or 2-1-1 for more info.
- **Community Assistance Programs** – Numerous human services organizations and programs are available to provide utility assistance, including the Salvation Army, the LIHEAP fund, and others. Go to www.bpu.com for more info.
- **Utility Payment Arrangement Options** – BPU works with customers to assist with payment options. The sooner a customer reaches out when experiencing an issue, the more BPU and others can do to assist. BPU understands the unique circumstances some customers are facing, and will work to assist whenever possible. Simply call 913-573-9145 and we are here to help. 

For more information on ANY of these services, go to www.bpu.com or call 913-573-9190.

Need Help Paying Rent and Utilities due to COVID? Check out KERA

The Kansas Emergency Rental Assistance (KERA) program provides rent, utility, and internet-access assistance to households experiencing financial hardships due to COVID-19. The program is administered by the Kansas Housing Resources Corporation (KHRC) with nearly \$200 million in federal COVID funds.



What Is Covered?

- Up to 12 months of current & past due rent
- Up to 3 months of prospective rent at a time, even if the household does not have past due rent charges
- Past due residential utility, home energy (electric, gas, water, sewer, and trash services), and internet costs

***All expenses must have been billed or charged 4/1/2020 or later*

Eligibility Requirements:

- You rent your home
- Your 2020 income did not exceed 80% of the area's median income
- At least one member of the household is experiencing documented financial hardship as a result of the COVID pandemic
- At least one member of the household is unsure where they will stay or may become homeless without housing assistance
- Applicant can provide valid proof of I.D.

How to Apply:

- You and your landlord must apply online
- You and your landlord are alerted once the application is processed
- If approved, landlord and/or service provider(s) receives funds from KHRC
- Landlord and/or service provider(s) applies funds to your account

After you Apply:

- A pre-qualified application notice from KHRC will confirm your application has been received and is under review
- Notify BPU Customer Service at 913-573-9190 as soon as you receive the KHRC application notice (BPU will provide service without disconnection for 30 days or more)
- Email your KHRC application notice to docs@bpu.com
- If rejected by KHRC, you can contact BPU for other assistance resources that you may qualify for at 913-573-9190

To learn more, visit the KHRC website at <https://kshousingcorp.org/emergency-rental-assistance/> or call them at 785-217-2001. *The current application deadline is August 1, 2021.*

Bill Payment Sites Near You!

BPU customers can quickly and conveniently make their utility payments at PaySite Kiosks located around Wyandotte County or the region. These kiosks take cash or check, provide you with a payment receipt, and are FREE to use. Go to www.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.
- Price Chopper, 7600 State Ave.
- Hen House, 8210 Parallel Pkwy.
- Sun Fresh, 241 S. 18th St.
- Sun Fresh, 2803 S. 47th St.
- El Rio Bravo Supermarket, 11 S. 10th St.
- Conoco, 616 S. 7th St.
- Fast Fred's Market, 1806 N. 18th St.
- Happy Foods North, 5420 Leavenworth Rd.
- Kaw Fresh Market, 6700 Kaw Drive




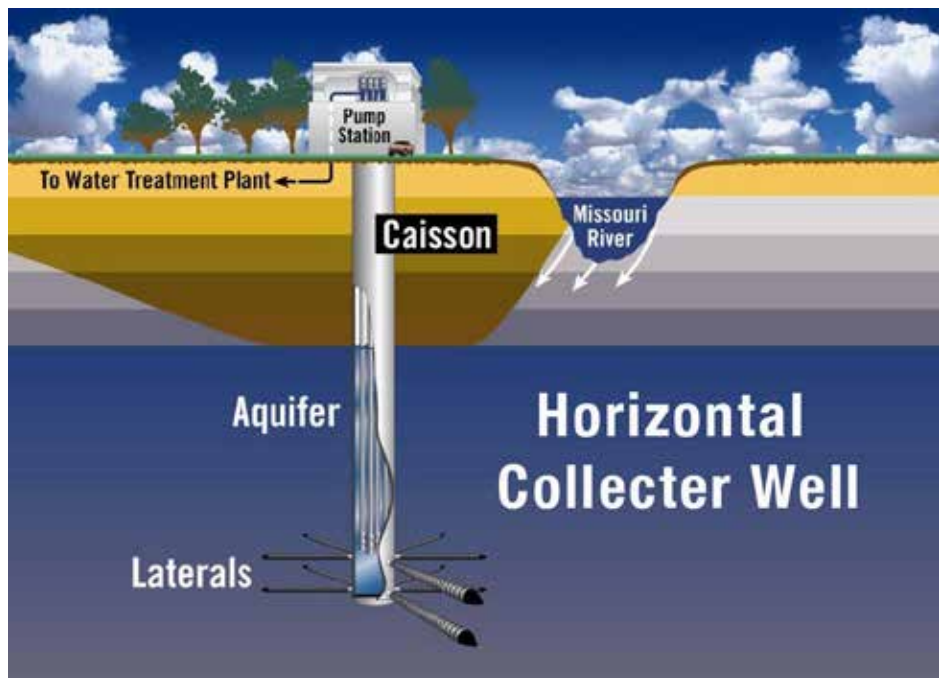
BPU Hot Weather Rule

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.

BPU Keeps Water Flowing

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The water is then pumped to the Nearman Water Treatment Plant and held in sediment basins, where it then undergoes additional filtering and other processing stages before chlorine is added to remove bacteria, and fluoride is added to help fight tooth decay. The water is tested over and over to make sure it's always safe and clean. Once it passes inspection, BPU pumps the water to the community using a system of pipes, pump stations, towers, and reservoirs, with the capacity to deliver more than 54 million gallons of water a day. All this hard work clearly pays off, with the utility's water system considered one of the best and safest in the country. For more details, check out the 2021 Water Quality Report on pages 8-11. With all the care that goes into treating our water, it's important that we don't waste it. Please do your part to help conserve this precious resource. 



Tree Trimming Procedures

Few things are more inconvenient than a power outage, or more dangerous than a downed power line. BPU does everything it can to prevent this from occurring, which is why tree trimming is so important. Wind, ice and decay are just a few things that can lead to fallen limbs, damaged power lines and costly repairs. As a result, BPU maintains a proactive tree trimming program to ensure reliable service for customers.



OWNER IS RESPONSIBLE for property plant and tree maintenance. BPU can safely lower power lines before you trim, just ask for our Line Drop Service at 913-573-9535.



BPU SENDS AN ELECTRIC TROUBLEMAN when tree-related issues are reported. The troubleman verifies if the issue is a safety concern and requires BPU to trim.



IF A TREE CAUSED AN OUTAGE inside or is on a power line, call the Electric Outage Line at 913-573-9522. Trees and limbs must be safely cleared from power lines and poles before power can be restored.



OWNER IS RESPONSIBLE FOR TREE AND DEBRIS REMOVAL when tree trimming is complete. Call UG Waste Management at 913-573-5400 for yard waste pickup and drop-off locations.



BPU PROVIDES TREE TRIMMING of plants and trees on the customer's property to address safety concerns and to restore service.

For electric issues/concerns:

Call: 913-573-9522

ALWAYS CALL TO BE SURE it's safe to trim or remove trees around power lines.

GO WITH COMMUNITY SOLAR TODAY!

The BPU Community Solar program offers customers (residential and businesses) 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.

COMMUNITY SOLAR: A BETTER WAY TO GO GREEN



We've worked hard to make solar energy easy for you.

Solar power is now more economical than ever. The benefits of solar energy go beyond just savings, it's a great way to help the environment today and protect it for tomorrow. If you've wondered about solar or thought about installing solar panels on your home, BPU wants you to consider a more convenient alternative, [the BPU Community Solar Farm](#).

Hurry, the number of panels for leasing are limited!

The benefits of BPU's Community Solar Farm over rooftop solar panels.

Rooftop Solar Panels

- Must be purchased or leased
- Requires home ownership
- Requires installation and inspection/approval from the city
- Owner is responsible for upkeep and maintenance costs
- Mounted to a roof (which must be able to support the added stress, weight and design)
- There may be tax credits, rebates and incentives available
- May improve home value
- Can increase insurance premiums
- Typical payback period is greater than 25 years

BPU Community Solar Farm

- Easily leased
- Does not require home ownership
- No installation costs or inspections required
- Never any maintenance, upkeep or repair costs
- Allows users to receive sustainable energy and reduced energy rates
- Enables any customer to easily access the benefits of solar energy
- Members receive a credit that's applied to their monthly bill
- No long-term commitment
- Payback of approximately 12 years

Benefits of solar energy



Clean and renewable energy source



Save money on utility bills



Reduce carbon footprint

Enroll Today! Call 913-573-9997 or email us at solarpanels@bpu.com

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. BPU has maintained the *Partnership for Safe Water Directors Award* since 2009. 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.

BPU has also received the *Platinum Award for Utility Excellence* from the Association of Metropolitan Water Agencies (AMWA). 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 reduce COVID-19 exposure risks, recent meetings have been conducted via telephone and the Internet via Zoom. 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 2020 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 www.epa.gov/safewater/lead.

Monitored in the Distribution System								Monitored Jan. - Dec. 2020
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Highest RAA	Range Detected	Likely Source
	Chloramines	ppm	4.0	4.0	2.32 ²⁾	2.73	1.0-3.6	Water additive used to control microbes
	Chlorite	ppm	1.0	0.8	0.40 ³⁾	0.50	0.34-0.50	By-product of drinking water disinfection
	Total Coliform	%	Presence <5% of Samples	0	1.62	N/A	0 - 5.0	Naturally present in the environment
	HAA5 (Haloacetic Acids)	ppb	60	N/A	20 ³⁾	21	13-33	By-product of drinking water disinfection
	TTHM (Total Trihalomethanes)	ppb	80	N/A	39 ³⁾	42	27-53	By-product of drinking water chlorination

Monitored at the Treatment Plant Primary Drinking Water Contaminants								Monitored Jan. - Dec. 2020
BPU Surpassed Standards	Substance	Units	MCL	MCLG	Average Detected	Range Detected	Likely Source	
	Atrazine	ppb	3	3	0.063	<0.05-0.250	Runoff from herbicide used on row crops	
	Barium	ppm	2	2	0.139	0.120-0.150	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
	Beta/alpha emitters	pCi/L	50 ⁴⁾	0	7.8	7.8	Decay of natural and man-made deposits	
	Chlorine dioxide	ppb	800	800	80	<100-250	Water additive used to control microbes	
	Chlorite	ppm	1.0	0.8	0.50 ³⁾	0.39-0.58	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	0.67-0.82	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	1.4	1.4	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	1.87 ⁵⁾	1.69-2.12	Naturally present in the environment	
	Turbidity	NTU	TT=1.0 max TT<0.3 95% of the time	N/A	0.08	0.04-0.21	Soil runoff causes water cloudiness by suspended matter	
	Uranium	ppb	30	0	5.1	5.1	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, 2020. 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 2020 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.

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 Website: 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 included tables list all of the drinking water contaminants which were detected during the 2020 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, 2020. 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

Monitored at the Treatment Plant Secondary Drinking Water Contaminants

Monitored Jan. - Dec. 2020

BPU Surpassed Standards	Substance	Units	SMCL	Average Detected	Range Detected
✓	Alkalinity as CaCO ₃	ppm	NA	221	200-250
✓	Calcium	ppm	NA	85	77-93
✓	Chloride	ppm	250	29	29
✓	Specific Conductance	µmhos/cm	NA	847	800-910
✓	Total Hardness as CaCO ₃	ppm	NA	350	350
✓	Total Hardness as CaCO ₃	Grain/Gallon	NA	20.4	20.4
✓	Magnesium	ppm	NA	29	27-31
✓	Manganese	ppb	50	0.6	<2.0-4.4
✓	Iron	ppm	0.3	<0.02	<0.02
✓	pH	S.U.	6.5-8.5	7.4	7.3-7.5
✓	O-Phosphate (as PO ₄)	ppm	NA	0.65	0.61-0.74
✓	Potassium	ppm	NA	7.0	5.6-8.7
✓	Silica	ppm	NA	15	13-16
✓	Sodium	ppm	NA	57	49-67
✓	Sulfate	ppm	250	200	200
✓	Total Dissolved Solids	ppm	500	610	610
✓	Metolachlor	ppb	NA	0.06	<0.05-0.17

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.

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

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 ($\mu\text{mhos/cm}$) – a measure of the ability of water to carry electric current.

MRL – Minimum Reporting Level.

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, $\mu\text{g/L}$.

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

Kansas Department of Health & Environment

Bureau of Water (785) 296-5500

Website: 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

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.

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.



2009-2021





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WHAT'S NEW?

Each of the 3,780 individual solar panels in BPU's 1,000 KW Community Solar Farm will eliminate 12 tons of CO². That's the equivalent of reducing single automobile emissions of 23,500 miles, planting 278 trees, or recycling 37 tons of waste versus placing it in a landfill.



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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

