



Renewable Energy Remains a Win-Win for Community

Today, 48% of BPU's energy comes from carbon-free renewable energy like wind, solar, and hydropower – making it one of the greenest public utilities in the nation. By embracing a "green power" approach, renewables now exceed BPU's coal generation for the first time in history, with coal consumption reduced by 62% from 2007-2020.

Using a broad mix of power sources allows BPU to provide affordable, reliable, and environmental-friendly energy to this historic, diverse, and growing community. It also diminishes BPU's reliance on only a few sources of energy like natural gas which can experience dramatic pricing volatility as recent news highlights, and reduces environmental regulatory exposure.

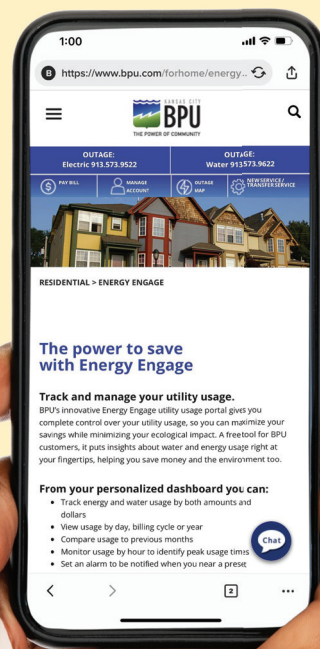


Customer Service, Accessibility and Convenience

BPU is continually looking for ways to better serve its customers, working to ensure the information they seek and the services they need are readily available. The non-for-profit public utility recognizes the responsibility it has to customers and the community and is always striving to improve.

The newest tool, *Customer Billing and Service Outage Alerts*, launched last month. These text alerts will include information on electric and water outages, potential water leaks and scheduled maintenance alerts in local neighborhoods, as well as timely billing and payment information. And don't forget the *Energy Engage Portal*, a free online dashboard that allows customers to track their individual electric and water use levels by the hour, by the day, or over the last 12 months – helping them manage usage and costs.

See page 6 for more information



DID YOU KNOW?

You can save up to 5% on energy costs by setting your thermostat 2 degrees lower around the clock.

BPU: MAKING A DIFFERENCE

BPU's Annual Charity Golf Fundraiser has raised \$728,000 since its inception. Proceeds from the 2022 fundraising event held in September, totaling \$49,000, were recently distributed to several nonprofit organizations benefiting area children and youth. This year's recipients included KC Healthy Kids, the Learning Club KCK, Grant Elementary, and the KCK Lady Spartans, with proceeds used to feed and clothe children, help them improve reading skills, and provide mentoring programs for at-risk young persons. The annual charity event is managed and staffed by BPU volunteers and others. 🌟



Students and staff at **Grant Elementary** in KCK are presented a \$12,000 check by BPU golf tournament representatives to purchase coats, shoes, and warm clothes.



Staff and children at the **Learning Club of KCK** receive a \$12,000 donation for after-school and summer reading and development programs for under-served youth.

BPU | *president's letter*

MARY L. GONZALES

President
BPU Board of Directors



BPU has remained focused on its core objectives throughout 2022, working to improve customer service, ensuring reliable and dependable utility service, creating new efficiencies, managing costs, and improving the quality of life in our community. I'm pleased to share that your public utility and its employees have made significant strides and advanced several key initiatives over the last 12 months.

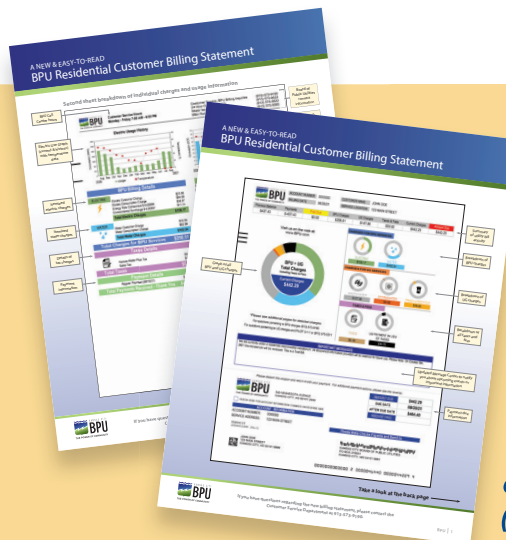
As a non-for-profit entity, community investment remains a critical component of BPU's mission. The utility and its employees provide extensive volunteer, civic, and philanthropic support and financial assistance in Wyandotte County. This includes providing millions in hardship/utility assistance that's helped more than 10,000 families, raising nearly \$750,000 for area youth from the BPU charity golf tournament, and helping nearly 2,000 young people through the annual *Summer Youth Program*. These efforts were recognized nationally when the American Public Power Association (APPA) named BPU its 2022 *Community Service Award Winner*, selected from more than 1,400 other public utility

companies across the nation for our on-going support to the customers and community we serve.

BPU is a municipal public utility, meaning it is customer-owned and operated – focusing on the community and main street rather than profits for private stockholders. Moreover, all Board meetings, rate hearings, records, etc. are open to the public – in fact, Board meetings are now live-streamed online for easier access and added transparency (see page 6 for more details).

From providing easy and flexible payment options, to ensuring information or services are readily available and accessible, BPU is always looking for ways to better serve customers. This ranges from a Paperless Billing feature, *Equal Pay Plan* options, the *Energy Engage Portal* to track usage down to the hour, and even the ability to utilize and source your energy from BPU's *Community Solar Farm*.

BPU's primary mission remains what it has been for the last 110 years – to ensure reliable, dependable, and affordable utility services while working to improve the overall quality of life throughout the community. 🌟



BPU's redesigned billing statement is intended to be more informative, user-friendly, and easier to understand. It includes more details than ever before, showing your electric and water usage history, specific details on BPU charges, and a separate page explaining "pass-through" charges (like the PILOT, wastewater fees, trash/recycle fees, etc.) from the Unified Government (UG) that are also included on the bill.

If you have questions regarding the new billing statement, please contact the Customer Service Department at 913-573-9190 or go to BPU.com



BPU | *general manager's report*

BILL JOHNSON
General Manager

As public servants, BPU and its employees remained committed to providing quality, safe, and dependable water and electric utility service to nearly 65,000 customers in 2022. Like others, our community continued to face challenges, but working together we overcame obstacles and continued Wyandotte County's momentum forward. BPU was able to achieve several milestones and key accomplishments this past year, never losing sight of its core commitment to customers – while simultaneously working to improve the overall quality of life in our community.

With two power stations, 29 electrical substations, 16,500 transformers, 3,000+ miles of electrical lines, 1,000+ miles of water lines, three pump stations, and a state-of-the-art water treatment plant to manage, plus a Community Solar Farm – BPU employees have a full load of operational requirements they must achieve every single day. The utility is also responsible for maintaining 6,200 fire hydrants, as well as 19,000 streetlights/poles and 9,000 traffic signal heads, as well as managing the county's entire first-responder radio system for the Unified Government.

While successfully meeting its operational priorities this year, BPU continued its customer-first focus, with the on-going roll-out of a newly designed customer billing statement, a new outage and customer billing

text alert tool, website improvements, and new online livestreaming of all BPU Board meetings.

In addition, BPU received multiple national recognitions over the last 12 months, including an American Business Award "Silver Stevie" for Social Responsibility, the 2022 *Community Service Award* from the APPA, and being named a Winner of the 2022 Nonprofit Awards for its pandemic response and community assistance. National Rating Service companies Fitch and S&P also recently assigned BPU 'A' Ratings and Stable Outlook forecasts.

This municipal utility has and will continue working to access all available resources and funding at the federal, state, and local levels. Going forward, BPU will remain focused on improving overall utility operations and customer service across the spectrum, with continued benchmarking activities and planned customer surveys/inputs in 2023 to ensure we continue delivering world-class utility services.

As always, please know that BPU's Board of Directors, management team, and employees are working hard every day to ensure access to essential and critical utility services in Wyandotte County – while remaining committed to improving the quality of life in the community where we all live, play, and work. 🇺🇸

BPU Receives Industry's Top Award for "Community Service"



The American Public Power Association (APPA) has selected BPU as the recipient of its **2022 Sue Kelly Community Service Award**, recognizing the utility and its employees for its commitment to enhancing the quality of life in the community, and initiating and supporting activities that address social, cultural, educational, and economic needs.

"BPU has demonstrated its dedication through a mix of donations, volunteer work, environmental advocacy, and civic leadership," stated APPA leadership. BPU's comprehensive Corporate Social Responsibility includes initiatives like the *Summer Youth Program*, *Customer Hardship Payment Assistance*, and commitment to renewable energy and environmental education. 🇺🇸

Energy Assistance (LIEAP) Application Period Opens Jan 3, 2023!

The Low-Income Energy Assistance Program (LIEAP) is a Federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. The program is managed by the Kansas State Department of Children and Families (DCF), with the 2023 application period opening Tuesday, January 3, 2023, through Friday, March 30, 2023. Applications must be received prior to 5:00 PM, March 30, 2023.

To qualify, applicants must be responsible for direct payment of their heating bills, with income eligibility requirements set at 150% of the federal poverty level, among other things. The Administration has previously indicated that additional funding will be available for the program in 2023. For all the details and requirements, go to www.dcf.ks.gov or call DCF at 1-800-432-0043.



The Government Finance Officers Association (GFOA) has awarded BPU with the **Certificate of Achievement for Excellence in Financial Reporting** in 2022. It's the highest recognition in the area of governmental accounting, financial reporting, and transparency. 🇺🇸

COLD WEATHER TIPS A

Simple Ways to Lower Energy Costs this Winter

Save money and energy while staying comfortable during cold weather. From quick fixes to daily activities, below are simple and inexpensive things you can do to ensure maximum savings this winter.

TAKE ADVANTAGE OF HEAT FROM THE SUN

- ✓ Open curtains on the south-facing windows during the day to allow sunlight to naturally heat the home and close them at night to reduce the chill from cold windows.

COVER DRAFTY WINDOWS

- ✓ Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of window frames during the cold winter months.
- ✓ Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing.

ADJUST THE TEMPERATURE

- ✓ When you are home and awake, set the thermostat as low as is comfortable.
- ✓ When you are asleep or out of the house, turn the thermostat back to save as much as 10% a year on your heating and cooling bills.
- ✓ A smart or programmable thermostat can make it easy to set back your temperature. But make sure the temperature is comfortable for pets!


FIND AND SEAL LEAKS

- ✓ Seal air leaks around utility cut-throughs for pipes ("plumbing penetrations"), gaps around chimneys and recessed lights in uninsulated ceilings, and unfinished spaces behind cupboards and closets.
- ✓ Add caulk or weather-stripping to seal air leaks around leaky doors and windows.

MAINTAIN YOUR HEATING SYSTEMS

- ✓ Schedule routine service for home heating systems.
- ✓ Replace furnace and heat pump filters once a month or as needed.
- ✓ Use a humidifier. Moist air feels warmer and cuts down on static electricity.

LOWER WATER HEATING COSTS


- ✓ Keep the temperature of the water heater to the warm setting (120°F). This will not only save energy – it will also help avoid scalding. 

Home and Safety Preparedness

Keep electric safety and home preparedness in mind as the cold weather moves activities back indoors – and the season gets frigid.

Use only weatherproof electrical devices for outside activities, including holiday lighting.




- Keep dry leaves swept away from outdoor lighting, outlets, and power cords.
- Have your heating system, water heater, and any other gas, oil, or coal-burning appliances serviced by a qualified technician every year.
- Install a battery-operated CO detector in your home and check or replace the battery annually.
- Make sure electric blankets are in good repair and certified by an independent testing lab such as UL, CSA, or ETL. Power cords should not be frayed, cracked, or cut.
- Do not tuck electric blankets under mattresses or children, and do not put anything, such as comforters or bedspreads, on top of the blanket while it is in use. 

How to Prevent and Thaw Frozen Water Pipes

Water expands as it freezes, placing tremendous pressure on whatever is containing it – including metal or plastic pipes. Pipes exposed to severe cold, like outdoor hose bibs, water sprinkler lines, and water supply pipes in unheated interior areas like basements and crawl spaces, garages, or kitchen cabinets freeze most frequently. The results can be both a nuisance and costly!


During cold weather, take preventative action...

- Remove, drain, and store hoses used outdoors.
- Keep garage doors closed if there are water supply lines in the garage.
- Identify areas around the home where water lines are in unheated areas, and make sure they are insulated. Remember, a hot water line can freeze just like a cold water supply line.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- When the weather is predicted to drop below 20 degrees or remain below freezing for an extended period – leave a drip of water running from the highest faucet in the home or those served by exposed pipes. Running water through the pipe – even at a trickle – helps prevent pipes from freezing because the temperature of the water running through it is above freezing. 

AND CONSIDERATIONS

Heating Water is the 2ND LARGEST Expense in Your Home!

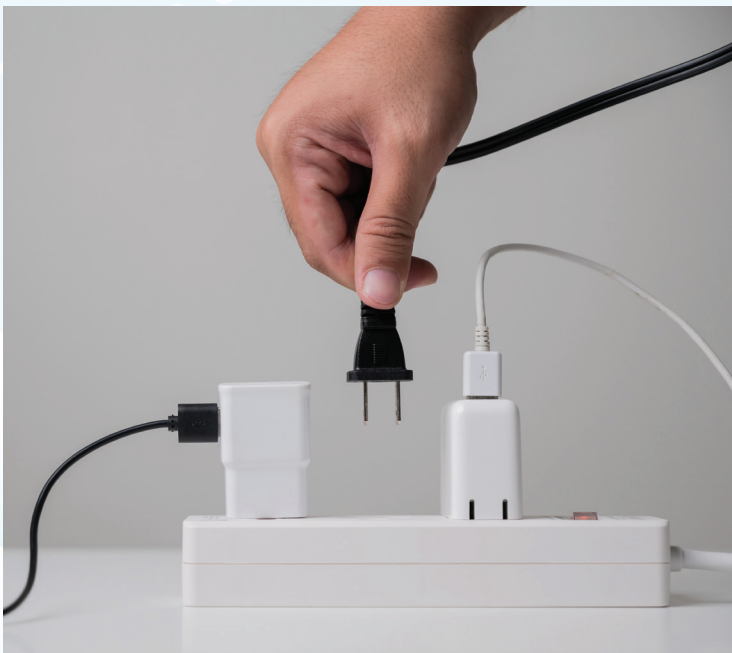
Whether it's spending an extra two minutes in the shower, leaving the water running while washing dishes, or doing laundry in hot water instead of cold – everyone uses too much hot water in their daily lives. Combined, these habits add up, with the average household spending 14-18% of their utility bill on water heating. There are plenty of ways to save on water heating costs.

- **Install low-flow faucets and shower heads. Low-flow fixtures cost \$10-\$20 a piece and achieve water savings of 35-60%.**
- **Wash your clothes in cold water.**
- **Set your water heater thermostat to 120 degrees F.**
- **Fix all leaks! A leak of one drip per second can cost up to \$1.00 a month.**
- **Insulate your water heater tank and pipes based on manufacturer recommendations.**
- **Buy a more efficient water heater model. **




Cut "PHANTOM ENERGY" Costs

A variety of home electronic devices continue to use energy and drain power, even when they are turned off. "Phantom energy" is the electricity that some devices use and waste when they're turned off – but still plugged in to a power outlet. These appliances and electronics can take up about 5-10% of the total energy used in your home, but this amount can be reduced with a few simple actions.



- **Unplug devices you don't use often.** While this might not work for your alarm clock, if you have devices in your home you don't use very often – such as a second TV, stereo or DVD player – consider keeping them unplugged during the times they are not in use.
- **Invest in power strips when unplugging is an issue or a hassle.** Power strips allow for multiple devices to be plugged in at once, so you only have one switch to turn off.
- **Look for Energy Star certified appliances.** They usually carry the Energy Star label and are designed to be more energy efficient. Energy Star qualified appliances use less energy and help protect the environment. The Energy Star logo can be found on everything from light bulbs to refrigerators.
- **Use energy saver mode on those appliances or devices that offer it.** It helps turn off or put your device at rest while you are away. Some appliances such as refrigerators, washer and dryers, and dishwashers have energy saving modes that will consume less energy. Curb idle time by making use of some of the energy-saving features-such as sleep mode-that are commonly built into computers and laptops.


Unplugging a few devices probably won't make too much of an impact. But, if you have a house full of phantom appliances, doing these simple things could help you and your family save on your energy bill. 

Track Utility Usage with Energy Engage

BPU's innovative Energy Engage utility usage portal gives you control over your utility usage, so you can maximize your savings while minimizing your environmental impact. This free tool puts insights about energy and water usage into customers' fingertips, helping them save money and the environment too. Dashboard features include:

- ✓ Track energy and water usage by both amounts and dollars
- ✓ View usage by day, billing cycle or year
- ✓ Compare usage to previous months
- ✓ Monitor usage by hour to identify peak usage times



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

DID YOU KNOW?

Your oven drops 25 degrees in temperature every time its door is opened, forcing it to use more energy to reheat. Instead, check dishes through the oven window.



BPU Board of Directors Meetings

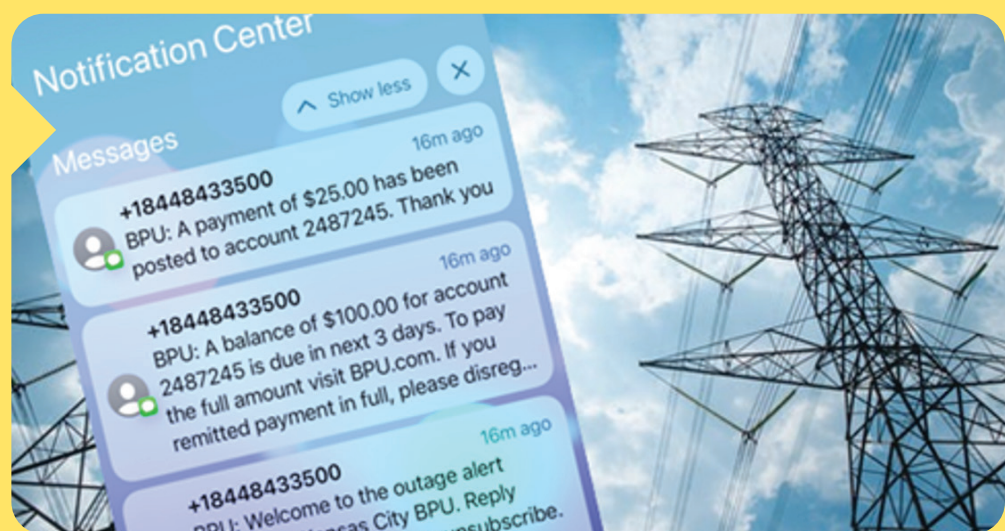
BPU Board meetings are normally held on the first and third Wednesdays of each month at 6:00 p.m. CT in the Main Office building. The public is invited to join these meetings via telephone, online via Zoom, or in person.



For Zoom meeting access go to <https://us02web.zoom.us/j/84523139724>, or call 1-888-475-4499 (Meeting ID 845 23139724).

Billing and Service Outage Alerts

BPU can now send text alerts to customers on electric and water outages, potential water leaks and scheduled maintenance in specific areas, and billing and payment information. All BPU Text Alerts will come from **844-843-3500** – so keep an eye out for more information on this new feature in coming months. You can save this on your phone as BPU Texting.



Utility Assistance Programs

As a not-for-profit public utility, BPU supports several assistance programs for customers experiencing financial strain. In partnership with local human service agencies, more than \$2 million has been provided over the life of these programs.

- **Utility Assistance Program** – BPU provides funding disbursed thru United Way to eight partner agencies including El Centro, Cross-Lines, Avenue of Life and others. 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. 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 issues, 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.



Bill Payment Kiosk 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



TRACK OUTAGES IN REAL-TIME THIS WINTER!

POWER OUTAGE MAP

Stay informed of electric outages in your neighborhood either online or via a mobile device with BPU's Outage Map tool. Using a birds-eye view of the entire service area, you can see outages "live" down to the street level at outage.bpu.com. To alert BPU about a power outage in your area, dial 913-573-9522.

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





540 Minnesota Avenue
Kansas City, Kansas 66101

PRESORTED STANDARD
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WHAT'S NEW?

BPU is a member of the Kansas Mutual Aid Program (KSMAP) with other public utilities, available to assist other city-owned utilities around the nation during emergency and disaster situations. BPU sent assets to assist the City of Bartow, FL immediately following Hurricane Ian in October. The five-man BPU crew with three bucket trucks worked long shifts, and their assistance was greatly appreciated by locals. The mutual aid program helps others, but it's good to know that if we ever face a major disaster or emergency, crews from other states will also be there to help us recover if needed.



BPU | BOARD OF DIRECTORS



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mgonzales@bpu.com



ROSE MULVANY HENRY
Vice President
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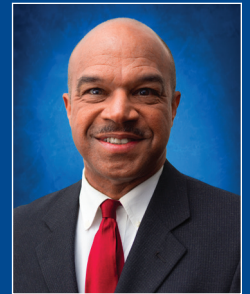
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WHAT NUMBERS TO CALL:

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
Community Solar Hotline	573-9997
Heat Pump Hotline	573-9998
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

