

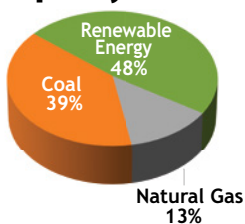


## Spring Outdoor Electrical Safety

Milder temperatures mean more outdoor activities. From kids playing at the park, spring cleanup efforts around the yard, or home weatherization projects in anticipation of the summer heat – it’s easy to forget the electrical equipment we see or use every day and the importance of being aware. From calling **811** to locate underground lines in the yard, inspecting power tools for broken plugs or frayed cords, or staying away from downed power lines – a few simple things can make a huge difference. Always take safety precautions, and take time to explain to children how to be safe around electricity.

For more detail, see page 6

### BPU Generation Output by Fuel Mix



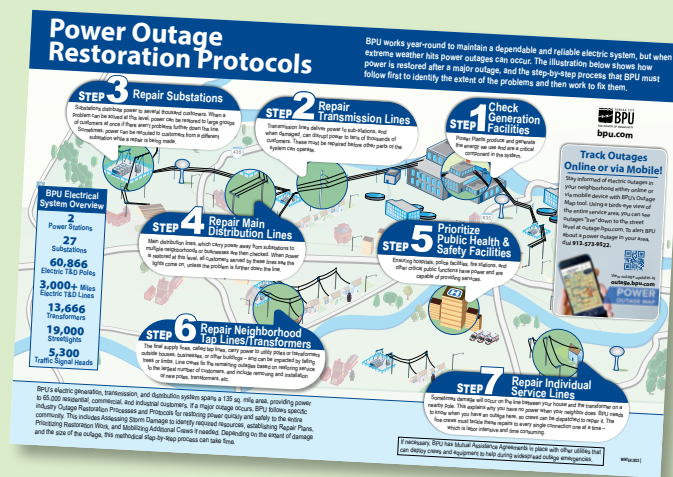
BPU has significantly diminished its reliance on coal and natural gas, shifting to renewable “green” energy resources like the sun, wind, and water to generate power. Today, **48% of BPU energy comes from wind turbines, solar arrays, hydro-dams, and landfill gas** – reducing CO2 emissions, protecting the environment, and improving community health.

## Weather Related Power Outages

As spring arrives an influx of warm humid Gulf air mixing with cooler and warm dry air brings increased weather activity to the region from April to June. This ranges from simple rain showers to severe storm outbreaks that include high winds, hail, lightning, and potential tornadoes.

BPU works throughout the year to reduce the likelihood of weather-related power outages, managing an aggressive vegetation management program that removes trees and trims branches that may damage power distribution lines, poles, transformers, etc. BPU also follows step-by-step Power Outage Restoration Protocols it adheres to in the event of a widespread power outage event, ensuring electricity is up and running quickly and safely.

For more detail, see pages 4 - 5

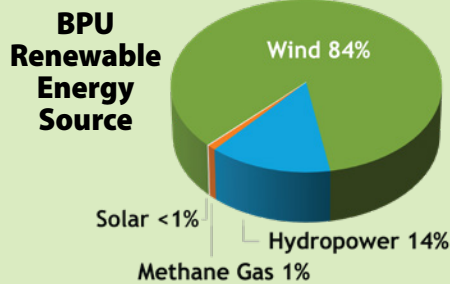


Go to [www.bpu.com/restore](http://www.bpu.com/restore) to see a Power Outage Restoration Protocols infographic that highlights the step-by-step process BPU follows after a major outage event.



# BPU: Committed to Renewable Energy

Renewable energy resources are environmentally friendly alternatives to using coal and natural gas, which release CO2 emissions and are susceptible to volatile price fluctuations, for energy generation. By switching to renewable energy sources in recent years, BPU has cut its carbon emissions by more than 50% since 2005.



Today, BPU uses an extensive renewables portfolio including the Cimmaron Bend Wind Farm (110+ wind turbines), hydropower from the Bowersock hydro-dam (7MW) on the Kansas River, methane gas from the Oak Grove Landfill, and the BPU Community Solar Farm (3,700 PV panels) built next to the Nearman Power Plant in Kansas City, KS. Recognized as one of the “greenest” public utilities in the nation, BPU’s total renewable portfolio creates enough energy to power more than 135,000 homes in Wyandotte County.



Hydroelectric turbines at the Bowersock hydro dam on the Kansas River generate enough renewable energy to power 3,500 homes.

## BPU | *president's letter*



### THOMAS GRONEMAN

President  
Member Second District

Spring weather arrived early this year, with mild temperatures and blooms taking hold across the region. It provides a great opportunity to spend time outside, playing or grilling in the backyard, landscaping around the home, or tackling home improvement projects. This edition of the BPU Connection newsletter offers tips and advice on electrical safety, including what to do around downed power lines and to be aware of the risks posed by underground power lines, as well as other helpful information about the utility.

With home cooling and heating accounting for more than 50% of U.S. household energy consumption, weatherizing your home now by sealing windows and taping leaky ducts can reduce energy usage during the hottest summer months. And to minimize weather related damage to utility infrastructure, BPU maintains an aggressive vegetation management program trimming limbs and removing trees that may take down power lines, poles, and transformers during a storm. This proactive approach helps reduce the frequency and duration of outages, though severe weather is a fact of life at times in the Midwest.

BPU offers a number of services to improve overall customer convenience

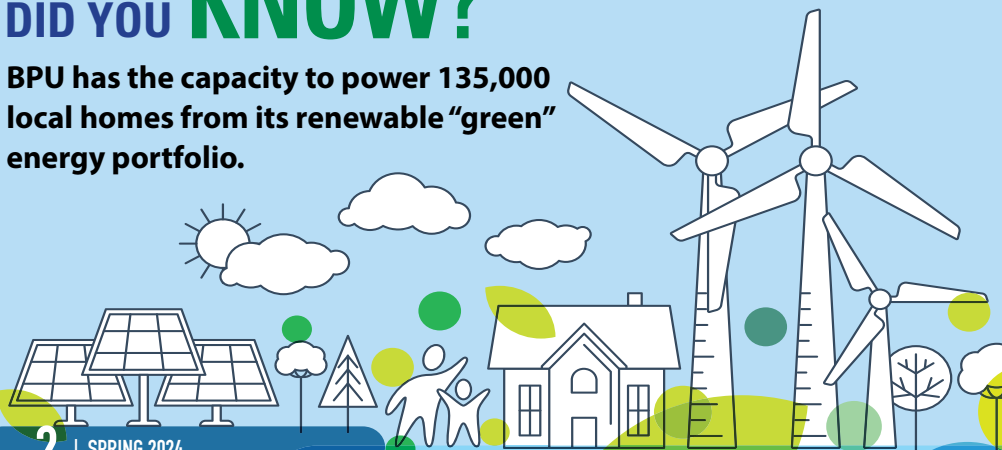
including the Equal Payment Plan to help with budgeting, Private Area street lighting options for increased lighting and security on private property, and most recently the new *BPUInPerson* customer assistance program.

This publicly owned utility is continually looking to do better, working to meet the needs of the entire community while utilizing customer and community input and suggestions. This includes opportunities to engage directly with Board members and the management team at Board meetings, or through various community engagement efforts. This includes customer surveys that help identify customer preferences and priorities, areas for expanded service or needed improvement, and where best to commit utility resources.

As the newly elected President of the BPU Board of Directors, I am pleased to share this overview of utility initiatives and information with you. On behalf of my fellow Board members, as well as all BPU employees that live, work, and play right here in Wyandotte County – we as public servants appreciate the opportunity to assist you and are proud to be recognized as one of the top utilities in the nation. 🇺🇸

## DID YOU KNOW?

BPU has the capacity to power 135,000 local homes from its renewable “green” energy portfolio.



## FACT:

The Unified Government (UG) Public Works Department is responsible for all trash and recycling services.

To report any problems or issues, dial 3-1-1 or call 913-573-5311 or email [info@wycokck.org](mailto:info@wycokck.org).





## BPU | *general manager's report*

**BILL JOHNSON**  
General Manager

As a nonprofit municipal utility, BPU's primary mission is to provide safe, dependable, and affordable utility services to its customers while working to improve the overall quality of life in the community it serves.

One way that BPU gives back to the community is through environmental stewardship, and being a leader in the use of renewable energy alternatives and energy efficiency. Recognized today as one of the "greenest" public utilities in the nation, BPU is committed to reducing emissions, protecting the environment, and maintaining a healthy vibrant community. As advocates of green energy and conservation awareness, I was pleased to participate recently on a panel at the American Association of Blacks in Energy (AABE) "The Future of Clean Energy" Summit – where I spoke with pride to other industry professionals about BPU's leadership and on-going commitment in these critical areas.

While Spring brings with it blooming flowers, warmer temperatures, and longer days – it also brings the threat of severe weather. BPU is ready to respond as necessary to any weather-related outages, ensuring customers have the information and resources they also need to be prepared. Pages 4-7 of this newsletter include details on how and where to get timely accurate information, the restoration protocols followed in case of widespread outages, what to do if you come

across downed power lines, and how to be energy safe during outdoor activities.

BPU remains committed to customer service excellence – continually looking for ways to provide added convenience, accessibility options, and information sharing. This includes a new online customer portal that will soon be launched, as well as a new *BPUInPerson* program providing customers with the opportunity for in-person, one-on-one office meetings with BPU customer support specialists when additional assistance might be necessary.

Customer input is important to BPU, as is community outreach and engagement efforts. Keeping customers apprised of available programs and services, and making sure they have the information they need is critical – with communication tools like text alerts, social media, billing inserts, and printed newsletters utilized. Public attendance at Board Meetings is encouraged, and the data results and findings from recent customer surveys will help identify priorities, focus resources, and further improve this publicly owned utility.

Please know that BPU, its employees, and its Board of Directors remain committed to the customer and community-focused core principles that have guided this utility for more than 100 years. We appreciate the opportunity to serve you and will continue working to make a positive impact across our entire community. 🇺🇸

## Bringing 'Eagle Days' to Wyandotte County

BPU was proud to recently sponsor the 22nd Annual Eagle Days at Wyandotte County Lake in partnership with Operation Wildlife and the KCK Public Library. This free, educational event featured live birds of prey (including a bald eagle), birdwatching, children's crafts, photo ops, and more. As a nonprofit public utility, BPU is committed to giving back to the community it serves through on-going philanthropic support, volunteerism efforts, environmental education, and civic leadership. 🇺🇸

## BPUInPerson Offers Another Level of Customer Service

To provide a more personalized level of support to customers requiring additional assistance, BPU recently launched *BPUInPerson*. This new feature provides customers with an opportunity for one-on-one, in-person meetings with BPU support specialists in the lobby at BPU's Main Office (540 Minnesota Ave., KCK). Meetings will be by *appointment only*, offering face-to-face interaction to assist with various account services and answer questions/resolve issues that cannot be addressed online or via phone. This includes billing questions, payment arrangements, new service sign-ups, transfer of existing service, and stop/final service. Utility bill payments will not be accepted during these meetings. For additional information or to sign-up for a 30-minute *BPUInPerson* appointment, go to [www.BPU.com](http://www.BPU.com).

As always, the quickest most convenient way for customers to access their BPU account information, pay bills, and access utility services and programs is by going to [www.BPU.com](http://www.BPU.com) and logging into their account. Billing Inquiries and other Customer Service assistance is also available by calling 913-573-9190 any time from 7:00 a.m. to 6:00 p.m. Mon-Fri. 🇺🇸

**BPU =**  Water  
 Electricity  
 ...and so much more!

In addition to providing traditional electric and water utility service, BPU also provides a number of additional services and municipal functions to the people and community as an administrative agency of the Unified Government (UG). These functions, with "value-added" estimates of \$10+ million annually, include:

- Maintaining 19,000 streetlights, and 5,300 traffic signals.
- Managing the county's state-of-the-art first responder radio system.
- Maintaining 6,000+ fire hydrants.
- Providing water and electricity functions to UG facilities.





# Tree Trimming Program Reduces Outages



Power outages are inconvenient and downed power lines can be dangerous. To prevent this, BPU has an aggressive year-round vegetation management (i.e. tree trimming) program in place to remove trees and limbs from public rights-of-way and easements – preventing outages caused from limbs or trees taking down power lines, poles, transformers, etc. BPU inspects and trims yearly around primary distribution lines (the transmission “backbone”) as needed, and budgets millions of dollars to keep lines free of debris and operational.

## BPU Vegetation Management Program Overview:

- 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 hangs 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.
- Tree service companies contracted by BPU are responsible for tree debris removal once maintenance trimming is complete.
- Use of recognized tree trimming procedures and practices that protect the health of trees. Utilizes national standards for trimming that is species specific when trimming in public rights-of-way (e.g. fast-growing softwood trees are cut back more than slow-growing hardwood trees).



**If a tree or limb causes a power outage or is on a power line, call the Electric Outage Line at 913-573-9522. BPU can also safely lower power lines before a customer wants to trim trees near lines throughout the year, just ask for the Line Drop Service at 913-573-9535.**

## Track Outages Online or via Mobile!

Stay informed of electric outages in your neighborhood either online or via 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](http://outage.bpu.com). To alert BPU about a power outage in your area, dial **913-573-9522**.




View outage updates at [outage.bpu.com](http://outage.bpu.com)

**POWER  
OUTAGE MAP**



## Always Call 811 Before You Dig

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

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





# Getting Power Restored After a Major Outage Event

When severe weather hits, widespread power outages can occur. During these situations, BPU follows a step-by-step process to restore power across the grid as quickly, efficiently, and safely as possible. This includes:

**Step 1: Check Generation Facilities** – making sure primary power plants are operational

**Step 2: Repair Transmission Lines** – these deliver power from the power plant to substations, disrupting power to 10,000+ customers if they go down

**Step 3: Repair Substations** – these distribute power to 2,000+ customers, and when fixed restore power to large groups if there aren't problems further down the line

**Step 4: Repair Main Distribution Lines** – carry power away from substations to multiple neighborhoods or business areas

**Step 5: Prioritize Public Health/Safety Facilities** – making sure hospitals, police, fire, and other critical functions are functional

**Step 6: Repair Neighborhood Tap Lines/Transformers** – these final supply lines carry power to utility poles & transformers outside houses, buildings, etc. and can be heavily damaged by falling trees and limbs. May require removing and installing new poles, transformers, etc.

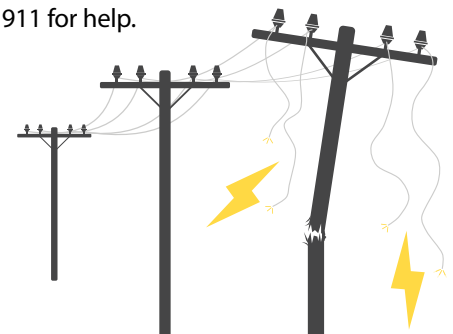
**Step 7: Repair Individual Service Lines** – this is the line between your house and the transformer on a nearby pole, why you may have no power when your neighbor does. Line crews must tackle these repairs one at a time once notified – identifying and repairing every single connection which is very time consuming.



# Beware of Downed Power Lines!

Keep clear of fallen utility wires. Use extreme caution and always assume a utility line is live and carrying electricity. If you come across a downed utility wire of any kind, do the following:

- **Assume it's Energized and Stay as Far Away as Possible** Energized lines can charge the ground near the point of contact and may electrocute you. If you come upon a downed line of any kind stay at least 35 feet away.
- **Call 911 or BPU at 913-573-9522 Immediately.** Leave everything to utility professionals and emergency personnel.
- **Don't Drive Over Downed Lines.** Even if they're not energized downed wires can get entangled in a vehicle and cause further damage. If you must evacuate, jump away and land with both feet together – without touching the vehicle.
- **Shuffle Away to Safety.** When getting away from a downed line, shuffle your feet in small steps keeping your feet together and on the ground at all times. This minimizes the risk of a strong electric shock.
- **Do Not Attempt to Rescue a Person or Pet.** If you see someone in direct or indirect contact with a downed line, do not touch them. You could become the next victim. Call 911 for help.



## DID YOU KNOW?

There are more than 44.5 million trees in Kansas, with Wyandotte County/KCK having one of the highest concentrations in the state with a nearly 40% Tree Canopy across a dense, populated geographic area.

\*Kansas Forest Service

## FACT:

BPU is responsible for maintaining 60,866 transmission & distribution poles, and 3,000+ miles of electric lines over a 130 sq. mile area!



## Springtime Outdoor Safety Tips

These simple reminders will ensure you and your family enjoy the outdoors while being safe and prepared.

- **Always keep metal ladders, antennas, etc. away from all overhead lines.**
- **Avoid planting tall-growing trees under power lines. Trees and tree limbs that interfere with power lines pose outage risks during storms.**
- **Never use an electric lawn mower when the grass is wet.**
- **Avoid landscaping around ground mounted utility equipment. During an outage our restoration crews may need to access this equipment.**
- **Inspect power tools and electric lawn mowers for frayed power cords or broken plugs. If damaged stop using the equipment immediately.**
- **When working outside, only use extension cords marked for outdoor use and rated for the power of your tools.**
- **During electrical storms, do not use telephones or appliances like hair dryers, toasters or radios. Keep extra batteries for flashlights and portable radios in case of power outages.**
- **Protect your equipment and computers by installing surge protectors on electronic devices and appliances; look for the proper UL rating.**
- **Teach your children basic safety rules at an early age. Make sure they watch for "Danger" signs on high-voltage equipment.**

# Weatherize Your Home This Spring



The average home in Wyandotte County is 60 years old, with many lacking the air barriers necessary to protect them from wind, rain, sunlight, and hot and cold weather. Energy usage levels for cooling and heating is significant, which is why now is the perfect time to weatherize your home – increasing its energy efficiency and helping keep utility costs lower in the summer months.

**Weatherizing reduces leaks around the perimeter of a home. This can include:**

- Sealing and caulking around doors and windows and between the attic and ceiling
- Using insulating foam around switches and outlets
- Adding attic insulation and vents – building a barrier between it and living spaces
- Replacing broken windows
- Taping leaky ducts

This added insulation supplements the barrier between the air inside and outside your home, improving its energy efficiency, and can result in savings of more than 25% on some energy bills. A weatherized home isn't just great for saving money – it also helps the environment. Energy conservation leads to less carbon dioxide and greenhouse gas emissions – which also impacts community health.

**The Kansas Weatherization Assistance Program helps low-income households cover the cost of heating, cooling, and energy efficiency improvements – free of charge.** It's funded by the Department of Energy and Low-Income Energy Assistance Program and regulated by the Kansas Housing Resources Corporation.

At no charge, income-eligible families can receive a comprehensive home energy audit, assessing their entire home. Certified energy auditors will search a home, inside and out, looking for inefficiencies and safety concerns using advanced equipment and identify a customized account of areas for cost-effective improvements. The improvements will be provided free of charge by a network of professional crews and contractors. For more information or to enroll, go to [www.ECKAN.org/weatherization/](http://www.ECKAN.org/weatherization/) or call **785-242-6413**.



## Stay up to date with BPU Text Alerts.

As a convenient way to keep our customers informed, BPU can now send important text alert notifications about electric and water outages, potential water leaks, billing information, maintenance alerts, etc.

BPU text alerts will come from 844-843-3500. Save this contact as "BPU Texting" to make sure you won't confuse these texts with text-based scams. If you provided a cell phone number to BPU, you're automatically opted in to receive text alerts. Customers can opt out by texting "QUIT" to 844-843-3500. Please call 913-573-9190 if your phone number has changed or if the phone number on your monthly bill is incorrect.





# DON'T GET SCAMMED



A little knowledge can go a long way in preventing scammers from taking advantage of you. Recent scams include calls requesting a person's checking account number so BPU can issue a refund, and asking a person to drive to a big-box retail store and wire money to pay their BPU bill. Avoid utility scams by keeping these tips in mind:

- ✓ Always ask to see an official BPU ID if someone approaches you, your home, or your business and says they work for BPU.
- ✓ If you get a call and you're not sure if the person is a BPU employee, ask for their name, hang up, and call us back at (913) 573-9190 (not a number the caller provides) and ask for the employee.

## THE MOST COMMON SCAM TACTICS INCLUDE:

- **Impersonation Scams:** Scammers may pose as BPU employees, either in person or over the phone, and demand immediate payment for allegedly overdue bills. Contact BPU immediately if you think you've received a suspicious phone call.
- **Phishing Emails:** Scammers send emails that appear to be from BPU, asking you to click on a link and provide personal or financial information. These emails often contain official-looking logos and language designed to deceive you.
- **Prepaid Card or Gift Card Payments:** Scammers often ask for payment through prepaid cards, gift cards, or other digital currency. BPU does not accept these forms of payment.

Your safety and well-being are our top concerns. If you're unsure or suspect someone is trying to scam you, remember you have the power to say "no" and call us immediately.

**CHECK OUT THIS HELPFUL VIDEO ON HOW TO PREVENT UTILITY SCAMS.**



Take the ups and downs out of your monthly bill with our Equal Payment Plan (EPP). EPP takes the 12-month average of your utility usage and charges you that amount each month. It's simple and can help with household budget planning. Sign up today using your BPU Online Account, or call 913-573-9190.

## Lighting Up the Night...

Streetlights play an important role in our community, making it easier to see drivers and pedestrians at night, while improving safety and security. While the Unified Government (UG) owns and decides where streetlights are needed, BPU is responsible for repairing the nearly 19,000 streetlights and over 5,500 private area lights throughout its service area.



• **Streetlight repairs.** Call BPU at 913-573-9522 to report streetlight issues or outages. Pole numbers help BPU find the location, so be sure to provide a pole number, the address or cross streets, and a summary of the problem.

• **New streetlights & private area lights.** The UG and BPU depend on community residents to report when new streetlights are needed or when they need repair. To request a new streetlight, call the UG at 913-573-5311. Private area lights for backyards, alleys, and parking lots for increased lighting or safety purposes can be requested from BPU directly at 913-573-9531.

## Outdoor Water Conservation

Efficient water use in the Spring can have environmental, public health, and economic benefits by improving water quality, maintaining ecosystems, and protecting drinking water resources. More efficient use of water can reduce the impact on the environment and save money on water and energy bills.

### Landscape Irrigation

- Water your lawn or garden during the coolest part of the day (early morning is best)
- Water trees and shrubs, which have deep root systems, longer and less frequently than shallow-rooted plants that require smaller amounts of water more often
- Use soaker hoses or trickle irrigation systems for trees and shrubs
- Use mulch around shrubs and garden plants to reduce evaporation from the soil surface
- Remove thatch and aerate turf to encourage movement of water to the root zone
- Raise your lawn mower cutting height—longer grass blades help shade each other, reducing evaporation

### General Uses

- Sweep driveways, sidewalks, and steps rather than hosing them off
- Wash the car with water from a bucket, or use a commercial car wash that recycles water
- When using a hose, control the flow with an automatic shut-off nozzle
- Avoid recreational water toys which require a constant stream of water





540 Minnesota Avenue  
Kansas City, Kansas 66101

PRSRM MKTG  
U S POSTAGE  
PAID  
BLS

# COMING SOON



## BPU is launching a new customer portal: MyMeter

MyMeter will allow customers to continue to manage their BPU account online while providing a more user friendly experience. With MyMeter, customers will be able to: pay their bill; connect, disconnect or transfer service; set up automatic payments; get in-depth information on energy usage – down to the minute; and more! In addition to the online portal, BPU will be launching a mobile app to make it even easier for customers to access their BPU account. *Be aware that customers will have to register for a new online account in order to access this new customer portal once it's released.* Current users of BPU's online portal will be receiving additional information on how to continue to access their BPU accounts online. Upon launch, stay tuned to BPU social media platforms, mailings and website for more information on how to best utilize MyMeter.

## BPU | BOARD OF DIRECTORS



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Member Second District  
tgroneman@bpu.com



**DAVID HALEY**  
Vice President  
Member-at-Large  
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**MARY L. GONZALES**  
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**ROSE MULVANY HENRY**  
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rhenry@bpu.com



**BRETT PARKER**  
Member Third District  
bparker@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
If you need to make payment arrangements on your bill	573-9145
BPU Job Line	573-6900
BPU Ethics Commission Hotline	271-6337
If you need a "dig" check for electrical cables or water lines	Dial 811
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**

